Chapter - I

INTRODUCTION

The first chapter deals with a brief introduction, background of the study, research methodology and its limitations. It also gives the sources of data, objectives of the study, hypothesis tested, the methods used for primary survey and tools and techniques used by the researcher. This chapter also gives the overall presentation of the study.

The Prologue

Industrialisation poses a challenge for an entrepreneur in the form of management of the resources. The management and effective and efficient deployment of the resources of the organisation is the factor which decides the profitability and viability of any organisation. Labour is one of the basic resources of any industry and has an important bearing on the performance and goals of the organisation. Wikipedia defines labor law as “Labor Law is the body of laws, administrative rulings, and precedents which address the relationship between and among employers, employees, and labor organizations, often dealing with issues of public law”. The terms Labor Laws and Employment Laws are often interchanged in the usage. This has led to a big confusion as to their meanings. Labor Laws are different from employment laws which deal only with employment contracts and issues regarding employment and workplace discrimination and other private law issues. Labor Laws harmonize many angles of the relationship between trade unions, employers and employees. In some countries (like Canada), employment laws related to unionized workplaces are different from those relating to particular individuals. In most countries however, no such distinction is made. Employment Laws cover broader area than labor laws in the sense that employment laws cover all the areas of employer/employee relationship except the negotiation process covered by labor law and collective bargaining. The final goal of labor law is to bring both the employer and the employee on the same level, thereby mitigating the differences between the two ever-warring groups. In India we have a plethora of Laws which deals with issues concerning Labour administration, labour welfare, regulation of industrial relations between the management and the workers. The Constitution of India provides that the
central government as well as the state government be vested the power to enact and amend rules and regulations related to labor policy in the country. Regulations that address labor and safety in mines and oil fields and Union agencies and institutions for vocational are governed by the central government whereas laws and regulations on trade unions; industrial and labor disputes are governed by central as well as state laws. Labor reforms have long been pending in India. Almost 90 per cent of the labor community is casual and not protected by laws and regulations. On the other hand, some sections of industry and neo-liberal thought have argued for greater flexibility in labor markets and easier hire and fire policies for increased competitiveness, push in manufacturing, and greater output.

Labor Law is the body of law that governs the employer-employee relationship, including individual employment contracts, the application of tort and contract doctrines, and a large group of statutory regulation on issues such as the right to organize and negotiate collective bargaining agreements, protection from discrimination, wages and hours, and health and safety. The law relating to labor and employment in India is primarily known under the broad category of "Labor and Industrial Law". The relevance of the dignity of human labor and the need for protecting and safeguarding the interest of labor as human beings has been enshrined in Chapter-III (Articles 16, 19, 23 & 24) and Chapter IV (Articles 39, 41, 42, 43, 43A & 54) of the Constitution of India keeping in line with Fundamental Rights and Directive Principles of State Policy.

Scenario of Women laborers in India

The larger number of women, both in rural and urban areas, entering the labor force and seeking work is an illustration of demand for employment and the need for employment among women. Increases in labor force, workforce and unemployment are a reflection of both increasing demand for women's labor and supply, expressed through their participation. Human capital endowments impinge quite a lot on the nature of labor market participation. In spite of some positive changes in the educational attributes of women, a majority of them remain illiterate. Nearly 85 per cent of rural and 59 per cent of urban women workers are illiterate or literate only up to primary level, delimiting gains to the few who have benefited from relatively higher levels of education. These are mostly the better-off sections of the population.
Work profiles of women in rural and urban locations are analyzed in terms of employment status, sectors and occupations that provide employment for women and the nature of work undertaken. The reduction in casual employment seems to reflect a general shift to self-employment. Yet it is not clear whether this is a positive development for women or not, especially since bulk of these self-employed women (74 per cent of rural and one half of urban) are unpaid family workers. Regular employment on the other hand is increasing and is a clear positive development, albeit with inequalities. The higher income quintiles are benefiting more than the poorer households. The women among the latter who have gained regular employment are largely undertaking domestic work with private households. Such employment remains largely informal, with limited, if any, social security benefits and displays gender disparity in wages as well. The primary sector still provides employment to bulk of the women workforce in India. In spite of some gradual decline in the percentage of women workers, their share compared to men in agriculture remains significant and has in fact risen due to the shift away from agriculture by men. In rural areas, women workers have shifted into manufacturing; construction; trade, hotels and restaurants; and community, social and personal services, while urban women gained employment in manufacturing and finance, insurance, real estate and business industrial sectors.

**Welfare Schemes in Indian companies**

The Oxford dictionary defines labour welfare as "efforts to make life worth living for workmen". In the Report II of the ILO Asian Regional conference, it has been stated that worker's welfare may be understood to mean "such services, facilities and amenities, which may be established outside or in the vicinity of undertakings, to enable the persons employed therein to perform their work in healthy and congenial surroundings and to provide them with the amenities conducive to good health and high morale." Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms. The concept of welfare is necessarily dynamic, bearing a different interpretation from country to country, from time to time, and even in the same country, depending upon its value system, social institution, degree of
industrialization and general level of social and economic development. Even within a country, its content may differ from region to region. According to pre-independence notions, it covered housing, medical facilities, educational facilities, co-operative societies, holidays with pay and social insurance schemes. In its resolution of 1947, the ILO defined “labor welfare” as such services, facilities and amenities as adequate canteen, rest and recreation facilities, arrangements for travel to and from workplace, accommodation of workers employed at a distance from their houses, and such other services, amenities and facilities as contribute to improve the conditions under which workers are employed. The Committee of Experts on Welfare Facilities for Industrial Workers convened by the ILO in 1963 had divided welfare services into two namely, within the precincts of the establishment and outside the establishment; but the total content of the activities was the same. Every corporation provides the statutory welfare measures but some corporation provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. By the result of improved quality of work life among the employees their involvement in job gets increased and result increased of the transport corporation. The corporations maintaining smooth relationship between workers and management, which leads to attainment of corporation efforts. Labor welfare facilities provided by employers are based on diverse approaches and connected to various theories. Job satisfaction is influenced by different factors, which determine the level of satisfaction employees will experience at the work place. Job satisfaction also rests on certain theories and is influenced by different schools of thought. Some of the welfare measures like housing facilities; loan facilities, rest room facility, housing facilities and gratuity should be incorporated along with welfare measures in order to satisfied employees and so the job performance can be improved. Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare schemes can be classified into two categories viz. statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. These include provisions provided in industrial acts like Factories Act 1948, Dock Workers Act (safety, health and welfare) 1986, Mines Act 1962. The non-statutory schemes differ from organization to organization and from industry to industry. Some of employee welfare Laws in India
Factories Act, 1948
Maternity Benefit Act, 1961 (with latest amendments)
Employee State Insurance Act, [ESI] 1948
Employees' Provident Fund Scheme, 1952.
Payment of Bonus Act, 1965

Statuary welfare benefits

The statutory welfare benefits schemes include the following provisions:

1. **Drinking Water:** At all the working places safe hygienic drinking water should be provided.
2. **Facilities for sitting:** In every organization, especially factories, suitable seating arrangements are to be provided.
3. **First aid appliances:** First aid appliances are to be provided and should be readily assessable so that in case of any minor accident initial medication can be provided to the needed employee.
4. **Latrines and Urinals:** A sufficient number of latrines and urinals are to be provided in the office and factory premises and are also to be maintained in a neat and clean condition.
5. **Canteen facilities:** Cafeteria or canteens are to be provided by the employer so as to provide hygienic and nutritious food to the employees.
6. **Spittoons:** In every work place, such as ware houses, store places, in the dock area and office premises spittoons are to be provided in convenient places and same are to be maintained in a hygienic condition.
7. **Lighting:** Proper and sufficient lights are to be provided for employees so that they can work safely during the night shifts.
8. **Washing places:** Adequate washing places such as bathrooms, wash basins with tap and tap on the stand pipe are provided in the port area in the vicinity of the work places.
9. **Changing rooms:** Adequate changing rooms are to be provided for workers to change their cloth in the factory area and office premises. Adequate lockers are also provided to the workers to keep their clothes and belongings.
10. **Rest rooms:** Adequate numbers of restrooms are provided to the workers with provisions of water supply, wash basins, toilets, bathrooms, etc.
11. **Maternity & Adoption Leave** – Employees can avail maternity or adoption leaves. Paternity leave policies have also been introduced by various companies.

12. **Mediclaim Insurance Scheme**: This insurance scheme provides adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.

13. **Sexual Harassment Policy**: To protect an employee from harassments of any kind, guidelines are provided for proper action and also for protecting the aggrieved employee.

**Non Statutory Benefits**

Many non-statutory welfare benefits may include the following schemes:

1. **Personal Health Care (Regular medical check-ups)**: Some of the companies provide the facility for extensive health check-up

2. **Flexi-time**: The main objective of the flextime policy is to provide opportunity to employees to work with flexible working schedules. Flexible work schedules are initiated by employees and approved by management to meet business commitments while supporting employee personal life needs

3. **Employee Assistance Programs**: Various assistant programs are arranged like external counseling service so that employees or members of their immediate family can get counseling on various matters.

4. **Employee Referral Scheme**: In several companies employee referral scheme is implemented to encourage employees to refer friends and relatives for employment in the organization.

**Problems of women employees in industries**

The status of Indian women has undergone considerable change. Though Indian women are far more independent and aware of their legal rights, such as right to work, equal treatment, property and maintenance, a majority of women remain unaware of these rights. There are other factors that affect their quality of life such as age of marriage, extent of literacy, role in the family and so on. In many families, women do not have a voice in anything while in several families; the women may have a dominating role. The result is that the empowerment of women in India is highly unbalanced and with huge gaps. Those who are economically independent and
literate live the kind of life that other women tend to envy about. This disparity is also a cause for worry because balanced development is not taking place. Women workers face different challenges in the workplace like gender based discrimination, harassment, domestic restriction, work and family issues and unequal pay. In the past few decades, the role of women in the society has been drastically changed. Women can be seen as fighter-jet pilots, educationists, customer services head, company executives, admin heads, banking, HR and telecom sector. Women are making a tremendous contribution in each sector. Men are no longer considered as the only bread earner of the house. Women of the family are now also financially supporting their family. Though the number of working women is increasing day by day but still there are certain barriers that they have to cross to prove themselves beneficial for the job market. Some of these barriers are listed below –

**Gender based discrimination:**

Working men are usually given unfair advantage in comparison to the working women. In this male dominating society, men are considered more hardworking, intelligent and better employees than women. This gender discrimination result in increased level of stress and job dissatisfaction. It also decreases motivation to work and commitment towards the job.

Basically women are given lesser opportunities for quality education which in turn results in lack of knowledge regarding technological advancement.

**Domestic Restrictions:**

Earlier women were restricted to their home and their primary role was to take care of household chores. With time, due to increase in economic pressures on families this restriction has been released. Now in most of the families women are also allowed to get higher education and do paid jobs but under certain restrictions. The maximum percentage of working women can be seen as health workers, educationist, clerks or any other low paid job that are not much preferred by men because of the lack of growth opportunities and low pay-scale. Women are allowed to do such jobs because of the female dominant environment. This thing has restricted the woman's exposure to other available opportunities and limited their growth in the
developmental sector. After all day of work at office, no matter how tired they are, they also have to look after domestic chores.

**Harassment at work place:**

Harassment is another main problem faced by working women, as they are considered an easy target by the male colleagues. Most of the women in developing countries come out of their house to earn money only at the time of extreme need, they are much vulnerable and colleagues and higher management harass them by passing inappropriate remarks or making fun of them or in extreme cases they harass them sexually.

Usually women remain silent on such acts or ignore them or put up with it in fear of losing their job. They are reluctant to make allegations against the culprits. Some of them resign to get rid of all this because they know that it is of no use to make a complaint against them. Corrupt officers and higher authorities do not support them. Strict laws are there to support working women but only if all this gets reported. This is one of the major reasons why families do not allow women to work.

**Lower Pay-scale:**

The employer should ensure that uniform wages should be paid to both men and women on an equal amount of work done. In many workplaces, employees are not allowed to discuss their salaries because of which no one ever comes to know if they are paid less or not. Bullying, harassment and abusing are vivid acts but lower wages is a silent offense, no one makes any complaint and the problem continues.

Women are paid less because employer has this preset concept that she will quit the job after marriage or after having children. Women earn low also because they have to choose a less challenging job for themselves so they can spend more time at home. Parenthood affects the woman's career adversely in contrast to men. The organization should offer some family-friendlier policy and also make sure equal wages should be given to the employees without gender discrimination.

**Married Working Women:**

Most of the married women are not allowed to do a job and also, it becomes difficult for them to maintain work and household chores equilibrium because of
increased responsibility. Traditionally, men are the bread earners of the house and it is not appreciable if women support the family financially or if women earn more than men.

Married working women also face problems at work. It is not possible for them to work in late hours. Most of the workplaces do not have nurseries or daycare where mothers can keep their children.

**Negative attitudes of male co-workers:**

Attitude of male co-workers is sometimes really humiliating and biased. It is considered that women are hired just to add colour to the office environment. Moreover, lack of workplace social support, from colleagues and supervisors leads to absenteeism, low turnover and job dissatisfaction. Higher authorities should try to establish a supportive and conducive work environment.

**Transport:**

The transport system in developing countries is very poor. This is a big hindrance for the women who have to go out for a job. Men and women both have to face this problem. Despite the inadequate availability of the public transport, women also have to face harassment. They are bound to travel on buses and vans because taxis are expensive.

**Industrial Safety for women**

The importance of industrial safety was realized because of the fact that every year millions occupational/industrial accidents occur which result in loss of production time equivalent to millions of man hours, machine hours etc. Of these about one-fifth production time is lost by those actually injured due to temporary and permanent disablement and the remaining production time is lost by fellow operators/people in helping the injured, in taking care of the damage caused by accident etc. the loss to the industrial unit would appear much more alarming when death cases due to accidents are considered.

It is therefore essential to identify/examine the causes of industrial accidents and take steps to control them. Many disciplines are concerned with this safety approach. Industrial engineering is one field which deals with design of efficient work
place, equipment and industrial layout design. Other disciplines which can contribute to safe working environment are psychology, sociology and Medicare science.

**Corporate Social Responsibility**

Corporate social responsibility (CSR) refers to business practices involving initiatives that benefit society. A business's CSR can encompass a wide variety of tactics, from giving away a portion of a company's proceeds to charity, to implementing "greener" business operations. Corporate social responsibility has become an integral part of every Indian Company especially after the insertion of Section 135 of the Companies Act, 2013, which has now made it mandatory for all the companies which meet the conditions given in the Act to take CSR initiatives.

There are a few broad categories of social responsibility that many of today's businesses are practicing:

1. **Environmental efforts:** One primary focus of corporate social responsibility is the environment. Businesses regardless of size have a large carbon footprint. Any steps they can take to reduce those footprints are considered both good for the company and society as a whole.

2. **Philanthropy:** Businesses also practice social responsibility by donating to national and local charities. Businesses have a lot of resources that can benefit charities and local community programs.

3. **Ethical labor practices:** By treating employees fairly and ethically, companies can also demonstrate their corporate social responsibility. This is especially true of businesses that operate in international locations with labor laws that differ from those in the United States.

4. **Volunteering:** Attending volunteer events says a lot about a company's sincerity. By doing good deeds without expecting anything in return, companies are able to express their concern for specific issues and support for certain organizations.

Under CSR companies are supposed to voluntarily adopt self regulating standards whereby they can monitor and ensure their function according to law, they follow ethical standards and international norms. As the working of the companies has the impact on the environment, consumer, employees, communities, stakeholders
and all other members of the public sphere, it is their moral responsibility to take into consideration of their interests. Though the concept of corporate social responsibility (CSR) has been evolving for decades, no single all-encompassing meaning has as yet been achieved. The worker and the trade union, both stakeholders in the company, are certainly affected by a company’s CSR policy and its implementation. There is an interconnection between CSR and Labour welfare. The main objective of the implementation of CSR in the Company is the welfare of the member of the society including the employees as can be seen from above. Thus, most of the companies in India are following CSR and Labour welfare norms. Mostly, the labour welfare norms consist of norms laid down in the core international labour standards which are being adopted and incorporated in the India labour legislations. Moreover, along with the core international labour standards, the Indian companies are also following Social Accountability 8000. “For ethical practices in the organization and to make sure that quality of standards for the technical manufacturing of goods and services. Helping Children, against child labour, Health and safety, collective bargaining working hours and disciplinary rights, these are some of the focus area of SA 8000. These standards are regulated on the recommendation of International Labour Organization.” Thus, although many companies have initiated the steps towards labour welfare India has a long way to go as most of the companies are just doing it for the sake of image building.

Corporate Social Responsibility towards women empowerment in India

India is developing in all possible areas but there are certain areas where development is almost stagnant. “Gender discrimination is one of them”. Corporate social responsibility can definitely empower women right from encouraging them to get education till getting respectable livelihood to become productive citizens. It is not easy to empower women in the true sense. It needs the contribution of dedicated personnel’s, committed people, generous funding agencies and strong political will. Therefore in order to draw the attention of these people and agencies, some empirical evidences and linkages between different factors related to women empowerment need to be established. Corporate social responsibility has gone through many phases in India. The ability to make a significant difference in the society and improve the overall quality of life has clearly been proven by some of the corporate. All the corporate should try and bring about a change in the current social situation in India in
order to have an effective and lasting solution to the social woes. Partnerships between companies, NGO’s and the Government should be facilitated so that a combination of their skills such as expertise, strategic thinking, manpower and money to initiate extensive social change will put the socio-economic development of India on a fast track. Empowerment is now increasingly seen as a process by which the one's without power gain greater control over their lives. This means control over material assets, intellectual resources and ideology. The questions surrounding women's empowerment the condition and position of women have now become critical to the human rights based approaches to development. To achieve the aim of social development, commitments of sustained efforts and investment of economic resources not only by the government but other economic sectors is very much required. However, discrimination against woman manifests in itself in most traditional as well as modern societies as a structural feature. Nowhere in the world are woman treated “as good as men, and all countries slip on the scale of human development when inequality between sexes is measured. As CSR deals with corporate responsibility towards society, talking about women workforce becomes equally important. Corporate world now recognizes women in every possible area in which it functions. Society’s development without development of women is unimaginable.

**Motivational Practices for women employees**

Companies come in all kinds and so is motivation. There are some who keep a hawkish eye over its employees, banning even mobile phones at work place and there are some who mandate strict silence, tight schedules and lot of formalities. On the other side some provide good work-life while some allow flexi hours or even work from home option. Some motivate by money, some by rewards, some by punishments and some by fear. Gone are the days when employees only looked for high paying jobs in a ruthless office set-up. Even high paid employees agree that money doesn’t matter after a certain point; it is job satisfaction and a cordial office atmosphere that ultimately makes a difference. Various rewards and recognition programs ensure innovation, creativity, leadership, team work and above all a highly motivated staff. Today companies not only taking initiatives at a time when work related stress is taking a toll on the life of employees but it is refreshing to see that some organizations are going out of the way to make their staff love the work they do and also ensure
they have a great work-life balance. In modern times, when jobs are becoming complex and roles are getting diverse, employee motivation is in top of the mind and with more women coming into the workforce, women motivation is gaining ground. Companies are supporting working women by taking care of their medical expenses, taking health initiatives, providing maternity leave, work from home options, sports tournaments, zumba lessons and what not for motivating and retaining the women workforce. ICICI Bank, Marriott Hotels, E-commerce Giant Flipkart, Citi India and almost all is doing something or other for motivating women to work.

**Historical Perspective of CSR:**

The concept of CSR in India is not new, term may be. The process through acclaimed recently, has been followed since ancient times albeit informally. Philosophers like Kautilya from India and pre-Christian era philosophers in the west preached and prompted ethical principles while doing business. The concept of helping the poor and disadvantaged was cited in much of the ancient literature. The idea was also supported by several religious where it has been interwined with religious laws. "Zakaat", followed by Muslims, is donation from one’s earnings which is specifically given to the poor and disadvantaged.

**Similarly**

Hindus follow the principle of "Dhramada" and sikhs the "Daashaant". In the global context, the recent history goes back to the seventeenth century where in 1790s, England witnessed the first large scale consumer boycott over the issue of slave harvested sugar which finally forced importer to have free-labor sourcing. In India, in the pre independence era, the businesses which pioneered industrialisation along with fighting for independence also followed the era. They put the idea into action by setting up charitable foundations, educational and healthcare institutions and trusts for community development. The term CSR itself came in to common use in the early 1970s although it was seldom abbreviated. By late 1990s, the concept was fully recognised; people and institutions across all sections of society started supporting it. This can be corroborated by the fact that while in 1977 less than half of the Fortune 500 firms even mentioned in their annual reports, by the end of 1990, approximately 90 percent Fortune 500 firms embraced CSR as an essential element in their organizational goals, and actively promoted their CSR activities in annual reports.
(Boli and Hartsuiker, 2001). According to a survey conducted by TERI, the revolution of CSR in India has followed a chronological evolution of 4 thinking approaches:

1) **Ethical Model (1930-1950)**: Promotion of "trusteeship" that was revived and reinterpreted by Gandhiji. Under this notion the businesses were motivated to manage their business entity as a trust held in the interest of the community.

2) **Statist Model (1950-1970s)**: Post independence era model under the aegis of Jawaharlal Nehru. The important feature of this model was that the state ownership and legal requirements decided the corporate responsibilities.

3) **Liberal Model (1970-1990s)**: It was encapsulated by Milton Friedman. As per the model, corporate responsibility is confined to its economic bottom line. This implies that it is sufficient for business to obey the law and generate wealth, which through taxation and private charitable choices can be directed to social ends.

4) **Stakeholder Model (1990s-Present)**: The model came into existence during 1990s as a consequence of realisation that with growing economic profits, businesses also have certain societal roles to fulfill. The model expects companies to perform according to Trible bottom line approach.

**Misconceptions about CSR:**

In the absence of a universally accepted definition for CSR, there are some misconceptions about CSR among the stakeholders in particular and the society in general. The basic misconceptions and their general remedies are presented here.

1) Businesses mean investing money and making money and this means that only the business houses decide the modus operandi of the CSR initiative to enhance their profits. There is a notion that since businesses invest money in society, they are the one who will be deciding upon the modus operandi of the CSR initiative. Although companies aim at profits it is not totally true to think like that. CSR driven by the mandate of an enterprise alone may not generate desired results. Stakeholders must be involved from the onset in defining an
2) Financial resources alone can meet CSR needs of an enterprise. In fact, financial resources are only part of the equation. Besides financial resources, it is equally or even more important for the CSR programmes to be well defined and well accompanied by adequate human resources if they are to meet the intended objectives.

3) CSR is interchangeable with corporate sponsorship, donation or other philanthropic activities. The focus of responsible business practices in the profit sector is hitherto largely confined to community charity-based projects. While this may have been relevant for the historical context in the mid-90s when Carroll’s definition was coined, the current thinking of CSR has moved beyond philanthropy to encompass all internal and external segments of business operations, namely, employees, market environment and community.

**International standards for CSR:**

New initiatives, codes of conduct and management standards offer some guidance for companies on how to proceed. Malcolm McIntosh, Ruth Thomas, Deborah Leipziger, and Gill Coleman provide a guide to the eight principal initiatives and their uses among the myriad corporate citizenship (the new synonym for CSR) initiatives around the world in recent years, eight have attained a high degree of recognition and a significant following. These are voluntary initiatives with a global constituency that can also be defined as multisectoral, in that they can be applied in a wide range of industries. They have all evolved through social partnerships involving some elements of business, governments, labour organisations and non-government organisations. They all take a multi-stakeholder approach to corporate citizenship issues. Each initiative is described below and compared with the others. Many of the initiatives have a common starting point: either conventions of the International Labour Organisation (ILO) and/or The UN Declaration on the Rights of the Child.
and/or the Universal Declaration on Human Rights. Most of the ‘Global Eight’ reflect a northern perspective. This is balanced only partially by the inclusion of ILO conventions, which are developed in a multilateral setting.

The Global Eight are:
- The UN Global Compact
- ILO conventions
- The OECD Guidelines for Multinational Enterprises
- ISO 14000 Series
- AccountAbility 1000
- The Global Reporting Initiative
- The Global Sullivan Principles
- Social Accountability 8000

Principles and standards

The Global Eight may be divided into principles and standards. **Principles** are a set of overarching values that underpin behaviour, and so by their very nature are non-specific in behavioural terms. **Standards**, on the other hand, are specific and advocate a set of benchmarks to be attained. There are several different types: process, performance, certification, and foundation. It is possible for standards to have several of these characteristics:

- Principles (Global Compact and Global Sullivan Principles)
- Standards (GRI, OECD Guidelines, SA8000, AA1000S, ILO Conventions)
- Foundation (ILO Conventions, AA1000S)
- Process (SA8000, AA1000S, ISO 14000S)
- Performance (SA8000, OECD Guidelines, ILO Conventions)
- Certification (SA8000 and ISO 14000 Series)

ISO 14000 Series

The International Standards Organisation has developed an extensive range of standards. Among those that are directly related to corporate citizenship are those that refer to quality, health and safety and the environment through the ISO 9000 and ISO 14000 series. These standards are used at several hundred thousand facilities around
the world. Of all of the Global Eight initiatives, ISO standards have attained the greatest dissemination and adoption by companies.

**Global Reporting Initiative (GRI)**

The Global Reporting Initiative (GRI) was conceived in 1997 by the Boston-based Coalition on Environmentally Responsible Economies (CERES) in collaboration with the TellusInstitute. In common with other corporate citizenship initiatives, this development has taken place through a new social partnership between non-state actors that include businesses, NGOs and accountancy organisations. The GRI has been adopted by the UN Environment Programme and is becoming an independent organisation. The GRI is built on a simple premise. The Guidelines provide assistance on the format and content of reports, as well as information on how to normalise and verify data. In addition, work is being undertaken by accountants to adapt traditional principles to this new form of accounting. The Global Reporting Initiative (GRI) has the ambitious mission “to elevate sustainability reporting to a level equivalent to financial reporting through the development of a generally accepted reporting framework.” The GRI Guidelines address economic, environmental and social reporting. The GRI is valuable as it serves as an “internal tool for evaluating the consistency between corporate sustainability policy and strategy on the one hand, and actual performance on the other.”

**Social Accountability 8000 (SA8000)**

In the year 2000, a universal code of practice for labour conditions in manufacturing industry was formulated under Social Accountability International (SAI) whose purpose was to develop voluntary standards for corporate social responsibility covering employees’ working conditions to give a standard for socially responsible employment practices. Accordingly, the SA 8000 code of practice has been developed with nine key requirement areas, i.e. (i) Child Labour, (ii) Forced Labour (iii) health and Safety (iv) Freedom of association (v) Discrimination (vi)Disciplinary practices (vii) Working hours (viii) Compensation and (ix) Management. All these have become statutes for the Indian Industries.
Accountability 1000S (AA1000)

AA1000S was launched in 1999 by the Institute of Social and Ethical Accountability (AccountAbility). The Institute is a not-for-profit professional membership organisation, built through a coalition of businesses, non-governmental organisations (NGOs), business schools and service providers. The focus of AA1000S and its forthcoming revision is on the social dimensions of an organisation’s accountability. The standard comprises both the principles of a quality standard and a set of process standards that cover five stages:

- Planning
- Accounting
- Auditing and reporting
- Embedding
- Stakeholder engagement

The Global Compact

The Global Compact’s operational phase was launched at UN Headquarters in New York on July 26, 2000. An international initiative – the Global Compact – that would bring companies together with UN agencies, labour and civil society to support nine principles in areas of human rights, labour and the environment. Thus Global Compact was a voluntary corporate citizenship initiative with two objectives: Mainstream the nine principles in business activities around the world; and Catalyse actions in support of UN goals. The nine principles are:

**Human Rights**

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence; and
- Principle 2: make sure that they are not complicit in human rights abuses.

**Labour Standards**

- Principles 3: Businesses should uphold the freedom of association and the effective recognition of the rights to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
Principle 6: eliminate discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: undertake initiatives to promote greater environmental responsibility; and
Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Transparency and Anti-corruption:

On 24 June 2004, during the UN Global Compact Leaders Summit it was announced that the UN Global Compact henceforth includes a tenth principle against corruption. This was adopted after extensive consultations and all participants yielded overwhelming expressions of support, sending a strong worldwide signal that the private sector shares responsibility for the challenges of eliminating corruption.

Principle 10: "Businesses should work against corruption in all its forms, including extortion and bribery."

Rationale behind CSR:

The rationale for CSR has been articulated in a number of ways. In essence, it is about building sustainable businesses, which need healthy economies, markets and communities. The major reasons for CSR can be outlined as the following.

Globalization:

As a result of e-commerce, e-business, multinational enterprises and global supply chains, there is an increased awareness on CSR concerns related to human resource management practices, environmental protection, and health and safety, among other things. Reporting on the CSR activities by corporates is therefore increasingly becoming mandatory. In an increasingly fast-paced global economy, CSR initiatives enable corporates to engage in more meaningful and regular stakeholder dialogue and thus be in a better position to anticipate and respond to regulatory,
economic, social and environmental changes that may occur. There is a drive to create a sustainable global economy where markets, labour and communities are able to function well together and companies have better access to capital and new markets. Financial investors are increasingly incorporating social and environmental criteria when making decisions about where to place their money, and are looking to maximise the social impact of the investment at local or regional levels.

**International Legal Instruments and Guidelines:**

In the recent past, certain indicators and regulations such as the SA8000, a social performance standard based on International Labour Organization Conventions have been developed. International agencies such as United Nations and the Organization for Economic Co-operation and Development (OECD) have developed compacts, declarations, guidelines, principles and other instruments that set the tone for social norms for organisations, though these are advisory for organisations and not mandatory. One of the United Nation’s Millennium Development Goals (MDG) calls for increased contribution of assistance from country states to help alleviate poverty and hunger, and states in turn are advising corporate to be more aware of their impact on society. In order to catalyze actions in support of the MDGs, initiatives such as Global Compact are being put in place to instrumentalise CSR across all countries. As the world’s largest, global corporate citizenship initiated by the UN, the Global Compact, a voluntary initiative is concerned with building the social legitimacy of business. The Global Compact is a framework for businesses that are committed to aligning their business operations and strategies with ten universally accepted principles that postulate that companies should embrace, support and enact, a set of core values in the areas of human rights, labour standards, the environment, and anti-corruption.

**Changing Public Expectations of Business:**

Globally companies are expected to do more than merely provide jobs and contribute to the economy through taxes and employment. Consumers and society in general expect more from the companies whose products they buy. This is coherent with believing the idea that whatever profit is generated is because of society, and hence mandates contributing a part of business to the less privileged. Further, separately in the light of recent corporate scandals, which reduced public trust on
corporations and reduced public confidence in the ability of regulatory bodies and organisations, increasing expectation that companies will be more open, more accountable and be prepared to report publicly on their performance in social and environmental arenas.

**Corporate Brand:**

In an economy where corporates strive for a unique selling proposition to differentiate themselves from their competitors, CSR initiatives enable corporates to build a stronger brand that resonates with key external stakeholders – customers, general public and the government. Businesses are recognising that adopting an effective approach to CSR can open up new opportunities, and increasingly contribute to the corporates’ ability to attract passionate and committed workforces. Corporates in India are also realising that their reputation is intrinsically connected with how well they consider the effects of their activities on those with whom they interact. Wherever the corporates fail to involve parties, affected by their activities, it may put at risk their ability to create wealth for themselves and society. Therefore, in terms of business, CSR is essentially a strategic approach for firms to anticipate and address issues associated with their interactions with others and, through those interactions, to succeed in their business endeavors. The idea that CSR is important to profitability and can prevent the loss of customers, shareholders, and even employees is gaining increasing acceptance. Further, CSR can help to boost the employee morale in the organisation and create a positive brand-centric corporate culture in the organisation. By developing and implementing CSR initiatives, corporates feel contented and proud, and this pride trickles down to their employees.

**Charity to Responsibility:**

An insight into the history of CSR reveals that till 1990s it was solely dominated by the idea of philanthropy. Considering CSR as an act of philanthropy, businesses often restricted themselves to one time financial grant and did not commit their resources for such projects. Moreover, businesses never kept the stakeholder in mind while planning for such initiatives, thereby reducing the efficacy and efficiency of CSR initiatives. However, over the last few years, the concept of CSR has been changing. There has been an apparent transition from giving as an obligation or charity to giving as a strategy or responsibility. Review of the case studies and work
done on CSR by companies in India suggests that the CSR is slowly moving away from charity and dependence and starting to build on empowerment and partnership.

**Conceptualisation and Implementation:**

Now a day's corporates are treating CSR as a separate entity and devote attention to it. Most of the corporates have a vision and mission statements often at the corporate level or sometimes at the CSR level that drive their CSR initiative. Deliberations are made to choose specific issues and initiatives. It has been observed that the areas they choose somewhere relate to their core values. Companies today are increasingly sensitive about their social role. The companies not only concentrate on how they will position their product or how they will sell it but also they have a social strategy because they have started feeling that brands are built not only around good quality of the product; but also around emotions and values that people ascribe to those products. Today, CSR has been understood in terms of accountability where corporates are feeling that they are responsible for the impact their actions have on several stakeholders. They feel that the basic motive of CSR today is to increase the company’s overall impact on the society and stakeholders. Moving away from the traditional approach, corporates rather than following top to bottom mechanism are increasingly bearing stakeholders’ perspectives in mind, thereby considering CSR as a comprehensive set of policies, practices and programmes that are integrated throughout the business operations. It can thus be deduced that radical transformation is happening with CSR practices across India. The changes happened at conceptual level where charity oriented approach is now being seen as a stakeholder oriented and at implementation level where other important resources except finance are being dedicated. Several innovative programmes in thematic areas of public health, education, environment, microfinance and related areas are being developed. These programmes are developed bearing in mind the local cultural context and the needs of people. Apart from developing funds, expertise in terms of knowledge and human resources is also allocated for successful implementation of these programmes. In a growing number of companies these processes are encouraged and rewarded by top management. The implementation of programmes through a trained resource makes a real difference in the community that has been chosen for implementation. The following are key focus areas being incorporated into business practices:
1) **Partnership with NGOs and Government:** There has been an increase in the number of corporates partnering with NGOs and the Government to ensure successful execution of initiatives.

2) **Community development:** Most large companies either have their own foundations or contribute to other initiatives that directly support the community upliftment, notably in health, education, and agriculture.

3) **Environmental Management:** Environmental policies and programmes are now standard, and many companies have implemented the ISO 14001 system throughout their businesses.

4) **Workplace:** Growing out of a long-standing commitment to training and safety is a more recent emphasis on knowledge and employee well-being.

5) **Evaluation:** Along with innovation at conceptualisation and implementation, corporates are now undertaking greater evaluation and stricter accountability and transparency norms. Evaluating the programme essentially answers the question “What good did we do?” Evaluating programmes, based on internationally accepted formats provide feedback for correction and based on that public disclosure is done.

6) **Reporting:** A very important aspect of CSR is the reporting practices that corporates adhere to inform their key internal and external stakeholders of social responsibility practices. In the recent past, several indicators such as the Global Reporting Initiatives (GRI) and sustainability reporting have been developed. Sustainability Reporting (SR) frameworks help the companies conform to the global standards of disclosures for maintaining transparency with regard to its operations and value chain and ensuring accountability towards its internal and external stakeholders. Today, there are many references to CSR18, sometimes referred to as corporate citizenship, in our workplaces, in the media, in the government, in our communities. Despite what the phrase corporate social responsibility suggests, the concept is not restricted to corporations but rather is intended for most types of organizations.
such as associations, labor unions, organizations that serve the community for scientific, educational, artistic, public health or charitable purposes, and governmental agencies. In the late 1990s, CSR began to gain momentum as pressure from consumers, the media, activists and various public organizations demanded that companies contribute to society. In large part, the increasing focus on CSR has been fueled by a number of events in recent years, such as the highly publicized financial scandals of Enron and WorldCom, alleged sweatshop labor by retail clothing and sports shoe manufacturers and the alleged "under-the-table" deals that companies such as Halliburton have received. Now, reputation, brand, integrity and trust are increasingly considered important measures of corporate social responsibility. In recent years, intangible assets like company values, human and intellectual capital, reputation and brand equity have become increasingly important to organizations. Companies that exhibit good corporate citizenship are likely to gain a competitive edge.

7) **Corporate Citizenship:** In recent years corporate citizenship has become an increasingly important issue for chief executives, chairpersons, boards of directors and executive management teams, not as a nice to have, charitable “add-on”, but as a fundamental element of good business practices, corporate governance and effective leadership. According to World Economic Forum CEO19, it can be defined as the contribution that a company makes in society through its core business activities, its social investment and philanthropy programmers, and its engagement in public policy. That contribution is determined by the manner in which a company manages its economic, social and environmental impacts and manage its relationship with different stakeholders, in particular shareholders, employees, customers, business partners, governments, communities and future generations. Good Citizenship Programs Build the Reputation of the Companies20, developing a Corporate Citizenship Program and implements them. For some time now, CSR has become a must. Public institutions, the business world, employers, civil society organizations – at least some of them – seem to be at one in the conviction that “CSR” is an essential element of present and future social policies21, in all the continents and all the sectors. According to TJSGA (The
Jus Semper Global Alliance) the aim of CSR is also supported, paradoxically, by the national and international public authorities. Paradoxically indeed, for this strategy challenges the regulating and arbitral role of the State, the public authorities. CSR is currently one of the most discussed topics by business people and scholars alike. The concept has been enthusiastically supported by three very disparate groups – by government, by nongovernment organizations (NGOs) ranging from charities to national and international industry groups, and by business itself, in particular large corporations - Helen L. Anderson (2006). CSR is becoming an increasingly important initiative of businesses both nationally and internationally. There exists no universally accepted definition of CSR and therefore it is used interchangeably with corporate responsibility, corporate citizenship or social action programme.

Challenges:

Though acclaimed internationally, the concept of CSR is besotted with several significant issues / problems and challenges such as:

- Lack of Corporate strategic philosophy and vision
- Lack of understanding about Community Engagement Frameworks
- Not enough sharing of best practices
- Insufficient database of good NGO partners
- Branding issues

CSR has emerged as a frontrunner on the agenda of various corporate houses today. This was clear from the experiences shared by the representatives from big corporates at the CSR Best Practices Meet organised by the CII, Northern Region at Chandigarh. Businesses need to go beyond philanthropy, not because philanthropy is not relevant or because we need to ape the West, but simply because practices that come under the umbrella of CSR are becoming relevant in India in the era of globalisation. Good business practices also make good business sense. Globalisation has brought this truth closer home. Globalisation brings with it greater stakeholder awareness, increased empowerment of civil society organisations, intensity of competition and environmental challenges. The imperatives of globalisation have, in part, impelled business houses to enforce emission standards in automotive products, labelling requirements in pharmaceutical and food products, and processes in the
paints, dyeing and other industries. CSR is about companies operating in a manner that positively impacts all its stakeholders, within the company and outside. It is about acting with commitment to the community, not merely following legal requirements. And it is about not just what companies do with their profits but also about how profits are made. Businesses are beginning to see that, with globalisation, underdeveloped and developing nations are more vulnerable economically and, therefore, politically than ever before. CSR is the process by which a corporation participates in the welfare activities of both internal as well as external community by assisting in the improvement of quality of life of the people in the communities in which it operates. It also aims at building relationships with all types of public and enhancing the reputation of the company. Perhaps the most important feature of the business world today is that we live in it with others. In this, each organization faces the challenges of doing well, realizing its own social responsibility.

Need of Industrial Safety of Women Workers in Maharashtra State:

Women form an integral part of the Indian workforce. According to the information provided by the office of Registrar General & Census Commissioner of India, As per Census, 2011, the total number of female workers in the India is 149.8 million and female workers in rural and urban areas are 121.8 and 28.0 million respectively. Out of total 149.0 million female workers, 3.9 million females are working as cultivators and another 61.5 million are agricultural labourers. Of the remaining female's workers, 8.5 million are in household Industry and 43.7 million are classified as other workers.

The Work Participation Rate of Women has reduced marginally in 2011 but there is an improvement from 22.27 per cent in 1991 and 19.67 per cent in 1981. The work participation rate for women in rural areas is 30.02 per cent as compared to 15.44 per cent in the urban areas.

In so far as the organized sector is concerned, in March, 2011 women workers constituted 20.5 percent of total employment in organized sector in the country which is higher by 0.1 percent as compared to the preceding year. As per the last Employment Review by Directorate General of Employment & Training (DGE&T), on 31st March, 2011, about 57.54 lakh women workers were employed in the
organized sector (Public and Private Sector). of this, nearly 32.14 lakh women were employed in community, social and personal service sector.

**List of protective provisions for women employees:**

Some of the important protective provisions for safeguarding the interest of working women are:

**Safety / Health Measures**

Section 22 (2) of the Factories Act, 1948 provides that no woman shall be allowed to clean, lubricate or adjust any part of a prime mover or of any transmission machinery while the prime mover or transmission machinery is in motion, or to clean, lubricate or adjust any part of any machine if the cleaning, lubrication or adjustment thereof would expose the woman to risk of injury from any moving part either of that machine or of any adjacent machinery.

Section 27 of the Factories Act, 1948 prohibits employment of women in any part of a factory for pressing cotton in which a cotton opener is at work.

**Prohibition of Night work**

Section 66 (1) (b) of the Factories Act, 1948 states that no woman shall be required or allowed to work in any factory except between the hours of 6 a.m. and 7 p.m.

Section 25 of the Beedi and Cigar Workers (Conditions of Employment) Act, 1966 stipulates that no woman shall be required or allowed to work in any industrial premises except between 6 a.m. and 7 p.m.

Section 46(1) (b) of the Mines Act, 1950 prohibits employment of women in any mine above ground except between the hours of 6 a.m. and 7 p.m.

**Prohibition of Sub-terrain Work**

Section 46 (1) (b) of the Mines Act, 1952 prohibits employment of women in any part of a mine which is below ground.
Maternity Benefit

The Maternity Benefit Act, 1961 regulates the employment of women in certain establishments for certain periods before and after child-birth and provides maternity benefits. The Building and other Constructions (Regulation of Employment and Conditions of Service) Act, 1996 provides for maternity benefit to female beneficiaries of the Welfare Funds.

Provisions for Separate Latrines and Urinals

Provision for separate latrines and urinals for female workers exist under the following:

- Section 19 of the Factories Act, 1948.
- Rule 42 of the Inter State Migrant Workmen (RECS) Central Rules, 1980.
- Section 20 to the Mines Act, 1952.
- Section 9 of the Plantations Labour Act, 1951.

Provisions for Separate Washing Facilities

Provision for separate washing facilities for female workers exists under the following:

- Section 57 of the Contract Labour (Regulation and Abolition) Act, 1970.
- Section 42 of the Factories Act.
- Section 43 of the Inter-State Migrant Workmen (RECS) Act, 1979.

Provision for Creches

Provision for creches exists under the following:

- Section 48 of the Factories Act, 1948.
- Section 42 of the Inter State Migrant Workmen (RECS) Act, 1979
- Section 12 of the Plantations Labour Act, 1951.
- Section 14 of the Beedi and Cigar Workers (Conditions of Employment) Act, 1966.
- Section 35 of the building and other constructions (Regulation of Employment and conditions of Service) Act, 1996.
Important of Industrial Safety of Women Workers:

Women workers are prone to health problems and accidents in the workplace such as eye infection due to dust (either particulate matter or chemical dust), and wounds due to sharp objects. There were various health problems such as headache, respiratory diseases, skin allergies, and reproductive dysfunctions. These problems were attributed to unhealthy and unsafe work and job conditions, and the lack of facilities such as washrooms and toilets. Certain physical facilities in the workplace were considered essential for health. The lack of washrooms and toilets was not just an inconvenience but posed a hazard. Further, some psychological implications of repetitive work and monotonous jobs are also an area of concern. Some may experience themselves and their bodies as "spirited" or disoriented when their work involved uncomfortable, uninterrupted, and repetitive motions. The women also may complained of musculoskeletal disorders (MSD) such as low back pain, carpal tunnel syndrome, leg pain, and neck pain. According to the World Health Organization (WHO) and the International Labor Organization (ILO), 1.1 million people die annually due to unsafe workplaces. About 300,000 fatalities out of an estimated 250 million accidents in the workplace lead to partial or complete disability, hence loss of capacity to work and to generate income. Also, an estimated 160 million new cases of work-related diseases occur yearly in the world, and the these disease include respiratory and cardiovascular diseases. Cancer, hearing loss, musculoskeletal and reproductive disorders. Mental and neurological illnesses, among others.

Risks and unfavorable work conditions such as hazard exposure, wage violations, and harassment by management are some common issue. Adverse working conditions such as night shifts, forced overtime work, health and safety problems, lack of reproductive rights, sexual and verbal harassment by employers exposure to hazards, and weak or absence of labor organization. In the electronics industry, women may get afflicted by Stevens Johnson Syndrome (SJS) in. Female workers in semiconductor manufacturing industries showed related reproductive health problems, respiratory and skin disorders. Women may be noted to experience work stress, musculoskeletal disorders and carpal tunnel syndrome. In case of textiles establishments mostly employing women workers showed high concentration of cotton dust in the work area, high level of noise in the weaving areas, toxic chemicals being use during bleaching, dyeing, printing and finishing processes, and a large
number of accidents. In call/contact centers, women workers usually worked at night to coincide with the regular business hours of their clients in Northern America or Europe. Unfortunately, this work schedule for call center workers had been documented to cause negative impact on health such as sleep disorders, eating disturbances, and gastrointestinal diseases, mental disorders, and cardiovascular diseases. In call centers it is known fact that certain occupational health risks such as graveyard shifts, long working hours, period break time, very cool temperatures in work areas, irrational behavior of customers and high work stress. Majority of these workers experienced sleeping problems and mental stress. Women are more vulnerable to discrimination than men particularly, maltreatment and sexual harassment as a result of racism and superiority of male over women.

**Objectives of the Study**

- To know the industrial status of skilled and unskilled women workers in selected industrial units.
- To analyze the effectiveness of the industrial safety practices for women workers in the state of Maharashtra.
- To analyse the effectiveness of the different facilities and motivational practices for women workers in the state of Maharashtra.
- To study the corporate social responsibility practices towards skilled and unskilled women workers in the state of Maharashtra.
- To study the implementation of the different welfare schemes of central and state Govt. towards skilled and unskilled women workers.
- To analyse the awareness among women workers about the different legal provisions for them.
- To know the problems and prospects of women workers in industries and to suggest the suitable remedies to overcome the problems.

**Hypotheses Tested**

1. Industrial safety practices for women workers are not effective in the industrial sector of Maharashtra.
2. Facilities and motivational practices for women workers are not effective in the industrial sector of Maharashtra.
3. Women workers do not face any personal as well workplace problems.
4. Women workers in the Maharashtra region are not completely aware about different legal provisions for them.
5. There is no significant difference in the safety practices for women workers among districts of the Maharashtra.
6. There is no significant difference in the safety practices for skilled and unskilled women workers in industrial sector of the Maharashtra.

Research Methodology

1) Collection of data
The secondary as well as primary data has been collected for the study purpose. Primary data is collected by conducting the survey. The survey is conducted using structure questionnaire. Secondary data is collected through books, journals, reports and concerned websites.

2) Sample Design
The survey is conducted in the 7 districts of the Maharashtra. 100 women workers are selected from each district. Thus sample size = 700 women workers.
The women workers are selected randomly.

3) Data Analysis
Mean, Percentage and standard deviation is used for the data analysis. The hypotheses are tested by using Z-test and F-test.

Scope and limitations of the study
1. Only seven representative districts of the Maharashtra are selected for the survey.
2. The findings are based on the response given by the women workers.
3. The sample size is small compared to the size of population.
4. The women workers form the manufacturing units are considered for the study only.
Chapter Scheme the study:

1) Introduction

The chapter first deals with the introduction. It gives the detailed information about the significance of the study, objectives of the study, hypothesis tested, research methodology with collection of data and the presentation of the study.

2) Review of Literature

This chapter deals with the overall review of the literature available on the particular topic. Literature is the most important part of any research. In this topic, the review is taken of articles and books regarding the research topic. This chapter is divided into two parts i.e. Review of Research Articles, Review of Books, thesis and other related published or unpublished literature on this particular topic.

3) Legal provisions for the women welfare and safety


4) Data Collection and Analysis

This chapter includes the data analysis and findings. The chapter highlights the employment status of the women workers in the Marathwada region, safety practices for the women workers and its effectiveness. The chapter also gives the overview about the implementation of the welfare practices in the industrial sector of the region. The motivational practices are analyzed for the women workers .the chapter also highlights the problems of the women workers in the companies.To analyze the data mean , percentage , standard deviation and coefficient of correlation techniques are used. To test the hypotheses Z-test and F-test have been used.
6) Summary, Conclusions and Suggestions

This chapter highlights on the overall summary of the study, important conclusions drawn by the researchers and important suggestions made by the researchers regarding to this study.

Concluding remark:

Employee's welfare refers to “the efforts made to provide good life worth for employees”. Employees welfare means anything done for the comfort and improvement, Intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry.” Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare schemes can be classified into two categories viz. Intra-mural and Extra-Mural. The Intra-Mural schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. The Extra-Mural schemes differ from organization to organization and from industry to industry. The basic purpose of employees’ welfare is to enrich the quality of life of employees and keep them happy and contended. Extra-Mural benefits are the result of employer’s generosity, enlightenment and philanthropic feelings. It is one of many ways for people to feel heard, cared for, to be informed and to be involved. It is equally important to ensure that leaders and employees at all levels of the organization are aligned to the culture of the organization and living it. Hence this paper contributes the in-depth of analysis of both Intra-Mural and Extra-Moral and its impact on employee satisfaction in South Central Railways. This study conducted with objectives of welfare measures in South Central Railways and its impact on employee satisfaction. Finally, results drawn with basis of observations are Extra-Mural particularly on Sports, Cultural, Library, Reading, Leaves on travel, Welfare Cooperatives, Vocational, Welfare facilities to Children and Women, whereas in Intra-mural particularly protective clothing, crèches, restrooms and drinking facilities are in poor state to improve the rate of employee satisfaction.

Reference:

1. Chaudhri, K.K. Human Resources-A Relook to the work place.


