

## A COMPARATIVE ANALYTICAL STUDY ON THE FUNCTIONALITY OF ESIC'S SCHEMES, ACROSS VARIOUS DEMOGRAPHICS

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### Abstract

The ESIC plays a vital role in providing social security and healthcare benefits to employees in India. However, the impact and efficiency of these schemes can vary significantly across different demographic settings, including urban, rural, and economically diverse areas. This research paper presents a comprehensive comparative analysis of the functionality and effectiveness of the schemes offered by the Employees State Insurance Corporation (ESIC), across diverse demographic regions. The purpose of this study is to assess how well ESIC schemes meet the needs of employees in distinct demographic contexts. We employ a multi-faceted research approach, combining both quantitative and qualitative methods. Our research utilizes a wide range of data sources, including surveys, interviews, and statistical data from various regions. Through a systematic examination of the ESIC schemes' implementation, accessibility, quality of healthcare services, and overall satisfaction levels, we aim to identify disparities and successes in different demographics. This analysis will shed light on the challenges faced by ESIC in ensuring equitable access to healthcare and social security benefits across the diverse population of India. The findings of this research will be valuable for policymakers, ESIC administrators, and stakeholders, as they seek to optimize the effectiveness of ESIC schemes, reduce disparities, and enhance the well-being of employees across India. By understanding how demographic factors influence the functionality of ESIC schemes, we can work towards more inclusive and efficient social security systems that better serve the needs of the nation's workforce.

**Keywords:** Accessibility, Demographic, Effectiveness, Functionality, Policymakers, Quantitative.

### INTRODUCTION

The Employees' State Insurance Corporation (ESIC) schemes have been instrumental in safeguarding the well-being of India's workforce and promoting social security since their inception. One of the key indicators of the success of these schemes lies in their ability to provide comprehensive healthcare and financial protection to employees in times of need. Through a network of dispensaries, hospitals, and medical facilities, ESIC ensures that workers and their dependents have access to quality healthcare services, reducing the financial burden associated with medical expenses. This not only contributes to the physical well-being of employees but also enhances their productivity by ensuring a healthier workforce. Moreover, the ESIC schemes extend beyond healthcare to include benefits like maternity leave, disability insurance, and even unemployment cash benefits in certain cases. By addressing a wide range

of employee needs, these schemes serve as a social safety net, fostering a sense of security and stability among workers. This, in turn, enhances job satisfaction and motivates employees to perform at their best.

## **OBJECTIVES OF THE STUDY**

The primary purpose of the current research work is to comprehensively analyze the effectiveness and impact of ESIC schemes on the well-being and financial security of beneficiaries, with a focus on evaluating the accessibility, coverage, and healthcare outcomes, in order to provide insights for policy enhancements and improvements. The paper will examine the historical evolution of ESIC and its role in providing social security to Indian employees and will assess the effectiveness of ESIC in ensuring healthcare access and financial protection for covered employees and their dependents. The other objectives are to investigate the challenges and barriers faced by IP's in extending coverage to informal sector workers and unorganized labor and to analyze the financial sustainability of ESIC and its ability to meet the evolving healthcare needs of the workforce. The paper also aims to evaluate the impact of ESIC schemes on reducing the burden of occupational diseases and workplace injuries and to compare ESIC with international social security models and identify best practices that can enhance its performance. The ultimate objective is to recommend policy measures and reforms for strengthening the ESIC system and expanding its reach to a wider spectrum of employees and to provide evidence-based insights for policymakers, employers, and stakeholders to improve the overall end to end functioning of ESIC in India.

## **REVIEW OF LITERATURE**

In a paper authored by Satpathy I, Patnaik B.C.M, and Dev Padma in 2011, the Employee State Insurance Scheme is described as a comprehensive health insurance and social security initiative. It serves as an effective and sustainable social safety net for workers in diverse industrial and commercial establishments. This scheme provides comprehensive medical care and reasonable financial assistance to beneficiaries facing contingencies such as illness, maternity, disability, or employment-related injuries. The paper aims to assess the actual impact of ESI in the study area, considering the substantial government expenditure in this area. To achieve this, the paper identifies 14 variables following a pilot study and employs a perception score method to gain a deeper understanding of ESI-related issues.

In her research entitled "Assessing the Effectiveness of Medical Benefits Provided by the ESI Scheme: A Study on Organized Sector Employees in Kolkata," Deblina Mitra (2017) observed that the ESIC of India offers comprehensive medical care to insured individuals and their families. Based on this study, recommendations include raising awareness about the ESI Scheme among insured individuals and employers, enhancing the quality of services at ESI hospitals and dispensaries, streamlining the procedures for benefit claims, and fostering a harmonious relationship between enterprises, the ESI Corporation, and insured individuals.

Divya M. and Dr. B Vijayachandran Pillai conducted a study titled "Evaluating Awareness and Satisfaction Regarding the Employee State Insurance Scheme in Kerala's Service Sector." In this study, a sample of 90 beneficiary employees was randomly selected, with 30 respondents from each of the three chosen sectors: retail shops, educational institutions, and financial companies. Data collection involved the use of a structured interview schedule. The study's results reveal that individuals affiliated with educational institutions exhibit higher awareness of the ESI scheme compared to those in the other two categories.

### Hypothesis of the Study

The demographic factors including gender, age, education, income, family types and their marital status are affecting the perception level of beneficiaries of various schemes of ESIC.

1. Gender is affecting the perception level of beneficiaries of various Schemes of ESIC.

Relationship between Gender & Perception Level of Beneficiaries			
Calculated Chi-Square Value	Degree of Freedom	Table value of Chi-Square at 5 percent level	Inference
3.16	2	5.99	<b>Not Significant</b>

Calculated value of Chi-square is less than the table value at 5% level of significance so in this null hypothesis is accepted and alternated hypothesis is rejected. So, we can say that there is no significant relationship between gender and perception level of the beneficiaries.

2. Age is affecting the perception level of beneficiaries of various schemes of ESIC.

Relationship between Age & Perception Level of Beneficiaries			
Calculated Chi-Square Value	Degree of Freedom	Table value of Chi-Square at 5 percent level	Inference
5.88	6	12.6	<b>Not Significant</b>

Calculated value of Chi-square is less than the table value at 5% level of significance so in this null hypothesis is accepted and alternated hypothesis is rejected. So, we can say that there is no significant relationship between age and perception level of the beneficiaries.

3. Education is affecting the perception level of beneficiaries of various schemes of ESIC

Relationship between Education & Perception Level of Beneficiaries			
Calculated Chi-Square Value	Degree of Freedom	Table value of Chi-Square at 5 percent level	Inference
10.66	2	5.99	<b>Significant</b>

Calculated value of Chi-square is greater than the table value at 5% level of significance so in this null hypothesis is rejected and alternated hypothesis is accepted. So, we can say that there is significant relationship between education and perception level of the beneficiaries.

4. Family is affecting the perception level of beneficiaries of various schemes of ESIC.

Relationship between Family Type & Perception Level of Beneficiaries			
Calculated Chi-Square Value	Degree of Freedom	Table value of Chi-Square at 5 percent level	Inference
8.50	2	5.99	<b>Significant</b>

Calculated value of Chi-square is greater than the table value at 5% level of significance so in this null hypothesis is rejected and alternated hypothesis is accepted. So, we can say that there is significant relationship between Family type and perception level of beneficiaries.

## RESEARCH METHODOLOGY

**Sample Selection:** A representative sample size of 250 ESIC beneficiaries was selected from various sectors, including manufacturing, construction, and service industries.

**Data Collection:** Data has been collected through structured surveys and interviews, targeting beneficiaries of different ESIC schemes such as medical benefits, maternity benefits, and disability benefits.

**Survey Questions:** The survey conducted, includes questions related to the ease of enrollment, accessibility to healthcare facilities, the quality of medical services, claim processing efficiency, and overall satisfaction with ESIC services.

**Data Analysis:** Statistical methods, including mean scores, frequency distributions, and regression analysis particularly Chi-Square test, was employed to analyze the collected data.

**Scheme-wise Assessment:** Satisfaction levels were assessed separately for each ESIC scheme to identify areas of strength and areas that require improvement.

## RESULTS

The study's results will provide valuable insights into the satisfaction levels of ESIC scheme beneficiaries. It will help identify which schemes are performing well and which may need enhancements or modifications to better serve the insured population.

### ESIC, as a Pivotal Instrument for Bestowing Social Security –

The Employees' State Insurance Corporation (ESIC) schemes play a vital role in providing social security to employees in India. Established under the Employees' State Insurance Act, 1948, ESIC is a government organization that ensures the well-being of workers by offering various benefits. These schemes are functional across the country and aim to provide comprehensive medical care, monetary benefits, and social security to employees and their dependents. The Employees State Insurance Corporation (ESIC) plays a vital role in providing social security benefits to employees across various sectors in India. Assessing the satisfaction levels of ESIC scheme beneficiaries is crucial in understanding the effectiveness of these schemes in meeting the needs of the insured population. This comprehensive study aims to

evaluate the satisfaction levels of beneficiaries across different ESIC schemes. The beneficiaries, which include employees in various sectors, have been reaping the benefits of ESIC in multiple ways.

**Healthcare Benefits:** ESIC provides access to quality healthcare through a network of dispensaries, hospitals, and clinics. Beneficiaries can avail free or subsidized medical treatment, including hospitalization, maternity care, and specialist consultations.

**Cash Benefits:** Employees who are unable to work due to illness, injury, or maternity can receive cash benefits to compensate for their loss of wages. This financial support ensures that employees and their families do not face financial hardship during challenging times.

**Dependent Benefits:** In case of an unfortunate event resulting in the death of an insured employee, ESIC offers dependent benefits to the spouse and dependent children, helping them maintain their financial stability.

**Rehabilitation Services:** ESIC also focuses on vocational rehabilitation to help employees return to the workforce after recovering from injuries or illnesses.

**Preventive Measures:** Apart from providing healthcare and monetary support, ESIC also conducts awareness programs and initiatives to promote employee wellness and prevent health issues.

ESIC schemes are instrumental in safeguarding the interests of employees in India by providing them with a safety net that includes healthcare, financial support, and rehabilitation services. These schemes contribute significantly to the overall well-being of beneficiaries, ensuring that they receive the benefits they deserve.

### **Success & Functionality of ESIC's Several Schemes –**

The success of the Employees' State Insurance Corporation (ESIC) can be summarized by its ability to provide comprehensive healthcare, financial protection, and social security benefits to India's workforce. ESIC has significantly improved healthcare access, reduced financial burdens during times of illness or injury, minimized absenteeism, increased job satisfaction, and contributed positively to the formalization of the labor market. This success not only benefits individual employees but also strengthens the nation's economy by promoting a healthier, more secure, and productive workforce. ESIC's adaptability and continuous efforts to expand coverage further contribute to its ongoing success.

The various schemes offered by the Employees' State Insurance Corporation (ESIC) in India have consistently demonstrated their functionality and the substantial benefits they provide to the workforce. ESIC, as a statutory body, has been pivotal in securing the social and financial well-being of employees across the country. These schemes encompass a wide range of services, including healthcare, maternity benefits, disability coverage, and unemployment benefits, all designed to ensure that the labor force remains protected and supported in times of need. One of the cornerstones of ESIC's success is its healthcare scheme. Through a vast network of dispensaries, hospitals, and clinics, ESIC offers insured employees and their dependents access to quality medical care. This has significantly improved healthcare

accessibility for millions, reducing the burden of medical expenses that often push families into financial distress. By receiving timely medical attention, employees can recover faster and return to work, minimizing productivity losses due to prolonged illnesses.

Maternity benefits are another crucial component of ESIC's schemes. These benefits ensure that expecting mothers receive the necessary medical care and financial support during pregnancy and childbirth. By relieving the financial stress associated with maternity expenses, ESIC encourages women to prioritize their health and that of their newborns, which ultimately contributes to better maternal and infant health outcomes. In cases of work-related injuries or disabilities, ESIC provides essential support. The disability benefits scheme aids employees who have suffered permanent or temporary disabilities due to workplace accidents. By offering financial assistance and rehabilitation services, ESIC helps individuals regain their independence and reintegrate into the workforce, emphasizing their dignity and self-sufficiency. ESIC's schemes include unemployment benefits for employees who face job loss or layoffs. This support provides a crucial safety net during periods of economic instability, ensuring that workers and their families can maintain a reasonable standard of living while seeking new employment opportunities. In recent years, the Employees' State Insurance Corporation (ESIC) has emerged as a crucial pillar of social welfare in many countries. One of the remarkable aspects of ESIC's impact is its ability to cater to beneficiaries from diverse demographics. This organization, primarily established to provide healthcare and social security benefits to employees, has transcended boundaries and reached people from various walks of life.

ESIC's reach extends beyond age, gender, and occupation. It's not limited to a specific profession or income bracket. Instead, it embraces a wide spectrum of beneficiaries, including industrial workers, laborers, professionals, and even self-employed individuals. The principle underlying ESIC is inclusivity, ensuring that healthcare and social security are accessible to all who require it, regardless of their background. Furthermore, ESIC's influence is felt across different regions and geographies. It doesn't discriminate based on location or urban-rural divide. Beneficiaries from bustling metropolitan areas and remote rural villages alike have found solace in the services provided by ESIC. This has led to a more equitable distribution of healthcare resources, reducing disparities in access to medical care.

### **ESIC Benefitting Beneficiaries, across Various Demographics –**

Employees' State Insurance Corporation's ability to serve beneficiaries from various demographics underscores the importance of inclusive and accessible healthcare and social security systems. It stands as a beacon of hope for those in need, irrespective of their background, and continues to play a pivotal role in enhancing the overall well-being of society. The satisfaction level of ESIC (Employees' State Insurance Corporation) beneficiaries can vary widely depending on several factors, including their individual experiences with the system, the quality of healthcare services they receive, and the efficiency of administrative processes. To gauge the satisfaction level of ESIC beneficiaries, one would typically conduct surveys, interviews, or gather feedback through various methods. Here are some factors that can influence their level of satisfaction:

### **Quality of Healthcare Services:**

The most crucial factor influencing satisfaction is the quality of healthcare services provided by ESIC. Beneficiaries are likely to be more satisfied if they receive timely, effective, and compassionate medical care.

### **Accessibility:**

The ease of access to ESIC healthcare facilities and the availability of a network of empaneled healthcare providers can impact satisfaction. If beneficiaries find it convenient to access care, their satisfaction is likely to be higher.

### **Waiting Times:**

Long waiting times for appointments, tests, or treatments can be a source of dissatisfaction. Shorter waiting times are associated with higher satisfaction levels.

### **Administrative Efficiency:**

Efficient administrative processes for availing benefits, filing claims, and receiving reimbursements can significantly influence satisfaction. Delays and bureaucracy can lead to frustration.

### **Coverage and Benefits:**

The comprehensiveness of coverage and the range of benefits offered by ESIC can affect satisfaction. Beneficiaries who feel their needs are well-covered are more likely to be satisfied.

### **Communication:**

Clear and effective communication with beneficiaries about their entitlements, the claims process, and other relevant information can enhance satisfaction.

### **Staff Behavior:**

The behavior and attitude of ESIC staff, including doctors, nurses, and administrative personnel, can greatly impact satisfaction. A respectful and caring approach is essential.

### **Information and Awareness:**

Beneficiaries' level of awareness about the services and benefits provided by ESIC can affect their satisfaction. Those who are well-informed tend to be more satisfied.

### **Complaint Resolution:**

The ability of ESIC to address complaints and grievances promptly and effectively is critical. Poor complaint resolution can lead to dissatisfaction.

### **Accessibility of Healthcare Facilities:**

The geographic accessibility of ESIC hospitals and clinics can impact satisfaction. Beneficiaries in remote areas may face challenges in accessing services.

**Timely Reimbursements:**

For beneficiaries who had to make upfront payments for medical expenses, the timeliness of reimbursement is crucial. Delays in reimbursement can lead to dissatisfaction.

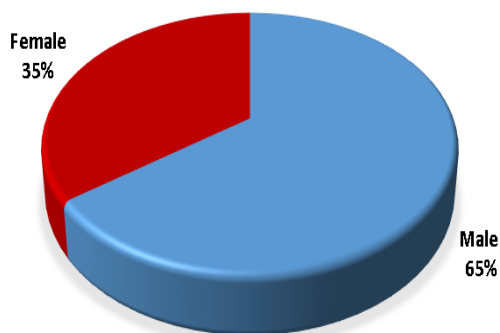
**Overall Experience:**

The overall experience of beneficiaries, including their perception of the value they receive from ESIC, plays a significant role in determining satisfaction levels.

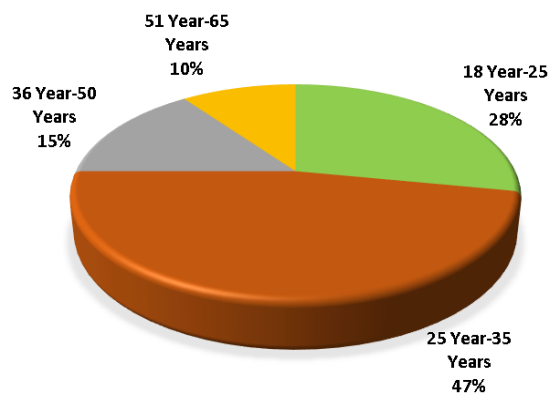
To assess the satisfaction level of ESIC beneficiaries comprehensively, surveys or interviews would typically cover these factors and allow for a better understanding of their experiences and needs within the ESIC system.

**DATA ANALYSIS AND, INTERPRETATION**

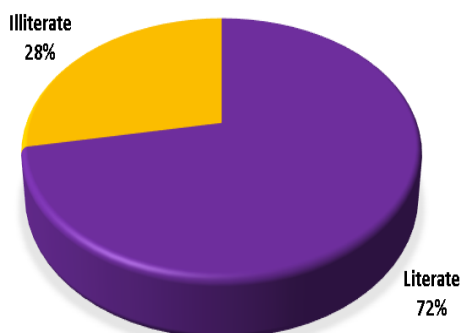
**GENDER WISE DEMOGRAPHIC PROFILE**



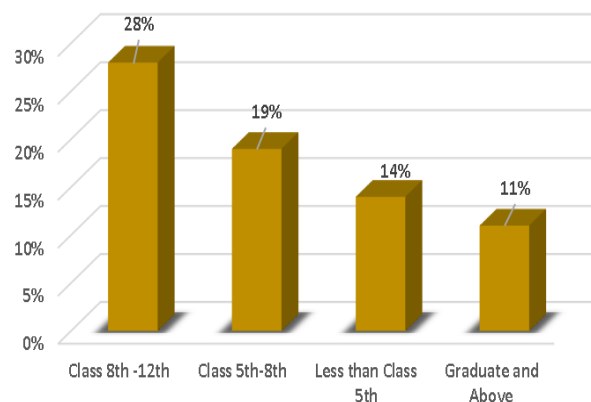
**AGE WISE DEMOGRAPHIC DRILL DOWN**



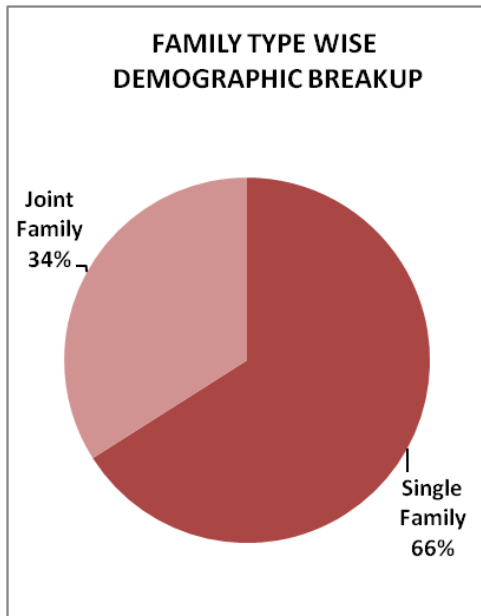
**LITERACY STATUS OF INSURED PERSONS**



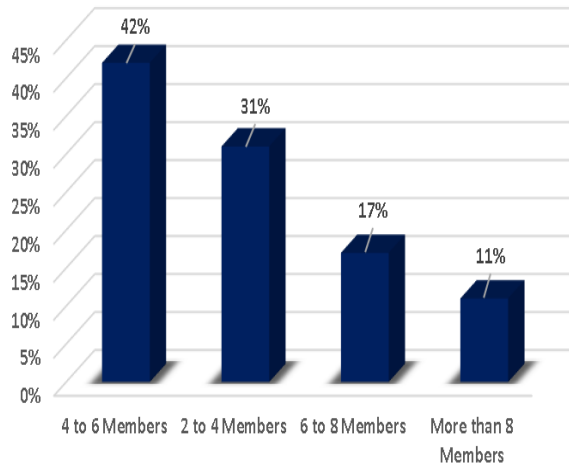
**Education Level of Insured Persons**



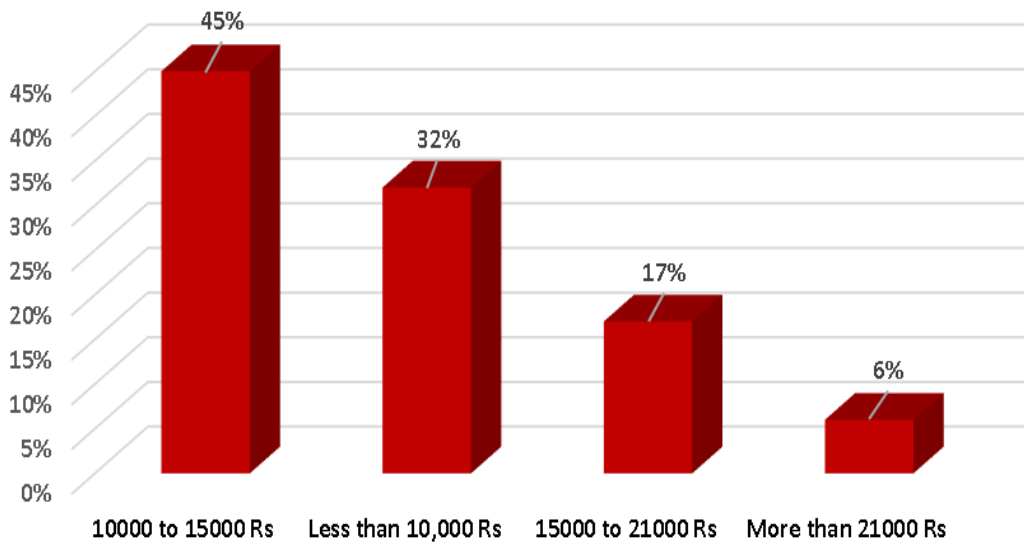




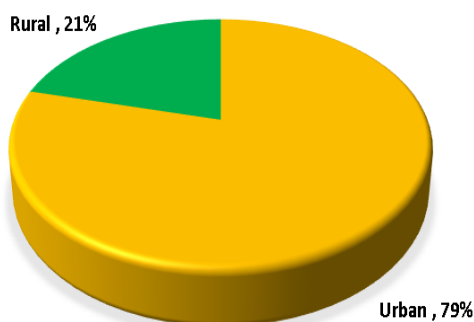
### IP's Family Member Wise Further Breakup



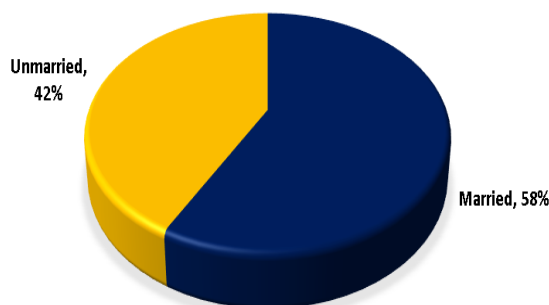
### Monthly Salary/ Income Wise IP's Breakup



### AREA WISE IP'S FURTHER BREAKUP



### MARITAL STATUS WISE IP'S BREAKUP



### INTERPRETATIONS

- ❖ Survey was conducted on 250 IP'S, Out of which 65% were Male & 35% were Female.
- ❖ IP's falling under the age bucket of 25 - 35 Years are taking maximum advantages of the Schemes.
- ❖ 72% IP's are found literate while conducting the Survey, rest 28% were illiterate.
- ❖ Class 8<sup>th</sup> to 12<sup>th</sup> Pass Bucket IP's are topping the chart, when it comes to IP's level of education.
- ❖ 66% IP's are coming from Nuclear families, wherein 34% belongs to Joint families.
- ❖ IP's having 4 to 6 Members in the family are taking maximum benefits of ESIC's various schemes.
- ❖ 45% IP's are getting Monthly Salary of 10,000 to 15000 Rs are availing maximum benefits.
- ❖ 79% Beneficiaries comes from urban background, wherein 21% belongs to rural and remote areas.
- ❖ Out of 250 IP's 58% were found married and rest 42% were single/ unmarried.

### CONCLUSION

Based on above mentioned analysis we may conclude that the success of Employees' State Insurance Corporation schemes is evident through their multifaceted impact on the lives of Indian workers and the broader economy. By providing healthcare, financial support, and promoting job security, ESIC has become a cornerstone of social welfare and a vital component of India's labor ecosystem. Its continued success relies on ongoing improvements and adaptations to meet the evolving needs of the workforce in an ever-changing economic landscape.

The various schemes offered by the Employees' State Insurance Corporation in India are undeniably functional and have a far-reaching positive impact. By providing comprehensive healthcare, maternity benefits, disability coverage, and unemployment benefits, ESIC ensures that employees and their families are protected during various life situations. This not only enhances the quality of life for beneficiaries but also contributes significantly to a healthier, more productive workforce and a more robust national economy. ESIC's continued commitment to expanding coverage and adapting to changing needs ensures that its beneficiaries will continue to receive the benefits they deserve in the years to come.

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