Chapter - I

Introduction and Design of the Study
CHAPTER – 1

INTRODUCTION AND DESIGN OF THE STUDY

INTRODUCTION

Oliver Sheldon rightly said, “Industry is not a machine, it is a complex form of a human association”. The concept of human relation in industry is to ensure that fundamental rights are not taken away from the labourers for the simple fact that he gainfully employed.

Human beings are the most important resource of an organization.

The Encyclopaedia of social sciences (Vol. XV. 1935) defines labour welfare as “the voluntary efforts of the employers to establish within the existing industrial system. Working and sometimes living and cultural conditions of the employees beyond that which is required by law, the custom of the industry and the conditions of the Market”.

A new wind is blowing through management literature nowadays which is fast driving out the traditional term “Personnel Management” and substituting a new term “the human resource development”.

The report of the committee on labour welfare set up by the Government of India in 1969 refers to welfare as a broad concept, a
condition of well-being. It speaks of measures which promote “the physical, Psychological and general well-being of the working population”.

Labour welfare implies providing better work conditions, such as proper lighting, heat control, cleanliness, low noise level, toilet and drinking water facilities, canteen and rest rooms, health and safety measures, reasonable hours of work and holidays and welfare services, such as housing, education, recreation, transportation and counselling.

The hulls of the economic wheel of any country is its labour force. They are the Prime movers of commerce and industry. Labour in the broad sense of the firm may be defined as any hand or brain work which is undertaken for monietary considerations, personnel management, infact is concerned with the management of people at work. Management is the art of getting the work done by the people. Therefore, it is very necessary to seek the co-operation of the labour force is increasing the production and to earn higher profits.

The co-operation of employees is possible only when they are fully satisfied with this needs and the working conditions of the job.
Different theorist classified human needs into different categories. However, widely accepted classification is the one advanced by Maslow. He classified the human needs into five categories.

**MASLOW'S NEED HIERARCHY**

**FIG-Y**

Self Actualisation

Esteem needs

Belongingness and

Love needs

Safety needs

Physiological needs

**PHYSIOLOGICAL NEEDS**

It is the need for food, shelter, water, air, etc.,

**SAFETY NEEDS**

It includes need for safety and security, physical and psychological.

**BELONGINGNESS AND LOVE NEEDS**

It is a need for attention and social activity, affectionate relationship with people in general and a respected place in his group.
ESTEEM NEEDS

It is a desire for self-respect, strength, achievement mastery and competence, prestige, reputation, respect and esteem from others.

SELF ACTUALIZATION

It is a desire for self-fulfilment, realization of one’s own potentialities and continued self-development “what one must one can be”.

When these needs are classified by maslow are conditioned by environment the result is a set of employee wants. Sheth feels that by imparting theories of ego satisfaction and self-actualisation and putting forubed schemes to humanise working conditions, one may only be substituting” devices for the satisfaction of the actual needs.

Owing to the increasing mechanisation of industry today, the substituting devices used are the motivating factors or drives which are conditioned towards specific goods.

Employee motivation is vital for the success or failure of any organization. It acts as a catalyst for the “forward reaction” (success) and “backward reaction” (failure) in organization.
The international Dictionary of management explains motivation as "Processes or factors that cause people to act or behave in certain ways". To motivate is to induce some one to take action.

Motivation in an organization is the willingness of an employee to respond to organization requirements. The more positive the individuals motivation towards the organization the more effective is his performance.

Employees who are not motivated tend to be absent more frequently than motivated employees. Their turnover rates are likely to be higher, the quality of their work is likely to be less satisfactory and they tend to show less loyalty towards the organization. Furthermore those who are not motivated experience very little job satisfaction. The work performed by such employees is frequently of such poor quantity that much of it has to be redone thus decreasing the profits of the organization.

Therefore, the employee’s welfare on and off the job within the organisation is a kind of motivation and it can also be deemed as a social responsibility of the employer. Labour welfare is a vital part of business
organisation and management now-a-days attaches more importance to human angle. A stable and efficient labour forces, therefore cannot be build up without an improvement in the conditions of their life and work in industrial centres.

In India, Welfare is of the statutory and the non-statutory kinds. Though statutory welfare ensures a bare minimum of facilities and reasonably good working conditions, employers are free to provide or not to provide. Non-statutory welfare. However, practically all organizations in India provide non-statutory measures in varying degrees.

Aften Independence the Government of India passed several acts. E.g., the factories Act, the Employee's state Insurance Act, the minimum wages act, the payment of wages act, and the Industrial Dispute act to ensure a fair deal to employees in various aspects of their jobs.

The oxford dictionary defines labour welfare as “efforts to make life worth living for workmen”. These efforts have their origin either in some statute formed by the state or in some local custom or in a collective agreement or in the employer's own initiative.
Chapter v of the factories Act contains provisions about the welfare of workers. These are as follows.

1. There shall be separate and adequately screened washing facilities for the use of male and female workers.

2. There shall be suitable places provided for clothing not worn during working hours and for the drying of wet clothing.

3. There shall be suitable arrangement for all workers to sit for taking rest if they are obliged to work in a standing position.

4. There shall be provided the required number of first-aid boxes or cup boards (at the rate of one for every 150 workers) equipped with the prescribed contents readily available during the working hours of the factory.

5. The state Government may make rules requiring that in any specified factory employing more than 250 workers, a canteen shall be provided and maintained by the occupier for the use of the workers.

6. There shall be provided sufficiently lighted and ventilated lunch room if the number of workers ordinarily employed is more than 150.
7. There shall be provided and maintained an adequately lighted and ventilated room (crèche facilities) for the use of children under the age of 6 years of women workers if their number exceeds 30.

Chapter VI, VII and VIII of the Factories Act respectively provide for working hours of adults, employment of young persons and annual leave with wages. Some important provisions are as follows.

1. No adult worker shall be required or allowed to work in a factory for more than 48 hours in any week and 9 hours on any day. Further the periods of work of an adult worker shall be so arranged that inclusive of his intervals for rest they shall not spread over more than 10½ hours in any day.

2. No women shall be employed in any factory except between the hours of 6 am and 7 am. The state Government may, however, vary these limits but no such variation shall authorise the employment of any women between 10 pm and 5 pm.

3. Where a worker works in a factory for more than 9 hours on any day or for more than 48 hours in any week he shall in respect of overtime work be entitled to wages at the rate of twice his ordinary rate of wages.
4. Every adult worker who has worked for a period of 240 days or more in a factory during a calendar year is entitled to, during the subsequent calendar year, leave with wages at the rate of 1 day for every 20 days of work performed by him during the previous calendar year.

The Institute was set up in Bombay in 1966 to facilitate the proper implementation of the Factories Act, 1948; to provide a centre of information for inspectors, employers, workers and others concerned with the well being of industrial labour and to stimulate interest in the application of the principles of industrial safety, health and welfare. The Institute has the following wings:

(i) Industrial safety, Health and welfare centre.

(ii) Industrial Hygiene laboratory;

(iii) Productivity centre;

(iv) Staff Training centre;

(v) Industrial Physiology section;

(vi) Industrial Psychology section;

(vii) Library-cum-Information centre and

(viii) Training centre Regional labour Institutes labour.
Welfare and social security have been set up in Calcutta, Chennai and Kanpur in order to give the central labour Institutes adequate field support.

The following table gives details of the training activities of these labour Institutes in the country during 1996.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Institute</th>
<th>No. of Training programmes conducted</th>
<th>No. of organisations represented</th>
<th>No. of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Central labour Institute, Mumbai</td>
<td>342</td>
<td>517</td>
<td>8013</td>
</tr>
<tr>
<td>2.</td>
<td>Regional labour Institute, Calcutta</td>
<td>101</td>
<td>582</td>
<td>2474</td>
</tr>
<tr>
<td>3.</td>
<td>Regional labour Institute, Kanpur</td>
<td>37</td>
<td>174</td>
<td>849</td>
</tr>
<tr>
<td>4.</td>
<td>Regional labour Institute, Chennai</td>
<td>110</td>
<td>254</td>
<td>2922</td>
</tr>
</tbody>
</table>

The national safety council was set up on 4th March, 1966 in Bombay at the initiative of the union Ministry of labour and Rehabilitation, Government of India, as an autonomous national body.
with the objective of generating, developing and sustaining a movement of safety awareness at the national level.

Following are the main activities of this council

1. It organises conferences, seminars and symposia on different topics related to occupational safety and health both at the national and international levels.

2. It conducts both need-based and specialised training programmes for all types of industries.

3. It lends films to its corporate members for being screened to their employees for creating safety awareness.

4. It undertakes safety audits, surveys and studies of the industrial plants on specific request from its members.

5. It provides information-cum-technical advice to its members on specified problems of safety and health referred by them.

6. It organises national safety competitions (essay, poster and slogan) every year to encourage creative thinking at the grassroot level. National safety Awards are given every year to factories for best safety records. From 1978 separate awards are given (one for low rate and other for longest accident free period) to factories in each of the following 3 categories.
a) Working 10 lakh man-hours or more

b) Working between 2.5 lakh man-hours and 10 lakh man-hours and

c) Working between 1 lakh and 2.5 lakh man-hours.

7. It brings out a quarterly journal, Industrial safety chronicle and a monthly newsletter, Industrial safety News. It also brings out every year various other types of publicity material to propagate safety consciousness.

8. It maintains liaison with the international agencies like I.L.O., W.H.O., the British safety council, etc.

"The term labour welfare includes anything done for the intellectual, physical, moral and economic betterment of workers by employees.

In this context, the committee on labour welfare which popularly known as Malvies committee said "The scope of labour welfare, however, cannot be limited to facilities within or near the understanding. Nor can it be so comprehensive as to embrace the whole range of social welfare of social services".
The Governing Body of the ILO Geneva, May-June 1953 considered the subject and urged that it was essential to define precisely and closely the scope of labour welfare in view of the fact that it was very wide subject, covered a very broad field and was not limited to any one industry or occupation. The ILO recommendation No.102 concerning the welfare of the workers refers to:

a. Facilities for food and meals in or near the undertaking.

b. Rest and recreation facilities provided by the undertaking (excluding holiday facilities) and

c. Transportation facilities to and from the place of work where ordinary public transport is inadequate or impracticable.

The study team appointed by the Government of India in 1959 to examine the labour welfare activities. Then existing divided the entire range of those activities in to three groups viz.,

1. Welfare within the precincts of an establishment, medical aid, crèches, canteens, supply of drinking water.

2. Welfare outside the establishment, provision for indoor and outdoor recreation, housing, adult education, visual instructions and
3. The committee of Experts on welfare facilities for industrial workers convened by ILO in 1963 divided welfare services into two groups those within and those outside the establishment but the total content of the activities was the same as that included in the three groups mentioned above.

Today, welfare is of the statutory and non statutory kinds. After Independence, the Government of India passed several acts. (e.g.) Factories Act, State Insurance Act, Minimum wages Act, Industrial dispute Act, etc., Thanks to the above acts, the employees have at present, the privilege of enjoying certain welfare measures claiming them as a matter of right from their employers. Such measures of welfare are called statutory welfare measures.

The statutory welfare measures ensure the employees the bare minimum facilities to ensure their personal safety and risk and assure them good working environment.

However in India, practically factories provide non statutory welfare measures in varying degrees. The non statutory welfare schemes are not behind by any lows but many organisations contributed
financially to these activities. The purpose behind is to make organisational productivity and to create the job satisfaction of the employees. Although increased, Productivity is one of the objectives of non-statutory welfare in Indian Industries the motivation of such measures has been philanthropic. The outward (may be inward) aim of such measures is to make the workers more loyal to their management and to bring all allegiance to organisation. The assumption generally has been that the increased allegiance and loyalty to the organisation will result in high productivity.

STATEMENT OF THE PROBLEM

The welfare approach becomes much necessary in the present day industries, because of the social problems, which can be tackled from different angles, economic political, psychological, historical, administrative and legal.

A wide variety of welfare programmes are now offered in various organisation to fulfill some essential needs and wants of the employees. In this context, the study was intended to study the various welfare activities in the leading transport corporation namely Tamil Nadu State Transport Corporation (Salem) Ltd.
The present study attempts at finding out the employees perception of welfare measures and the level of attitude they have towards it. Also, the researcher is intended to find out whether there is any significant difference between various employees in the level of attitude by the factors influencing the attitude like age, category of employees, working experience, qualification, income etc.,

REVIEW OF LITERATURE

Here the previous studies made regarding the welfare provisions in industrial concerns are reviewed. Even prior to independence, several studies were made especially by the government. Also, the government constituted a number of committees to review the various welfare provisions in all types of Industries.

The Royal commission on labour under the chairmanship of J.H. Whitley was appointed in 1929 to enquire into and report on the conditions of labour in industrial undertakings, plantations etc., In British India. The report of the Royal commission on labour observed that these amenities are of great importance to the worker as he is unable to secure them by himself. Further it is stated that, labour welfare is a farm which must necessarily be elastic bearing some what differing in interpretations
in one country to another according to different social customs, the degree of Industrialisation and the level of educational development.

In 1946, the labour investigation committee made a survey of the working conditions including welfare measures available of workers employed in a large number of industries. The Committee covered different areas in labour welfare such as housing policy, leisure and recreation, occupational diseases, relief in the case of old age and death, crèches, canteens, medical and washing and bathing facilities, etc.,

(The committee observed that the provision of canteens improves their physique entertainment reduces the incidence of vices, medical and maternity and child welfare improve the health of the workers and bring down the rates of general, maternal and infant, morality and education facilities increase their mental efficiency and economic productivity. For the first time in India, this committee highlighted the importance of welfare measures for workers in improving their social and economic life.)

The Government under the chairmanship of R.K. Malavia set up the committee on labour welfare. It reviewed at length the functioning of various statutory and non-statutory welfare schemes in industrial
establishments, both in the public and private sectors including mines, plantations, railways etc. Also it made comprehensive recommendations for their improvement.

The committee has observed, "In our considered view the term labour welfare, in the context of social and economic conditions obtainable in our country should include such services facilities and amenities, as adequate canteens, rest and recreation facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their homes and such other Services amenities and facilities including social security measures (Provident Fund, Pension, Gratuity, Employees state Insurance scheme etc) as contributed to the conditions under which workers are employed."

C.P. Thalus and V.K. Pathah did a state corporate objectives and workers response on Fringe benefits and labour welfare in 1971. They selected three cotton textile units and compared and evaluated the existing non-statutory benefits and welfare programmes. They found that non-wage benefits and welfare programmes have a labour market role in allocating and reallocating labour and skills, inter sector, inter firm or inter area mobility is open to influence through this policy instrument.
This will hurt both labour as well as the concerned sector area or enterprise as the case may be.

(At the same time, uncontrolled differentials as a result of respective paying capacity or bargaining power may introduce unwelcome distortions in the structure of benefits and facilities. This will have repercussions on labour mobility, bringing undue pressure on industrial enterprises lagging behind in this respect.)

Pramod Verma made a survey in 1981, on "Need based labour welfare". This survey was concerned with several facets of the workers perception and "non-work" behaviour.

In the year 1984, Mr. D. Vijayaragavan conducted a study on the opinion of workers towards the welfare facilities in Rukmini Mills, Silaiman. This study analyses the obstacles that hinder the complementation of the welfare programmes and measures the general attitude of the workers about these programmes. Further it reveals the fact that implementation of welfare measures is one of the important factors for higher productivity, reduction of absenteeism and better industrial relation.
DESIGN OF THE STUDY

OBJECTIVES OF THE STUDY

1. To identify the need and importance of welfare measures in the organization.

2. To study the level of attitude of employees towards statutory welfare measures.

3. To ascertain the level of attitude of employees towards non-statutory welfare measures of the company.

4. To examine the level of attitude of different category of employees towards welfare measures of the company.

5. To find out the problems of employees in welfare measures and often suitable suggestions on the basis of the findings of the study.

SCOPE OF THE STUDY

The scope of the study was extended to all departments and the administrative office of Tamil Nadu State Transport corporation (Salem) Ltd., regarding employees, the scope of the study was confined to all grade of employees.
RESEARCH DESIGN

For the purpose of this study entitled, "A STUDY ON THE LABOUR WELFARE MEASURES IN TAMIL NADU STATE TRANSPORT CORPORATION (SALEM) LTD., The researcher had a discussion with the employees as well as the executives of the study unit. Based on discussion the researcher constructed a questionnaire to elicit required information.

Afterwards a pilot study was conducted selecting 2% in each stratum totally 7 persons and then the questionnaire was circulated among them. The adequate information contained in the questionnaire was tested and the necessary changes were incorporated in the revised questionnaire, in the light.

The numbers of employees were very large. It was impossible to conduct an interview with all of them, stratified random sampling method was employed to select the respondents under the stratified random sampling method the number of samples selected from each stratum may be proportionate to the stratum's share in the total population (i.e.) 15% from each stratum.
Primary and secondary data were used considering the objectives. A questionnaire (appendix) was designed by the researcher with the help of faculty and external guides after going through some of the available literature on the topic.

**PROCESSING OF DATA**

The questionnaire used in the study was constructed on 2 point scale and 3 point scale. The scale were given as follows.

**STATEMENT OF RATING SCALE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Two point Scale</th>
<th>Three Point Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>1.</td>
<td>Positive statements</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>2.</td>
<td>Negative statements</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Scores for attitude of employees towards various welfare measures were given only on above basis.
FRAMEWORK OF ANALYSIS

The employees were classified into three categories namely, manager, middle level personnel and workmen. The analysis were made at the following levels.

1. Overall analysis
2. Age wise Analysis
3. Category wise namely, manager, middle level personnel
4. Income wise Analysis
5. Work experience wise analysis
6. Educational qualifications wise analysis
7. Number of dependents wise Analysis

LIMITATIONS

1. Due to parcity of time and considering the resources available the study was limited to 60 employees only.
2. Few respondents did not answer to some of the questions.
3. The finding of the study is based only on the information's given by the workers.