CHAPTER VI

HUMAN AND ENVIRONMENTAL CONDITIONS DETERMINING PRODUCTIVITY OF LABOURS
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Human beings occupy a key position in an industrial unit. Environment exercises an important impact on the employees and working conditions in an industrial unit. In every industry, labour forms the foundation for determining the level of productivity. The efficiency of labour is highly affected by various factors in which environmental conditions play equally important role.

1. Service Conditions:

Service conditions, in an industry, directly effect the productivity. This is true of the physical aspects of service conditions, such as heating, lighting, equipments, safety, devices, maintenance and clean work places. However, supervision— the nonphysical or human aspect of service conditions— is more difficult to manage and generally has caused trouble. Therefore, working conditions are directly concerned with productivity. If working conditions and environment are suitable to the workers, they can pay more attention in improving quality and quantity of production. In the same way, if service conditions are not better, then productivity will be adversely affected and employer and employee
may suffer a heavy monetary loss in future. In short, working conditions and environment occupy an important place in determining the level of productivity of an industrial unit.

2. Education:

The provision of educational facilities for workers and their children is a social service of great importance in India. Where illiteracy is widely prevalent, lack of education among the workers is at the root of many of the troubles for an industry. The need of education is specially urgent to achieve high level of productivity, when the process of industrialisation may involve the transfer of workers from one department to another and the acquisition of industrial skills and techniques. Without a good foundation of general education, training will be both difficult and expensive. There is at present a great shortage of skilled types of industrial workers in India, and only by concerted efforts on education and training deficiencies can be met. The removal of illiteracy and ability to acquire industrial skill, are not the only purpose of workers' education. Apart from the development of worker's cultural life and the raising
of their standard of living, they should know how to form their own organisations and take action for their own problems, including the provision of welfare facilities at their place of work. The workers are now taking more active part in the promotion and administration of welfare measures, but the efficient administration of welfare activities requires that the persons concerned should be educated. Therefore, workers' education is a favourable concept for increasing productivity in an industry through maximum use of their skill and education.

3. **Job Satisfaction:**

Job satisfaction means the work allotted to a labourer is according to his aptitude, interest and qualification. If a worker undertakes a job different from his psychological and mental capabilities, the productivity of the concerned industry will be adversely affected. One of the important causes of India's low-level of productivity is owed to dis-satisfaction of job among the workers. They are forced to continue their job inspite of having no satisfaction at all. When they are bound to remain in the job under such circumstances, it is very likely that they fail to devote adequate
leadership assignments. Workers at all levels need frequent refresher training.

Thus training of workers, in industry is an important tool for the development of desirable motives and attitudes on the part of both management and workers. Training serves as an important means for the development of effective work habits and methods of work and thereby improves level of productivity. Working organisations, therefore, offer various training and development courses, such as, apprenticeship, refresher, retraining, salesmanship etc.

5. Labour Movement:

Labour is the most active and mobile factor of production, which has got a very powerful influence on the rate of the growth of productivity of any industry. So far, this factor of production, labour is fully satisfied with the terms and conditions put up by the organisation, there maintains a mutual understanding between the two (labour and the employer), securing an optimum level of productivity. But once this understanding is disturbed, owing to employers' exploitation of the workers, then latter is bound to take anti-employee
steps, resulting in the form of labour-movement.

Labour movements directly affect the smooth functioning of an industry, checking its rate of productivity altogether. Through these labour movements, workers agitate for their causes, put up their demands before the management and try to fight for their rights. If the employers fail to satisfy the demands of the workers and are unable to check these labour movements in due time, the productivity is surely and certainly adversely affected.

6. **Indiscipline:**

Discipline refers to the presence law and order in any particular field of activity. It is the opposite of chaos, irregularity and disorder in human behaviour and action. Discipline serves as a basis for the successful operation of industrial organisation. These essentials form the core of industrial discipline which consists in attempting to eliminate such practices or personal habits as make for group inefficiency and seeking to replace them by those that make effective co-operation possible in the organisation. Thus discipline is a pre-requisite to the smooth functioning of an industry
Indiscipline among employees some time result in anti-social and anti-productivity activities. Works intentionally go on long absenteeism bringing adverse effect on the productivity. Some time indisciplined workers are motivated for strikes, as per decision of labour union. The level productivity automatically comes down effecting the national income indirectly. Thus, the adverse effects of indiscipline can never be overlooked.

**Retrenchment:**

Employers' defective policy of retrenchment also proves to be fatal cause of hindering the productivity of any industry. Sometimes, the really deserving and qualified workers become the subject of retrenchment due to employers' lack of foresightedness and wrong decision. Workers, through labour unions and labour movements, agitate for such wrong steps, taken by a employer, and for the time being production of the industry suffers bringing down the rate of productivity. Defective retrenchment policy offered by the employer gives rise to a continuous fear and fright in the minds of workers. They lose a sense of security, they become less attentive and alert to the work, allotted to them. They
fail to devote and dedicate themselves to their job, owing to the lingering fear of untimely and unthoughtful retrenchment policy of the employer. There goes on continuous tension and conflict in the mind of the workers, influencing the productivity of their industry.

8. **Promotion:**

Promotion of worker is an important factor for increasing productivity. Promotion policies of industrial unit effect directly the morale of the workers. Naturally then a worker who makes a better and more substantial contribution to the output deserves a better place in the organisation. If promotion depends upon merit, it will be the endeavour of everybody in the organisation to work for it. In the period of high morale workers participate in better way and productivity of industry increases. If workers are not encouraged by better promotion policies then productivity of the industry is adversely affected. Thus by providing better future to the workers by promotion, the target of higher productivity can be easily achieved.

9. **Industrial Relations:**

The human value in labour management relations is receiving greater and greater recognition. Second relations between employers and employees creates healthy atmosphere
in the industry and in such atmosphere. All factors of production can be utilized maximum and higher rate of productivity can be achieved. In the case of industrial disputes workers donot participate in productivity and productivity adversely effected. Good industrial relation between capital and labour encourages workers to give their better contribution in the productivity.

10. Technical Know-How:

The ability of an industrial worker to perform well on his job is of fundamental importance in productivity and this ability much depends upon technical know-how. Certain personal factors govern this prerequisite of higher productivity. Technical know-how includes knowledge and skill, knowledge is acquired through training education and interest on the part of the learner. That shows how important education is for higher productivity. Skill is affected by aptitude (one's capacity to learn a particular kind of work), personality as also by education, experience training etc. A person who is deficient in technical know-how is likely to be less productive than a person who is normal in these respects other things remaining equal. Therefore, a worker who has sufficient technical know-how can participate better in the field of production. Good management always
gives importance to technical know-how at the time of selection of an employee and provides training and other facilities for technical know-how when workers are appointed in the industry.

11. Motivation and Incentives:

The willingness of the employee to work for an industry is related to his productivity in an important way. The urge to work, is a complex phenomenon governed by several factors. The motivation and incentives of a worker, depend upon the organisation structure (formal as well as informal) leadership, need satisfaction and the influence of trade unions. Delegation and decentralisation of authority, participative management, promotion, wage-salary levels, incentives, merit rating, job evaluation, training and provision for two-way communication, are some of the features of the formal organisation which influence motivation. Likewise, the existence of groups, with higher productivity as their goal is likely to contribute to the organisational objectives, also influence motivation and incentive.

In emphasising the role of incentives and motivation and improving job performance and productivity, it must be noted that neither motivation nor ability can by itself
ensure high level of job performance. Worker in an industry may be very capable but if he is not motivated, he cannot perform well on his job. Likewise, a person may be highly motivated, but if he lacks the basic ability required for the job, he cannot do well. Thus, by providing incentives and motivation productivity of an industry may be effected.

12. Job Confirmation:

Another important human and environmental factor influencing productivity is job-confirmation policy of the industry. In the cotton textile industry in India workers are appointed on two basis, temporary and permanent basis. Workers employed on temporary basis have no job-security or guarantee for their work. Their services can terminated at any time within a short notice. Such workers feel in secure and fail to devote themselves whole heartedly to their work. Their efficiency of work also decreases and they take more time to complete the same work which they used to complete in comparatively lesser time. Consequently the level of productivity goes down.

13. Labour-welfare:

Any attempt to increase the productivity of efficiency of worker can bear fruit only if the workers are given the
right type of work environment and are provided with those basic amenities of life which have direct bearing on his physical efficiency. Thus, plan of labour welfare may be regarded as an important part of the schemes for rising productivity. Indian workers are living in low poverty line therefore they need more welfare facilities. If welfare facilities are not provided properly. Workers efficiency will be adversely affected. On the other hand, if workers are provided better welfare-facilities, they can dedicate and devote better in productivity scheme because they become free from their liabilities related to their basic requirements.

Labour productivity occupies a key position in the productivity of Cotton Textile Industry. Various factors determining labour productivity, need an over all review and research. If adequate work is done in this sphere, production can easily increased to a higher level.