CHAPTER 6

MAJOR SUMMARY OF FINDINGS AND SUGGESTION

6.1 Introduction

The sixth chapter and final chapter is described as the critical examination of the interpretation of the study in order to draw logical conclusion. The outcome has its bearing on the hypothesis which is tested positive or negative, based on conclusion; the suggestion and recommendation have been formulated.

6.2 Major Summary

Indian Railways are one of the biggest public sectors in the country and its employee more than 13 laks of people under different categories. It has separate department to deal with the employees’ problems and tries to manage them effectively. From the very beginning of the industrial venture labour has been an important factor of production. This study is devoted to the labour welfare amenities in Indian Railways. Labour welfare has acquired an important place in the modern commercial world. Labour welfare is a comprehensive term including various services, benefits and facilities offered to labour by the organization. Through such generous fringe benefits and welfare amenities the enterprise makes the life worth living for extended in addition to normal wages and other economic rewards available to employees as per the legal provisions.

There is no gainsaying the fact that the workers performance depends upon his physical and mental capabilities which in turn, depends on various significant factors like working and living condition level of education, health, hygiene and sanitation.
The Railways also have done a lot in respect of providing welfare facilities for their employees. The Indian Railways being the largest public sector enterprises have to bring about cordial relations with their employees providing them an ever-increasing opportunity to live a richer varied and meaningful life. Indian Railway or any Railway is being run on Commercial basis. Since being a government undertaking it is the moral duties of the government to fulfill social obligation towards its employees in order to have a good human relations between the employees and the employer. The social obligations are known as labour welfare.

Indian Railway’s welfare schemes cover a wide spectrum of activities in areas of education, Medicare, housing, sports, recreation and catering. The different employees’ benefits and services introduced in Indian Railway can be categorized under these groups such as Provision of Housing Amenities, Medical & Health Facilities, Welfare Benefits, Provision of Canteen Facilities, Educational Assistance, Provision of Recreational Activity and Retirement & Old Age Benefits.

6.3 Major Findings

The study has conducted to make analysis the impact of “Labour Welfare Measures in Indian Railways” which involved the study on statutory and non statutory welfare measures provided by the Indian Railways and other information pertaining to the Labour Welfare facilities, Fringe Benefits and Job Satisfaction for this a Questionnaire was administered to the respondents comprising are 500 employees of the Indian Railways. The collected data has been tabulated and analyzed on evaluation of the primary data which collected from the respondents. The hypotheses constructed have been tested by means of the survey conducted to elicit the perception of the employees of Indian Railways.
Statistical tools have been applied to the analysis of hypothesis specific information collected from the respondents of survey. The findings and inferences drawn from the data analysis lead this study.

The analysis of data obtained reveals that:

- 69.6% of the respondents are male and the rest 30.4% are female.

- 27.6% of the respondents their age come under the category of below 35 Years, 38.2% of the respondents falls under 36-45 Yrs and 34.2% of the respondents come under the category of above 46 Years.

- 32.6% of the respondents their designation come under the category of official post, 38.6% of the respondents falls under technical post and 28.8% of the respondents come under the category of clerical post in Indian Railways.

- 27% of the respondents come under the category of below 10 Yrs, 38.4% of the respondents falls under 11-20 Yrs and 34.6% of the respondents come under the category of above 21 Yrs of experience in Indian Railways.

- 22.2% of the respondents come under the category of less than 10000/-, 35.8% of the respondents falls under 10000-25000/- and 42% of the respondents come under the category of above 25000/- of personal income of Railways employees.

**Test of Hypotheses**

To determine whether each of the hypotheses of this study is null or applicable, the means of responses to question in the group of particular hypotheses have been worked out.
Chapter Six

Hypothesis 1

For verification of above data researcher has apply Z-test at 5% significant tabulated value.

From the above test it is clear that significance value is 0.001 which is less than 0.05, so it means null hypothesis is rejected at the 0.05 significance level.

From the Table 5.15, tabulated value of Z for 499 df at 5% level of significance for two-tailed test is 1.96. Since calculated value is much greater than the tabulated value it is highly significant. Hence we reject the null hypothesis and conclude that “Labour Welfare Measures in Indian Railways are effective” is accepted.

That H₀ is rejected and the research hypothesis is accepted “Labour Welfare Measures in Indian Railways are effective”.

Hypothesis 2

For verification of above data researcher has apply Z-test at 5% significant tabulated value.

From the above test it is clear that significance value is 0.001 which is less than static significance level ($\alpha$) which is 0.05, so it means null hypothesis is rejected at the 0.05 significance level.

From the table 5.17 it is clear that tabulated value of Z for 499 df at 5% level of significance for two-tailed test is 1.96. Since calculated value of Z is greater than the tabulated value it is significant. Hence H₀ is rejected at 5% level of significance.
That $H_0$ is rejected and the research hypothesis is accepted “There is overall satisfaction of the Indian Railways employees towards various Fringe Benefits”.

**Hypothesis 3**

For verification of above data researcher has apply Z-test at 5% significant table value.

From the above test it is clear that significance value is 0.001 which is less than static significance level ($\alpha$) which is 0.05, so it means null hypothesis is rejected at the 0.05 significance level.

From the above table 5.19 it is clear that tabulated value of $Z$ for 499 df at 5% level of significance for two-tailed test is 1.96. Since calculated value of $Z$ is greater than the tabulated value it is significant at 5% level of significance.

That $H_0$ is rejected and the research hypothesis is accepted “Human resource policies regarding Job satisfaction are effective in Indian Railways”.

**Hypothesis 4**

For verification of above data researcher has apply One way ANOVA at 5% significant tabulated value.

From the above test it is clear that significance value is ($P=0.386>0.05$, $P=0.739>0.05$, $P=0.328>0.05$) which is greater 0.05, so it means null hypothesis is accepted at the 0.05 significance level. This means that there is a no significant difference between the mean score of effectiveness of labour welfare measures, satisfaction of fringe benefits and job satisfaction with consideration of experience.
categories. As seen, because of \((F=0.953 \text{ and } P=0.386>0.05), (F=0.302 \text{ and } P=0.328>0.05), (F=1.116 \text{ and } P=0.328>0.05)\).

Hence we concluded that there is no significant difference between the mean score of effectiveness of labour welfare measures, satisfaction of fringe benefits and job satisfaction with consideration of experience categories.

**Hypothesis 5**

For verification of above data researcher has apply One way ANOVA at 5% significant tabulated value.

From the above test it is clear that significance value is \((P=0.00<0.05)\), which is less than 0.05, so it means null hypothesis is rejected at the 0.05 significance level. This means that there is a significant difference between the mean score of effectiveness of labour welfare measures with consideration of designation category.

While on other variable as seen \((P=0.454>0.05, P=0.278>0.05)\) which is greater 0.05, so it means null hypothesis is accepted at the 0.05 significance level. This means that there is a no significant difference between the mean score of satisfaction of fringe benefits and job satisfaction with consideration of designation categories.

As seen, because of \((F=0.790 \text{ and } P=0.454>0.05), (F=1.283 \text{ and } P=0.278>0.05)\).

There is no significant difference between the mean score of satisfaction of fringe benefits and job satisfaction with consideration of designation categories.
6.4 Suggestions and Recommendation

In the light of above survey, a big scope of improvement can be assessed, on the basis of which the researcher would like to make the following suggestions and recommendation to improve the quality of labour welfare in Indian Railways.

- Only 42% of the Railway staff are provided with quarters, reflect a vast dearth of housing facilities. The Railway Administration should encourage the formation of Co-operative Housing Societies for Railway men wherever and whenever possible in order to solve the problem of housing accommodation. The Railway Ministry must think that of other means and sources to be explored and exploited in such away, so that more construction can be done, for e.g. availability cheep loan at subsidized rate of interest. For this purpose more fund need to be allocated.

- On the basis of above findings, it is learnt that the number of Railways hospital and the number of beds are not adequate for meeting the medical requirement of Railway Workers. The amount of money allocated for the purpose is not sufficient even for life saving drugs, equipments and machines. There is a need to further improve these facilities by way of having modern equipments in the hospital and clinics, by providing quality medicine in these hospitals and clinic of Indian Railways. Numbers of health units in Indian Railways can also be further increased and medical expenses for taking treatment from outside (not from Railway hospital) should be provided with reimbursement under certain circumstances, can go for Health Insurance schemes ties with health Insurance companies and Government Hospitals.
• Sufficient Numbers of Doctors should be made available at the Railways hospitals and of course medical shops should be set up in the Hospital premises so that any urgent requirement can be met.

• On the basis of above findings that Railways employees are not fully satisfied with the Training and Development programmes which are provided by the Indian Railways, therefore Railways administration should more pay attention on this aspect to develop the capabilities of Railways employees through various Training Programmes through workshops, seminars, etc; employees can be made to participate in orientation programmes and regular courses. The trainers need to be well trained first. They should also be given training classes. It can also be done by sending them abroad especially to develop nations where Railway sector is excelling than others.

• Railways employees are not fully satisfied with the motivation with employees’ counseling, so that Indian Railways management should more focus on employees’ counseling, this will create willingness to work and will increase the productivity of Railways.

• Most of the Staff of Indian Railways are also not fully satisfied with the salary packages, therefore Railways administration should throw light on this aspect because the salary increment for employees will increase the employee satisfaction and which in turn increase the employee morale.

• The Indian Railways have the grievance handling system so that they can increase the employee satisfaction. Management should try to retain the employees’ by proper redressals of the complains and grievances of the
employees, awarding extra for the employees doing extra or putting extra affords and Improving the working condition and by overlooking the relations of superiors and juniors.

- The Indian Railways should more focuses on Human Resources Development Programme for enhancing the competitiveness of the Railways organizations in the context of internal and external changes in the environment. In addition to in-house training, Railway men should be provided specialized training in other knowledge and skills by acquiring higher educational qualification in the specified areas relevant to their work by granting incentives to them. Efforts should be made to improve the basic infrastructure for training to provide structured training programme in improved learning environment.

- Indian Railways should design and formulate transfer policy so that transfer is not used as a tool of punishment of workers especially union leader of the corporation and social activities who participate in the programmes which are beneficial for welfare of employee of the corporation. Transfer policy should be need based for effective operation of Indian Railways.

- Indian Railway is the largest employer in the country with 13, 86,011 employees of which 87,921 are women employees as on March 31, 2009 this numbers is considerably low. As a model employer, Railways should lay due emphasis on Staff Welfare and various schemes in this. In order to attracts and promote more female candidates welfare, development and empowerment of women employees as well as women family members of the employees should be a thrust area in the staff welfare. The women employees in the corporation need special attention with regard to education, training, promotion, transfer and medical
benefits. Better facilities would encourage more females as to apply to the
vacancies in Indian Railways.

- The Indian Railways should also pay attention on most importantly Staff
  Benefits Fund because this fund is to be mainly utilized for education of staff
  and their children, grant for scholarships for technical and higher education,
  recreational and amusement of the staff and their children, grant to Railway
  institutions& club, sports and other tournaments, relief distress among the
  Railway employees, etc.

- There are number of canteens which are highly subsidized. To further improve
  this facility it is suggested that the capacity of the existing canteen should be
  increased. The hygienic conditions prevailing at the canteen needs
  improvements. Cooking equipment like electronic oven and gas oven should be
  installed; better hygienic dish washing machine, floor cleaning machine etc.
  should be arranged. The president of the canteen committee should constantly
  watch the customers’ needs and introduce reforms in consultation with the
  canteen committee, which would make the canteen more attractive and useful.

- Educational facilities provided by the Railways are generally confined to
  Primary, Middle and High and Higher Secondary Standards. The Railways do
  not normally enter into the field of college and Technical education. For this
  Railways management should extend the coverage of educational facilities in
  light of Higher and vocational training. Tailor courses especially designed for
  railways may be introduced which may include their promotion and
  development aspect of workers.
• Teaching and learning process in special schools for Indian Railways children must be unorthodox, fully participative and communicative. Selection of teachers with right aptitude, interest and commitment to the programme and arranging their training which is participative and communicative for evaluation of learning outcome is immediately required. Curriculums needs be updated and designated in such a way that it meets the dynamic requirement of today’s world.

• The most striking finding of the study is that the Indian Railways is found to be biased in its approach toward implementation of welfare measures in different zones/regions differently. The Indian Railways should have balanced approach in this regards. Equal and due opportunity should be accorded to the employees of the corporation irrespective of the zonal and regional basis.

• There should be evaluation of the physical and financial performance of the Railways during the Annual plans. This would include assessment of various policy initiative undertake with regard to development of Rail network, optimal utilization of transport capacity, improvement in quality of services, technological upgradation and modernization of Rail infrastructure. This will help to improve the working condition and in turn to enhance the productivity and efficiency of labourers of Indian Railways.

• Indian Railways must also participate in securing the futures of the employees. This can be done through promotion of individuals as well as Group Insurance for employees. Indian Railways can tie up with the L.I.C for individual insurance at low premium and other benefits. Various insurance schemes could
be particularly designed for the Railway workers keeping in view the risk and hurdles faced by them.

- Promotion in Indian Railways generally takes place on the seniority and qualification basis. Sometime it is due to political influence and personal favors of bosses which creates despondency and desperation among the workers affecting their performance. Definite policy as regards promotion should be made without any bias or prejudice. The corporation should create more avenues of promotion of all the categories of the employees and organization should follow an incentive policy for employees. The promotional avenues, transfers, training and other welfare measures should be merit based for zones and regions with large numbers of fleets and employees should be given priority in dispensation of these amenities.

- The growth of recreational activities should be encouraged. Sport clubs aim being to induce the greatest number of railway servants to participate in healthy physical exercises, rather than to encourage individual prowess directed only to record-breaking. A children's park should be provided in all railway colonies where there is a demand and where there are good prospects of the facilities being availed of by the children of the railway servants.

- There should also be a provision in the Institute Rules for the use of the premises by ladies as sewing and knitting centers in Indian Railways. This aspect of Institutes activities should be actively promoted.

- It is pointed out that the Railways have been disappointing the public load at the charge of their own employees. Hence, it maybe suggested that, the Railway
may reduce the cost of social burden and ask the Government to subsidies the social cost.

- Workers participation in decision affecting their interest can be improved by ways taking in confidence majority workers prior to decision, making them aware with all the essential details of a decision going to be taken and employees should be given proper training and development programmes.

- Railways administration should also adopt a “suggestion system”; under this system the employees are encouraged by the office manager to provide constructive and practical ideas to improve the working of the enterprise. If the suggestions are accepted by the management, the employees receive cash rewards or other forms of financial reward. Generally, these suggestions may include ways to save time, to reduce waste, to improve quality, or to simplify procedures. Suggestion system has motivational effect because they give the employees a sense of satisfaction of having contributed something worthwhile for the progress of the organization.

6.4 Direction for Future Study

The following areas have been identified for further study on Labour Welfare in Indian Railways:

- The study can be done by considering some other factors to measure the employees’ satisfaction level.

- This study can be used to measure the impact of labour welfare amenities on moral of employee.

- This study can also be extended to the other departments like industrial relation of the Indian Railways.
BIBLIOGRAPHY

A. BOOKS

- Dr. Panduranga Rao “Trends in Indian Transport System”, published by Inter-India Publication.


Joshi, N.M (1927) “Trade Union Movement in India”.


Mahatma Gandhi (1931) “Young India” 2nd April.


Panindikar, J.H (1933) “Industrial Labour in India”.


Richardson, J.H (1954) “Industrial Relation in Great Britain”.


B. Research Papers and Articles


Raghuram (1977) “Training for Productivity in Indian Railways, Published by Journal of Indian Railways, Indian Railways Board, New Delhi.
Bibliography


290


Project on “Labour Welfare on Verka Milk Plant”, Mohali.

Proud “Welfare Wok”.


Shilpa Bichitra (2003) “Indian Railway: Glorious 150 Years”.

Bibliography


- Thompson, L. and J. Fraser (1993) “Infrastructure Notes: World Bank’ Railway Database”.


C. Reports and Committee

- Acworth Committee Report, 1920.

- Administration Report of the Railways, in India for the calendar year 1904.

- Annual Reports and Accounts of Indian Railways 2008-2009.

- Asian Development Bank (2002) Report and Recommendations of the President to the Board of Directors on a proposed loan and technical assistance grant to India for the Railway sector improvement project, Asian Development Bank, Manila.


- Economic Survey.


Indian Railway Establishment Manual (Volume - II), chapter 23.

Indian Railway Establishment Manual Volume – II, Chapter XXIII Co-Operative Credit Societies/Banks.

Indian Railways Establishment code (volume no. 1), chapter8.


Indian Railways Year Book 2008-2009.

IRWO, Indian Railway Welfare Organization.

Labour Investigation Committee Main Report.


Manual of Labour Welfare Organization, format: PDF

Master Circular No. 4, Staff Benefit Fund, Master Circular No. 4 - Detail of the Letter / Codal / Manual. Developed by West Central Railway.

Memorandum submitted by the Railways Board to the Royal commission on Labour in India in 1930.


Rail Budget, Minister for Railways Ms. Mamata Banerjee on Wednesday, Feb 24 proposed a new scheme of 'House for All' railway employees in next 10 years, paragraph Staff Welfare, 2010 Feb 24, New Delhi.

Railway Establishment Rules 3, chapter 11, Staff Welfare.


Report of Railway Accident Inquiry Committee, part 1, Ministry of Railway Government Of India, New Delhi.


Second Five-Year Plan.


Standing Committee on Railways 2004–05, 14th Lok Sabha.

The Organization is a Society registered on 25.9.1989 under the Societies Registration Act XXI of 1860 (Punjab Amendment Act 1957).

The Payment of Gratuity Act, 1972


The Sixth Five-Year Plan.

The Third Five Year Plan.


Under article 346 (3) - item 25 of list 3 Concurrent List, Seventh Schedule.

Workmen’s Compensation Act, 1926.

D. Thesis


E. Newspapers


F. Business Dailies

- India Today, New Delhi.
- Outlook, New Delhi.
- The Economics Times, New Delhi.
- The Financial Times, New Delhi.
- The Hindu, New Delhi.
- The Hindustan Times, New Delhi.
- The Times of India, New Delhi.

G. Websites

- http://web.archive.org
- http://www.analystnotes.com
- http://www.articlesbase.com
- http://www.docstoc.com
- http://www.education.nic.in
Bibliography

- http://www.gazhoo.com
- http://www.glossary.itilocus.com
- http://www.iloveindia.com
- http://www.indianetzone.com
- http://www.indianetzone.com
- http://www.indianrail.gov.in
- http://www.irastimes.org
- http://www.irwo.in
- http://www.mapsofindia.com
- http://www.microchsm.net
- http://www.paul-timely.net
- http://www.pib.nic.in
- http://www.planningcommission.nic.in
- http://www.sagepublications.com
- http://www.scribd.com
- http://www.tesionline.com
- http://www.wilipedia.org
- https://www.cia.gov