

Chapter 3

Review of Literature and Research Methodology

3.0 Introduction:

The researcher takes the help of relevant literature to give proper format to the research process. In present time, there is lot of research done in every field, lots of researches are published, and many researchers publish their views in the journals and magazines. In this situation, lot of information is available to the researcher and with the help of internet the researcher can easily avail this information. But all these information may not be useful for the research work. Only the high quality information is useful for the information. Now, the question arises “how to find the high quality information?” The only answer is “Review”.

Review means to find conclusions after the analysis of two or more publications on the particular subject. In short, review of literature means to make the analysis of two or more previous publications on the particular subject. But, there is a problem of prejudice of the researcher in selecting the previous publications. Sometimes, due to the prejudice of the researcher, correct literature is not reviewed and hence, correct conclusions are not found out. To solve this problem, the researcher should understand the requirement of the subject and on the basis of requirement of the subject, correct literature should be found out and analysed.

3.1 Role of Review of Related Literature:

Review of previous literature is an inseparable part of the research. Generally, the need of review of the previous literature arises in defining the research problem and to determine the direction of the research. But the researchers working at the M. Ed. or Ph. D. level do not consider the importance of the review of literature and hence the real sense of it does not come out. In most of the cases the review of literature is not done properly and because of it, the research problem is not solved correctly. If the researcher wants to solve the

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research problem correctly, he/she needs to understand the concept of review of literature.

3.2 Meaning of Review of Related Literature:

The concept of review of literature itself says that the literature should be relevant to the research problem. The meaning of review of literature in the words of some experts is presented here.

According to University of Wisconsin Writing Center, “A literature review is a critical analysis of a segment of a published body of knowledge through summary, classification, and comparison of prior research studies, reviews of literature, and theoretical articles.¹”

According to University of Guelph, “A literature review is both a summary and explanation of the complete and current state of knowledge on a limited topic as found in academic books and journal articles.²”

In this way, review of literature is a properly planned analysis of the information, researches previously made, reports and journals published on the subject of the research.

3.3 Review of Related Literature:

Here are presented some of the previous literatures on the labor welfare. Much care is taken that this literature is relevant to the research problem.

Ambrose K., Biwott, K., G., Tarus, K., T., and Christine, J., K., (2013),³ have given the highlights of the effects of the staff welfare in their studies of service delivery within civil service office of Kenya. The study has adopted an

¹ https://twp.duke.edu/uploads/assets/lit_review.pdf

² http://www.lib.uoguelph.ca/assistance/writing_services/resources/component_s/documents/lit_review.pdf

³ *Ambrose K., Biwott, K., G., Tarus, K., T., and Christine, J., K., 2013, “Staff Welfare as an Antecedent to Service Delivery among Civil Servants in Kenya a Case Study of Nandi County”, European Journal of Business and Management, Vol.5, No.22, PP., 146-153*

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explanatory research design adopting the case of Nandi County. The researcher has used stratified random sampling to select 350 employees of Nandi County. They have used questionnaire to collect the data and the data is analysed using descriptive and regression analysis. Descriptive analysis showed that there was low level of safety, health and retirement plans for the employees of Nandi County. Nevertheless, high levels of Flexible Scheduling services among employees were observed. Further analysis indicated that safety and health, Retirement plans and Flexible Scheduling in the Workplace had significant effect on Service delivery, thus the need for this study to address staff welfare issues.

Anand, J., Gopi, E., and Shankar, J. V.,⁴ said that in the present global scenario, it is essential for the companies to adopt effective welfare measures to employees. Many companies have identified this as a major thrust area. The organizations believe that the organization and employees should develop and progress together for their survival and attainment of mutual goal.

Anjum, A., and Thakor, D., V., (2011),⁵ attempted to analyse the functioning of power loom industry and they have tried to analyse the problems of employees working in the industry of Maharashtra. They have particularly focused on Malegaon. The study is focused on exploring the problems of labor welfare and suggesting the measures to overcome the problems. Thereby, the study serves the interest of weavers, traders & consumers more effectively.

Bascia, N., (1995),⁶ expresses that labor welfare is required for several reasons. In this study they have described several reasons why labor welfare is

⁴ **Anand, J., Gopi, E., and Shankar, J. V.,** “*The effective provisions of welfare measures for employees in IT sector and their impact on higher productivity and QWL*”, *IJRIME*, Vol. 1, Issue 4, pp. 122-131

⁵ **Anjum, A., & Thakor, D., V., 2011,** “*An Analytical Study of the Functioning and the Problems of the Power loom Industry in Maharashtra with Special Reference to Malegaon Dist. Nashik*”, *International Journal of Trade, Economics and Finance*, Vol. 2, No. 3, pp.194-199

⁶ **Bascia, N., 1995,** “*Social Security and Labour Welfare in India*”, *Ashish Publishers, New Delhi*

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required. It is said that laborers are the assets of the organization. It is said that they should be fully satisfied by the employers. Then only, they are motivated to work.

Bhati, P., P., and Ashokkumar, M., (2013),⁷ gave the overviews of “Engineering Industry”. Their study contains different welfare measures to be given to the employees under the Factory Act, 1948. The paper has focused on the employees’ satisfaction from the welfare facilities being provided to them. This includes the study of 50 employees from each of the company i.e. Jyoti CNC, Rajoo Engineering, Steel Cast, Atul auto & Amul industries making a total sample size of 250 employees.

Bhatnagar, D., (1984),⁸ explains that employee welfare is required because it increases the productivity of the employees and healthy industrial relationship in the organizations. This is very helpful in creating the industrial peace also. Organizations provide welfare facilities to their employees in order to motivate them. Business houses provide many such statutory and non statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good water to drink, clean restrooms, clean and hygiene washrooms and bathrooms, regular medical checkups, health insurances, Employee assistance program, grievance handling department, better facilities to sit or good work place, all these give employee a high level of satisfaction. This gives an organization to grow much faster.

Bhogoliwal, T., N, (1973),⁹ argues that employee welfare is those facilities which help motivate and retain the employees. The welfare facilities are meant to increase the satisfaction of employees. Besides increasing the level of satisfaction, the welfare facilities create loyalty of the employees for the organization. He says that the welfare facilities minimize the social evils.

⁷ *Bhati, P., P., and Ahokkumar, M., 2013, “Provision of Welfare under Factories Act & Its Impact on Employee Satisfaction”, JBM&SSR, Vol., 2, No.2*

⁸ *Bhatnagar, D, 1984, “labour welfare and Social Security Legislation in India”, Deep & Deep Publication, New Delhi*

⁹ *Bhogoliwal, T., N, 1973, “Economics of Labour and Social Welfare”, Sahithya Bhavan, Agra*

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Bosibori, W., N., Nyakundi., A., W., Charles, M., and Walter, O., (2012),¹⁰ reviewed that many organizations in Kenya are adopting employees welfare facilities as a tool of improving employees' productivity. They have observed that the police department of Kenya has not made much improvement in terms of conditions of services, system of welfare facilities and security of police personnel and their family members. The study is focused on police personnel of Kisii Central District of Kenya.

Charubala, A., (1999),¹¹ says that prosperity of a country depends upon the development and growth of industry. The prosperity of the industry depends upon the satisfied labor force. Labor welfare facilities have great potential to create satisfaction of the laborers. In the countries like India, such welfare facilities are of great importance. Such facilities are helpful to establish a welfare state. The ultimate goal of the government is to create the wellbeing of the society.

Chaudhay, A., and Iqbal, R., (2011),¹² revealed that as Indian Railways is stressing towards improvement in quality and productivity, the personnel department of railway plays an important duty in creating the railway an efficient and responsive department. The personnel department recruits ideal employees, train them and make them prepared to face the future challenges. In consonance with the ideals of a welfare state, the Railways have been pursuing a policy of progressively improving the working and living condition of their workers. Indian Railway's welfare schemes cover a wide spectrum of activities in areas of education, Medicare, housing, sports, recreation and catering.

¹⁰ *Bosibori, W., N., Nyakundi., A., W., Charles, M., and Walter, O., 2012, "Role of Employee Welfare Service on Performance of the National Police Service in Kenya: A Case of Kisii Central District", International Journal of Arts and Commerce, Vol. 1, No. 7, pp. 73-95*

¹¹ *Charubala, A., 1999, "The Business of caring", Outlook, PP., 46-47*

¹² *Chaudhay, A., and Iqbal, R., 2011, "An empirical study on effect of welfare measures on employees' satisfaction in Indian Railway", IJRCM, Vol., 2, Issue, 7, PP., 130-137*

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Chen, S., H., Yang, C., C., Shiau, J., Y., and Wang, H., H., (2006),¹³ analyzed the satisfaction level of educators in Taiwan. They measured the level of satisfaction on six quality attributes and the priority of improvements in Taiwan. They distributed 248 questionnaires. Out of them only 192 surveys were collected. The findings stated that the retirement provision scheme is among the top three concerns of educators which enhance the job motivation level of educators in institutions. They stated that among the other welfare schemes, retirements benefits are also considered important.

The Committee on Labour Welfare, (1969),¹⁴ Labour welfare is a scheme of maintenance of personnel in a way that it is directed towards the efforts of preservation of health and hygiene of the employees. It contributes to the employees' morale. The welfare facilities provided by the employers improve the living and working condition of the employees. The welfare schemes consider not only the employees but also their families because the satisfaction of an employee is not possible without the satisfaction of families.

Creedy, J., Guyonne, R., J., and Kalb, (2005),¹⁵ examined the computation of welfare measures for use with labour supply models. They have suggested an alternative model in which workers can alter their working hours depending upon the need. This model is named as Discrete Hour's Model. This model is in use in recent days. This type of model is particularly popular in behavioral micro simulation modeling where predicted labour supply responses are calculated for policy changes.

¹³ *Chen, S., H., Yang, C., C., Shiau, J., Y., and Wang, H., H., 2006, "The Development of an Employee Satisfaction Model for Higher Education", The TQM Magazine, 18(5), PP., 484-500*

¹⁴ *The Committee on Labour Welfare, 1969, Constituted by the Government of India vide their resolution No. Lwl (1) 30 (3) 165 of August 5, 1966 issued by the Ministry of Labour, Employment and Rehabilitation (Department of Labour and Employment), P., 5*

¹⁵ *Creedy, J., Guyonne, R., J., and Kalb, 2005, "Measuring Welfare Changes in Labour Supply Models", Manchester School, Social Science Electronic Publishing, Vol. 73, No. 6, PP., 664-685*

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Davis, A., and Gibson, L., (1994),¹⁶ described a process through which organizations might seek to implement interventions relating to employee well-being. They have emphasized the importance of a comprehensive model of labor welfare. They have said to start a guidance program form implementation and evaluation of effectiveness, advantages and disadvantages of different approaches of labor welfare.

Donado, A., and Walde, K., (2010),¹⁷ says that historically, worker movements have played a crucial role in making workplaces safer. Firms try to oppose the better condition of health standards. They believe that work place health and safety measures are costly for the firms but they increase the average life of the workers and ultimately they are beneficial to the firms. A laissez-faire approach in which firms set safety standards is suboptimal as workers are not fully informed of health risks associated with jobs. Safety standards set by better-informed trade unions are output and welfare increasing.

Farnsworth, K., (2004),¹⁸ asserted that improvement of employee morale and spirit can be done by addressing the issues of morale. He has suggested that the attitude survey, welfare measures, salary addition, etc. can improve the financial performance of employees and they can be helpful in reducing the turnover of the employees. The employees welfare activities are the activities for creating satisfaction of the employees and include the activities such as housing facilities, medical facilities, recreational facilities, health facilities, etc.

¹⁶ *Davis, A., and Gibson, L., 1994, "Designing Employee Welfare Provision", Personnel Review, Vol. 23 Issue, 7, PP., 33 – 45*

¹⁷ *Donado, A., and Walde, K., 2010, "How Trade Unions Increase Welfare", Gutenberg School of Management and Economics, Discussion Paper Series, Discussion paper no. 1010*

¹⁸ *Farnsworth, K., 2004, "Welfare through Work: An Audit of Occupational Social Provision at the Turn of the New Century" Social Policy & Administration, 38(5), PP., 437-455*

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Gohil, D., G., (2012),¹⁹ studied that Staff Development is a process of increasing the potential of the workers in terms of knowledge, skills and capabilities. This can be achieved by appropriate training, counseling, career planning, and performance appraisal, etc. besides all these, the labor welfare activities play an important role in development of labor. This helps organization in meeting its goals.

Growth, M., J., Trares, S., and Kohler, J., M., (2007),²⁰ advocated that welfare facilities for employees work as an oxygen for their motivation. Such facilities not only create the welfare but also useful for the emergence of motivation and creativity for solving various challenges against the organization. This will ultimately help the organization improve its financial performance. Labor welfare is a commitment of the organization which shows the caring nature of the organization for the employees.

Gupta, A., (2013),²¹ says that welfare of labor is an important aspect today. We cannot ignore it, if we want to progress our industry. He says that it is decisive for an organization to build up safety and welfare measures for the employees. Freedom from want and economic security, these are the minimum things that an organization should guarantee. The International Labor Organization has played a noteworthy role in establishing such standards. Social security should be provided by the state. Social security means the security against the risk that an individual faces due to economic adversities. The man has always tried to get security against such kind of risks.

¹⁹ **Gohil, D., G., 2012, “Study on Staff Development and Employee Welfare Practice and their effect on productivity in five College Libraries in Charusat University, Gujarat”, *Research Expo International Multidisciplinary Research Journal*, Vol., 2, Issue, 2, PP., 193-195**

²⁰ **Growth, M., J., Trares, S., and Kohler, J., M., 2007, “Healthy Workplace Practices and Employee Outcomes”, *International Journal of Stress Management*, 14(3), PP., 275–293**

²¹ **Gupta, A., 2013, “Labour welfare and social security in globalizing economy”, *Global Advanced Research Journal of Economics, Accounting and Finance*, Vol., 2(3), PP., 62-66**

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International Labor Conference, (2001),²² in 1999 the Governing Body of the International Labour Office decided that a general discussion on social security should take place at the International Labor Conference in 2001. In this conference, the main objective was to decide the ILO's vision for social security. In continuation with the be-rooted values of ILO, it wanted to respond to the new issues and challenges. It required the formulation of new standards or revaluation of existing standards.

John, C., P., (2004),²³ says that in Kerala, the new techniques of production are introduced. This created a capitalist nature of production system. This created implications on traditional crafts and crafts man. As a result, there was a breakdown of social security set-up. The government established a Welfare Fund Board to provide the social security to the craftsman. Labour welfare legislations, and the institutions constituted under them seem to have had a major impact on the informal labour markets of the State.

Joseph, B., & Joseph, I., & Varghese, R., (2009),²⁴ studied in the article that the structure of welfare depends upon social security set up. Government, employers and other organizations have done a lot for the provision of welfare facilities to the organizations.

Joshi, N., K., (1968),²⁵ says that labour welfare occupies a place of importance in the industrial development and economy. It is an important area of industrial relation which is focused on the satisfaction of the workers which

²² *International Labor Conference, 2001, "Social security: Issues, challenges and prospects", International Labour Conference, 89th Session, International Labour Office Geneva*

²³ *John, C., P., 2004, "Social Security and Labour Welfare with Special Reference to Construction Workers in Kerala", Discussion Paper No. 65, Kerala Research Program on Local Level Development Centre for Development Studies, Thiruvananthapuram*

²⁴ *Joseph, B, & Joseph, I, & Varghese, R, 2009, Labour Welfare in India , Journal of Workplace Behavioral Health, Volume 24 Issue 1 & 2, PP., 221 – 242*

²⁵ *Joshi, N., K., 1968, "Labour welfare - concept, meaning and scope", Indian Labor Journal, Vol., 9 (10), PP., 280*

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cannot be matched with even by good wages. With the industrialization and globalization, the importance of welfare facilities is greater than ever.

Kalpagam, U., (1981),²⁶ studied the Export Garment industry and its workforce in Madras City. The study is based on structure of the industry and different forms of relation of production prevailing in the industry. The study focuses the characteristics of the informal sector and its links with the formal sector and directs attention to the process often resorted to by the employers in formalization of the industry. Moreover, the study analyses the structure and composition of the labour force and wages, especially those features arising out of the fact that labour force in this industry is most of female. Finally, the study also emphasizes on the attempts at unionizing the workers in this industry.

Kahn, W., A., (1990),²⁷ found that meaningfulness, safety, and availability were significantly related to engagement. They also found that there are some positive predictors such as job enrichment and role fit are the positive predictors of meaningfulness; rewarding coworker and supportive supervisor relations are the positive predictors of safety. On the other hand, adherence to co-worker norms and self-consciousness are negative predictors.

Karl, A., (2005),²⁸ assessed the relative impact of labour market regulation on economic performance. It is observed that the nonflexible labor market and high welfare costs are the basic reasons for the low growth of labor market in Europe. There are several reasons and the main reasons of that are regulations or regulatory aspects on labor market. The impact of macroeconomic policy can be demonstrated first by the more growth oriented monetary and fiscal policy in the US and the success of some European countries in bringing

²⁶ *Kalpagam, U., 1981, 'Labour in the Small Industry: The case of the Export Garment Industry in Madras', Economic and Political Weekly, Vol. XVI, No. 48*

²⁷ *Kahn, W., A., "Psychological conditions of personal engagement and disengagement at work", Academy of Management Journal, 33, PP., 692-724*

²⁸ *Karl, A., 2005, "Labour market reforms and economic growth – the European experience in the 1990s", Journal of Economic Studies, Vol. 32 Issue, 6, PP., 540 - 573*

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private and public costs in line with productivity and tax revenues. However, increasing investment into future growth by encouraging research, education and technology diffusion gives the impression to be the most important determinant of performance.

Kartikeyan, C., (2006),²⁹ presented a project report for MBA. He studied the employees' satisfaction towards welfare facilities provided by Schwing Stetter. He concluded that 60% of the employees are very satisfied by the welfare measures provided by the organisation. 98.33% of the employees are aware of the various medical facilities provided by the company. By the usage of the medical facilities provided by the company there is a great deal of effective income saving for the employees. More than 40% of the employees are satisfied by the physical environment provided by the industry.

Kishore Kumar, K., M., (2010),³⁰ attempted to study of the Welfare Measures available at SAIL Salem Steel Plant (SSP). In SSP Welfare measures like Canteen, Education, Medical, Service dress, Township, Monet, Motivational Scheme like incentive scheme for Non executives scheme, and executives scheme, Market Executive Reward scheme, Nehru award, Jawahar award, good work scheme, Suggestion scheme, Incentive for higher studies. SSP also provides Advances like Festival Advance, Vehicle advance and House building advance etc.,

Kobert, M., L., and John, J., H., (1990),³¹ refer "cafeteria style" approach of labor welfare. This approach shows a major step in the evolution of employee benefits based on age, sex, number of children family status, life style and preferences. Under this system, each employee is given a chance to select on

²⁹ *Kartikeyan, C., 2006, "A study on employees' satisfaction towards welfare facilities provided by Schwing Stetter", A project report submitted to SRM School of Management for the degree of MBA*

³⁰ *Kishore Kumar, K., M., 2010, "A study of labour welfare measures at SAIL – SALEM STEEL PLANT", A project report Submitted to, SRM school of management, SRM university, Kattankulathur*

³¹ *Kobert, M., L., and John, J., H., 1990, "Human Resource Management", Tata MC Graw Hill Publishing Company Ltd., New Delhi, P, 210*

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individual combination of benefits. There are two important advantages to a cafeteria style approach. First, it allows employees to have the benefits they need and desire most; second, by their active involvement in benefits selection, employees become more aware of the benefits they have and of their cost. But at times an appropriate benefit package may be chosen by employees.

Koshan, M., (1975),³² pointed out that in spite of statutory provisions and enforcing agencies in India, the welfare facilities were not provided and the cement industry is the only one industry where provisions were properly enforced. The study suggested the need for “overhauling” and “tightening” the machinery of inspection. Appointment of welfare inspectors for different industries, distinguishing the duties of factory inspectors from those of welfare inspectors to submit annual and quarterly reports and empowering the welfare inspectors to fine in case of default, were some of the steps suggested in this study.

Krupa T, Kirsh B, Cockburn L, Gewurtz R. 2009 (2009),³³ were of the opinion that employee welfare facilities should be flexible. Continuous innovation needs to be done to improve on these facilities. As a result, it can create a more satisfying environment for the employee and the organization as a whole. They said that if the employees are satisfied, their morale is boosted and the productivity of the organization increases.

Kwong-leung, T., and Chau-kiu, C., (2007),³⁴ studies that employs survey data from 1240 welfare recipients in Hong Kong to investigate the

³² *Koshan M., “Labour Welfare in India in J.S. Uppal (ED), 1975, “India’s Economic Problems, an analytical Approach”, Tata McGraw Hill Publishing Company Ltd., New Delhi, PP., 203-219*

³³ *Krupa T, Kirsh B, Cockburn L, Gewurtz R., 2009, “Understanding the stigma of mental illness in employment”, Work: a Journal of Prevention, Assessment and Rehabilitation, 33 PP., 413–425*

³⁴ *Kwong-leung, T., and Chau-kiu, C., 2007, “Program Effectiveness in Activating Welfare Recipients to Work: The Case of Hong Kong”, Social Policy & Administration, Vol. 41, No. 7*

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effectiveness of various measures for raising the recipients' work motivation and diminishing their welfare dependency. The measures that were examined by the researchers are the Intensive Employment Assistance Project (IEAP), Community Work (CW) Program and Disregarded Earnings (DE) arrangements. Findings reflected that the effectiveness of these three measures was very good. Particularly, help received from various services of the IEAP was the principal factor in the effectiveness of the IEAP and the IEAP was effective for welfare recipients who were older or less skilled. The findings thus offer support to the generality of the claim about the effectiveness of welfare-to-work programs.

Laddha, R., L., (2012),³⁵ Employee welfare facilities enable workers to live a richer and more satisfactory life. After employees have been hired, trained and remunerated they are required to be retained and maintained for serving the firm better. Welfare facilities are premeditated to take care of the well being of the employees, they do not, more often, result in any monetary benefits to the employees. These facilities are not provided by employers alone, government and non-governmental agencies and trade unions too contribute towards employee's benefits.

Malhotra, S., N., (1980),³⁶ says that one of the approaches to labour welfare is to conceive it as an integral part of the program of general welfare. This approach, being a social approach, is neither philanthropic nor with any concealed motive. It is designed in such a way that it is an end in itself, to serve as an instrument of socio-economic policy. The objective of labor welfare scheme has at last aims "it serves man, to alleviate the burdens of his struggle for existence and to reduce the hardships of life"

³⁵ *Laddha, R., L., 2012, "A Study on Employee Welfare Strategies with Special Reference to Solapur Janta Sahakari Bank Ltd, Solapur", Golden Research Thoughts, Vol. 1, Issue. X, PP., 1-4*

³⁶ *Malhotra, S., N., 1980, "Labor Problems in India", New Delhi, S. Chand & Co. (Pvt) Ltd., P., 197*

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McGuire, J., and McDonnell, J., (2008),³⁷ suggested that the employee welfare facilities help considerably in enhancing the self-confidence and intellectual level of an employee. This will sooner or later increase employees' productivity in the workplace, which will lead to improved motivation. This will make the employee to be challenged, and ready to take on more challenging tasks and responsibilities. This is a good signal of financial performance in the organization created through adding greater value to employee's welfare.

Michael W., (2002),³⁸ assessed the impact of unions on management practices. He says that unions are useful to reduce labour costs, implement high-performance work systems, and make employee welfare provisions. As compared to non-union workplaces, those with unions are found to have practices which are consistent with 'mutual gains' outcomes.

Misra, K., K., (1974),³⁹ aimed at sociological analysis of the labour welfare problems of sugar industry. The analysis was based on the primary data collected from the sugar factories of Eastern Uttar Pradesh. The study concluded that the conditions of work in sugar factories of eastern region of Uttar Pradesh were not very satisfactory for the most part in the respect of safety measures, cleanliness, sanitation, latrine facilities, drinking water, rest rooms, etc. It also pointed out that the provisions for leaves and holidays, lighting, housing, medical, education, are far from satisfactory.

Misra, S., N., (2010),⁴⁰ says that group insurance plan provides insurance cover to all the employees who work under one employer. Similarly, family

³⁷ *McGuire, J., and McDonnell, J., 2008, "Relationships between recreation and levels of self- determination for adolescents and young adults with disabilities", Career development for exceptional individuals, 31(3), PP., 154-163*

³⁸ *Michael W., 2002, "Cooperative unionism and employee welfare", Industrial Relations Journal, 36:5, PP., 348-366*

³⁹ *Misra, K., K., 1974, "Labour Welfare in Indian Industries", Meenakshi Prakashan, Meerut,*

⁴⁰ *Misra, S., N., 2010, "Labour and Industrial Laws", Central Law Publications, Allahabad, PP., 837-840*

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benefit insurance plan also helps employees and their families financially. Further, accidental insurance policies give financial guarantee to the employees when they meet with accidents.

Mishra, S., and Bhagat, M., (2010),⁴¹ stated that labour absenteeism in Indian industries can be reduced to a great amount, if we provide good housing, health and family care, canteen, educational and training facilities and provision of welfare activities. The standard for successful execution of labour welfare activities is nothing but creation of democratic set-up in an industrialized society.

Mohan, R., and Panwar, J., S., (2013),⁴² provided information about the employee welfare schemes prevalent in retail stores in Udaipur region. Welfare is a corporate approach or commitment which is reflected in the expressed care for employees at all levels. The term welfare suggests the state of well-being, health, happiness, prosperity and the development of human resources. Situational factors responsible for job satisfaction are incentive systems, the work environment, length of working hours, impartial behavior and social relationship with co workers, behavior of the supervisor, security, scope for promotion and recognition of merit. The retail stores at Udaipur are providing not only in-house facilities but also ex-house facilities. It is trying to provide amenities that may improve health and living standards of the employees.

Nageshwar Rao, D., and Jyothirmai, K., (2012),⁴³ expressed changing attitude and the behavior of managers towards the employees in respect of provisions that are to be provided in terms of welfare measures. Today the

⁴¹ *Mishra, S., and Bhagat, M., 2010, Principles for successful implementation of labor welfare activities from police theory to functional theory Retrieved from <http://www.tesionline.com/intl/indepth.jsp?id=575>*

⁴² *Mohan, R., and Panwar, J., S., 2013, "Current Trends in Employee Welfare Schemes in Udaipur Retail Sector", IJSRR, 2 (2), PP., 45-54*

⁴³ *Nageshwar Rao, D., and Jyothirmai, K., 2012, "Employee Perception on Welfare Measures in Coal Mines", The International Journal's Research Journal of Commerce and Behavioral Science, Vol., 1, No. 6, PP., 18-21*

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management of the organization realizes that providing the welfare facilities such as canteen, recreation, libraries, housing, transport etc., pays good dividend in the long run.

Nithin Prasad, R., S., Vittal Rao, K., and Nagesh, H., N., (2011),⁴⁴ aimed to determine the awareness of the welfare scheme, degree of implementation and to identify areas of obstacles in implementation. The outcome of the study shows that 92.5 % out of 14 lakh workers have been underprivileged of the benefits of the Welfare Scheme endorsed by the Building and Other Construction Workers' Welfare Board, Karnataka. Among the 189 respondents to the survey, only 24% have been aware of the welfare scheme. The major obstacles in providing the Scheme in the form of Legislation non-compliances have been recommended.

Okereke, C., I., & Daniel, A., (2010),⁴⁵ the paper examined staff welfare and organization's productivity, using Patani Local Government Council in Delta State, Nigeria as a reference. The methodology was primarily qualitative and involved use of In-Depth Interviews (IDIs) and Focus Group Discussion (FGDs) to secure information from employees at the Council. The researchers utilized Motivational models and conflict theory of Dahrendorf as the theoretical framework. The theory assumes social changes as an inevitable outcome of activities of societal elements, typified in the contrasting positions of the management and employees that could retard motivation and employee performance. Data exposed general awareness about staff welfare among the employees and ability to identify the elements of welfare. There was nonexistence of staff welfare in the council. The working environment was meager, in terms of office accommodation and furniture, paucity of working materials, scarcely available monetary incentives and unreliable health and

⁴⁴ *Nithin Prasad, R., S., Vittal Rao, K., and Nagesh, H., N., 2011, "Study on building and other construction workers welfare schemes/amenities in Karnataka", SASTECH Journal, Vol., 10, Issue 1, PP., 59-66*

⁴⁵ *Okereke, C., I., & Daniel, A., 2010, "Staff Welfare and Productivity in Patani Local Government Council, Delta State Nigeria", Journal of Economics and International Finance, Vol. 2(12), PP., 313-320*

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safety facilities, which altogether reduce morale (job satisfaction) and efficiency in job performance. In recommendation, practical efforts should be made to enhance employee's job capabilities through training; to improve working conditions of the employees and their general welfare in order to draw out job satisfaction and motivation for increased productivity.

Puncell, A., A., and Halls, W., J., (1927),⁴⁶ convinced that under the cover of paternalism and compassion, many unjust conditions of work obtained. That was not really much, if anything, to be said in favor of employees parsing welfare work as against others who do not. Our general conclusion on welfare work as at present carried on is that it is a delusion and a snare.

Punekar, S., D., Deodhar, S., B., and Sankaran, S., (1981),⁴⁷ say that the significance of industrial health service is greater in India than elsewhere because of the unfavorable effects of unhealthy work environment in many factories and also due to the prevalence of sultry diseases, long hours of work, low wages causing undernourishment and poor stamina; illness of workers due to lack of knowledge and poverty and urban conditions of life which do not agree with migrated workers." These services include health and medical facilities inside and outside the workers place of work; intra-mural health facilities cover first aid, ambulance rooms, industrial hygiene, occupational health, and emergency medical care in case of accidents or sudden illness inside factory premises.

Reddy, J., (2004),⁴⁸ says welfare of labor is an important aspect today which we cannot ignore. If we want progress of our industry, it is essential to make safety and other welfare arrangements for labor. Thus in India, a number of labor legislations has been enacted to endorse the conditions of the labor

⁴⁶ **Puncell, A., A., and Halls, W., J., 1927, *Report on Labour Conditions in India*, P., 12**

⁴⁷ **Punekar, S., D., Deodhar, S., B., and Sankaran, S., 1981, "*Labour Welfare, Trade Unionism and Industrial Relations*", Bombay: Himalaya Publishing House, P., 81**

⁴⁸ **Reddy, J., 2004, "*Labour Welfare and Personnel Service*", APH Publishing, New Delhi**

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keeping in view the development of industry and national economy. But for industrial regeneration it is necessary that the partners of the industry must cure their respective defects. Since independence both legislation and public opinion have done a lot to better the condition of the workers but unfortunately the employers have not responded very appreciably.

Rick, C., (2009),⁴⁹ explored labour welfare in Canada across three different periods of occupational assistance: welfare capitalism that began with the Industrial Revolution and persisted through the depression of the 1930s; occupational alcoholism programming that emerged during World War II and the typically unreported domestic labour trouble of the 1940s, lasting through the postwar economic boom into the 1960s; and the employee assistance programming era with the introduction of the broad-brush approach to workplace based assistance that also witnessed organized labour in Canada provide fundamental supports to workers that were originally introduced by workplace owners during the welfare capitalism period, though now to benefit workers rather than to control them.

Report of National Commission on Labor, (2002),⁵⁰ Government of India, gave recommendations in the area of labor welfare procedures which include social security, starting the application of the Provident Fund, gratuity and unemployment insurance etc.

Report by Society for Human Resource Management, (2011),⁵¹ report presents the results of the 2011 Society for Human Resource Management (SHRM) Employee Job Satisfaction and Engagement survey of U.S. employees. The objective of this annual survey was to recognize and comprehend the factors essential to overall employee job contentment and engagement. This knowledge helps organizations better understand and value employee preferences when developing programs and policies designated to

⁴⁹ **Rick, C., 2009, "Labor welfare in Canada", *Journal of Workplace Behavioral Health*, Vol., 24, Issue, 1 & 2, PP., 147 – 164**

⁵⁰ **Report of National Commission on Labor, 2002**

⁵¹ **Report by Society for Human Resource Management, 2011**

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sway these areas. The survey explored 35 aspects of employee job satisfaction, divided into four topic areas—career enlargement, rapport with management, compensation and benefits, and work environment.

Reshma, S., and Basavaraj, M., J., (2013),⁵² studied on employee welfare Measures in mining industry. They throw light on statutory welfare measures followed in Donimalai Iron ore mine, Bellary district. This study enlightens the concept of welfare measures. Their study also highlights the employee's perception regarding the various statutory welfare measures provided by the organization. The last part provides suitable suggestions to strengthen the statutory welfare Measures in the unit taken as sample in the study.

Sabarirajan, A., & Meharajan, T., & Arun, B.,⁵³ selected Salem District in Tamil Nadu, India. They identified various methods and also to identified the effectiveness of the methods. The study reflected that 15% of the employees were highly satisfied with their welfare measures. 22 % of the employees were satisfied with their welfare measures. 39 % of the employees were average with their welfare measures. 16% of them were in highly dissatisfied level. According to them, welfare measures play important role in employee satisfaction. They say that, these measures result in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of textile mills in Salam district.

Salaria, P., and Salaria, S., (2013),⁵⁴ expressed the view that the basic purpose of employees' welfare is to augment the life of employees and keep

⁵² *Reshma, S., and Basavaraj, M., J., 2013, "Employee welfare measures in mining industry – a study with reference to statutory welfare measures In NMDC, Donimalai iron ore mine, Bellary district", EIJMMS, Vol.3 (7), PP., 157-164*

⁵³ *Sabarirajan, A., & Meharajan, T., & Arun, B., "A Study on the Various Welfare Measures and Their Impact on QWL Provided by the Textile Mills with reference to Salem District, Tamil Nadu, India", Asian Journal of Management Research, pp. 15-24*

⁵⁴ *Salaria, P., and Salaria, S., 2013, Employee welfare measures in Auto sector, International Journal of Business and Management Invention, Vol., 2, Issue, 3, PP., 66-74*

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them happy and contented. 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. Non-statutory benefits are the result of employers' bigheartedness, enlightenment and humanitarian feelings. It is one of many ways to make people 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 associated to the culture of the organization, and living it.

Saiyaddin, M., (1983),⁵⁵ examined the purpose and cost of non-statutory welfare activities for the organizations. Five public and six private sector organizations were selected for the study. The study found out an imperative conclusion that the most predominant theme in the minds of organizations when they think of the voluntary welfare measures was not only the output and efficiency but also increasing loyalty and morale. In respect of cost, the study discovered that the public sector organizations spend more on welfare activities, as compared to private sector. The study says that public sector spends more on transportation and recreation. The study reflected that private sector was found to be spending more on housing according to the study.

Sarma, G., (2007),⁵⁶ studied that tea plantation, tea estates and the tea industry as a whole has been seriously hit by the explosive environment in Assam. Many tea gardens are abandoned by their owners and many others are somehow functional. The deteriorating economic condition has further been made worse by the tough competition in the international market, falling prices and recurrent slumps. These factors have led to deterioration of the economic conditions of tea laborers in Assam.

⁵⁵ *Saiyaddin, M., 1983 "Voluntary Welfare in India", Lok Udyog, PP., 29-33*

⁵⁶ *Sarma, G., 2007, "A study on the Socio-economic Conditions of Laborers in the Tea Gardens of Jorhat District, Assam", Ph. D. Thesis, North-Eastern Hill University, Shillong, 793022, Meghalaya, PP., 100-120*

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Sarna, A., M., (1999),⁵⁷ is of the view that the concept of “Labour welfare” is flexible and elastic and differs widely with times, regions, industry, country, social values and customs, the degree of industrialization, the general social economic development of people and political ideologies prevailing at particular moments. The concept of labour welfare has acknowledged inspiration from the concept of democracy and welfare state.

Satyanarayana, M., R., & Reddy, R., J., (2012),⁵⁸ undertook a study to know the satisfaction levels of employees about labour welfare measures in KCP limited (Cement Division). For the purpose of the study, convenience random sampling method was adopted to carry out the study by the researcher. Out of 925 employees, 90 were selected covering almost all the departments. A questionnaire was used for present study to know the opinions of the employees on each statement. The results of the research revealed that majority of the employees were satisfied with all the welfare measures provided by the organization.

Satyanarayana, P., V., V.,⁵⁹ The study showed that 15% of the employees are highly satisfied with their welfare measures. 22% of the employees are satisfied with their welfare measures. 39% of the employees are average with their welfare measures. 16% of them are in highly dissatisfied. The researcher says that welfare measures play an important role in employees’ satisfaction and it results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of Sugar factories in Andhra Pradesh.

⁵⁷ *Sarna, A., M., 1999, “Aspects of Labour Welfare and Social Security”, Himalaya Publishing House, Delhi, PP., 200-225*

⁵⁸ *Satyanarayana, M., R., & Reddy, R., J., 2012, “Labor Welfare Measures in Cement Industries in India (A case of KCP limited. Macherla, Andhra Pradesh)”, 2012, IJPSS, Vol. 2, Issue 7, PP. 257-264*

⁵⁹ *Satyanarayana, P., V., V., “A Study on the welfare measures and their Impact on QWL provided by the Sugar companies with reference to East Godavari District, Andhra Pradesh, India”, PP., 105-110*

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Saxena, R., C., (2006),⁶⁰ explains that the constituents of labour welfare included working hours, working condition, safety, industrial health insurance, workmen's compensation, provident funds, gratuity pensions, protection against indebtedness, industrial housing, rest room, canteens, and crèches, wash places, toilets facilities, lunch, cinemas, music, reading rooms, co-operatives store, playground etc. Employee welfare measures to promote the physical, social psychological and general well –being of the working populations. Welfare work in any industry intends at improving the working and living conditions of workers and their families.

Sharma, A.M., (1988),⁶¹ says that 'Welfare' is a broad notion referring to a state of living of an individual or a group, in a desirable relationship with the total environment-ecological, economic and social. Terms labour welfare, employee welfare and workers welfare are generally used interchangeably to indicate various services provided by the employees in addition to their wages. The Labour welfare includes both the social and economic contents of welfare. Labour welfare is an important feature of industrial relations.

Shelar, C., M., and Phadatare, R., G., (2013),⁶² Employee's welfare refers to, the extra magnitude giving satisfaction to the employees, in a way which even a good wage and salary cannot. Social security as applicable to industrial workers covers those risks which are periodic in the lives of the workers. Their study throws light on the impact of welfare measures on the performance of employees and productivity of industries and also aims at suggesting few interactions to improve the employees' welfare and social security measures for further development in industrial sector in Karad Taluka and to minimize employees' turnover and absenteeism.

⁶⁰ *Saxena, R., C., 2006, "Labour Problems and Social Welfare", K. Nath & Co., Educational Publishers, Meerut, PP., 75-80*

⁶¹ *Sharma, A.M., 1988, "Aspects of Labour Welfare and Social Security", Himalaya Publishing, Mumbai*

⁶² *Shelar, C., M., and Phadatare, R., G., 2013, "A Study of Employee's Welfare and Social Security Measures with Special Reference to Selected Industrial Units in Karad Taluka, Dist. Satara", Online International Interdisciplinary Research Journal, Vol., III, Issue-IV, PP., 228-242*

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Sindhu, S., (2012),⁶³ says that since 1995's the whole concept of organization has been shifted to focus on employees and workers. They are the main asset of any organization. The organizations which have right workers at right time and in right place rules the business world. The satisfied labour will be converted into faithful and good labour and these acquired skills will help the organization to survive, grow and capture the new markets and they can provide better customer oriented services and hence can retain their existing customers.

Singh, K., K., and Pathak, A., (2010),⁶⁴ presented a research paper on the labor welfare measures in A.G.I.O. Paper and Industries Ltd. They said that about 60% of the workers were aware about the statutory welfare measures. Majority of the statutory welfare facilities are provided by the employers but the non-statutory welfare facilities were not being provided by the employers. Only House Rents & conveyance allowances were being given to sampled workers in place of residential & transportation facilities respectively.

Swapna, P., (2011),⁶⁵ attempts at addressing the aspects of social responsibility of the business in light of labour welfare with special reference to Singareni Collieries Company limited. The linkages and the ethical considerations involved in employee welfare have been addressed with implications for labour welfare. The concept of social responsibility in its narrow contours has been equated with economic welfare. Conceptually as well as operationally, labour welfare can achieve through social responsibility, which in turn is closely linked to the concept of social welfare and the role of the state.

⁶³ *Sindhu, S., 2012, "Role of organization in welfare measures for employees", IJRIM Vol., 2, Issue, 9, PP., 36-40*

⁶⁴ *Singh, K., K., and Pathak, A., 2010, "A study of awareness of labor welfare measures in A.G.I.O. Paper and Industries Ltd. Dekha, Bilaspur, (C.G.)", International Research Journal, Vol. I, Issue-6, PP., 29-32*

⁶⁵ *Swapna, P., 2011, "Social Responsibility towards Labour Welfare in Singareni Collieries Company Limited", VSRD-IJBMR, Vol. 1 (5), PP., 290-298*

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Swapna, P., & Samuyelu, N., (2011),⁶⁶ stated that it is evident for the literature that many efforts have been made to study to the various features of welfare and social security of labour in different wings of Singareni Collieries Company limited. The study tried to make an assessment on the provisions and implementation of the overall benefits of the workers in different wings of the same company and by giving the overall welfare activities of the company. This type of research had not been done in this area of study. Here it focused on the social security regarding welfare of employees rather than profit of the organization.

Torjman, S., (2004),⁶⁷ argued that welfare facilities and especially recreation services, account for healthy individuals besides increasing among their happiness and emotional quotient. Once employees are happy they will have a positive attitude towards work leading to higher service delivery within the organization.

Tripathi, P., C., (1998),⁶⁸ explains that the basic objective of labour welfare is to enable workers to live a richer and more reasonable life. He says that labour welfare is in the interest of the labour, the employer and the society as a whole. There are many benefits of the employee welfare services.

Upadyay, D., & Gupta, A., (2010),⁶⁹ had conducted a study in Behr India Ltd which is a joint venture between Behr GMBH & Co kg Stuggart & Ananad Automotive Industry incorporated since 1997. It's one of the leading manufacturers and suppliers of equipment for passenger and commercial

⁶⁶ *Swapna, P., & Samuyelu, N., 2011, "Social Security Regarding Employee or Labor Welfare", VSRD- International Journal of Business & Management Research, Vol., 1 (7), PP., 397-407*

⁶⁷ *Torjman, S., 2004, "Culture and recreation: Links to well-being" Ottawa: Caledon Institute of Social Policy*

⁶⁸ *Tripathi, P., C., 1998, "Personnel Management & Industrial Relations", Sultan Chand & Sons, Educational publishers, New Delhi, PP., 325-328*

⁶⁹ *Upadyay, D., & Gupta, A., 2010, "Morale, Welfare Measures, Job Satisfaction: The Key Mantras for Gaining Competitive Edge", IJPSS, Vol. 2, Issue, 7 PP., 80-94*

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vehicle and leading name in providing world class welfare amenities. The findings supported the notion that a relationship exist between employee morale and job satisfaction and so between the welfare measures and satisfaction. The findings also discovered that the hypothesized relationship between the longevity of the job and job satisfaction cannot be held true.

Upadhyay, S., (2006),⁷⁰ studied that the level of awareness among the workers engaged in the industry studied is quite low and for some of the facilities such as Canteen, Lunch room, Rest room, Shelter and Creche etc, the same is very low. It counts near 10%. However, those having a higher level of educational were having higher percentage of awareness in terms of all the facilities. Similarly those belonging to trade Unions and those in employment with comparatively larger units (in terms of number of workers employed) were having higher level of awareness. The percentage of awareness about various welfare facilities was found to be more in the persons in the age group of 26-35 as compared to the earlier (18-25 years) and subsequent (above 35 years) age groups.

Vaid, K., N., (1970),⁷¹ considers labor welfare as an "expression of the assumption by industry of its responsibility for its employees". In spite of better payment to industrial workers, their conditions of work, and often poorer living conditions demand more than minimum amenities, and as a result, most statutory legislations apply to them.

Venugopal, P., & Bhaskar, T., Usha, P., (2011),⁷² presented that management must be aware of what employees expect from their employers. It is the duty of the management to see that the workers get economic, social and

⁷⁰ *Upadhyay, S., 2006, "Awareness and implementation of labor welfare measures: A case study of garment and hosiery industry of Noida", International Journal of Management Sciences , Vol.2, No.1, PP., 1-8*

⁷¹ *Vaid, K., N., 1970, Labour Welfare in India, Shri Ram Centre for Industrial Relations, New Delhi, P., 27*

⁷² *Venugopal, P., & Bhaskar, T., Usha, P., 2011, "Employee Welfare Activities with Respective Measures in Industrial Sector- A Study on Industrial Cluster at Chittor District", Vol. 1 Issue, 6., pp.78-84*

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individual satisfaction. For that, employee welfare activities should be undertaken. The Study on “employee welfare measures” is conducted with the main objective of appraising the effectiveness of welfare measures in industrial sector and to suggest measures to make existing welfare measures much more effective and comprehensive so that the benefits of the employees will be increased.

Vijaya banu, C., & Ashifa, M., J., (2011),⁷³ threw a light on welfare measures followed in Public Sector Transport Corporation. This study analysed the various magnitudes of labour welfare measures that seem to the laborers. It highlighted the perception and level of satisfaction of the laborers regarding the various welfare measures and the methods to improve the welfare schemes in Public Sector Transport Corporation.

Yoder, D., (1975),⁷⁴ concluded that labour welfare refers to all those efforts of employers, trade unions, voluntary organizations and governmental agencies which assist employees’ sense better and do better. It includes prerequisites for the improvement of health, safety, general well being and industrial efficiency of the workers.

Zacharaiah, K., A., (1954),⁷⁵ based a sample survey of manufacturing undertakings in Bombay. He covered welfare services and working conditions. He surveyed the factors affecting industrial relations. The study observed that better working conditions and adequate provisions of welfare services would contribute to harmonious industrial relations.

⁷³ *Vijaya banu, C., & Ashifa, M., J., 2011, “A Study on Labor Welfare Measures In Public Sector Transport Corporation”, IJBEMR, Vol., 2, Issue 2., PP., 129-140*

⁷⁴ *Yoder, D., 1975, “Personnel Management and Industrial Relations”, Prentice Hall of India, New Delhi*

⁷⁵ *Zacharaiah, K., A., 1954, “Industrial Relations and Personnel Problems – A study with particular reference to Bombay”, Asia Publishing House Bombay, PP.,*

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Zala, N., D., (2011),⁷⁶ conducted study in the urban localities of Gujarat state. The study focused mainly on the factors, which compel the children to adopt occupational roles at a tender age. The researcher has selected a sample of 400 children working in Diamond Industry of Gujarat state. He has collected primary data using questionnaire method. The study concluded that the children drawn to the labour force are not themselves choosing to work at such an early age. They are rather compelled to join the labor force against their will by certain familial and social state of affairs. The researcher has evaluated socio economic compulsion such as poverty the major reason why the children work in such kind of industry.

3.4 Research Gap:

While reviewing the previous researches on labor welfare, the researcher came to know that they are giving only the primary information related to the labor welfare. They have not tried to measure the level of satisfaction of the employees from these facilities. Some of the writings are available in which the legal provisions are described but the implications of such welfare measures are not considered. Besides that the literatures available until now are based on very small sample size. The conclusions derived from them cannot be generalized. In this research work, the researcher has conducted the research on a viable research sample so the reliability of conclusion is increased. Besides that, the literature available up to the date focuses the other industries. There is no research done on the diesel engine segment of Rajkot District.

3.5 Research Methodology:

Research is an art of careful, scientific and thoughtful investigation and innovation. The term Research refers to the search of knowledge and pertinent information on a specific topic. Research is the process of contributing to the existing body of knowledge for making the advancement and development of

⁷⁶Zala, N., D., 2011, “A Study of Problems of Child Labour in Diamond industry in Selected Cities of Gujarat”, Thesis PhD, Saurashtra University

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that body of knowledge. If we try to elaborate the meaning of every letter of the word RESEARCH, it can be presented as follows⁷⁷:

R	Rational Way of Thinking
E	Expert and Exhaustive Treatment
S	Search for Solution
E	Exactness
A	Analytical Analysis of Adequate Data
R	Relationship of Fact
C	Careful Recording Critical Observation Constructive Attitude Condensed Generalization
H	Honesty Hard Work

For the solution of any problem, a systematically designed method is required. This method of study is known as Research Methodology. The research methodology is rational and careful way of analysis of data through honest and hard work for critical evaluation. For the present research work the researcher has used following research methodology.

3.6 Title of the Present Research:

In order to execute any research work, it is required to fix a path for executing it. This path can be fixed only when it is given an appropriate title. On the basis of this title, the further plan of the research can be executed.

“AN ANALYTICAL STUDY OF EMPLOYEE SATISFACTION FROM WELFARE FACILITIES IN DIESEL ENGINE FACTORIES OF RAJKOT DISTRICT”

⁷⁷ Pathak, G., G., (2012), Research Methodology (for MBA-SEM-I-GTU), Tech-Max Publications, Pune, PP., 1-2

3.7 Period of the Study:

This research work is based on the analysis of level of satisfaction of employees from welfare facilities provided to the employees working in the Diesel Engine Factories of Rajkot District. So, the satisfaction cannot be measured over a period of time, it is the phenomenon of the point of time. So, the present research work is conducted during the time period of the year 2013-2015.

3.8 Scope of the Present Study:

The present research is focused on the Diesel Engine Factory Sector. Rajkot district is the hub of the Diesel Engine Manufacturing Factories. There are around 150 factories in Rajkot District. **Out of the total population of 150 Diesel Engine Manufacturing Factories in the Rajkot District, the researcher has selected a random sample of 32 factories (List of factories selected in the present study is given in Appendix- 1) i.e. around 20% of the 150 factories⁷⁸.**

3.9 Population and Sample of the Study:

As the title of the present research work suggests that it is based on analysis of level of satisfaction of the employees from the welfare facilities provided to them by the diesel engine manufacturing factories. In Rajkot district, there are around 150 factories that are directly and indirectly connected with the diesel engine manufacturing or manufacturing of spare parts of diesel engines. For a doctoral research work it cannot be possible to cover all the factories due to the limitations of time and to measure the level of satisfaction of all the employees working in these factories. So, the researcher has selected an ideal size of sample which can be helpful for arriving at the conclusion about the level of satisfaction of the employees from the statutory and non-statutory welfare facilities provided to them. So, in this research work the researcher has selected 32 factories (List of factories selected in the present study is

⁷⁸ www.rajkotchamber.com

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given in Appendix- 1). Employees working in these factories are selected as the sample of this study.

In order to execute the research work and to fulfill the research objectives, the researcher had distributed 1,500 questionnaires to the employees working in the factories selected under the study. Out of the questionnaires distributed, the researcher received 1,384 filled in questionnaires. When these questionnaires were checked, some of them were not properly filled in and some of them were incomplete. So the researcher could select 1,124 properly and completely filled questionnaires from the employees selected as sample in this study.

This 1,124 employees selected as sample under the present study are categorized on the basis of demographic and social variables. The table showing this categorization is as given below:

Table – 3.1

A Table Showing Classification of Sample

Variable	Classification		Total
Gender	Male	1055	1,124
	Female	69	
Age Group	18-25	108	1,124
	25-32	432	
	32-39	219	
	39-46	129	
	46-53	195	
	53-60	55	
Educational Qualification	Up to S.S.C.	712	1,124
	Up to H.S.C.	308	
	Up to Graduation	69	
	Above Graduation	35	
Experience	Less than 2 Years	108	1,124
	2-5 Years	494	
	5-10 Years	262	
	More than 10 Years	260	

3.10 Type of the Study:

The present research work is qualitative research work. In this research work, the researcher aims to make the analysis of level of satisfaction of the employees from the labor welfare facilities. Satisfaction is a qualitative data which changes from person to person. This kind of research is aimed at discovering the underlying motives, desires, satisfaction, etc. using interviews, questions, scheduling etc. Qualitative research is useful especially in the behavioral science. In this research work also, the researcher has used the questionnaire and scheduling method in order to arrive at conclusion about the level of satisfaction of the employees working in diesel engine manufacturing firms. Besides the qualitative research work, this research work is descriptive in nature.

3.11 Method of Data Collection:

There are mainly two sources for data collection. i.e. Primary sources and Secondary sources.

- (i) Primary Sources:- The present study is mainly dependent on primary data. For the primary data collection, various techniques such as personal visit of the factory sites, personal interview of the employees and employers, questionnaires, scheduling, etc. are used. Since the data is to be collected from the workers working in the diesel engine manufacturing factories, the questionnaire was converted in to vernacular language as majority of the employees are not fully literate. **(The questionnaire designed for the present study in English as well as vernacular language is given in Appendix- 2)**
- (ii) Secondary Sources:- For the theoretical part of the study, secondary sources of data will also be used. For this, various reports on labor welfare, opinions of experts, magazines and journals, various acts on the labor welfare passed by the government of India, etc. will be used.

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So, in this research work, basic information related to the topic of labor welfare was collected through secondary source and the analytical part of the study is based on primary sources of data collection. So, the researcher has used both the methods of collecting data appropriately.

3.12 Objective of the Study:

No work is started without any objective. The present research work has also some objectives. The present research work has been under taken keeping in view certain objectives. Here, an attempt is made to find out the satisfaction level of the employees working in such factories in terms of welfare facilities provided by the employers. Besides this, the present study has the following objectives.

- (1) To study various rules and regulations prescribed by the government for the welfare of employees.
- (2) To study the various facilities of welfare provided by the employers in Diesel Engine Manufacturing Factories of Rajkot District.
- (3) To study the level of satisfaction of employees in terms of welfare facilities provided to them.
- (4) To study the level of dissatisfaction of employees in terms of welfare facilities provided to them.
- (5) To find out the solution of dissatisfaction of employees in terms of welfare facilities provided to them.
- (6) To suggest the ways to improve the work life of employees working in such factories.

3.13 Hypotheses of the Study:

To justify the title of the present research study and broad objectives defined by the researcher, the researcher has made a few hypotheses. The hypotheses made by the researcher are mentioned in the table, as given below:

Table – 3.2

A Table Showing Hypothesis of the Present Study

No.	Hypotheses
01	<p>Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to gender from statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H₁): There is significant difference in the level of satisfaction due to gender from statutory facilities among the selected sample of employees.</p>
02	<p>Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to experience from statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H₁): There is significant difference in the level of satisfaction due to experience from statutory facilities among the selected sample of employees.</p>
03	<p>Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to age from statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H₁): There is significant difference in the level of satisfaction due to age from statutory facilities among the selected sample of employees.</p>
04	<p>Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to education from statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H₁): There is significant difference in the level of satisfaction due to education from statutory facilities among the selected sample of employees.</p>

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05	<p>Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to gender from non-statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H_1): There is significant difference in the level of satisfaction due to gender from non-statutory facilities among the selected sample of employees.</p>
06	<p>Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to experience from non-statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H_1): There is significant difference in the level of satisfaction due to experience from non-statutory facilities among the selected sample of employees.</p>
07	<p>Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to age from non-statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H_1): There is significant difference in the level of satisfaction due to age from non-statutory facilities among the selected sample of employees.</p>
08	<p>Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to education from non-statutory facilities among the selected sample of employees.</p> <p>Alternative Hypothesis (H_1): There is significant difference in the level of satisfaction due to education from non-statutory facilities among the selected sample of employees.</p>

3.14 Tools and Techniques of Analysis:

For the systematic analysis of the data collected by the researcher, from the various sources, scientific tools and techniques are applicable. Application of proper tools and techniques leads the research to fruitful analysis and it will

add the worth in the research. The detailed discussion on the tools and techniques, used in this research, are mentioned here under⁷⁹:

3.14.1 Statistical Technique:

Analysis of Variance (ANOVA)

The first object of the analysis of variance is to obtain a measure of the total variation within the series and the second object is to find a measure of variation between or among the components. Then the significance of difference between the variations in two series or more may be measured. In other words, with the help of the techniques of analysis of variance we can test the hypothesis that the means of all the components constituting a population are equal to the mean of the population or that the sample has come from the population. The technique of analysis of variance is referred to as ANOVA. A table showing the source of variation, the sum of squares, degree of freedom, mean square (variance) and the formula for the F- ratio is known as ANOVA table.

The actual analysis of variance is carried out on the basis of ratio between the variances. The variance ratio is obtained by dividing the variance between the samples by the variance within the samples. This ratio forms the test statistic known as F-Statistic, i.e.

$$F - \text{Statistic} = \frac{\text{Variance Between the Samples}}{\text{Variance Within the Samples}}$$

Tukey's HSD (Honestly Significant Difference) Test

Tukey's test, also known as the Tukey range test, Tukey's HSD (Honestly Significant Difference) test, or the Tukey–Kramer method, is a single-step multiple comparison procedure and statistical test generally used in conjunction with an ANOVA to find which means are significantly different from one another. This test is named after John

⁷⁹ **Bhattacharya, D., K., (2009)**, Research Methodology, Excel Books, PP., 160-169

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W. Tukey, it compares all possible pairs of means, and is based on a standardized range distribution q (this distribution is similar to the distribution of t from the t -test).

The test compares the means of every treatment to the means of every other treatment; that is, it applies simultaneously to the set of all pair wise comparisons and identifies where the difference between two means is greater than the standard error would be expected to allow. The confidence co-efficient for the set, when all sample sizes are equal, is exactly $1 - \alpha$. On the basis HSD Tukey, the researcher has given the ranks to the selected sampled pharmaceutical companies on the basis of their performance in terms of profitability ratios.

3.15 Chapter Plan:

To carry out the research work systematically, this research work is divided into the following six chapters.

Chapter – 1 Introduction to Factory Sector and Diesel Engine Industry

Chapter – 2 Labor Welfare - An Overview

Chapter – 3 Review of Literature and Research Methodology

Chapter – 4 Analysis and Interpretation

Chapter – 5 Summary, Findings, Suggestions and Conclusion

3.16 Significance of the Study:

For the economic development of any country, the industrial development is the basic requirement. The faster industrial development is in the hands of workforce of that country. The work force will contribute to the industrial development only if it is satisfied. For the satisfaction of work force welfare facilities are highly require. So, this study will be useful to the government and law-makers to design various policies on labor welfare.

Effective implementation of the policies designed by the government is also very important. The responsibilities of implementation are in the hands of

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owners of the factories. So, this research work is useful to the owners of the factories in terms that it gives suggestions related to implementations of various welfare measures.

This research work is useful to the employees also because it gives idea about various statutory and non-statutory welfare measures for the employees.

This research work is useful to the future researchers because this can be a guideline for executing the research work about welfare facilities in other industries also.

For the effective implementation of welfare policies, the local bodies like engineering associations, chamber of commerce etc. also play a significant role. So this research work is useful to them also.

3.17 Limitations of Present Research:

The researcher is aware of the limitations of the study, as it is based on primary source of information and limited numbers of factories i.e. 32 Factories only.

- i.** The study will be related to only 150 Diesel Engine Manufacturing Factories of Rajkot District only. There are a number of factories working in India that belong to the same segment. The study cannot cover all of them.
- ii.** The study will be based on 32 selected factories in Rajkot district; the findings from the study of these factories cannot be generalized for all the factories.
- iii.** View of experts may be different for the purpose of the study, so it may create some difference in understanding of the topic of the study.
- iv.** This study suggests that the factories should adopt international standards on employee welfare but there are chances that the factories working at the local level may not be able to adopt them because of financial crunch.

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- v.** This study is based on primary data collected through personal visit of the factories, interviews of the employees and the employers, responses of the employees to the questionnaire, etc. so there are chances of human bias prejudices and human errors.
- vi.** This study focuses on only the private factories working at the local level. It does not consider the government factories.
- vii.** This study is based on the primary data collection. So there are chances of difference of opinion of the respondents at the different points of time based on their moods.

Chapter 4

Analysis and Interpretation

No.	Topic	Page no.
4.0	Introduction	91
4.1	Analysis of General Information (Part – 2 of the Questionnaire)	92
4.2	Analysis of Employees' Satisfaction from Statutory Facilities (Part – 3 of the Questionnaire)	94
4.3	Analysis of Employees' Satisfaction from Non-statutory Facilities (Part – 4 of the Questionnaire)	110