

Chapter 5

Summary, Findings and Suggestions

5.1 Summary:

The summary of the whole research work is given below:

Chapter – 1 Introduction to Factory Sector and Diesel Engine Industry:

Since this research work is based on the measurement of satisfaction of the employees working in the diesel engine manufacturing factories of Rajkot District, the first part goes with the discussion about the factory sector.

In the first chapter of the research work, the researcher has given the idea about the factory sector. The chapter gives briefing about the evolution of manufacturing activities in all over the world. The chapter says that the rise of factory is the consequence of two economic phenomena i. e. concentration of former artisans and domestic workers under one roof and in this change they were doing the same work but away from home. The other consequence was that there was an increase in investment in fixed capital. Besides that there was a strict control and discipline over the workers so that the production was done in the controlled manner and without the wastage of resources. This new system was sometimes known as “manufactories”. In this chapter, the researcher has given the definition of Factory according to the Factories Act, 1948.

The researcher has noted that the evolution of factory system can be divided into three phases. The first phase of industrialization started in 18th century in England. The second phase of industrialization started in 19th century. This time the center of industrial development was America. The third phase of industrialization started in 20th century. Now the center for industrial development was changed to Japan.

After that the researcher has noted the evolution of manufacturing sector in India. The development of science and technology took place in ancient India.

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Here, for the convenience in the understanding of the evolution of manufacturing in India, the researcher has gathered the information from various sources and this information is presented into three parts viz. Ancient India, Medieval India, and Post Independence India.

Since this research work is based on the Diesel Engine Manufacturing firms situated in Rajkot District, in further sections of this chapter, the researcher has given the idea about history of Rajkot. History of Rajkot is more than 400 years old. Jadeja family of Jamnagar had established Rajkot State after separation before years. Rajkot was founded in 1612 AD, by Thakur Saheb Vibhaji Ajoji Jadeja of Jadeja Clan and Sunni Muslim Raju Sandhi. Masum Khan was the deputy Faujdar of Junagadh's Nawab. He conquered Rajkot in 1720 AD. He changed Rajkot's name to Masumabad. Masumabad was again conquered by Jadeja Clan and it was renamed as Rajkot by them. During the British Rule, the British East India Company started its intervention in Rajkot and founded Saurashtra Agency in Rajkot to moderate all princely states. The regional headquarters and residency of this agency was at the Kothi Compound. After independence, Rajkot was considered as a capital of Saurashtra. Sir U. N. Dhebar sir was the first chief minister. Rajkot was merged into newly created Gujarat State when it was separated from Bombay State on 1st May, 1960.

In the further sections of this chapter, the researcher has given the brief profile of Rajkot. It is noted that in the end of 1910, the Industrial development and urbanization of Rajkot started. The establishment of first textile mill in 1910 was a landmark for the development of industrialization in Rajkot. About 60 industrial units came into existence during the time of 1900 to 1920. Due to this development of industries, trade and commerce, the immigrants are attracted to Rajkot.

The chapter progresses with the geography and climate of Rajkot, Linkages and Connectivity of Rajkot, various economic activities and manufacturing activities done in Rajkot, etc.

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In the end of this chapter, the researcher has given idea about Diesel Engine Industry of Rajkot. Rajkot is the center of industrial activities in the Saurashtra region. Several industries are developed in this region. But it is not possible to study the aspects of welfare activities in all the industries. Hence, the researcher has selected the major industry of this region i.e. Diesel Engine Industry.

Chapter – 2 Labor Welfare – An Overview:

The chapter starts with the introduction about the labor welfare. It is said that for the smooth working and long term survival of an organization in the present globalized scenario, it is important for all organizations to keep their workers satisfied. The essential for workers' satisfaction is to provide the welfare facilities to the laborers. Conscious efforts for the provision of welfare facilities to the employees for both inside the work environment and outside the work environment should be made for the success of an organization. After that the chapter progresses with the historical background of labor laws in India. The chapter says that the concept of "Humanitarianism" has given birth to the idea of labor law and labor welfare. It is the approach of providing social security to the employees. In the earlier days the people living in the village and doing manufacturing activities on small scale were more secured than the people working today in the large organizations. So in olden days, the provision welfare facility was not required, but it is highly required in today's environment. After that the chapter gives idea about the evolution of various labor laws in India in the middle of 19th century. There can be seen a noticeable change in the attitude towards the labor during and after the First World War. As a result of this change in attitude globally, there emerged International Labor Organization (ILO) in 1919. ILO was established with the aim of providing welfare and protection to the laborers all over the world. ILO was primarily focused on the welfare of the laborers hence; it prepared the conventions and recommendations that imposed liabilities on the employers and government.

After that, the chapter gives idea about the development of labor laws in India after the Second World War. During this time period, significant development

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took place in the field of social security and labor laws. Because of the world war, there was an acute shortage of man and materials. There was a great necessity of increasing production during this time and it was not possible without the support of labors. To make this possible, a number of concessions were made to the working class people under the Defense of India of India Rules.

The chapter has also given idea about the development of labor laws after independence. In 1947, India got freedom from the British Rule. An interim government was formulated for the handling the economy. This government gave greater encouragement to the rights of the workers and harmony in the Industrial Relations. The government formulated five year plans for the labor welfare.

After the basic discussion related to the evolution of the concept of labor welfare, the researcher has discussed the meaning of labor welfare. The term 'Labour Welfare' refers to various facilities provided to workers in and outside the factory premises. Such facilities include the benefits such as canteens, rest and recreation facilities, housing and all other services that play a role to the wellbeing of workers. The chapter gives idea about various theories of labor welfare, benefits of labor welfare and principle for successful implementation of labor welfare. The chapter ends with the classification of various labor welfare facilities.

Chapter – 3 Review of Literature and Research Methodology:

This research work progresses with the review of literature in the 3rd chapter.

This chapter presents review of around 75 related literatures, which includes various national and international books, journals, magazines, news papers, M. Phil dissertation and doctoral thesis.

This chapter says that the review of literature is a critical analysis of a portion of the published body of knowledge available through the summary, classification and the use of comparison of previous research studies or journal articles. A literature review examines the scholarly research work available on a particular subject for a particular time period.

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The chapter has given idea about research gap between the existing research and present research work.

After that study provides information about research methodology of this research 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. The research methodology includes research title, details of the population of the study, period of the study, type of the study, scope of the study, basic objectives of the study, hypotheses formulated by the researcher, method of data collection, method of analysis etc.

Chapter – 4 Analysis and Interpretation:

Chapter 4 of this research work is titled as “Analysis and Interpretation”.

In this research work, the main purpose of the researcher is to make the analysis of the level of satisfaction of the employees working in the diesel engine manufacturing factories in Rajkot District. For this purpose, the researcher has selected 32 factories working in Rajkot District. In order to get the responses of the employees working in these factories, the researcher has designed a questionnaire. The responses given by the employees to the Questions using Likert Scale were categorized into five categories i.e. “Highly Satisfied”, “Satisfied”, “Average”, “Dissatisfied” and “Highly Dissatisfied”. These responses given by the employees were assigned the weight from positive to negative. The responses given by the respondents are multiplied with the respective weight. This gave a consolidated response of all the respondents and on the bases of that the Satisfaction Index is derived. To make the statistical analysis, the researcher has used MS Excel and IBM SPSS. With the use of MS Excel and IBM SPSS, the researcher has applied ANOVA and multiple comparisons using Post-hoc based on Tukey’s HSD.

Chapter – 5 Summary, Findings and Suggestions:

This chapter is divided into three parts viz., Summary, Findings and Suggestions.

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The first part gives brief summary of all the chapters.

The second part discusses the important findings from the research and suggestion.

The third part of the present study is about the scope for the further study.

5.2 Findings:

In order to fulfill the objective of the research work and to arrive at the conclusion about the level of satisfaction of the employees from the welfare facilities provided to them, the researcher has prepared the appropriate Hypotheses and they are tested using ANOVA. On the basis of these tests, the following findings can be arrived at.

Table – 5.1
Result of Hypothesis Tested

No.	Hypotheses	Result
01	Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to gender from statutory facilities among the selected sample of employees.	Rejected
02	Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to experience from statutory facilities among the selected sample of employees.	Rejected
03	Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to age from statutory facilities among the selected sample of employees.	Rejected
04	Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to education from statutory facilities among the selected sample of employees.	Rejected
05	Null Hypothesis (H_0): There is no significant difference in the level of satisfaction due to gender from non-statutory	Accepted

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	facilities among the selected sample of employees.	
06	Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to experience from non-statutory facilities among the selected sample of employees.	Accepted
07	Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to age from non-statutory facilities among the selected sample of employees.	Accepted
08	Null Hypothesis (H₀): There is no significant difference in the level of satisfaction due to education from non-statutory facilities among the selected sample of employees.	Accepted

5.2.1 Explanation of the Findings:

- The first hypothesis of the study is that there is no significant difference in the level of satisfaction due to gender from statutory facilities among the selected sample of employees. But the hypothesis is rejected, so, it means that there is significant level of difference in the level of satisfaction due to gender of the employees selected under the sample.
- The second hypothesis of the study is that there is no significant difference in the level of satisfaction due to experience from statutory facilities among the selected sample of employees. But this hypothesis is also rejected. It means that there is significant difference in the level of satisfaction due to experience from statutory facilities among the selected sample of employees.
- The third hypothesis of the study is that there is no significant difference in the level of satisfaction due to age from statutory facilities among the selected sample of employees. This hypothesis is also rejected, so, it means that there is significant difference in the level of satisfaction due to age from statutory facilities among the selected sample of employees.
- The fourth hypothesis of the study is that there is no significant difference in the level of satisfaction due to education from statutory facilities among the selected sample of employees. This hypothesis is also rejected. It

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also means that there is significant difference in the level of satisfaction due to education from statutory facilities among the selected sample of employees.

➤ The fifth hypothesis of the study is that there is no significant difference in the level of satisfaction due to gender from non-statutory facilities among the selected sample of employees. This hypothesis is accepted. So the researcher may conclude that, there is no significant difference in the level of satisfaction from non-statutory facilities due to age of the employees selected under the sample.

➤ The sixth hypothesis of the study is that there is no significant difference in the level of satisfaction due to experience from non-statutory facilities among the selected sample of employees. In this case also, the null hypothesis is accepted. So the researcher may conclude that, there is no significant difference in the level of satisfaction from non-statutory facilities due to experience of the employees selected under the sample.

➤ The seventh hypothesis of the study is that there is no significant difference in the level of satisfaction due to age from non-statutory facilities among the selected sample of employees. In this case also, the null hypothesis is accepted. So the researcher may conclude that, there is no significant difference in the level of satisfaction from non-statutory facilities due to age of the employees selected under the sample.

➤ The eighth hypothesis of the study is that there is no significant difference in the level of satisfaction due to education from non-statutory facilities among the selected sample of employees. In this case also, the null hypothesis is accepted. So the researcher may conclude that, there is no significant difference in the level of satisfaction from non-statutory facilities due to education of the employees selected under the sample.

➤ In the response of Question, “Are you aware of the Statutory Welfare Facilities to be provided to the employees by the employers?”, all the 1124 respondents i.e. 100% respondents are aware of statutory welfare facilities to be provided to them.

➤ In the response of Question, “Are you provided with such Statutory Welfare Facilities by your employer?”, all the 1124 respondents i.e. 100%

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have responded “Yes”. It means that they are provided with the statutory welfare facilities.

➤ In the response of Question, “Are you aware of the Non-statutory Welfare Facilities to be provided to the employees by the employers?”, all the 1124 respondents i.e. 100% respondents are aware of non-statutory welfare facilities to be provided to them.

➤ In response of Question, “Are you provided with such Non-statutory Welfare Facilities by your employer?”, all the 1124 respondents i.e. 100% have responded “Yes”. It means that they are provided with the non-statutory welfare facilities.

➤ It is found that the firms taken under the study are not providing the canteen facility. During the informal discussion with the respondents, the researcher came to know that it is not feasible and possible for these firms to provide the canteen facilities to the employees. So this facility is not provided to them and as a result this facility cannot create more satisfaction to them.

➤ In response to the Question, “Does your organization provide maternity leave and maternity benefits to you?”, out of 1124 respondents selected under the study, there are 69 females. Out of 69, female 68 have responded positively and only 1 has responded negatively. It means that this creates dissatisfaction for her.

➤ It is also found by the researcher that baby care facilities and crèche facilities are not provided to the employees working in such organizations. It is quite clear from the discussion made by the researcher with the respondents that it is not possible for these firms to provide these facilities. This also leads to dissatisfaction among the employees.

➤ In response to the Question, “Does your organization provide the education facilities for your children?”, 9.79% of the respondents have responded positively and 90.21% of the respondents have responded negatively to this question. It means that most of the employees do not get this facility and as a result, this adds to the dissatisfaction of the employees.

➤ It is also found by the researcher that all the firms provide recreational facilities to the employees. During the informal discussion with the employees and management personnel, the researcher came to know that the recreational

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facilities do not include any high level of recreation but they just allow the employees to listen to the radio or to watch television during the work. Sometime, they take the employees on a small picnic. This is the only way of recreation for them. 08 (0.70%) respondents have responded negatively. It means that they are not satisfied with this recreational facility.

➤ The researcher found that none of the firms selected under the study provide housing facility to the employees. The reason behind that is these firm are working on small scale and it is not possible for them to provide the housing facilities to the employees.

➤ The researcher found that the transportation facility creates an average level of satisfaction among the employees. During the informal discussion with the respondents, the researcher came to know that the travelling facility is not a very good facility but they are provided with just a two wheeler when needed to move from factory to home during the lunch break. So the satisfaction level is not so high.

➤ It is also found that none of the organization selected under the study provide the facility of co-operative stores. This creates dissatisfaction among the workers.

➤ It is found by the researcher that all the organizations under study provide loan facility to the employees. During the informal discussion with the respondents, the researcher came to know that they employers provide a small amount as a loan to the employees and charge a very nominal interest and sometimes they don't charge any interest on the loan. This adds to the level of satisfaction of the employees.

5.3 Suggestions:

On the basis of the thorough analysis and informal discussion with the employers and employees, the researcher can give following suggestions to the firms selected under the study.

- ✓ The firms need to improve the drinking water facilities for the employees. During the visit, it is found that the cleanliness is not maintained at the places of drinking water. A special care should be taken to maintain hygienic condition at the places of drinking water.

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- ✓ The facilities for latrines and urinals are also not well. The firms should keep these places clean. A permanent person should be appointed to keep these places clean.
- ✓ The firms are also not maintaining first aid appliances well. The firms should keep a separate first aid box for all the departments of the firm so that immediate treatment can be provided in the time of emergency.
- ✓ During the research work, it is found that these firms are small scale firms, so they cannot provide any luxurious facilities to the employees. But at least, it can be suggested that a separate lunch room and rest room should be provided to the employees so that they can take lunch and take rest during the time of recess.
- ✓ It is not possible for these firms to run a canteen, but it can be suggested that if a small canteen where tea/coffee and snacks can be available, should be started. This can add to the satisfaction of the employees.
- ✓ The firms should provide certain educational benefits for the children of employees. It can add to the benefits of the employees.
- ✓ In case of recreational facilities, the firms should try to add some recreational facilities such as organizing the picnic for the employees, etc.
- ✓ The firms should provide transportation facilities to the employees. So that they can reduce their expenditures. If transportation facilities cannot be provided, the firm should try to provide transportation allowance to the employees.
- ✓ The government should take special care of this sector of factories, so that the employees can get the benefits of welfare measures.

5.4 Scope for Further Research:

In this research work, the researcher has focused on the employees working in the diesel engine factories in the Rajkot District. The researchers can also select other cities or other districts for the research.

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Here the researcher has selected Diesel Engine Sector for the research. The other researchers can select other industries or other segments of the industries.

In this research work, the researcher has selected the employees of all the categories. The other researcher can select a particular category of employees for the analysis of satisfaction.

In this research work, the researcher has considered both statutory and non-statutory facilities for the labor welfare facilities. The other researchers can focus either of these two.

5.5 Conclusion:

From the overall research work, it can be concluded that the status of labor welfare facilities in our country is at a very low level. There is awareness among the employers and employees about the welfare measures to be provided in the factories, but due to the primitive financial condition, some of the welfare measures cannot be provided to the employees.

It can also be concluded that in spite of awareness about the statutory and non-statutory welfare measures, they are not provided to the employees. As a result, it leads to dissatisfaction among the employees.

The welfare facilities provided to the employees are also of very basic and primary stage. Besides that, the employers do not take proper care of the continuity and regularity of the welfare facilities for the employees. As a result, the welfare measures are not taken on the perpetual bases and hence it leads to dissatisfaction among the employees.

Through the research work, it is also revealed that the local bodies like engineering association or chamber of commerce has not taken special care for welfare measures. As a result, there can be seen the ignorance about the welfare measures.

Finally, it can be concluded that the diesel engine factory sector in Rajkot District is on the down turn. As a result, the financial capacity of some of the

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factories is very weak. Because of that, these factories are not able to provide welfare facilities. It is suggested to the local authorities like Chamber of Commerce and Engineering Association to make some arrangements for the welfare of workers working in such factories.