CHAPTER - V

FINDINGS, POLICY SUGGESTIONS AND CONCLUSION

Findings of the study

Socio Economic conditions of the respondents

- More than 55 per cent of the respondents belong to Hindu religion
- 60 per cent of the respondents are from MBC and SC category
- Almost equal per cent of respondents are skewed all the age group.
- More than 50 per cent of the respondents hold the ITI qualification.
- 93 per cent of the respondents are married.
- 70 per cent of the respondents have nuclear family.
- 63 per cent of the respondents have 4 to 5 dependents in their family.
- 50 per cent of the respondents are in the income category 18001-22000.
- Almost 56 per cent of the respondents are able to save in the range of Rs.500-900.
- 60 per cent of the respondents make expenditure from Rs.4000-8000.

Findings of the opinion on Labour Welfare Facilities provided

- Only 50 per cent of the total respondents are aware about the labour welfare facilities provided by the Transport Corporation.
- In Villupuram Division most of the respondents are dissatisfied about the provision of labour welfare facilities.
- The above case exists in the case of other five divisions also.
- The overall analysis shows that only 27 per cent of the workers are satisfied about the labour welfare facilities provided.
With regard to the aware of policies, most of the workers used to know about them through circulars and notice boards.

With regard to encouragement of labour suggestions, 55 per cent of them stated that it is not encouraged by the management.

57 per cent of the respondents opined that their suggestions are not considered.

**Findings of the opinion of the respondents on Industrial Relations**

- More than 53 per cent of the respondents opined that collective bargaining is main factor for worker’s participation.
- 58 per cent of the respondents opined that two way communications is the best way of communication for effective work and output.
- With regard to level of communication, more than 58 per cent of the respondents are dissatisfied about the level of communication.
- There is effective feedback system.
- Feedback takes place in a long gap.
- Respondents expect direct feedback system.
- Respondents are not happy about the decision taken by the authorities.
- There is no recognition by the management in the context of achievement by the workers.
- Respondents are in favour of multi union concept to solve the problems.
- As per the opinion of the respondents, trade union is to protect the job of the respondents (job security).
In the study area more than 40 per cent of the workers belong to the union by name Thozhilalar Munnetra Sangam.

Most of the respondents expected that the relationship between the management and the trade union should be a cordial one.

Equal per cent of respondents felt that the leadership style should be both authoritative and participative.

Trade Union is to be contacted by the workers for the purpose of collective bargaining to achieve their objectives.

In most cases trade unions adopt the system of collective bargaining.

50 per cent of the workers stated that the relationship between the management and the workers’ representative is good.

Arise of dispute in the transport corporation is quite often.

Non recognition of service and arising difference of opinion during the major decision are the main cause of disputes.

Most of the respondents, i.e., 58 per cent of the respondents are satisfied with the steps taken to solve the disputes, since, the trade union and the management handle the problem in a careful way.

Poor work condition and the nature job (asking the same worker to continue in the absence his reliever is the main grievance of the respondents.

Regarding the settling of grievances respondents are satisfied about the methods.

65 per cent of the workers rightly pointed out that proper provision of labour welfare facilities and good industrial relations increase the productivity of the concerned organization.
Suggestions

On the basis of the above findings, the following suggestions are made for further development of the transport corporation, Villupuram Division.

✓ The Labour Welfare Act on Transport Corporation should be made known to the workers.

✓ All the available labour welfare facilities should be well known to the workers. Through pamphlets, regular meetings and display board, it should be made known to the workers.

✓ For the benefit and development of the organization, the suggestions of the workers should be accepted without any deviation and ego, because workers are the practitioner, their view or opinion should also be taken into account.

✓ At minimum level their opinion and views should considered by the authorities.

✓ Workers should be educated more with the concept of “Collective bargaining”.

✓ Instead of one way communication, two way communications should be followed for the benefit of the both lower level and top level management.

✓ Though effective feedback system is available, it should be taken place regularly.

✓ Direct feedback system is a transparent one. And at the same time if there is any suggestions and demerits mentioned in the feedback, it should be taken in a right sense for the improvement of the industrial relations.

✓ Before the taking any sort of major decision, it should be discussed with the trade union members or in the meeting of the workers since the workers want transparent in decision making.
Achievement of the workers should be encouraged in the name of incentive; prizes, promotions etc will maintain the industrial relations.

In all the divisions

- Due weightage should be given to the experience. In Transport Corporation, particularly in the technical cadres, in most of the cadres though there is monetary benefit the workers expect the change in the name of the Cadres. This will boost their morale and increase the productivity. For example senior conductors are promoted as the Ticket Checkers, though there is no monetary benefits, this cadre change makes the workers happy and make to work perfectly.

- With regard to canteen facilities, workers expect the quality. Even they are ready to pay on par with private canteen. Instead of giving tender, it is better to give chance to the retired workers of the transport corporation, since they know the needs of the workers time to time.

- Education and reimbursement of legal fees should be dealt with the divisions themselves. This will reduce the delay in sanctioning and the workers need not go for getting loan from the private money lenders at the higher interest.

- There is a high level dissatisfaction in the case of provision of uniforms. Minimum four sets of uniforms are needed for the workers irrespective of their category. Instead of giving in the forms of clothes it is better to disburse cash. (both buying quality uniforms and to stitch them)

- The amount of family benefit fund should be increased and the same time the percentage from the side of corporation should be more than that of workers.
• If any wants to go on Voluntary Retirement Scheme, the whole amount for which the individual is eligible should be settled on the date of retirement itself.

• With regard to leave benefit (encashment of leave) there should be no delay. Within a week or ten days, the applicant should get the benefit. To get the benefit for the benefit of their family most of the workers are not at all availing the leave and work continuously.

• Like Kendriya Vidyalaya, the transport corporation should start the schools at the divisional level, there the children of the corporation workers followed by the children of private transport system.

• Most of the workers’ made a complaint that, their retired colleagues are unable to get the retirement benefit in due time. There must be separate cell to deal this for the benefit of the retired workers. The retirement benefit should reach the worker in time. Otherwise, the current worker may fear about the same and there will be set back in their work that will affect the routine of the corporation.

• Fire Extinguisher should be made available in all the divisions particularly at the Workshops.

• For each and every bus which takes long journey should be provided with small but long hours working fire extinguishers.

• All the divisional offices should be equipped with full fledged first aid box. The same must be available in all the buses.

• Easy process of mediclaim is necessary
• At every taluk level, a separate hospital or a division in the hospital to look after the health of the workers of the transport corporation and their family.

• Beneficial Insurance Policy should be made mandatory for the benefit of the both workers and their family.

• Apart from all sunglasses to the welders and the drivers, masks to the technical labours to protect them against pollution should also be provided.

**Conclusion**

If the above suggestions are carried out with keen concentration one can give the complete and satisfactory level of labour welfare facilities which will keep the industrial relation intact. If the both go properly on their line without any deviation, definitely the transport corporation will yield the better result lead to the betterment of the economy of both the workers and the state.