CHAPTER 7

DISCUSSION, SUMMARY AND CONCLUSION

Introduction:

In the previous chapter, analysis of the data collected through the questionnaire is made use in the statistical tools. The major findings of the analysis are categorized under two heads as related to workers and related to management. The details of the findings are listed under,

7.1: Major findings

7.1.1: Workers

1. A large majority (81.5%) of the workers did not know the term ‘compliance’ and majority (81.9%) of them had undergone induction programme.

2. It was found that 97.5% of respondents indicated that they were interested in overtime and most of the facilities were enjoyed by them due to overtime.

3. Majority of the sample (68.3%) indicated that they did not get appointment letter while joining, not aware of minimum wages (89%) and well aware about bonus facilities (100%).

4. Most of the facilities were on par and scheduled as other industries.

5. Majority of the workers Current monthly wages were between Rs. 5001 – 9000 (80.6%).

6. Majority (95.3%) of the workers did not have awareness regarding number of paid leave eligible per year and there was no awareness about minimum wages prescribed by the govt. with (79.4%).

7. Majority of the workers indicated that there was no worker union (93.0%), 88.4% of the respondents indicated lack of union affiliation. However, all of them agreed that Actions on complaints raised during committee meetings have been taken and all the committees of work place existed to the extent of 100%.
8. A large majority (83.7%) of the respondents indicated that workers representatives’ selection is by workers themselves.

9. All the respondents agreed that committee meetings held regularly and there existed grievance redressal system and majority (93.0%) of them indicated that through complaint box they addressed their grievance.

10. Majority of the respondents (86.7%) agreed that Verbal harassment by supervisors existed.

11. The greater part of the respondents opined that they didn’t have fixed targets (93.0%) and 97.7% of them indicated that they were warnings if targets were not achieved.

12. A large majority of them indicated (97.7%) that they leave the company at their will and there existed defined disciplinary system (97.7%).

13. All the facilities related to health and safety was addressed 100% including no restriction to use bathroom facilities.

14. Most of crèche and canteen facilities were maintained except for Restrictions to workers to leave the child in crèche (79.1%).

15. Majority of the workers (94.6) mentioned that they were not satisfied with the hygiene conditions of canteen.

16. All the respondents agreed that Adequate measures towards complying to applicable environment laws, Environment Management system, company has a system to bring to the notice of the community in case of environmental emergency, and

17. Majority of them indicated Social initiatives for the community (72.1%), Community initiatives on education (79.1%). Community initiatives on Infrastructure (74.4%) and Community initiatives on Sustainable livelihood (72.1%).
7.1.2: Management

1. All the managers were aware of the term compliance and induction programme

2. Majority of them indicated (95.3%) workers over time performance, 95.3% of them indicated compensation of overtime and provision of 7th day rest (100%) and other benefits to the maximum extent.

3. Majority (95.3%) of them indicated that workers do not have Awareness on number of paid leave eligible per year.

4. 93.0% of them indicated there was no worker union, 88.4% of them indicated there was no union affiliation to any political party, and all of them agreed that Actions on complaints raised during committee meetings.

5. All the committees existed in the industries as opined by managers.

6. Majority of them indicated that worker’s representative’s selection is done by workers (83.7%).

7. All the managers indicated existence of Grievance Redressal system and complaint box was the major option exercised by workers (93.0%).

8. Majority of the managers indicated that there were no fixed targets (93.0%), 97.7% of them indicated no warning was given if target was not reached,

9. Majority of them indicated that workers leave the company at their will (97.7%), and 97.7% of them agreed that there existed defined disciplinary system.

10. All the facilities related to health and safety was addressed 100% including no restriction to use bathroom facilities.

11. Most of crèche and canteen facilities were maintained except for Restrictions to workers to leave the child in crèche (79.1%).

12. Quality of food (95.3%) and Facilities (83.7%) provided in crèche were opined as ‘good’ by majority of the managers.

13. All the managers agreed that Adequate measures towards complying to applicable environment laws, Environment Management system, company has a system to bring to the notice of the community in case of environmental emergency.
14. Majority of them indicated Social initiatives for the community (72.1%), Community initiatives on education (79.1%), Community initiatives on Infrastructure (74.4%) and Community initiatives on Sustainable livelihood (72.1%).

7.2: Verification of the hypotheses

**H1 Knowledge and awareness of ‘compliance’ and related issues among workers is low.**

H1 stated as ‘Knowledge and awareness of ‘compliance’ and related issues among workers is low’ is partially accepted. As far as the knowledge is considered only 16.5% of the selected workers knew about compliance. However, regarding few issues of compliance like working hours, wages and other benefits they were quite aware of it.

When this study reviewed, the researcher was not able to find any suitable information on garment workers specifically. Few of the studies done on garment workers and others are in accordance with the present study.

Studies indicated that in this occupation they are quite overcrowded with partial workspaces, causing work-related risk such as musculoskeletal disorders and infectious illness. wounds, sufferers, disablement and deceases from fire and structure fall down are recurrent in the RMG sector (Majumder, 1998). The lack of labour standards supervising method and ineffective building codes, poor enforcement and outdated labour laws, and being deficient in the knowledge of labour rights among the employees.

Working environment in the Garment sector often go against global industry standards, and Code of Conduct (Qudus & Uddin, 1993; Dasgupta, 2002). Employment strategy is highly casual in comparison to western standards and there are no printed official agreement and selection letters. They are therefore helpless in loss of their employment at any point of time. However, fright of being jobless and lack of optional employment force labours to goahead in substandard roles. (Bansari, 2010).
H2 The implementation of “Compliance” of Indian labour welfare acts in Indian Garment Industry is not up to the mark.

H2 stated as The implementation of “Compliance” of Indian labour welfare acts in Indian Garment Industry is not up to the mark is partially accepted. Following are the reasons to partially accept the hypothesis. Majority of the sample (68.3%) indicated that they did not get appointment letter while joining, not aware of minimum wages (89%) and well aware about bonus facilities (100%). Majority of the workers monthly wages were between Rs. 5001 – 9000(80.6%). Majority (95.3%) of the workers did not have awareness regarding number of paid leave eligible per year and there was no awareness about minimum wages prescribed by the govt. with (79.4%). Majority of the workers indicated that there was no worker union (93.0%), 88.4% of the respondents indicated lack of union affiliation. However, all of them agreed that Actions on complaints raised during committee meetings have been taken and all the committees of work place existed to the extent of 100%.

Alam (2004) indicated that constant employment agenda, salary fine, physical and oral exploitation are widespread. Feminine workers face physical violence and sexual nuisance within and beyond the industrial unit, but there is no assurance for protection for women workers in the organization. Alam (2004) recommends rigid actions with execution and supervision by the government agency that could overcome work place exploitation among garment employees in Bangladesh.

H3 The performance of the Industry in terms of Social, Environmental and Community goals of the Organization in Indian Garment Industry is unsatisfactory.

H3 stated as ‘The act of the Industry in terms of Social, ecological and Community goals of the Organization in Indian Garment Industry is unsatisfactory’ is rejected as we find that the responses from workers was more positive towards the issues rather than negative. All the facilities related to health and safety was addressed 100% including no restriction to use bathroom facilities. Most of crèche and canteen facilities were maintained except for Restrictions to workers to leave the child in crèche (79.1%). Majority of the workers (94.6) mentioned that they were not satisfied with the hygiene conditions of canteen. All the respondents agreed that Adequate
measures towards complying to applicable environment laws, Environment Management system, company has a system to bring to the notice of the community in case of environmental emergency, and Majority of them indicated Social initiatives for the community (72.1%), Community initiatives on education (79.1%), Community initiatives on Infrastructure (74.4%) and Community initiatives on Sustainable livelihood (72.1%).

**H4 The functioning of the works committee in Garment industry is unsatisfactory.**

H4 stated as ‘The functioning of the works committee in Garment industry is unsatisfactory’ is partially accepted due to the following. Majority of the management staff indicated that there was no worker union (93.0%), 88.4% of the respondents indicated lack of union affiliation. However, all of them agreed that Actions on complaints raised during committee meetings have been taken and all the committees of work place existed to the extent of 100%. A large majority (83.7%) of the respondents indicated that workers representatives’ selection is by workers themselves. All the respondents agreed that committee meetings held regularly and there existed grievance redressal system and majority (93.0%) of them indicated that through complaint box they addressed their grievance.

Most of the workers indicated that there was no worker union (86.7%), Majority (98.1%) of the respondents indicated unaware of union affiliation. Actions on complaints raised during committee meetings have been taken and all the committees of work place existed (52.9%) most (44.8%) of the worker respondents indicated that workers representatives’ selection are unaware (45.0%) indicated that through welfare officer they addressed their grievance.

**H5 Workers and managers differ in their perception on ‘compliance’ and effective compliance.**

H5 stated as Workers and managers differ in their perception on ‘compliance’ and effective compliance is accepted as managers were many times gave 100% positive responses compared to workers who were not 100% positive about various issues. Only in few selected issues 100% agreement was observed between workers and managers. For example the researcher observed that all the managers agreed that adequate measures towards complying to applicable environment laws, Environment
Management system, company has a system to bring to the notice of the community in case of environmental emergency. Majority of them indicated Social initiatives for the community (72.1%), Community initiatives on education (79.1%), Community initiatives on Infrastructure (74.4%) and Community initiatives on Sustainable livelihood (72.1%). However, this much of congruence was not seen workers responses.

7.3: SOCIAL AUDIT: FUTURE PERSPECTIVE

1. The Nature of Social Audit

Social review may be viewed as being at the great end of the range of review capacities. Throughout the hundreds of years, review capacities have developed and advanced beginning from the most antiquated kind which may be called watchfulness review which was concerned principally with the identification of cheats. At that point came, in pretty much sequential request, normality review, appropriateness review, esteem for cash review, execution review and finally social review. We may respect the last three of these review capacities as speaking to economy, effectiveness and viability review. To the extent State Audit is concerned, in worth for cash review and execution review, it analyzes ranges inner to government offices. In social review, it goes past these zones and inspects the effect of particular legislative exercises on specific segments of the general public which are in contact with the administration offices.

2. Social Obligations and Social Welfare Programs

In a welfare State, the legislature has an aggregate commitment for the prosperity of the individuals. This is made an interpretation of in pragmatic terms into a sympathy toward the change of the "personal satisfaction" through enhancing ways of life, wellbeing, instruction, procuring limit and so forth for the individuals. While every individual social welfare system has its particular objectives, it ought to likewise guarantee that it doesn't come in the method for the Government's endeavors in different ranges.

The manifestations of social issues which must be handled through a project and its cause quite often exist at a few levels for instance, at the first level the issue's side
effect may be high frequency of disease and its cause may be absence of satisfactory living space, sterile offices and so forth. At the second level, the indication to be handled is definitely the reason at the first level, to be specific insufficient living space and so forth and its cause may be deficient pay level in the families concerned. At the third level, the indication to be handled will be deficient salary level and its cause may be an absence of training and preparing which keep the leader of the family from acquiring and holding an occupation fit for giving sufficient family pay. Aside from such vertical manifestation cause relationship, there are parallel linkages, for example, natural contamination, nature of water supply, accessibility of nutritious sustenance and so forth. No social welfare projects can hence succeed in segregation however can do as such just as a piece of an aggregate bundle of welfare exercises embraced by the administration emerging from its sympathy toward enhancing the personal satisfaction of the individual

4. Issues Faced by Social Audit.

The issues confronted by the social examiner are mostly he could call his own making and incompletely outside his ability to control. It ought to never be overlooked by him that social welfare projects are proposed to realize social changes. Insignificant estimation of inputs or yields can't meet the requests of successful social review. A social reviewer ought to have an exceptionally positive methodology. For instance, he can't scrutinize a sustenance program in a view that it doesn't congregate the dietary norms lay down by the World Health Organization. Regularly it might even be not competent to legitimize feedback of non-accomplishment of targets set down in the system. He needs to take a gander at the positive social changes realized and at times their expenses. At the point when investigating setbacks and non accomplishments, he needs to consider the endeavors of occasions past the limit of the project all of which the planners of the system might not have been in a position to visualize and take into consideration the practitioners to manage. This basically is the motivation behind why it is hard to set up a social review report which will be reasonable to the general public, the practitioners of the system and to its planners.

The social inspector needs to face a few issues which are outside his ability to control. Not all social welfare projects are all around outlined or taking into account legitimate suppositions. A few projects don't assault the issues at the first level of side effect
cause relationship, however at remoter levels as are bound to make just direct progress. Others overlook the requirement for a bundle of projects to all the while assault a mixture of related unacceptable social circumstances. For example, a project for the change of provincial wellbeing must be a piece of a very much outlined undertaking containing a few individual projects managing the related issues of rustic lodging, country water supply, instruction, sustenance, country contamination, country exchange and businesses for era of salary and so on. What’s more, when a system is all around outlined, it doesn’t make the social evaluator’s assignment any less demanding on the grounds that, in setting up the social review write about a project, he has likewise to consider how the related projects are advancing.

Maybe the most genuine trouble confronted by the social evaluator is the nonappearance of an effectively thought out data framework as an integral part of a social welfare program. Government offices which outline programs frequently submit the blunder of depending on conventional government frameworks of data, for example, government records and government strategies for reporting for passing on a photo of how a system is advancing. This sort of murky and deficient framework does not help them to take stock, accelerate, ease off or apply remedial measures as and when needed. Regardless, the framework can give no data on the social changes accomplished nor on how other related projects have influenced a system. Consequently a central desert in the outline of most social welfare projects is the way that they don’t accommodate the estimation or appraisal of the social changes, that is to say, they don’t accommodate an inner assessment hardware, regarding men and philosophy, for assessment of the effect created by the projects. No place else as much as in social review is the principal truth more evident that where an actualizing organization does not itself have the methods and procedure to survey execution, no beneficial review should be possible.

Aside from these issues of a general kind, individual projects represent their own particular issues to the social inspector. To give a sample, a project for vaccination of an area of the individuals against an illness by inoculation may demonstrate quantifiable impact just quite a while after it is actualized. In like manner, a system of grown-up proficiency in provincial ranges can’t be assessed genuinely unless data is accessible on the movement of taught villagers to urban zones. Each social welfare
project will display some such unique element whose import must be completely gotten a handle on by the social reviewer.

Social review of open utilities and open endeavors faces its own issues the most essential of which is again a solid data framework. Utilities keep up nitty gritty records of what they do however barely any of how their working impacts society. They have records of administrations offered however barely any of administrations cannot. Indeed, even where such records are kept up they don't give a complete picture. Case in point, a phone organization may keep up records of what number of individuals requisitioned a phone association and what number of uses couldn't be followed. In any case, they can't and don't keep any record of what number of individuals who wished to have a phone did not even take the inconvenience of giving an application realizing that they were unrealistic to get a snappy reaction.

The idea of social bookkeeping, which is quickly clarified in this way, scarcely exists— even in mechanically propelled nations. Without such a bookkeeping framework, social review can get to be, unless the examiner arranges his work with the best care a straight forward economy or proficiency review (http://www.cengage.com/resource_uploads/downloads/1439042314_215907.pdf)

7.3.1 Conclusion on Integrated Social Audit

The idea of coordinated social review does not only develop evenly in the feeling of reaching out to fringe occasions which encroach on the social welfare movement under assessment. In a perfect world, the social evaluator ought to be related at the season of system outline so that, with his experience and field experience, he may prescribe the proper technique to assess the social changes and the apparatus as far as staff and assets to screen them. He may have the capacity to call attention to fringe components which may contort the system or its assessment. He may help in making a projection of the advantage to cost proportion and give important exhortation on to what extent to proceed with the inputs and when to switch methodology. As it were, the perfect social review will begin with a preaudit of the project archive and outline.

This is a long ways from what should be possible by and by today. The troubles which confront social review will seem, by all accounts, to be inconceivable and numerous a State Audit Organization is deflected by them and don't attempt any
advantageous social review. Truth be told, then again, social review is a promptly result situated practice and even a report arranged likely and with an absence of confidence will have something to contribute. The primary trouble, as has been highlighted before, is the non-presence of proper social bookkeeping and reporting frameworks or even a simple arrangement of assessment of the social changes made. Why not then make this the essential point of the first endeavor at social review by looking at various projects from the perspective of an absence of observing and assessment apparatus and strategy? This without a doubt is a straight forward method for picking up adequacy for social review as an essential device in the administration of national issues (http://www.asosai.org/asosai/journal1988/social_audit_and_its_relevance.htm).

7.4: Improving social review

Approaches to make social reviews more powerful and effective (Sushmitha, 2013):

i. While directing a social review, it is obliged that the reason for existing is obviously characterized.

ii. The partners ought to be legitimately recognized.

iii. A note ought to be made of whether minimized social gatherings, which are typically prohibited, have a say on nearby advancement issues and exercises and have their perspectives on the genuine execution of neighborhood chose bodies.

iv. The examiner must get data from solid sources. After the acquaintance of Right with Information Act in 2005, the assignment of getting insights and other data from the administration offices had turn into a ton less demanding than some time recently.

v. The execution pointers embraced by the general public everywhere ought to be taken as guidelines with a specific end goal to judge the execution.

vi. Normal gatherings and subsequent meet-ups must occur keeping in mind the end goal to guarantee the coherence and viability of reviews.
vii. Fitting systems must be set up keeping in mind the end goal to recoup the cheated cash from the degenerate authorities.

viii. Substantive methods are obliged to be formulated rather than consistence systems to gage the execution.

ix. Order needs to be characterized for directing social reviews.

x. Outside Parties, for example, NGOs ought to be included in directing reviews.

7.5: Limitations of the study

1. The present study focuses only on Garment sector but there are several other industries badly in need of Social audit as Compliance factor.

2. The present study elucidates the responses from only worker and managerial staff, no attempt has been made to elicit the information from policy makers and legal fraternity.

3. The present study involved only questionnaire method which could be highly subjective.

4. Only Compliance has been studied thoroughly in this investigation, factors affecting Compliance has not been studied in detail.

5. The present study focused data from questionnaire; no qualitative analysis has been attempted.

6. No attempt has been made to study the quality of life, subjective well-being etc of the garment workers where most of them work temporarily.
7.6: Suggestions for further research

1. The study can be extended to IT/BT sector, health sector and other related fields.

2. In depth qualitative analysis for each of the factories could throw more light on adherence to Compliance.

3. The study can be extended to policy makers and legal fraternities to have a comprehensive idea regarding the topic studied.

4. Few of the issues like quality of life, subjective well being etc of garment workers could be interesting one.

5. A comparative study of Compliance across different industrial sector is much needed.

6. Comparisons could be made across export versus domestic segments of Garment industry where there is differential compliance factor.

7. Comparisons across medium and large scale sectors may bring new insight into social audit as Compliance factor.

7.7 Implication of Social Workers in Industry:

- Majority of workers are women workers, so the concentration is more on women workers.

- Works committee enhances empowering of women workers.

- Social work being an humanitarian based profession, needs to be focused on Socio-economic problems of women as they are majority in number in this industry.

- There is a need of Industrial social worker in such scenario.

- Social worker plays a vital role in policy making.

- Various committees play different roles in the betterment of the worker cadre.

- Counseling for the needy women garment workers when they are in stress or distress
7.8: CONCLUSION

This study has been done with the objective of knowing the awareness of competence among the workers in the garment industry and also to assess the performance in terms of social environment and the works committee performance. With certain hypotheses the study has been carried out and the findings have indicated that workers awareness to compliance is very low, the implementation of the compliance in the industry is notable, the social, environmental and community goal of the organization is reached to some extent. Further, the workers and the management are happy with functioning of works committee.

Social Audits comprises an organization’s appraisal of the extent to which it fulfills its social, economic, and environmental responsibilities towards it internal and external stakeholders including workers, employees, contractors, suppliers, and the community. Many industries adopt an objective, non-threatening and facilitative approach towards social auditing wherein the intent is not to find faults but to identify areas of improvement. Experts in this field should know how in labour and human rights issues, health and safety standards, local laws and international labour standards including the International Labor Organization (ILO) Core Conventions and the Universal Declaration of Human Rights, among others, along with Industry Best Practices.

The present study clearly brought out the fact that the selected garment industries adhered to most of the compliance rules, though not complete in nature. The major issue of worker union and working committee selection was not totally adhered to the compliance. The garment factories if they adhere to the total compliance, it would be beneficial both to the workers and management so that the progress of our country may be on a faster pace.