Labour is the most important factor in any scheme of production. In a developing country like India labour plays, and will continue to play, a pivotal role in the development of economy. Productivity and development, therefore, are closely linked with the well-being of the working class. The scope of the activities contributing to the well-being of the workforce has been widening with the changes in outlook and awareness among the working community. It is, therefore, not easy to define the concept of labour-welfare and limit the scope of such activities which may be termed as Labour Welfare.

However, there is no dearth of definitions about the concept of labour welfare although there may be no consensus about its meaning and scope.
The Encyclopedia of Social Sciences has defined welfare work as voluntary efforts on the part of the employer to provide the best conditions of employment\textsuperscript{1}. While the Labour Investigation Committee has included all the activities promoting the intellectual, physical, moral and economic well-being of the workers\textsuperscript{2}.

\textsuperscript{1} The term 'Labour Welfare' according to Encyclopedia of Social Sciences is defined 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 what is required by law, the custom of the industry and the condition of the market". \textit{Encyclopedia of Social Sciences}, Vol. XV, 1935 p. 35.

\textsuperscript{2} The Labour Investigation Committee appointed by Government of India in 1946, defined welfare activities so as to include "anything done for the intellectual, physical, moral and economic betterment of the workers, whether by employers, by Government or by other agencies over and above what is laid down by law or what is normally expected as part of the contractual benefits for which the workers may have bargained". Government of India, \textit{Report of the Labour Investigation Committee}, (New Delhi, Manager of Publications, 1946) p. 336.
The International Labour Organisation observed in the year 1947 that all those activities concerned with granting facilities, amenities or services to promote health and morale of the workers should be named as welfare activities. The Committee on Labour Welfare appointed by the Government of India in 1966 has detailed all the provisions and services that will come under the purview of labour welfare. Some authors like

3 The International Labour Organisation observed that workers' welfare must mean "such services, facilities and amenities which may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and provided with amenities conducive to good health and high morale".

4 The term 'welfare' includes "such services, facilities and amenities as adequate canteens, rest and recreation facilities, arrangements for travel to and from work and for accommodation of workers employed at a distance from their houses and such other services, amenities and facilities as contribute to improve the conditions under which workers are employed".
James Todd have further enlarged the scope of welfare activities to include in them all those activities which enhance the intellectual and social awareness among the workers.

Shri V.V. Giri like other labour leaders also supports the view of Mr. James Todd and advocates the inclusion of all activities which may develop individual thinking capacity and emotional stability among the workers. He emphasized that welfare activities should be considered as duty and not as a measure of charity.

5 James Todd defined Labour Welfare as "anything done for the comfort and improvement, intellectual and social, of the employees over and above the wages paid, which is not a necessity of the industry". James Todd, Arthur, Industry and Society of Sociological Appraisal of Modern Industrialisation, (New York, H. Holt & Co., 1933) p. 250.

6 In the words of Shri V.V. Giri, "true welfare work in industry is a question of advancing the workers" physical, emotional and moral well-being in order to make his life worth living, and not a matter of throwing crumbs of charity at him". V.V. Giri, Labour Problems in Indian Industry, (Bombay, Asia Publishing House, 1972) p. 302.
In the modern literature on labour welfare it is emphasised that all activities that promote the physical, moral and intellectual well-being of the workers may be termed as welfare activities. The scope of such activities has much more enlarged with the adoption of the principle of welfare state by most of the countries.

Scope:

The scope of welfare activities naturally, in view of the above definitions, differs from country to country. Long back the Royal Commission on Labour had already recommended that the term Labour Welfare "is one which must necessarily be elastic, bearing a somewhat different interpretation from one country to another, according to the different social customs, the degree of industrialisation and the educational development of the workers". In this connection

the National Commission on Labour aptly remarked that the concept of welfare "is necessarily dynamic, bearing a different interpretation from country to country and from time to time, and even in the same country, according to its value system, social institution, degree of industrialisation and general level of social and economic development. Even within one country, its content may be different from region to region." 8

Thus 'Labour Welfare' includes all such amenities provided within and outside the factory premises by different agencies such as employer, union, state or any other agency or organisation. Such programmes help in establishing proper working, living, social and cultural awareness so that the employees can relieve themselves from the sense of frustration, personal and family worries and the effects of ill-health. They include housing, medical and educational

facilities, canteen facilities, facilities for rest and recreation, co-operative societies, day nurseries and creches, provision of sanitary accommodation, social insurance measures, undertaken voluntarily by employers, alone or jointly with workers, including sickness and maternity benefit schemes, provident fund, gratuity and pension etc.

However, the labour welfare activities to be realistic and effective as Mr. Vaid states:

"(i) enable workers to live a richer and a more satisfactory life;
(ii) contribute to the productivity of labour and efficiency of the enterprise;
(iii) enhance the standard of living of workers by indirectly reducing the burden on their purse;
(iv) be in tune and harmony with similar services obtaining in the neighbourhood community where the enterprise is situated;
(v) be based on an intelligent prediction of the future needs of industrial work, and be so designed as to offer cushion to absorb the shock of industrialisation and urbanisation to workers; and
(vi) be administratively viable and essentially developmental in outlook.  

Significance of Welfare Activities:

The labour welfare activities could be considered to be significant only when they enhance the satisfaction of the workers, foster productivity of the establishment and promote peace and harmony in the industry. For, a high degree of morale, a deep sense of belonging and, above all, a favourable disposition towards management on the part of employees emanating from the implementation of the welfare programmes will put the industrial relations on a sound base and may cause thereby an improvement in productivity, reduction in costs, increase in output, fall in prices and consequent rise in demand for the product. Welfare programmes will strengthen the relationship between the employer and the employee as both develop a co-operative and progressive attitude towards each other.

Majority of the Indian workers are illiterates and still live in abject poverty. Though their earnings help them a great deal, they are benefited more by welfare amenities than by mere wage enhancements. For example, a good house in the proximity or the place of work with modern facilities relieves the worker of his home-sickness, keeps him physically and mentally fit, and improves his general standard of living. Welfare amenities reduce the personal attention of the worker to his family needs and enhance his loyalty and attachment to the factory. Welfare activities create a sense of comradeship, softens the workers' attitude to management and paves the way for the establishment of industrial peace and harmony.

However, one should not get the impression that there is a direct correlation between welfare work and productivity. "There cannot be any quid pro quo between investment in labour welfare and returns in the form of increased productivity. Had there been any direct relationship between the two, there would have
been no need for legislative measures to force the employers to provide welfare services"\(^{10}\). It is observed that "the majority of industrialists in India still regard welfare work as a barren liability rather than as wise investment"\(^{11}\). After all, "welfare is fundamentally an attitude of mind on the part of management influencing the method by which management activities are undertaken"\(^{12}\).

**Role of Government:**

The role of government has been very crucial in making it a legal obligation on the part of the employers to provide certain minimum facilities. The policy of the government envisages that the employer

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is responsible to provide facilities within the establishment and to improve upon the minimum standards set by the legislative acts mentioned below:

(i) The Factories Act, 1948;
(ii) The Mines Act, 1952;
(iii) The Plantation Labour Act, 1951;
(iv) The Employees State Insurance Act, 1948;
(v) The Workmen's Compensation Act, 1923;
(vi) The Maternity Benefit Act, 1961;
(vii) The Employees Provident Fund Act, 1952;
(viii) The Payment of Bonus Act, 1961;
(ix) Employees' Family Pension Scheme;
(x) Employees' Deposit Linked Insurance Scheme;

The part played by the Central Government till the Second World War was mostly confined to the holding of labour conferences and making recommendations on labour welfare. But after the Second World War, steps were taken to boost workers' morale and increase their productivity. The schemes initiated then were
continued later on. The government became a model employer and placed its experiences for evaluation by the private sector. After independence, India set to itself the task of establishing a welfare state. It resolved to bring in a socialistic pattern of society. Hence it brought about a number of statutes bearing on labour welfare. It allocated specific amounts for labour welfare in all the Five Year Plans as well as in the annual plans.

The State Governments are also playing a vital role in the development of welfare activities. They enacted several acts relating to labour welfare funds. These funds are financed by means of receipts from fines, grants from government, unpaid accumulation, unclaimed or forfeited sums in provident fund accounts, voluntary donations, fines imposed on employers for defaults, funds transferred from any other labour welfare fund and sums borrowed. Several state labour welfare centres are also started to provide recreational facilities, adult educational classes, library and reading room, vocational training, knitting, lace making, embroidery and so on.
Role of Trade Unions:

The role of trade unions in the management of welfare activities is very meagre and very few trade unions take an active interest in organising welfare work. The participation of the workers in the safety committees, canteen committees etc., is rather disappointing. This kind of reluctance may be due to low literacy, lack of self analysing ability, lack of leadership, lack of encouragement from the management on the one hand and political and inter-union rivalry on the other. The Ahmedabad Textile Labour Association, the Mill Mazdoor Union at Indore and the Mazdoor Sabha in Kanpur must be mentioned from among the trade unions which undertake welfare programmes. The Ahmedabad Textile Labour Association participates actively in intra-mural and extra-mural welfare activities. The Association has established Sevamandals for different localities and started the Mohalla Sahayata Funds. A Volunteer is in-charge of each group of ten families. He establishes contact with such
families and knows their difficulties and renders
the necessary help. Through these volunteers a
favourable influence is kept on families in regard to
education, sanitation, health and social habits etc.

The Labour Association promotes education
among the workers' children by providing books, reading
rooms, boarding houses for boys and study homes for
girls. It also assists the families to keep their
houses clean and attends to environmental sanitation.
It encourages small savings among workers by propa­
gating the Janata Insurance Policies and starting a
workers' co-operative bank. Consumers' societies,
credit societies and housing co-operative societies are
attached to the bank. Legal help to the workers is
also provided.

The Mill Mazdoor Union at Indore runs labour
welfare centres consisting of Bal, Kanya and Mahila
Mandirs. It organises music, dance and social gatherings.
Importance is given to elementary education, tailoring
and knitting. A few welfare amenities are also provided
by unions like the Mazdoor Sabha of Kanpur, the Railway Men's Union, the Indian Federation of Labour in Uttar Pradesh etc.

Welfare Activities in Cotton Industry - A Brief Review:

The cotton textile industry is one of the oldest and biggest industries in India. In 1915, the Calico Mills in Ahmedabad started medical services by providing a doctor and a nurse. It also started a maternity home a year later and offered an incentive of Rs. 50 to the pregnant woman to go to the maternity home for confinement. For the benefit of the children a creche was also started. Lala Shri Ram of Delhi Cloth Mills started housing and other welfare activities for workers in the year 1920 in Delhi. Nearly 85 per cent of the textile units provided canteens, creches, co-operative credit societies and fair-price shops on no-profit-and-no-loss basis. Dispensaries were set up and family planning was also encouraged and some of the dispensaries had their X-ray plants and other modern instruments. Big cotton
textile units published journals both in regional and English language and these journals were distributed free to the workers. On the whole the cotton textile industry has been providing adequate and good welfare amenities to its workers although these amenities differ from centre to centre.

Statement of the Problem:

As the progress and prosperity of a nation depends on the pace of its industrialisation, the pace of industrialisation itself depends on the output and productivity. Productivity is clearly related to industrial peace and harmony which depends on a contented workforce. Thus a contented workforce is an asset to the industry and welfare activities contribute a great deal to the contentment of workers. Unfortunately neither the concept of welfare is very clear nor the employers have a clear mind about the activities that they should take up to promote satisfaction among the workers. The workers too have no
clear scope of the welfare which they derive from their employer, from their union, or from their own co-operative efforts.

The several studies that have been undertaken, particularly in India relating to this aspect of labour, seem to be generally partial in being evaluatory in nature. Most of the studies have evaluated the statutory welfare work undertaken by the employers. Some have thrown light on the welfare work that the unions have undertaken but very few reflect the opinion of the workers themselves.

The aim of the dissertation is to study and evaluate critically the welfare activities undertaken in the Super Spinning Mills Limited, Kirikera. It focuses light on the opinion of the workers about the quality and quantity of the amenities and their expectations. It also discusses the unions' participation in the welfare programmes. The present study covers the Five Year Period from 1975 - 76 to 1979 - 80.
Scope:

The study analyses the various aspects of the developments and use of human resources such as Recruitment, Training, Promotion, Absenteeism and Labour Turnover. The presentation of factual information is followed up by a critical interpretation of the data with a view to drawing a clear picture of the prevailing situation as well as offering relevant suggestions for improvement whenever felt necessary. The study briefly discusses the wage structure also. The study comprehensively evaluates the various statutory as well as non-statutory welfare programmes undertaken in the Mill. It brings to light some of the hidden truths and opinions of the workers on the welfare measures. It deals with the role of the trade unions and their effective participation in the management of welfare programmes.
Objectives:

The study is aimed:

(i) to draw an objective picture of the Mill studied and its organisation;

(ii) to examine the structure and functioning of labour welfare activities both statutory and non statutory;

(iii) to analyse the participation of unions and workers in the maintenance of welfare programmes;

(iv) to focus light on the opinion of workers about the quality and quantity of the amenities available and their expectations; and

(v) to suggest the ways and means through which welfare activities can be improved and to consider the need for emphasis on the role of employers and unions in particular in the management of those activities.
Methodology:

The data are collected through two main sources, viz., (i) Records in the office and Annual Reports, (ii) Interviews with the workers, Managers and Union Office Bearers. The information collected from the office records and annual reports pertains to Production, Financial Position, Absenteeism, Labour Turnover, Remuneration and Welfare Activities. The workers to be interviewed were selected on the basis of Random Sampling and structured schedule was used for this purpose. The interviews with the managers and union officials were conducted whenever necessary on the basis of non-structured schedule. 20 per cent of total workers on 1st November, 1980, which comes to 250 were interviewed to collect relevant information.

Limitations of the Study:

The present study is based on the primary and secondary data collected from the Super Spinning Mills, Kirikera. Originally it was thought that this study might reflect the involvement of workers not only
in all the welfare activities but also to certain aspects of management. But the preliminary survey revealed that it would be meaningless to study involvement of workers as a main objective because it was found to be very insignificant. The present study, therefore, confines mainly to the statutory and non-statutory welfare programmes and the involvement of workers and their union in such activities and the opinions and suggestions of workers about the amenities. The present study therefore, is to be evaluated only with reference to the objectives and scope outlined above.

**Plan of Study:**

The study has been divided into five chapters. The first chapter explains the concept, scope and significance of Labour Welfare. A brief review of welfare programmes undertaken in the Cotton Textile Industries, the role of government and trade unions in the development of such activities is attempted in this
chapter. Moreover, the statement of the problem, scope, objectives, methodology and limitations of the study are also discussed in this chapter.

The second chapter deals with the profile of the Super Spinning Mills Limited and its workforce. A brief history of the Mill, its capital structure, production, management and organisation in general, and personnel department in particular, are studied. Due emphasis is laid on the operative personnel functions such as Recruitment, Training, Promotion and Retirement, and workers reactions are recorded with regard to the functioning of the personnel department in general and a few personnel functions in particular. Absenteeism, Labour Turnover and the Procedure of Discipline which determine the state of industrial relations are also examined. A clear account of wage structure is also enunciated in this chapter.

A conceptual and analytical study of the various statutory welfare activities such as Medical Benefits, Maternity Benefits, Creche, Canteen, Drinking
Water, Bonus, Provident Fund and Gratuity is made in the third chapter. Workers' consciousness about the provisions of important labour welfare acts and their involvement in the statutory welfare activities through their respective unions is also discussed in this chapter.

In the fourth chapter of the study a comprehensive and critical analysis is made about the non-statutory welfare programmes undertaken in the Mill such as (a) Housing, (b) Education, (c) Life Insurance, (d) Co-operative Stores, (e) Credit Societies, (f) Recreation and (g) Uniforms. Workers and trade union participation in the organisation of these activities is also explained.

The last chapter gives an account of the findings and conclusions arrived at different stages of research study. It gives specific recommendations and suggestions for the improvement of welfare amenities both in terms of quality and quantity to ensure peace and harmony in the industry.