CHAPTER – I

INTRODUCTION AND DESIGN OF
THE STUDY
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INTRODUCTION

The increased level of globalization and internalization of business, growth of new markets, dramatic advances in Information and Communication Technology (ICT), emergence of knowledge economy has created enormous challenges. To cope with the challenges effectively human resource management has been considered as one of the most important factor in today's hypercompetitive market place. The process and practice of management structure is keenly viewed and integrated according to the contemporary challenges faced by the Indian management system.

Employees are the real assets of an organization. There is interdependency between organizations and employees to meet their multifaceted goals and objectives.

Over the years, throughout the world industries have become aware of the importance of Human Resources. Many countries are becoming increasingly aware of the need to involve people through participation, empowerment, better access and opportunity. The real life experiences substantiate the assumption that no matter how sophisticated the business activities of the organization may become, it will find it extremely difficult to sustain its growth and effectiveness unless human resources are not complimentary to its operations. The human resource has immense potential. The role of economic development of any nation depends on the degree of effective mobilization of these resources.
Employers provide welfare facilities to establish and maintain relationship at all levels of management by giving satisfactory conditions of employment and also provide fairly for their requirement. The modern industrial welfare amenities cover the entire gamut of activities undertaken to secure the industrial workers and human status, to make them a better citizen and to improve their efficiency and economic position. Employee welfare means the efforts to make life worth living for workman.

Human resources are considered as the most important asset of an organization. The value of human assets can be increased substantially by making investment in their training and development, freedom to generate innovative ideas, welfare activities, etc.

The origin of labour welfare dates back to the First World War. In the beginning the work was started on voluntary basis. During 1931 the Royal Commission on labour felt the need for labour welfare. The need was also emphasized in the constitution of India in the chapter “Directive Principles of State Policy”, the labour investigation committee by Government of India, clearly mentioned the scope of welfare activities as follows,

“For our part we prefer to include welfare activities anything done for the intellectual, physical, moral and economic betterment of the workers, whether by employer, by government or by other agencies over and above what is laid down by law or what is normally expected as part of contractual benefits for which the worker may have bargained. Thus, under this definition we may include housing, medical and educational facilities, nutrition (including provision of canteens), facilities for rest and recreation, co-operative societies, day nurseries and creches, provision of sanitation,
holidays with pay, social insurance measures undertaken voluntarily by employers, alone or jointly with workers including sickness and maternity benefit schemes, provident funds, gratuity, pensions, etc.”

Social Security system right from the Vedic time period, the concept of social security was in inception wishing everyone to be happy and free from ill-health, enjoy a better future and suffer no sorrow.

Today, social security measures protect the employee and their entire family by giving beneficial packages as financial security and health care. It facilitates employees to plan their future through insurance and assistance. Social Security schemes are designed to guarantee long-term sustenance to families when the earning member retires, expires or suffers a disability.

Welfare amenities and social security measures provide comforts to the employees through safeguarding the employees whole family that keep the morale and motivation level of the employees high and in return they get dedication, commitment and improved quality of performance from every employee.

Banks have become a part of everyone’s life. In the past three decades, Indian banking system has earned several outstanding achievements to its credit. Indian banking sector has been one of the very few ones that have actually been able to maintain resilience without much impacting the growth process.

The economic development of the country depends on banks, the degree of efficiency of work performed by human resource and the level of
Satisfaction expressed by the customers, all this credit of success goes to its dedicated employees. Today employees are considered as the assets of the organization. Employing and retaining, re-training, and promoting a culture of continuous learning is the biggest challenge for the banking institutions. As banking sector is growing rapidly throughout the world, it cannot compromise with its efficiency and perfection in its work. All this is possible if they have a committed workforce, good co-ordination and co-operation between the managers and the employees. After the basic pay and incentives provided the next major component of the organization is the welfare amenities and social security benefits, some of which are made mandatory by law and some are voluntarily provided. Thus, welfare amenities and social security measures holds a greater need and importance in India. Welfare amenities and social security measures help in reducing employee absenteeism, turnover and in turn gains loyalty, commitment, increased morale and improves relationship between employer and employees.

Today, increased numbers of people are having a great career in the banking sector. Due to dramatic changes in the personal values of the workforce, the emergence of the knowledge economy and increasing global competition has created enormous challenges to the banks. To cope with the challenges efficiently, human resource is considered to be the most important asset in today’s hyper-competitive environment.

The human resource has immense potential. The role of economic development of any nation depends on the degree of effective mobilization of these resources. Human Resources are the key factor defining the characteristics of a successful banking institution. Employing and retaining
skilled workers and specialists, re-training the existing workforce and promoting a culture of continuous learning would be a challenge for the banking institutions.

Employees are an asset of every organization. The needs of the employees must be satisfied in order to meet the goals of the organization. Any organization would be effective only when there is high degree of cooperation between the employees and management. Management seeks cooperation between the staff forces by providing welfare amenities. These welfare amenities go a long way stimulating interest in the workers to produce their full capacity and pay a good return to management in the long run.

**NEED OF THE STUDY**

The welfare amenities and social security measures are significantly aligned to ensure qualitative work environment and work life that provides security against social risk and safeguard the health of the employees by facilitating with a sense of belongingness. It is found that, most of the industries such as, consumer durable, FMCG, pharmaceutical, hospital, IT industries, etc., are taking care of strictly providing welfare amenities and social security measures for their employees but banks that are considered as the life and blood of the economy and society, is it also taking the responsibility of providing all facilities to its employees is to be studied. As most of the people today are opting career in banking industry, the question here arises are these aspirants getting all those welfare amenities and social security measures after they join, are they really satisfied with their expectations and are their morale boosted to contribute cent percent towards
their dream job they had struggled to get. Are banks identifying the unsatisfied needs of their employees and providing a satisfactory work environment. The need of welfare amenities in banks is to enrich the life of the employees and keep them happy and contended. Banks being one of the most important service industries needs to encompass all welfare amenities and it is a need of the hour to have a detailed study on the welfare amenities and social security measures.

**REVIEW OF LITERATURE**

The researcher has extensively reviewed the literature pertaining to the area of employee welfare and social security measures. The literature reviewed has been classified into four categories,

1. Review of Committee Reports
2. Review of Doctoral Thesis
3. Review of Research Articles
4. Review of Books

**I. REVIEW OF COMMITTEE REPORTS**

The Royal Commission on Labour in India (1931)\(^2\) is the first comprehensive labour report containing valuable suggestions and recommendations for the improvement and protection of labour. The recommendations of the commission were in regard to health, safety and welfare measures of labour. This was later amended in 1933 - Indian Factories Act. But, number of defects was revealed in the working of the Act.
Finally, the Factories Act 1948 came into force on 1st April 1949. Section 116 stated that, this Act applies to factories belonging to the central or any state government.

During 1937, the National Planning Committee [3] appointed a sub-committee, to investigate various problems related to labour. Based on the recommendations of the sub-committee, the National Planning Committee passed the resolution with respect to living and working conditions of workers. The committee recommended compulsory time limit of maximum 9 hours of work a day or 48 hours per week. It also recommended the employers to pay proper attention towards housing problems of the workers, contributory and compulsory insurance for industrial workers.

The labour Investigating Committee popularly known as Rege Committee, [4] 1944 undertook a thorough investigation into the issues relating to wages, earnings, employment, housing and social conditions of the workers.

The committee undertook a thorough investigation in 38 industries including mining and plantation. It found that welfare measures were confined only too few urban large scale industries, mines, plantation and communication workers. Based on the investigation the committee urged the Government to observe that, the employers of different industries provide definite minimum standard of welfare facilities to their employees and strengthen the enforcement machinery [5].
In the year 1960, the Union Labour Ministry[^6] constituted a team to study the labour welfare activities. In the third five year plan labour welfare schemes were formulated and time frame for formulation of labour policy was recommended based on the recommendations made by the committee.

In the year 1966, the first National Commission of Labour[^7] was set up by the Government of India headed by P.B.Gajendrgadkar. He made recommendations to the Government on social security measures highlighting, Employee State Insurance Corporation to make suitable contribution to the national safety council, scheme of central fund for workmen’s compensation, Provident fund act to be applicable for all establishments having 10-20 persons.

In the year 2004, the Motor Transport Act, 1961[^8] study report revealed that, the act is applicable to all the motor transport undertakings, employing five or more workers in all states/ union territories in the country. But, the state Government is empowered to apply all/ any provisions of this act to any motor transport undertaking employing less than 5 workers. The main provisions of the act were employment of young persons, welfare, health, working hours, wages, overtime allowances, and leave.

In 2005, the study report on working of Workmen's Compensation Act, 1923[^9] stated that this act makes it obligatory for the employers who come under this act, to furnish the annual returns containing the statistics relating to the average number of workers covered under the act, the number of compensated accidents and the amount of compensation paid to
the state Government. This report briefed about the returns received by the labour bureau for the complete year of 2005.

During 2005, the review report on Maternity Benefits Act, 1961 was based on the annual reports by the authorities and establishments. The act regulates the payment of maternity benefits to women employees in establishments for specified period before and after the child birth. The report prescribed for payment of maternity benefits at a rate of average daily wages for a period right from the date of actual absence from the duty before delivery and date of rejoining the duty after delivery with a maximum time period of six weeks. It has elaborately reported the implementation of this act by various establishments throughout the country. [9]

In the year 2008, a Welfare and Social Security bill was passed in both Loksabha and Rajyasabha providing social security to all workers, working in unorganized sector. The salient features of the bill included health benefits, life and disability coverage, old age protection, maternity benefits. The maternity benefit act 1961 was also amended and enhanced the medical bonus from Rs.250 to Rs.1000. [10]

During July 2009, the Expert Committee [11] under the Chairmanship Dr. C. Rangarajan, submitted a report on, firstly, revamping of education and training activities with the aim to develop technically competent and in-house expertise in banks to efficiently supervise and manage technology-intensive resources like data centers, data recovery centers, corporate network, etc., secondly, offer tailor made programmes based on the roles of the banking professionals, thirdly, ensures for the quality training through...
standardization of course contents, peer review of presentations, audit of training sessions, feedback from participants, guest faculty with practical expertise.

On 13th May 2014, the committee to review Governance of Boards of Banks in India submitted its report to Reserve Bank of India (RBI). The committee was constituted under the chairmanship of P. J. Nayak. He was a former Chairman and CEO of Axis Bank. The report proposed the need for wide-ranging human resource policy changes. These would encompass getting younger people into top management, for which a demographic opportunity has now arisen, and which would thereby lead to longer tenures; and succession planning.[12]

**REVIEW OF DOCTORAL THESES**

Verma (1970) had conducted a doctoral research on welfare activities in Tata Iron and Steel Company, Jamshedpur. His complete study focused on labour welfare measures and their impact on productivity and profitability. The analysis of the study revealed a positive relationship between expenditure on welfare measures and productivity. He also elaborated various statutory and non-statutory welfare amenities provided to the workers by the company that formed the thrust area of the study.

Srivastava (1974) conducted an empirical study on the labour welfare practices and social security measures followed in selected small scale textile industries in Kanpur city. This survey was conducted on 400
employees. The study mainly focused on various measures such as industrial safety, industrial health, medical facilities, employees educational facilities, housing, recreational facilities during leisure time, social security and community development in selected units. The survey revealed that many of the organizations failed to provide welfare and social security measures to their employees.

Khan (1982)\textsuperscript{15} conducted a research study on labour welfare amenities in Indian Railways, with reference to the Eastern Railways. The study revealed that the eastern railways were providing the facilities more than the provisions laid down by the legislation of the parliament by the railway ministry and the employees expressed their satisfaction towards many of the facilities provided to them.

M. Shankar (1991)\textsuperscript{16} in his study it was found that, the satisfied employees give their best towards increasing their efficiency and productivity. He also stated that management should allocate sufficient funds and official machinery for the implementation of various statutory and non-statutory welfare measures. Further, he laid down that the management must visualize the capacity of the workmen and the amount of investment to be made on them which would yield higher returns. This investment made on employees would lead towards industrial productivity and prosperity thereby contributing towards the development of the country.

Rani (1993)\textsuperscript{17} conducted research on “Employee welfare measures in select Public Enterprise in Andhra Pradesh”, it was observed that welfare measures existing in the enterprise, their impact on industrial relations and
impact of welfare measures on the productivity. It was found that the
corporation was implementing provident fund, family pension and gratuity
schemes for its employees. The management was also following the policy of
providing employment to dependents of the deceased workers. The
employees were found to be satisfied with the welfare measures provided to
them by the management.

S.Selvarani (1993)\textsuperscript{18} conducted an empirical study on employee
welfare measures in Andhra Pradesh State Road Transportation Corporation
(APSRTC) and Andhra Pradesh Dairy Development Co-operative Federation
Limited (APDDCFL) and found that various welfare measures were provided
and the cost on investment on each employee was high. This investment
helped them to boost the morale of the employees, improve productivity,
motivate them to move in the right direction and ultimately improve the
productivity and profitability.

Pasha (1997)\textsuperscript{19} had conducted a comparative study on welfare and
social security measures in Hubli and Bangalore regional workshop of
Karnataka State Road Transportation Corporation (KSRTC). The study found
that the welfare and social security measures had a strong impact on
productivity, absenteeism and attitude of individual workers.

Hoken Maier Karl Glenn (2002)\textsuperscript{20} in his research work titled
“Education, social security and welfare state alternative policy choices in
United States and Germany” submitted to Western Michigan University
explained that all western welfare states have not followed the same path in
their social policy development. But still some of the similarities have been
identified in the types and combinations of social insurance supported by the specific groupings of these states. Here, education policy was used as an instrument to serve the employees in number of policy objectives. The quantitative analysis examined the policy strategies, trade-off between state investment in education and other social programmes. The final study report stated that no association exists between education and social programme of the welfare state.

Abe, Atushi (2003) in his dissertation titled “The essence of the public-private compound policy on voluntary activities in Japan” submitted to Kanazawa University Japan, examined the public-private policies on voluntary activities especially in the fields of social welfare in Japan. To achieve the above objective, the study was undertaken under the following points (a) The public policy on voluntary activities (b) The features of current voluntary activities (c) Major private organizations that promote voluntary activities (d) The policy of social security. The researcher found that, the current public and private policies on voluntary activities were not appropriate if they take into account the values of ordinary Japanese. Thus, it was proposed to have alternative policies on voluntary activities and conditions to achieve them.

Keshavulu (2004) conducted an empirical study on the labour welfare measures in cement industry of Andhra Pradesh. This study mainly focused on the compliance of welfare, health and safety of the employees as laid down in the Factories Act of 1948.
Panduranga (2005) conducted a research study in North Eastern Karnataka State Road Transportation Corporation (NEKSRTC) with regard to welfare and social security measures. He found that the welfare facilities provided to the employees were not sufficient and there were no regular heath check up camps or provision for health care facilities. Further the study revealed that the welfare amenities provided to the employees varied significantly among the departments and suggested to provide uniform amenities to all irrespective of their departments and cadre.

Ankur Sharma (2009) “Employee welfare measures undertaken in the Indian South Central Railway”, the Study on employee welfare measures was conducted with the main objective of evaluating the effectiveness of welfare measures at South Central Railway and suggested measures to make existing welfare measures much more effective and comprehensive so that the benefits of the employees will be increased.

Binoy Joseph; Raju Varghese (2009) “Labour Welfare in India”, India's labour force ranges from large numbers of illiterate workers to a sizeable pool of highly educated and skilled professionals. Labour welfare activities in India originated in 1837. They underwent notable changes during the ensuing years. This was a description of changes and the additions, which were included over this period. On the whole, it painted a picture of the Indian Labour welfare scenario in India.

Ignacia Levy (2012) in his study on “Working mothers and their perceived work-life balance” showed that the age of the children was not that significant but the child care support remained an important factor in
determining perceived worklife balance. The study also highlighted another parameter called role conflict having negative impact on work-life balance.

Mehta (2012)\(^{28}\) in her study on “Work-life balance among women employees” found that female employees face the problem of balancing professional and family life, out of which more imbalance was observed among married women due to more family responsibilities. Irrespective of education, income and employment professional women in India are still doing three jobs—offices, housework and child care. Professional women hardly find space for themselves to accomplish basic necessity of life like adequate sleep, exercise and a healthy diet. They do not get enough time to get updated with the latest trends in their field to have career advancement. Domestic pressure, stress at work, child mental or physical distress due to lack of attention adds on to the psychological effect among working mothers. In jiggling between child care and high pressurized work, women often find it difficult to cope up and discontinue their job. They also find it difficult to make up for the loss of experience and hence maternity leave can cause a major setback to their career advancement and personal growth.

T. Uma Devi (2013)\(^{29}\) in her study on “Stress management in select IT companies” found that employees came across lot of stress due to shift work, role over load, role ambiguity, meeting deadlines and unsocial climate. This resulted towards unable to cope with the teams and poor interpersonal relations. Most of the time employees did not enjoy their jobs; and had no interest in work but still they worked; and were unable to concentrate on their personal life.
Gemechu Nemera Dinber (2014)\textsuperscript{30} in his study on “The assessment of organizational climate, job satisfaction and organizational commitments of the faculty of some selected universities in Ethiopia”, found that faculties were dissatisfied with the working conditions, compensations, interpersonal relations with management, job security, HRM policy, research activities, feedback, job challenges, personal growth, recognition and heavy work pressure.

C. Radhika Reddy (2014)\textsuperscript{31} in her study on “Worklife balance of women software engineers – A study of select IT companies”, found that IT companies provided flexible working arrangements, special leaves, support for career development at the same time, in-turn companies expected high degree of employee’s co-ordination and communication, completion of work on-time. It was further found that, employees who had primary / dependent care responsibilities in respect to child care and/ or those who did not have a general feeling of work life balance were more likely to have high levels of turnover intentions and lower levels of motivation. Thus, women employees who experienced work life conflict in the form of negative spillover of work into personal life as a result of work life balance issues were more likely to leave the organisation with lower levels of motivation.

\textbf{iii) REVIEW OF RESEARCH ARTICLES}

The researcher has reviewed and elaborated different research articles published in national and international journals, as under,
Baldev Sharma (1993)\textsuperscript{32} stated, the Industrial Dispute act 1947 and subsequent amendments in the year 1949, 1953, 1954, 1956, and 1957 has clearly established a regulatory relationship between workmen and employer. It provides different machineries to settle industrial disputes between them. But, unfortunately this provision is not applicable for managerial employees who feel them to be deprived. In this regard Sharma took the opinion of the junior and middle level managers towards managerial unionism and highlighted the need to provide some statutory protection to the managerial employees in India.

Otting (1993)\textsuperscript{33} in his research recognized the pre second world war as the “Social Insurance era” and “Social Security Era” respectively. In his conclusion on Inter National Labour Organization (INLO) conventions elaborated outcome as the commonly accepted idea about the social security. It was found to be more flexible with regard to the methods of protection, but they still contained the core of provisions, which can be considered very essential in any social security scheme.

Cincton and Gillion (1993)\textsuperscript{34} in his research analysed the amount of financing being done for health care of labour class in formal and informal sector. The conclusions drawn on the developing countries were generally at the turning point in the evolution of their social security programmes. In many countries the deficiencies of social security schemes have grown seriousness over a period of years and now they have reached crisis position. In contrast, the demand for effective programme of social protection has grown response to both economic and social changes.
Popola (1994) had examined the social protection to labour particularly with reference to growth, structural range in employment and industrial restructuring. He found a serious problem in the quality of new employment in terms of job security, working conditions and earnings. There was also a slowdown in the employment growth in organized sector due to new industrialization which facilitates decentralized production and relatively high direct and transaction costs of labour in comparison to unorganized sector.

M.V.Pylee and Simon George (1996) found that a single discontented employee nursing towards a grievance can eventually infect an entire organization with the germ of discontent which, in turn will result in poor morale, lower efficiency, and reduction in overall productivity. The researcher insisted that the management should take keen interest in fulfilling welfare schemes within the policy framework and in creating good entrance for the workers.

Satya Raju (1997) in his research work analysed various social security measures in three popular public sector enterprises i.e., Bharath Heavy Plates and Vessels Limited (BHPV), Hindustan Shipyard Limited (HSL) and Hindustan Petroleum Corporation Limited (HPCL) in Vishakapatnam. The researcher studied on many social security schemes such as provident fund benefit, gratuity benefit, workers compensation and family pension benefits. It was found that the provisions of social security measures are company’s obligatory provisions towards workers.
Giri and Rath (1998)\textsuperscript{38} conducted a study on Minimum Wages Act in Orissa. The researcher found that the existing political factors had a great influence as compared to that of other factors in finalizing the minimum rate of wages in the state. Even the enhancement of money wages over the years did not ensure any significant rise in the real wages. One of the major suggestions was the Government should involve the Non-Governmental Organizations (NGOs) to regularize the payment of minimum wages.

G.Vijay (1999)\textsuperscript{39} expressed that social security in the formal sector is institutionalized and in new industries the process of flexibility has led to the generation of informal segments within the organized sector. Here, social security was found to be a complex issue as it involved migration of labour from rural areas to urban areas, in the new industries the labourers were recruited on casual or contractual basis and insecurity of employment prevents unionization of labour. It was also observed that the living and working environment of labour in urban areas were the reflection of the condition of work in their place of origin.

Supriya Roy Choudhary (2004)\textsuperscript{40} in her paper “Globalisation and Labour” reiterated that labour is disempowered on several dimensions, the numerical decline of the organized workforce, weakening of trade unions, and the politically right-ward turn of social democratic parties which shifted towards neo-liberal market oriented policies. This paper focused on the work of internal labour, inadequacy of social security, and the changing dynamics of trade union functioning.
Javid A. Choudhary (2004) in his article “Recent Welfare Schemes an assessment” highlighted on the government’s commitment to welfare schemes for the unorganized sector. He was of the opinion that, Government was not completely committed towards implementing welfare schemes. The two broad schemes included public health and service system that would take nearly two decades to be established. The country on the other hand, while catering to the large segment of the population has over reached itself. In this situation it was found to bring a mix of provider’s i-e., private and private-not-for-profit entities, to offer more feasible arrangements. At the same time, a significant health care services needs to be retained within the public health system as counterpoise to the possible market distortion by the private health system.

Paton Nic (2004) in their paper “Special Relationship between Human Resource and Health” highlighted on the changing priorities of the workplace with reference to human resource management and occupational health. Managers demanded effective tools for managing employee and workplace, health and absence due to sickness. Over the years these occupational health development have been given more importance and many strategic health management and rehabilitative roles have to be undertaken.

Aparajitha Chatopadhyaya (2004) in her paper titled, “Population Policy for the Aged in India” expressed that, India has not turned itself as the western countries, were the elderly citizens are financially supported by the state. The institutions and hospitals look after the aged sick, and render care for the elderly people. India is still carrying on the age old heritage of
respecting, caring and sharing with the graying population, though the
westernization wind of modernization is gradually spreading the fire of
individualism especially in urban areas. It is the need of the hour to develop
social security policies for the elderly, giving due respect to our social value
system, or else the day is not far when we would lose our own identity.

Teinowitz and Ira (2005) in their paper analysed that the social
security reform is emerging as the biggest marketing crash in the policy
arena in recent years, with ads, gross roots organizing, public relations,
media appearances and web efforts thrown in to the fight. Social security has
been looked upon as the most important measure for the employees.

Akash Acharya and M. Kentranson (2005) found that in the recent
decades the health indicators in India have seen substantial improvement
but the quality and affordable health care services continue to still hit the
poor. Government provided health care services to the rural and urban poor
in informed sector to partially meet the needs and affordability. It was also
realized that community based health services provide viable alternatives.
These schemes with regular repayments of small amount as premium
enabled the poorer community to meet high medical expenses.

Habbard Glenn (2005) paper titled “Social security beware of hasty
compromises” found that social security unfunded liabilities were too large
to ignore and the national conversation over social security was under
compromise.
S. Sakthivel and Pinaki Joddar (2006) in their paper “Unorganized Sector Workforce in India – Trends, Pattern and Social Security Coverage” enumerated that, the social security scheme was extremely sparse among the socially and economically vulnerable sections. For the subscribers of the provident fund the pro-rich and pro-capital policy was reflected in the recent downward revision of the interest rate. Further, the deviation from the defined contributory schemes away from the defined benefit schemes of the pension funds was fraught with danger. Thus, the authors argued that, the social security schemes were designed with, poor affordability and lack of institutional mechanism that relies heavily on a contributory basis will surely fail.

Ravi Duggal (2006) in his paper titled “Need to Universalize Social Security” envisioned that even today the organized sector is threatened with a curtailment of rights under liberal economic framework and it makes a perfect sense to seek refuge in large number of subvert plans of reducing access to social security. Thus, the commission had to seize the opportunity and diverted the unorganized sector into the prevailing social security mechanism governing the organized sector by demanding the extension of these laws to the entire workforce of the country on a compulsory basis. The researcher concluded that this is the only rule to the universalize social security.

liability over the coming decades and proposed reforms. Reforms of the Indian social security system is likely to occupy the centre place both in political and economic foray. Out of the several components of the social security reforms, the important one is the central government’s pension reforms as it has a bearing on the central government fiscal deficit which is an existing matter of concern.

Shobha Mishra and Dr. Manju Bhagat (2007) wrote an article on the topic entitled “Principles for successful implementation of labour welfare activities from police theory to functional theory”, gave a brief account of labour welfare activities. This study comprises the definition of labour welfare, scope of labour welfare activities, objectives, and theories of labour welfare. The author describes that labour welfare activities in an industrialized society has far reaching impact not only on the work force but also all the facets of human resources. This article is an attempt to show that, the success of welfare activities depends on the approach, which has been taken into account in providing such activities to the employers. Welfare policy should be guided by idealistic morals and human value.

Abhishek Jain (2008) in his paper titled “Compliance to Labour and Industrial Law by Corporate - A Case Study of Himachal Pradesh” reviewed the compliance to various legislations regarding labour laws. In good corporate governance compliance to various legislations were very significant factor. Among all the most important was the labour and industrial law compliance due to multi dimensional impacts it carries for corporate as well as the whole society and the economy. Based on this context, this article tried to highlight the need, significance and scope of
corporate compliance to labour and industrial laws in India. It also highlighted most significant provisions of some of the important labour laws, which must be invariably complied with by industrial establishments. The case study of the corporate compliance to labour and industrial laws in the state of Himachal Pradesh was discussed highlighting the grey areas in compliance.

A.V. Jose (2008) paper titled “labour Regulation and Employment Protection in Europe - Some Reflections for Developing Countries” was prepared for the joint conference of the institute for the studies in industrial development, New Delhi and the institute for Labour Studies, New Delhi in November, 2006. This paper reviewed the evidence on employment and wages from selected European Union countries that had led to conclude that the developing countries tend to judge the performance of labour regulatory regimes in terms of their impact on employment creation and job creating functions that was beyond the terms of reference of any protectionist labour regulations. But, in developing countries it is very important to facilitate a rapid, but endogenous evaluation of labour institutions that can protect worker’s rights and be friendly in terms of job creation.

Paramita Goswami (2009) in his article “A Critique of the Unorganized Worker’s Social Security Act” has made an overall criticism of shortcomings of the Act. In his opinion, the language of the Act was not the one that was giving rights to the unorganized sector workers at par with the workers in the organized sector, but rather to confine their status as beneficiaries of government schemes, it also expresses that the bodies looking after the welfare schemes should be wisely constituted and should be
made mandatory to look into the issues of unorganized workers in more specific details.

Mehernosh Rusi Zaveri (2009)\textsuperscript{54} in his paper titled “Socio-economic Survey of Human Resources in Construction Sector” reported that, there was a need for the local municipal corporation to establish more housing colonies for the low income groups so that the housing problem of human resource employed in construction industries could be solved to a larger extent. Gujarat state was a progressive state and has always provided an environment conducive to industrial growth on one hand and protecting the rights of workers on the other, by taking noteworthy steps from time to time resulting into industrial progress.

N. Chandrashekhar Rao and Sukti Das Gupta (2009)\textsuperscript{55} paper titled “nature of Employment in the Food Processing Sector” analysed the employment opportunities and quality of work life followed in food processing sector. A field study was undertaken to get detailed information about conditions of workers, wages, employment security and social security facilities to workers. It was found that the average wages of these workers was as low as 48% of the statutory minimum wages laid down.

S Chandra Bose, R.Velmurugan (2009)\textsuperscript{56} in their paper titled “Socio Economic Conditions of Labourers of Fireworks” enumerated the status of the workers of fireworks in terms of socio-economic conditions. Maximum number of workers belonged to weaker section and majority of them were illiterates. Maximum workers did not have sanitation facilities in their houses. They were of the opinion that every organization must evaluate the
prevailing human resources thoroughly, especially in matters pertaining to employees welfare such as working conditions, and their socio-economic status.

Susi S and Jawaharrani K (2010)\textsuperscript{57} explains how work-life balance and employee engagement becomes a visible benchmark among high performing organizations. The study suggested that effectiveness of work-life balance policies and practices must incorporate the effects of workplace culture and supervisor support of employee’s efforts to balance work and family responsibilities.

Akinbobola (2011)\textsuperscript{58} expressed that there was significant independent prediction of job involvement by age, job satisfaction and some characteristics like supervision, fringe benefit, contingent reward, operating procedure, co-workers and communication. She discussed the implications of the result in line with corporate governance and conflict resolution.

Farooq Mubashar, Khan Muhamamd Aslam (2011)\textsuperscript{59} elaborated the impact of training and feedback on increasing the performance of employees. An empirical study was conducted and data was collected through questionnaires to find the results. Findings of this study suggested arranging and adopting more effective training programs and techniques in order to give the progressive shape to the results achieved through this study. Limitations of this conceptual study were that it covered a few aspects of training and feedback. Further implications of the study should have highlighted some other factors which could strengthen the result. Training and feedback could increase the performance level of all sorts of the
organizations and by wide spreading the implications of these and other more advanced factors of training, quality of the process of teams can be improved which will result in giving a better shape to the performance of the employees.

Guddi Tiwary and P.K.Gangopadhyay (2011) in the article “A review on the occupational health and social security of unorganized workers in the construction industry” have observed that workers in the construction industry are victims of different occupational disorders and psychological stresses in India. The workplace is not proper, the working hours are more than the stipulated hours of work, the working conditions are not congenial in most of the cases and involves risk factors. Their wages are not adequate making it difficult for them to run their families. The hazards includes exposure to harsh environmental conditions like sun, rain, etc. These adverse conditions results in accidents and adverse health conditions. Workers are victims of headaches, backaches, joint-pains, skin diseases, lung disorders, etc. The repetitive nature of their work causes boredom and meager earnings put them in great stress resulting in behavioral disorders. The authors have concluded by suggesting that in India as the workers are mostly illiterate, it is desirable to impart health education to them to appraise them of the ill effects of work and the remedial measures. Awareness programmes and local group discussions are essential for improving the health status of these working communities.

Zulfqar Bowra and Kabir Niazi (2011) found that, the HR practices and employee perceived performance has positive and significant relationship and it is very crucial for banks to understand that their HR
practices affect the performance of employees and in turn affect the overall performance of a bank be it private sector or public sector.

Chawla and Sondhi (2011)\textsuperscript{62} in their survey conducted among teachers and BPO women professionals revealed that job autonomy and organizational commitment are in positive relation with work-life balance. The study indicated that the more proactive schools/BPO companies which value the contribution of a committed and contributing human resource will need to provide more autonomy to sustain their employees worklife balance. While work load and work family conflict indicated negative relation with work-life balance.

Meena and Dangayach (2012)\textsuperscript{63} analyzed employee satisfaction of private sector banks and public sector banks of Rajasthan and found that satisfied employees made positive contributions to the organizational effectiveness and performance.

K.Kaliyamurthy and J.Shayamala Devi (2012)\textsuperscript{64} in the study “Effectiveness of labour welfare measures in India” has studied on labour welfare measures at KCP Ltd (Cement Division) at Macherla, AP and found that most of the employees were dissatisfied with the productivity linked annual bonus. Many of the workers also expressed dissatisfaction with the working of the Consumer co-operative stores in the company. The study also revealed that improvement should be made in the area of providing subsidized food at the canteen and uniforms to workers should be provided promptly.
Meenakshi Verma, Anuz Verma (2012)\textsuperscript{65} in their paper “Stress management: A comparative analysis between public sector banks and private sector banks” attempted to do a comparative analysis among the private sector and public sector banks of Jharkhand by analyzing the factors causing stress among their employees. It was found that stress level in public sector and private sector doesn’t vary in high proportions. The reason behind the stress was due to many number of customers, number of working hours, target achievement and unsatisfied salary packages.

Sageer, Rafat and Agarwal (2012)\textsuperscript{66} conducted a study on identification of variables affecting employee satisfaction and their impact on the organization and classified the variables affecting employee satisfaction in two broad categories namely organizational variables and personal variables. Organizational variables consists of organization development, policies of compensation and benefit, job satisfaction, job security, promotion and career development, working environment & condition, relationship with supervisor, work group, leadership styles & other factors and personal variables consists of personality, age, expectation, gender & education.

Gonchkar K. Pramod (2012)\textsuperscript{67} conducted an empirical study covering only the public sector banks (PSB’s) operating in Bangalore, India and their officers regarding the impact of training and development of officers on their performance. Training in public sector banks was traditional in approach and normally concentrates on the improvement of operative skills, interpersonal skills, decision-making skills, or a combination of these. A majority of the officer respondents believe that the quality of the training & development programmes arranged by the banks for improving the
productivity of the officers has been average. The respondents were of the opinion that, banks have to realize the need and importance of training and development programmes and has to design quality training & development programmes by getting assistance from professionals to design the training programmes.

Dr. R. Srinivasan and S. Samarthakani (2013) in the study “Evaluating Labour welfare measures at Perambalur Sugar Mills Ltd, Eraiyur, Perambalur district has suggested that to motivate employees special and selection grade scale may be given to those who have completed ten years of service. As workers were found to suffer from fatigue and monotony in work, the author has suggested that job rotations and internal transfers should be implemented to overcome this problem. The study has recommended improvement in the heating, lighting and ventilation at the work place. The study has also recommended improvement in canteen facilities, recreational facilities and proper safety measures to prevent accidents at the work place.

Elnaga and Imran (2013) in his study concluded that, training programs was a stimulant that workers require to improve their performance and capabilities, which consequently increase organizational productivity. Therefore, training should be designed on the basis of firms specific needs and objectives. Effective training was a thoughtful intervention designed at attaining the learning necessary for upgraded employee performance. The research affirmed the proposition that training has a positive impact on employee performance.
Pandu A, Balu A and Poorani K (2013) analyzed work-life balance of professional women among IT and ITES based on demographic information, work load, work environment, feelings about work, family dependents and absence from work. The sector wise regression analysis demonstrated that feelings about work, family dependents and absence from work were the strong contributors for a sense of balance for an employee. However, no significant relationship was obtained between work environment and work-life balance.

Kakoli Sen (2013), found several changes taken place in the business environment due to which public sector banks have had to alter their product lines, customer focus, work system, business objectives and business strategies. But, employees had to adapt to the workplace changes which had caused specific types of stress among employees.

Chahal Aarti (2013) analyzed the status of various need analysis based on training and development practices in Punjab National Bank and HDFC Bank and explored the proposed link between the training and employees’ productivity by adopting development based theory. The study makes use of statistical techniques such as percentage, mean, standard deviation, standard error and coefficient of variation in analyzing the data for finding the result. The result showed that the training in PNB & HDFC was average and there was scope for improvement in training. The perception of employees regarding training and development differed significantly on the basis of gender and designation. Consequently the recommendations supported the noteworthy need assessment of training which would bring a constructive worth in banking sector.
Dr. Pramod Kumar (2013)\textsuperscript{73} in his study titled “Quality of worklife: a case study of Delhi Transport Corporation” envisaged that the healthier factors found were social integration in work organisation, job enrichment, development avenues and healthy working conditions, whereas poor working conditions included wage and salary package, compensation packages, fringe benefits, payment system, industrial democracy, work and total life space and social responsibility. Employees below managerial level found poor medical facilities, inadequate promotion and absence of good grievance handling mechanism.

Tiwari Usha (2014)\textsuperscript{74} in her study found that, training need was referred to any deficit in performance, which could be relieved by appropriate training. There were different methods of overcoming deficiencies in employee performance on job, and training was one of them. Particularly training develops skills, competency and ability and ultimately improves employee performance and organizational productivity.

Dr. S.Edmund Christopher and Nithya Daimy.K.M. (2014)\textsuperscript{75} in their paper titled “A whiff of the IT Industry work stress and accelerating the productivity: with special reference to Indian IT industry” envisaged that there was correlation between the productivity level and stress level. It was found that though employees had stress at their work it did not affect their productivity or output. Organisations did not follow any strategies to reduce its employees stress levels as there was no change in the productivity level. Organisations were not thinking of the long run productivity and chances of loosing talented employees in near future due to over stress. It was found
that nearly 4% of the organisations had fun at work and proper planning and seminars reduced stress levels of the employees at work.

Dr. M. Ramesh and A.J.Rajasekhar (2014) in their paper titled “Employee training and development: A study with reference to State Bank of India” in Visakhapatnam city found that technological changes, increased demand for skilled manpower, increasing uncertainties, global competition led towards need for training and development. The training and development provided helped in improving the employees performance, quality of work, morale, personal growth and reduced supervision.

V) REVIEW OF RELATED BOOKS

A number of books on employee welfare and social security measures have been published by different authors all over the world. The researcher has reviewed most of the related titles that have been analysed below,

Moorthy (1958) in his works on labour welfare elaborated the different dimensions and concepts of labour welfare. He stated that, on the positive side the labour welfare provides various opportunities for the workers and their family members in terms of good health and on contrary the negative side of it was, neutralizing the baneful effects of the industrialization. The author has in detail, explained the various fundamental principles and approaches involved in the implementation of labour welfare measures.
Misra (1971)\textsuperscript{78} in his book titled “Analysis of Sociological Labour Welfare Problems of Sugar Industries of Eastern Uttar Pradesh” stated that the sugar industry of eastern Uttar Pradesh occupied an important place in agro industrial sector but had a very poor attention towards labour welfare measures. The author was of the opinion that the active statute interference alone can enforce the management to implement labour welfare measures.

Malhotra (1976)\textsuperscript{79} in his book emphasized on the welfare of the workers. He tried to enhance the morale and loyalty of the employees and significance of welfare measures to reduce absenteeism, labour turnover, etc. The author has further gone in depth discussing the approaches and principles of labour welfare programmes and their implementation.

S.D.Punekar, S.B.Deodhar, and Mrs.Saraswathi Sankaran(1976)\textsuperscript{80} conceptualized welfare as “welfare is a continuous and dynamic growing process with potential welfare changes from time to time as a result of which its contents keep on rating and has to update themselves with the changing times” . The characteristics of welfare largely depend on the conscience of the community, the scientific advancement and the development of the nation in various areas. Thus, the author opined that the meaning and components of welfare keeps changing and differ from place to place and country to country.

Deshpande (1987)\textsuperscript{81} expressed welfare measures as the changing attitude and the behavior of managers towards the employees in respect of provisions provided to their employees. He further stated that, a progressive manager should realize that the provision of various welfare facilities such
as, hygienic, canteen facilities, recreation facilities, housing, transportation, etc., to its employees would pay profitable returns to them in the long run.

Davar (1988)\textsuperscript{82} in his book expressed that fringe benefits have an objective of inducing a strong bonding of employer-employee relations, to evaluate the level of morale of the employees, etc. The author has gone in depth with various welfare facilities like health, safety, working hours, conditions of work environment, retirement benefits, leave with pay etc., and their impact on productivity and maintaining good industrial peace and healthy industrial relations.

Arun Monappa and Saiyadin (1996)\textsuperscript{83} have enumerated the welfare measures and working conditions of employees in India. They have also commented on various statutory and non-statutory welfare schemes. Their hypothetical study stated that, "Variations in performance take place due to variations in the elements of work environment". They undertook a keen study on the employees subjective feelings, boredom and fatigue and explained the reasons for individuals need for stimulation.

Singh and Diwan (1996)\textsuperscript{84} mainly focused on the fringe benefits in their book. They highlighted on provision of remuneration in the form of wages and salaries including fringe benefits. These benefits were provided to the employees over and above their salaries as a means of improving the living conditions of the employees.

K. Ashwathappa (1997)\textsuperscript{85} in his book clearly and in detail explained the concept of labour welfare. He said once the employees who fit into the
job hired, they were provided with training and salary was paid to them so as to retain them and the employees in turn contributed to their best towards the organization with honesty, hard work and dedication. The organizations take care of well being of its employees by providing them with welfare facilities. These were not just the monetary benefits but welfare facilities provide for the upliftment of the employees by the employer, government and non-government agencies. In his book, the author further stated that, there were arguments against the welfare and the provision of welfare was the responsibility of the state and welfare was often taken for granted and therefore it always failed to motivate its employees.

Sikligar (2000)\(^86\) in his book expressed that providing social security to the working class played a significant role in the country's prosperity. The author covered the different programmes adopted in India in particular and social security schemes adopted in the country in general.

A.M.Sharma (2001)\(^87\) in his book elaborated and discussed in detail the various aspects of labour welfare and social security measures in India. The author has divided the book into two parts. In the first part he has concentrated on the philosophy of the welfare, historical development and evolution, various reforms made under the recommendation of Royal Commission, the report submitted to the Government of India and system adopted in labour inspection. In the second part it focused on social security, introduction to social security schemes, detailed social security legislations including comprehensive selection of case law bearing on the subject in India.
Ramesh M. Sonakamble (2002) undertook an in-depth study on personnel problems, policies and management in cement industries. The author expressed, in the period of globalization and liberalization there was an essence of personnel policies and practices in industries with special reference to cement industries. The welfare of the employees came into existence when larger congregation and collectivity was taken into consideration.

Anil Kumar (2003) provided an in-depth information about awareness, implementation and utility of labour welfare and social security laws in the industries. A comparative study of these laws have been carried out in public and private sectors. He further provided an empirical finding on the shortcomings of existing labour laws and suggested suitable measures to make them more effective.

Kumar H.L. (2003) had undertaken an in-depth study and discussions on various legislation and regulation enacted in India. He further stated that, these legislations and regulations protected the employees throughout the seasons.

Luis R G’omez-Mejia, David B. Balkin and Robert C. Cardy (2004) in their book explained about the importance of health, safety and managing workplace effectively. They said the most important factors to be considered in the organization were behavioral issues, health, safety, cumulative trauma disorder, hazardous chemicals and genetic testing. Authors considered welfare programmes as a preventive effort designed to help employees to identify potential health risks and deal with them before they become a serious problem.
V.S.P.Rao (2005) the author conceptualized the various aspects of labour welfare. He said labour welfare plays an important part in the life of industrial workers, as the additional incentives received enables them to lead a better and decent life in the midst of urban congestions, raising inflations and poor living conditions. The author reiterated that investment in labour welfare would help them to attract, motivate and retain employees in times of prosperity as well as adversity. The labour welfare can be viewed from two angles, statutory welfare work comprising of legally mandated benefits extended to the workers and non-statutory or voluntary welfare work included those activities undertaken by the employer voluntarily for the well-being of their workers. The labour welfare officer supervise these provisions of welfare facilities in respect of the laws covering the areas such as, health, safety, recreational facilities, housing, compensation, etc. There were several agencies involved in the labour welfare work namely, the central government, the state government, employee’s trade union and social service organizations.

Deepak Kumar Bhattachary (2006) stated in his book, in India there are several acts and legislations concerning both statutory and non-statutory welfare measures. To have a healthy relations between the employer and the employee the industrial relations and labour welfare plays a very important role. He further stated that, for an efficient management of an organization it is essential to nurture healthy industrial relations and provide both statutory and non-statutory benefits to the workers. There are many organizations that drive welfare benefits and motivational benefits to the workers beyond what were statutorily required, for instance TISCO, much before the enactment of various rules and regulations, provided welfare
benefits to the workers. They even provided few benefits and services like statutory measures such as health practices which were beyond the requirements of the Act.

Jetli K. Narindar (2007) in his book discussed about the pre-independence labour policy and post-independence labour policy in India. It was found that there were hardly any labour welfare schemes in pre-independence era. Labour legislations have formed the basis for industrial relations and social security. The legislations also provided machinery for bipartite and tripartite consultations for settlement of disputes. Author subsequently discussed various enacted acts right from 1947 to 2007.

C.B. Memoria and S.V.Goankar (2008) discussed various issues related to administration of employee benefits and services. He was of the opinion that organizations fumble while administering employee benefits and services. Today, organizations have established objectives, systematic plans and standards to determine the viability of the programmes and main problems.

STATEMENT OF THE PROBLEM

Banks have become a part of everyone's life. Banking sectors are playing an important role in the worldwide economy and the employees of these institutions are the best resource responsible for delivering excellent services to its customers. From through study and extensive survey of literature the researcher has observed that lot of research work have been undertaken on human resource management and development and welfare amenities and social security measures in public sector and private sector
banks, but there was no significant work done in Nationalized Banks in Hyderabad Karnataka Region.

Banks are playing a vital role in the economic development of the country. Bank is one of the unavoidable industries applicable to almost all the individuals, industries and governmental activities. Economic growth and development of the country completely depends on the banking system. Bank is an institution with versatile activities associated with corporate sectors, socio economic development, and overall growth of the country. A country can perform successfully and provide smooth flow of assistance to their citizens only through well organized and well defined banking system. Indian banking system consists of long tradition of success and it has been evaluated from various period and behind this success there are dedicated employees who need to be valued.

Today, in the competitive world banking sector has a great importance, along with the success the escalating employee’s demands and sophisticated identification of the welfare amenities and social security is very essential. If greater gaps are found in the employee’s expectations and satisfaction level towards welfare amenities and social security measures then those gaps could be filled by providing maximum facilities required by the employees of a particular region and their work environment. Today’s work environment has turned out to be quite stressful as a result of work pressure demanding timings, work atmosphere with regard to relations with the superiors and subordinates, etc. The success of the banking industries depends on provision of suitable working conditions with adequate welfare amenities and social security measures to its workforce. Hence, identification and assessment of the welfare amenities and social security measures is vital.
factor for banks. This being an important area of study the researcher has taken up this topic “Welfare amenities and Social Security Measures in select Nationalized Banks of Hyderabad Karnataka Region” to fill in the gaps existing between the facilities provided and the expectations of the employees.

OBJECTIVES OF THE STUDY

The main objectives of the study are listed below:

1. To identify the welfare amenities implemented in select nationalized banks of Hyderabad Karnataka region.
2. To identify the social security measures implemented in select nationalized banks of Hyderabad Karnataka region.
3. To study the level of satisfaction among the employees of select nationalized banks of Hyderabad Karnataka region with respect to welfare amenities provided and social security measures implemented.
4. To suggest suitable recommendations based on the findings of the study for improvements in employee’s welfare amenities and social security measures to enhance employee’s commitment and performance.

HYPOTHESIS OF THE STUDY

The following null hypothesis were formulated,

1. There is overall satisfaction of select nationalized bank employees towards various statutory welfare amenities.
2. Employee's non-statutory welfare amenities at select nationalized banks are not effective.

3. The compensation and allowances provided by select nationalized banks to its employees are not satisfactory.

4. The Social security measures provided by select nationalized banks to its employees are not effective.

5. There is no overall satisfaction of select nationalized bank employees towards their worklife in banks.

6. There is no overall satisfaction of select nationalized bank employees towards generating new ideas.

7. There is no overall satisfaction of women employees towards their worklife in select nationalized banks.

8. There is no overall satisfaction of select nationalized bank employees towards health issues.

**RESEARCH METHODOLOGY**

**Sources of Data**

The study mainly dwells on the various aspects of the methodology adopted. To meet the specific objectives of the study the data has been collected through primary and secondary sources.

**Primary Source**

Primary data was collected through a comprehensive schedule of questionnaire on welfare amenities and social security measures implemented in nationalized banks, it was drafted, pre-tested by interviewing 100 respondents of six districts and modified in the light of experience.
obtained during the pilot study and later personally interviewed the respondents selected on stratified random sampling. Personal interview and detailed discussions were made with the managers and employees of select nationalized banks of Hyderabad Karnataka Region. Personal observations were also made at all the select nationalized banks of Hyderabad Karnataka Region, to study the working conditions, amenities and social security measures provided.

**Secondary Sources**

Secondary data was collected from the annual reports of nationalized banks, websites of nationalized banks, Government reports (Committees), books, articles published in national and international journals, newspapers and magazines, official gazettes of Government of India.

**Banks Selected for the Study**

Three nationalized banks were selected for the study, namely, State Bank of India, State Bank of Hyderabad and State Bank of Mysore.

**Area Selected for the Study**

The study was confined to select nationalized banks of six districts comprising of Kalburgi, Bidar, Raichur, Yadgir, Koppal and Bellari. The numbers of employees were too large and it was practically very difficult to collect the information from all the employees. The study has therefore been confined to 500 employees based on the number of banks in each district.
SAMPLE DESIGN

Samples

The samples constitute the clerical employees of select nationalized banks.

Sample Size

A total sample size selected for the study was 500 employees.

Sample Method

Stratified Random sampling technique was adopted to select samples from the study banks.

Total Number of Banks and Break-up

The study was confined to select nationalized banks of six districts comprising of Kalburgi, Bidar, Raichur, Yadgir, Koppal and Bellari. Three nationalized banks were selected for the study, namely, State Bank of India, State Bank of Hyderabad and State Bank of Mysore. These select banks comprise of total 208 branches in six districts of Hyderabad Karnataka Region. The numbers of clerical employees in these nationalized banks were quite large, so it was felt unwieldy to study all the employees therefore small sample of 500 employees were selected from the large population. The sample design is shown in Table – 1.1. To reach 500 employees for the study questionnaires of 05 employees of SBI and 06 employees of SBH were dropped as the responses of these 11 employees were exactly the same as the rest of the employees questionnaires selected for the study. Dropping of these 11 questionnaires did not affect the study.
Table – 1.1

Sample Size

<table>
<thead>
<tr>
<th>SL. No:</th>
<th>Name of the Select Nationalized Banks</th>
<th>Total No: of Select Nationalized Banks in HKR</th>
<th>No: of Employees Selected from each Branch</th>
<th>Total No: of Employees Selected for the Study</th>
<th>Total No: of Employees Responses taken for Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SBI</td>
<td>80</td>
<td>3</td>
<td>240</td>
<td>235</td>
</tr>
<tr>
<td>2</td>
<td>SBH</td>
<td>113</td>
<td>2</td>
<td>226</td>
<td>220</td>
</tr>
<tr>
<td>3</td>
<td>SBM</td>
<td>15</td>
<td>3</td>
<td>45</td>
<td>45</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>208</td>
<td></td>
<td>511</td>
<td>500</td>
</tr>
</tbody>
</table>

The structured questionnaire was used as the main data gathering instrument for this study. The Likert scale was selected for framing the questionnaire as it enabled the respondents to answer the questions easily. In order to test the validity of the questioner used for the study, the researcher tested the questionnaire on 100 respondents selected randomly from all six districts. These respondents as well as their answers were not part of the actual study process and were used only for testing purposes. After the questions being answered in the pilot study, the researcher asked the respondents for any suggestions or any necessary corrections to ensure further improvement and validity of the instrument. The researcher revised the survey questionnaire based on the suggestion of the pilot study respondents. The researcher then excluded the irrelevant questions and changed vague or difficult terminologies into simpler ones in orders to ensure comprehension.
Data Collection and Analysis

Data for the study was collected through structured questionnaire. Six hundred and ninety (690) copies of questionnaire were administered by the researcher in six districts & talukas from three select nationalized banks of Hyderabad Karnataka Region. The respondents were selected with an aim of reflecting the whole region selected for the study. With the aim of getting complete 500 respondents reply, 690 questionnaires were administered out of which 179 questionnaires were discarded due to half filled questions, or incompleteness etc., and 11 were discarded as they were exactly the same responses of other questionnaires selected for the study. After gathering all the completed questionnaires from the respondents, the raw data were coded and entered into an excel sheet and reduced by classifying according to the variable wise responses. A systematic analysis of data was undertaken to get accurate results.

Statistical Tools Used for Data Analysis

The data collected through the field investigation had been edited, coded, classified, tabulated, analyzed and interpreted by using statistical tools such as, percentage, mean, standard deviation, standard error, Likert Scale and Z-tests. The weighted mean score has been calculated on five point scale. The weights assigned was as follows,

Highly Dissatisfied - 1, Dissatisfied -2, Neutral - 3, Satisfied - 4, Highly Satisfied -5.
LIMITATION OF THE STUDY

- The present study is limited only to nationalized banks of Hyderabad Karnataka Region.
- As the employees were very busy one to one detail discussion with all the 500 employees was not possible.
- Only three nationalized banks were selected for the study due to cost and time constraint.
- The findings of the study may not hold good to any other banks.

However, the researcher has tried to get detailed data from the experienced employees through detailed personal interview and discussion on various issues to avoid the research work to suffer from lack of data resources.

CHAPTERISATION OF THE STUDY

The whole study has been divided into six chapters. The present study is structured with the following chapters:

The first chapter deals with introduction, need for the study, review of literature, statement of the problem, objectives of the study, area of the study, methodology, sample design, limitation of the study and design of the study.
The second chapter discusses the profile of Karnataka state and profile of Hyderabad Karnataka Region and number of select nationalized banks in each district.

The third chapter provides detailed information relating to brief history, evolution and growth of Indian banking industry, structure and composition of Indian banking industry, Government policy on banking industry and profile of select nationalized banks.

Chapter fourth explains theoretical framework, origin and evolution of labour welfare and social security measures in India, need, objectives, approaches, welfare amenities and social security measures, and five year plans undertaken by the Government of India for the development of labour/ employee welfare and provision of social security measures to improve their worklife.

Chapter fifth deals with analysis and interpretation of the data.

Chapter sixth covers the summary of the findings, conclusion and suggestions to improve the welfare amenities and social security measures in select nationalized banks of Hyderabad Karnataka Region.
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