CHAPTER 5: SUMMARY, CONCLUSIONS AND SUGGESTIONS

5.1 The Summary
5.2 The Conclusions
5.3 Suggestions
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5.1 The Summary: The report is divided into six chapters besides bibliography and appendices. The chapter one titled Introduction has three parts-Conceptual Framework, Rationale of Study and Objective of Study. The chapter has described the concept and meaning of social security, origin and growth of social security, the aims of social security measures, methods of providing social security and importance of social security. In the end, this chapter explains the rationale and objective of study.

Chapter two titled Review of Literature has two main parts, one under the heading of social security which contains - Social Security Schemes in India, Social Security Schemes in Other Countries, International Labour Organisation, Government Plans and Policies on Social Security, the Employees' Provident Fund and Miscellaneous Provisions Act, 1952 and Administrative Structure and Organisational set-up of Employees' Provident Fund Organisation. Each of these parts is presented in chronological order of the studies to provide explicit details.

Two, covers Employees' Provident Fund Organisation with Special Reference to Madhya Pradesh, which is divided in four parts - Organisational set-up, Administration of Fund, Employees' Provident Fund Schemes, 1952 and Human Resource Management. This chapter throws light on the details of Employees' Provident Fund Organisation in Madhya Pradesh.

The chapter three titled Methodology is divided into four parts – The Study, The Design, The Sample, The Tools for Data Collection and Tools for Data Analysis. The chapter describes the nature of study, sample size, sampling technique, demographic distribution of sample and gives detailed description of tools used for data collection and analysis. The chapter- four titled – Results and Discussion. Results is divided into six parts : Layout of Findings, Details of
the Significant Results about Employees' Provident Fund Organisation, About the Employers, About the Un-exempted Establishments and About the Exempted Establishments. In the end of this chapter comes the Grand Summary of Results. The chapter lays out the results drawn from analysis of the data collected for the purpose of study. It describes the results of chi-square applied between clerks and officers of Employees' Provident Fund Organisation, between low salaried subscribers and high salaried subscribers, between small employers and big employers to identify whether they differ in their perceptions.

Discussion of Results. It has four parts: The Factors Impeding the Delivery of Services, Fine-tuning the Perceptions of Employees' Provident Fund Staff, the Employers and the Workers, Role of Technology as Facilitator and the Comparison of Un-exempted and Exempted Establishments. This chapter also elaborates the reasons for proposed measures to improve the overall performance of Employees' Provident Fund Organisation.

The chapter five is titled Summary, Conclusions and Suggestions are divided into three parts: Summary, Conclusions and Suggestion. The Summary has chapter-wise description of the complete report, whereas conclusions drawn in the light of objectives of the study have been purportedly described. The suggestions for improvement of services of Employees' Provident Fund Organisation have been enumerated in this part.

The chapter six deals with Suggestions and Implications: The suggestion for improvement of services of Employees' Provident Fund Organisation have been enumerated in this part. Implications for researchers, for employers, subscribers and for Employees' Provident Fund Organisation have also been thrown open. The bibliography and appendices have been given in the end as per standard format.
5.2 The Conclusions: The study is first of its kind and objective-wise interpretation of Results have been given hereunder to crystallize the outcome of the effort.

Objective-1: To identify the problems faced by the Employees' of the Provident Fund Organisation who are responsible for implementing the Provident Fund Schemes.

The instrument developed to measure the perception regarding identification of problems faced by the employees of Provident Fund Organisation in the State of Madhya Pradesh was administered to 100 employees who included 89 clerks and 11 officers, who were responsible for implementation of Provident Fund Schemes. The selection of respondents was randomly done. The sample was collected from Ujjain, Bhopal, Jabalpur and Indore. Chi-square had been used as appropriate statistical tool to analyze data i.e., to reject or retain the null hypothesis. The employees perceived main problem areas - The cumbersome procedures and huge paper work, Non-updation of records, Multiplicity of forms and duplicity of processes, Non-submission or incomplete submission of relevant documents by employers/subscribers, excess workload and shortage of staff, centralization of powers, lack of awareness, lack of co-ordination, lack of modernization, etc.

Objective-2: To explore the strategies used by the Employees' Provident Fund Organisation for successfully implementing the Provident Fund Schemes with special reference to the State of Madhya Pradesh.

The main strategies adopted by Employees' Provident Fund Organisation of the State of Madhya Pradesh to successfully implement the Provident Fund Schemes were explored - some efforts made to use computers at local level, proper scrutiny of claims, awareness campaign, training and workshops, Lok Adalats and orientation, effective Public Relation Officer for better delivery of
services. The preventive vigilance action to reduce corruption and to minimize the role of middlemen.

**Objective-3 : To identify the problems faced by the employers in adopting the Provident Fund Schemes with special reference to the State of Madhya Pradesh.**

In case of employers also, the instrument developed to measure the perception regarding identification of problems faced by the employers situated in Madhya Pradesh was administered to 100 respondent employers categorized as 59 small, 24 middle and 17 big employers. The selection of employers was done from all over the State and almost all categories of employment. The main problem areas are - delay in settlement of claims which trigger absenteeism of workers in factories, lots of paper work, cumbersome procedures, here Provident Fund Schemes are perceived as liabilities, lack of co-ordination with subscribers and Employees' Provident Fund Staff, corruption in Provident Fund Office, non-cooperation of Banks while depositing the amount, rate of penalty is very high, etc.

**Objective-4 : To assess the level of awareness and satisfaction between the subscribers of exempted and un-exempted establishments.**

In case of subscribers of un-exempted establishments and exempted private establishments, the questionnaires were administered to 200 respondents each from all over the State and almost all categories of establishments. The subscribers were further divided as low income and high income group. The problems perceived by un-exempted establishment subscribers as well as exempted establishment subscribers are more or less same but problems of low income group subscribers are different from that of high income group subscribers. In case of low income group subscribers, exploitation, poor behaviour, delay in settlement of claims is more in comparison to high income group subscribers by the Employees' Provident Fund Staff and the Employers.
Awareness and satisfaction levels of lowly paid subscribers are very poor but in case of high income group subscribers it is slightly better.

**Objective-5 : To identify the perceptual gap in the understanding of Employees of Provident Fund Organisation, the Employers and the Subscribers.**

The present study clearly observed the gap in the perceptions of Employees' Provident Fund Staff, the Employers and the Subscribers/workers. The perception of Employees' Provident Fund Staff towards subscribers is as if subscriber is receiving charity and Employees' Provident Fund Organisation is generous towards them. Employees' Provident Fund Organisation perceives the Employers as offenders and the Employers perceive Employees' Provident Fund Organisation as agency which harasses them. The Subscribers perceive the Employees' Provident Fund Organisation and Employers as exploiters. The formation of tripartite committee which includes subscribers' representatives, employers' representatives and representatives of Employees' Provident Fund Organisation for fine-tuning the perception is a must. This will reinforce mutual understanding and appreciation for each other. Trainings, workshops, publicity, camps for awareness at suitable intervals of time will help promote mutual understanding and reduce the perceptual gap.

**Objective-6 : To evolve and propose appropriate measures for ensuring the social security to people of India.**

The study revealed a few measures to ensure social security to people of India - to bring into operation Social Security Number, computerization of entire data, to reduce paper work by reviewing reports and Forms and Returns, to simplify procedures, to orient staff for citizen centric services and awareness campaigning for employers and subscribers, etc.
Objective-7 : To open new vistas for research.

The study has triggered many new ideas and has opened new vistas for research. The study has demonstrated that questionnaire based studies are very much relevant even to evaluate complicated macro-factors. The study has offered new field for researchers and practitioners alike to work at. It has also provided a simple and easy to use methodology which can be applied to similar other Organisations to identify the macro factors affecting the organizations.

5.3 Suggestions: The results of the study have identified fourteen factors which have adversely affected the service delivery of Provident Fund Schemes in the State of Madhya Pradesh. Since the presence of these factors is responsible for hindering the better implementation of Provident Fund Schemes, the Govt. and regulatory authorities need to pay attention to these factors in order to improve the services of Provident Fund Schemes. Since all the players who are responsible for planning, implementation and monitoring could not be studied in detail due to paucity of time, the study can be replicated covering the remaining players better understanding of problems and to propose solutions thereafter.

The findings of the present study have provided several clues for further research. The prominent one is the study of policies of Government/regulatory authorities on the performance of Provident Fund Schemes. The other prominent aspect is to study the use of latest technology for quick and easy disposal of Provident Fund services. The complexity and comprehensiveness of each factor provides enough opportunity to study them individually, which will provide another perspective on the microscopic level. Since the scope of the study was limited to Provident Fund Organisation, the employers and the workers/subscribers only, further investigation needs to be undertaken on other market players namely banks, financial institutions, insurance companies,
private sector players and foreign players to develop a comprehensive understanding of the external factors influencing the schemes of social security.

The statements of scale developed for the study were oriented to evaluate problems faced by Provident Fund Organisation, the employers and the workers/subscribers. The measures need to be applied on other marker players of external nature with necessary modifications. A study on the impact of regulatory policies of different States in India and their impact on Provident Fund services within their jurisdiction also needs to be undertaken. This study has restricted itself to Indian scenario, however, similar studies in various other countries which are at various stages of development of social security schemes, need to be undertaken to evaluate the status of social security in India and its contributing variables.