<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:1</td>
<td>INTRODUCTION</td>
<td>103</td>
</tr>
<tr>
<td>3:2</td>
<td>STATEMENT OF THE PROBLEM</td>
<td>167</td>
</tr>
<tr>
<td>3:3</td>
<td>OBJECTIVES OF THE STUDY</td>
<td>117</td>
</tr>
<tr>
<td>3:4</td>
<td>HYPOTHESES</td>
<td>111</td>
</tr>
<tr>
<td>3:5</td>
<td>METHODOLOGY</td>
<td>113</td>
</tr>
<tr>
<td>3:6</td>
<td>SCOPE AND LIMITATIONS</td>
<td>113</td>
</tr>
<tr>
<td>3:7</td>
<td>SCHEME OF PRESENTATION</td>
<td>113</td>
</tr>
</tbody>
</table>
3:1 INTRODUCTION

In the social science Economics the time has come to study in depth any subject at micro level. This observation holds true even in the choice and selection of the title as also the theme of the present study. The title of the selected problem is:

IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES ON PRODUCTION, ABSENTEEISM AND ATTITUDES OF THE INDUSTRIAL WORKERS
A COMPARATIVE STUDY OF K.S.R.T.C. REGIONAL WORKSHOPS OF HUBLI AND BANGALORE

The cardinal point in the present study has been to examine the impact of social security and labour welfare measures (independent variables) on production, productivity, absenteeism and attitudes of the workers (dependent variables). In its broad lap, the study incorporates the attitudinal aspect of the workers because there is a close nexus between the attitudes of the workers, their perception of Social Security and Labour Welfare measures, production, productivity and absenteeism. If the workers perceive those measures positively then they develop positive outlook and orientation towards organisation, work, management, supervision and fellow-workers. Such positive outlook
and orientation play a significant role. They mobilise efforts for realising the organisational goals. The positive orientation is expressed in terms of increased output and low absenteeism rate.

With a view to achieving self-sufficiency in production and reaping the economy of time and costs in the reconditioning of motor-vehicles, the Karnataka State Road Transport Corporation has developed two gigantic automobile centres in Hubli and Bangalore. These centres constitute the universe of research study. The need and significance of the chosen subject with reference to the Regional Workshops, Hubli and Bangalore are quite obvious from the view point that on one side their processes involve health and life hazards and on the other side, they are set out to grow self-sufficient. The management has launched several social security and labour welfare measures to actuate the workers to put their best.

3.2 STATEMENT OF THE PROBLEM

Man is a mind in action. He is an organised whole and his behaviour has to be understood in its totality.

MAN - define management experts as, nothing but mind at work. You can buy a man's time. You can buy a man's physical presence at a given place. You can buy even a measured
number of skilled muscular motion per hour or per day. But you cannot buy his will to work, his enthusiasm, his initiative or his loyalty.

The worker's will to work, his enthusiasm, his initiative and loyalty are not the priced commodities. These are the factors which stem from within and as such depend largely on the factors from without. These external factors include the work environment, job content, safety and security arrangements, incentive schemes, welfare amenities, worker's perception of these amenities, the organisational climate, inter-personal relations as also his loyalty and orientation towards organisation, management, supervisors and the fellow-workers.

A passenger road transport organisation is not merely the vehicles, the gigantic workshops, sophisticated machines but also the workers therein. In fact, any productive activity of such organisation revolves around five M's - namely, the men, machines, methods, materials and money. Beyond doubt, money, machines, methods and materials are inert factors. These factors may be tapped according to one's will and wish. But men with their ability to feel, to think and reason are by far the most valuable and at the same time the most difficult factors to reckon with.
Of late, the disciplines such as Industrial Psychology, Human Engineering, Ergonomics have been developed to study the workers' orientation towards work, the effects of working conditions on workers' performance, the impact of fringe benefits on production, absenteeism and the psychological perceptions of the workers towards organisational goals.

The universe of investigation chosen for the present study constitutes the automobile centres. These workshops are the integral parts of Karnataka State Road Transport Corporation playing a decisive role on the operational efficiency of the organisation. The operational efficiency of a vehicle on road largely depends on how the vehicles are repaired and maintained by the Workshops. The main productive activity of these units is the construction of bus bodies on new chassis. In addition to this, they conduct major repairs of the vehicles and reconditioning of key assemblies.

The Regional Workshops of Hubli and Bangalore are basically the labour-intensive units. There are over a thousand and seven hundred employees on the roll. The Management has evinced keen interest in extending various social security and labour welfare amenities to relieve the workers from the fear of various insecurities as also stimulate them to better their performance.
The main purpose of the study is to examine the impact of these social security and welfare amenities on production, productivity and absenteeism. In addition to this, an attempt is being mobilised to examine the impact of these measures on the attitudinal perceptions of the workers towards organisation, work, management, supervisors and their fellow-workers.

3.3 OBJECTIVES OF THE STUDY

The present study is undertaken with a view to attaining following objectives:

1. to know the various social security and labour welfare measures made available to the employees of the Regional Workshops of Hubli and Bangalore;

2. to examine the impact of social security measures on production, productivity, absenteeism and attitudes of the workers;

3. to examine the impact of labour welfare measures on production, productivity, absenteeism and attitudes of the workers;
4. to explore the differences and present the comparative picture of the impact of social security-cum-labour welfare measures on production, productivity, absenteeism and attitudes of the workers in the Regional Workshops; and

5. to suggest the suitable measures to remedy the problems.

3.4 HYPOTHESES

The study proposes to test following hypotheses that:

1. provision of social security and labour welfare measures help in increasing production;

2. well-knit and scientifically evolved social security and labour welfare measures promote labour productivity;

3. well-devised and comprehensive social security measures help in reducing the rate of accidents, the man-days lost as also the rate of absenteeism;

4. provision of labour welfare measures reduces the rate of absenteeism; and
5. increased perception of social security and labour welfare measures develops and enhances positive attitudes of the workers towards organisation, work, management, supervisors and the fellow-workers.

The rationale of these hypotheses is based on the following pre-requisites:

1. there exist adequate and timely supply of necessary raw materials, tools and equipment;

2. there is supply of standardised raw materials; and

3. there is timely implementation of various fringe benefits.

These pre-requisites are justified on the ground that some research studies [Shankariah (1994), National Commission on Labour (1969)] have reported slow and tardy growth in productivity during post-incentive period due to untimely and poor administration of incentive schemes, non-availability of tools, improper supply of raw materials and the supply of sub-standard materials.
3.5 METHODOLOGY

This is basically an explorative study which seeks to examine the impact of social security and labour welfare measures (independent variables) on production, absenteeism and attitudes of the industrial workers (dependent variables). The study has been developed under the frame-work of primary data and the secondary one.

With a view to assimilating first-hand information, an exhaustive questionnaire was tailored feeding with qualitative and quantitative data. The questionnaire was administered on as many as 220 sample respondents from each Workshops.

The selection of sample respondents was done under the frame work of Random Sampling Method. Since the activities of new bus body building and reconditioning of vehicles involve the application of specialised skill and trade, the management has developed different shops and sections on the basis of trade. With a view to giving proper representation to all Shops and Sections, the respondents were picked up from all shops keeping in view the strength of employees and the significance of trade. Having had the consultations with the Sectional Heads, Group Leaders and the Statistical Department, adequate attention was paid to pick up the sample respondents from different categories/grades as also from different shades of educational
background, experience, etc. Thus the selection of samples was a case of Stratified Random Sampling Method.

The primary data thus collected were analysed employing statistical techniques to examine the attitudinal perceptions of the workers, in respect of social security-cum-labour welfare measures, towards organisation, work, management, etc.

With a view to procuring authentic information pertaining to the Corporation and the Regional Workshops, Annual Administrative Reports, official records and the published brochures were consulted. The secondary data have been collected for sixteen years from 1980-81 to 1995-96. The information collected through secondary source were examined under the framework of various statistical tools and techniques to find out the effects of social security and labour welfare measures (independent variables) on production productivity and absenteeism (dependent variables). In addition to this, relevant information has been collected from both published and unpublished literature for evolving the theoretical base of the study.

All these efforts were supplemented by on-the-spot-observation both during day and night shifts. Discussions were held with the Administrative, Supervisory and the Managerial staff of both the
Workshops. In addition to this, counselling and suggestions were sought from the academicians and the scholars.

3.6 SCOPE AND LIMITATIONS

The Karnataka State Road Transport Corporation is the SECOND BIGGEST State Transport Undertaking in South India. It has both operational and the production-cum-vehicle reconditioning wings. The Regional Workshops which constitute the production-cum-vehicle reconditioning wing though considered as the bedrock of any passenger transport organisation, they could not engage the attention of the scholars. Although some scholars did organise studies on K.S.R.T.C., but they concentrated either on the operational wing or the organisational structure.

The selected comparative study is first of its kind in these automobile centres. Basically it is an extension of earlier research work conducted by the same research student which concentrated exclusively on the Regional Workshops, Hubli.

Needless to say, sincere efforts have been mobilised in the present work to assimilate authentic information from official sources on areas chosen for the study. Yet it is confessed, in all academic sincerity that in certain aspects such as labour productivity, absenteeism, etc.
there exists paucity of classified information which handicapped the research student to probe deeper into the problem. It is the limitation of the present study. However, it is believed that the study would serve as the basis for further useful research to probe deeper into the problem.

In Financial Accounting, the term 'expenditure' means an amount which is spent. It is non-recoverable. On the contrary, the term 'advance' means a payment which is recovered from the receiver. It appears on the asset side of the balance sheet. In K.S.R.T.C., Festival Advance and P.F. Advance are treated as the expenditures for accounting purpose though these advances are not the expenditures in real sense of the term. With a view to studying their impact on various parameters, in the present study, these advances have been treated as expenditures.

The present study is a micro study. Normally, the studies of such nature are considered to be insufficient for drawing generalisations. Endorsing this view, however, it may be stated that the conclusions of this study may be applicable to other organisations with similar circumstances.

3.7 SCHEME OF PRESENTATION

The study is organised into ten chapters.
CHAPTER ONE

INTRODUCTION

In its introductory aspect, the chapter outlines the implication of social security and labour welfare measures in Indian context. In its succeeding analysis, it presents the theoretical base of the study. It incorporates the discussion on the definition, aims and objectives of the fringe benefits as also a synoptic review of the relevant provisions made by the Governments and other agencies for the benefit of labour community.

CHAPTER TWO

REVIEW OF LITERATURE

An effort is made in this chapter to present a brief review of research literature reflecting the impact of fringe benefits on production, productivity, absenteeism and attitudes of the workers. The discussion in this chapter has come to a close after presenting the case for the present study.
CHAPTER THREE  METHODOLOGY

In its broad folds, the chapter incorporates the discussion on the methodology subscribed to in developing the present study. It presents the statement of the problem, objectives of the study, hypotheses, scope and limitations of the study as also the scheme of presentation.

CHAPTER FOUR  A BRIEF REVIEW OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES IN K.S.R.T.C. AND THE REGIONAL WORKSHOPS, HUBLI AND BANGALORE

The chapter presents a brief history of growth of the Corporation as also the Regional Workshops. In its succeeding analysis, it presents a brief account of social security and labour welfare measures provided by the Management to the employees of the Corporation as also the Regional Workshops. The discussion in this chapter has come to a close with suitable conclusion.
CHAPTER FIVE

PRODUCTIVE ACTIVITIES OF THE REGIONAL WORKSHOPS

The chapter displays a detailed account of the productive activities conducted by both the Workshops as also the value of output achieved during the period under review.

CHAPTER SIX

IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES ON PRODUCTION AND PRODUCTIVITY

The chapter, at first, presents the definition of the concepts, namely, 'production' and 'productivity' as also the factors exerting influence on these parameters. In its succeeding analysis, it puts forth the nexus between social security measures, labour welfare measures, production and labour productivity.

The focal point in this chapter has been to examine the impact of expenditure on social security and labour welfare measures (independent variables) on the value of output
(dependent variable). With a view to examining the impact, secondary data have been explicated under the framework of Correlation and Regression Analysis. The statistical exercises have been carried out on both total expenditures as also the component-wise expenditures versus value of output. Further, the data have been analysed to examine the labour productivity using the I.L.O.'s formula.

CHAPTER SEVEN IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES ON ABSENTEEISM

The discussion in this chapter centres round the problem of absenteeism. In its preliminary setting, it sets forth the definition of absenteeism, causes, consequences and the remedial measures to tackle the problem. Further, it presents the nexus between social security measures, labour welfare measures and absenteeism.
In its succeeding analysis, the discussion turns to the key point of examining the impact of expenditures on social security and labour welfare measures (independent variables) on absenteeism rate (dependent variable). With a view to examining the impact, the secondary data were analysed under the framework of Correlation and Regression Analysis. Statistical exercises were worked out on component-wise expenditures versus absenteeism rate as well. The discussion in this chapter has come to a close with a suitable conclusion.

CHAPTER EIGHT IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES ON THE ATTITUDES OF WORKERS

The main theme of the study, in this chapter, is to examine the perceptions of the workers towards existing facilities provided by the Management in the realm of fringe benefits and to investigate their orientation towards organisation, work, management, supervisors
and the fellow-workers. The study has been developed on the basis of primary data.

In its preliminary analysis, the Chapter displays the definitional aspect of attitudes. It presents the nexus between social security measures, labour welfare measures and the attitudes of the workers. Further, it sets forth the sample design, the methodology followed and the results of the survey.

In its succeeding analysis, the Chapter presents the focal point of the study of investigating the impact of social security and labour welfare measures (independent variables) on the attitudes of the workers (dependent variable). The effect has been examined by computing the primary data under the framework of Chi-square Test ($\chi^2$). The discussion in this chapter has come to a close with a suitable conclusion.
CHAPTER NINE

A COMPARATIVE ANALYSIS

An attempt has been made in this chapter to present the sharp differences between the two organisations in respect of the expenditures on social security measures, the expenditures on labour welfare measures and their impact on parameters such as production, labour productivity, absenteeism and attitudes of the workers.

CHAPTER TEN

SUMMARY, CONCLUSIONS AND SUGGESTIONS

It is the final chapter of the study presenting summary, main findings and suggestions.

QUESTIONNAIRE

AND

BIBLIOGRAPHY