

## A STUDY ON LABOUR WELFARE MEASURES AT TATA VIJAI SALES CORPORATION, CHENNAI

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**Abstract:** This project entitled “A STUDY ON LABOUR WELFARE MEASURES AT TATA VIJAI SALES CORPORATION” is intended to determine the whether labor’s are really satisfied with welfare measures available in the organization. Primarily the well defined objectives are framed according to the study then questionnaire is prepared based upon it directly. The prepared questionnaire is used to get the response from the employees. The response given by the labors are analyzed and interpret using different type of statistical method such as percentage analysis, weighted average method. Majority of respondents satisfied with transport facility, medical facility, canteen facility, water supply, distribution of work, festival advance etc.,

**Keywords:** labor, welfare measures, satisfied with welfare measures.

### INTRODUCTION

The efficiency of workers in the factory is directly linked with the congenial and homely atmosphere prevailing in the work place. The royal commission emphasizing on such facilities said” the provision of suitable washing facilities for employee are desirable and other facility must be desirable to all employees”.

In 1919 of the international labour organization was established to protect the welfare of the work populace the world over. And in the early part if the 20<sup>th</sup> century several acts were enacted to safeguard the workers interest.

### OBJECTIVES OF THE STUDY

#### Primary Objectives

To suggest suitable recommendation to improve employee welfare measures in Tata motors vijai Sales Corporation.

#### Secondary Objectives

- To gain the knowledge about the concept of “labour welfare”
- To know how this concept is related with HR.
- To know the constituents of labour welfare

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- To study the level of satisfaction of various employees welfare measures with special reference to social security in Tata motors vijai Sales Corporation.
- To study the employee welfare measures with respect to work environment factor, convince factor, work health factor, women and child welfare factor, work's education factor and outside welfare factor.

### **NEED FOR THE STUDY**

The 5m's of management man, machine, material, methods, and money, out of these resources manpower is an asset to the organization. It also called knowledge capital or knowledge resources. As the management guru peter f. drucker rightly says" knowledge is the only meaningful resource today" For access to other resources is no longer, limited. Capital flows freely across borders, seeking out the company that needs it. Technology is available to the CEO'S who cannot grow it- for the right price raw material is free to be transported across the globe. Information is also available to everyone. Today the human resources is very demanding and they look at jobs to test their own knowledge, organization are also realizing the important of people resources in this liberalized, globalize and privatized economy.

Labour welfare can be statistically proved is directly co-related to customer satisfaction. Every organization should determine whether the employees working are satisfied with the facility provided by organization. This is the need of the hour because satisfied employees will ensure satisfied customers.

In order to make them happy, feel satisfied and retain them, organization plan retention strategies. To make this possible one has to determine what the present employees perceived satisfaction used towards the labour welfare. The survey on employee satisfaction win help the organization to evaluate its return on investment on investment in the important area like labour welfare measures.

### **SCOPE OF THE STUDY**

The subject of "welfare facilities" is thus fairly wide and is not limited to any one country, one region, one industry or occupation. The scope welfare facility has been "described by writers and institutions of different shades in different ways and from different angles".

Welfare facilities, by its very nature, "must necessarily by elastic, bearing a somewhat different interpretation in one country from another, according to different social customer, the degree of industrialization and educational development of the workers."

In the report of the committee on welfare facilities, 1969, the scope of welfare facilities covered" such services, facilities and amenities as adequate canteens, rest and recreational facilities, sanitary and medical facilities, arrangement for travels to and from work, for the accommodation of workers employed at distance from their homes, and such other service, amenities and facilities, including social security measures as contribute to improve the conditions under which workers are employed.

The scope of welfare facilities however cannot be limited to facilities within or near the undertaking. Nor can it be so comprehensive as to “embrace the whole range of social welfare or social services”, if follows, therefore, that all extra mural and intra-mural welfare activities as well as statutory and non- statutory welfare measure under taken by employers, government, trade unions or voluntary organizations fall within the scope of welfare facilities.

These services are not statutory in the strict sense of the term and the employees who are the main beneficiaries will refuse to work in case of untimely supply or service.

### **RESEARCH METHODOLOGY**

The purpose of the research methodology is to describe the research procedure. This includes the overall research design. The sampling procedure. The data collection methods field method. And analysis procedures. This section is important because it is hard to discuss methodology without using technical terms yet most of the report will not understand the technical language.

Therefore research could be understand as an organized activity with specific focus on a problem or issue supported by compilation of related data and facts involving application of relevant tools of analysis and deriving logically sound inferences based on originality.

### **RESEARCH DESIGN**

#### **Descriptive Research**

Descriptive research studies are conducted when the characteristics of certain groups are to be described. It deals with determining the frequency with which something occurs or determining the relationship between two or more variables .it includes survey and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affair, as it exists as present. The main feature of this method is that the researcher has no control over the variable. It can only report what has happened or what is happening. It seeks to describe something that this type of research is a highly structured and rigid in its approach to data collection.

### **SAMPLING DESIGN**

#### **Sampling Unit**

The design adopted for this study is descriptive research design. This design was chosen as it hence choose accurately the characteristics of a particular system helped to study the availability of the system as well as the constant that might restricts as effectiveness.

#### **Type of Sample**

A sampling technique in which a sample is selected on the basis of convenience and ease.

**Sample**

Sample denotes only a part of universe, which is studied and conclusion are shown on this basis for the basis for the entire universe.

**Sample Size**

Sample size means the number of sampling units selected from the organization for investigation. The total sample size that is taken for this study is 50.

**SOURCES OF DATA**

Data is collected from both primary and secondary sources.

**Primary Data**

Primary data are collected through a structured questionnaire. Questionnaire has been prepared given to the respondents by the research

**Secondary Data**

Secondary data are collected from the published data available within the company and also from the Internet and Intranet.

**DATA COLLECTION PROCEDURE**

Primary data was collected using the questionnaire. In the survey method, questionnaire is the most commonly used instrument. Questionnaire is defined as written and organized format containing all the questions relevant to soliciting the require information. A survey was done with the researcher meeting the respondents in their workplace. The respondent's reference to each question was carefully noted in the questionnaire.

**CONTACT METHOD**

The employees were directly contacted and the survey was taken.

**INSTRUMENT USED FOR SURVEY**

The instrument used for survey is questionnaire.

**LIMITATIONS OF THE STUDY**

- The sample size is confined to 100 which is very less
- Time was the major constraint as it is very limited.
- The respondents were unable to spend much time for filling the questionnaire so there are chances for bias on the respondents' side
- The respondents' attitude may change in future due to changes in the Technology and its influence on the day to day life.

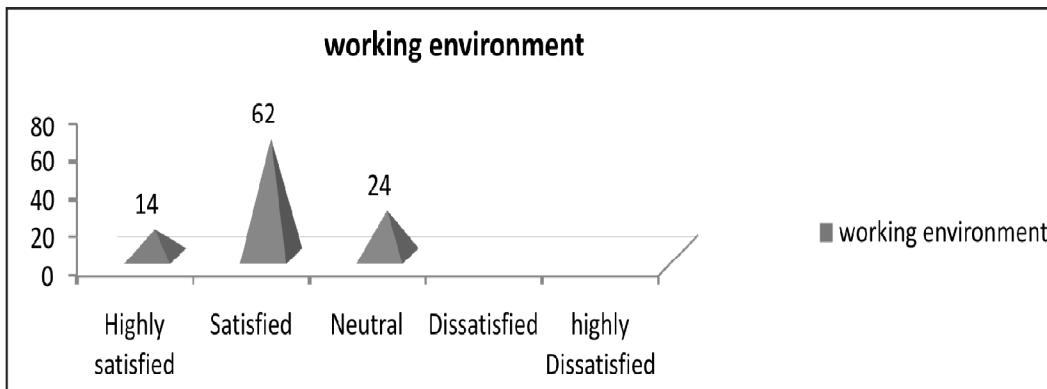
- The importance of the sources might change based on the situations and requirement.
- Since the numbers of questions are more the workers were reluctant to answer all the questions and they were in a hurry
- The information collected by the observation method is very limited.
- Some respondents hesitated to give the actual situation .they feared that management would take any action against them

**ANALYSIS**

**Table**  
**Satisfied Level of Working Environment and Facility**

S.No	Particulars	No. of respondents	Percentage %
1	Highly satisfied	7	14
2	Satisfied	31	62
3	Neutral	12	24
4	Dissatisfied	-	-
5	highly Dissatisfied	-	-
		50	100

**Chart**



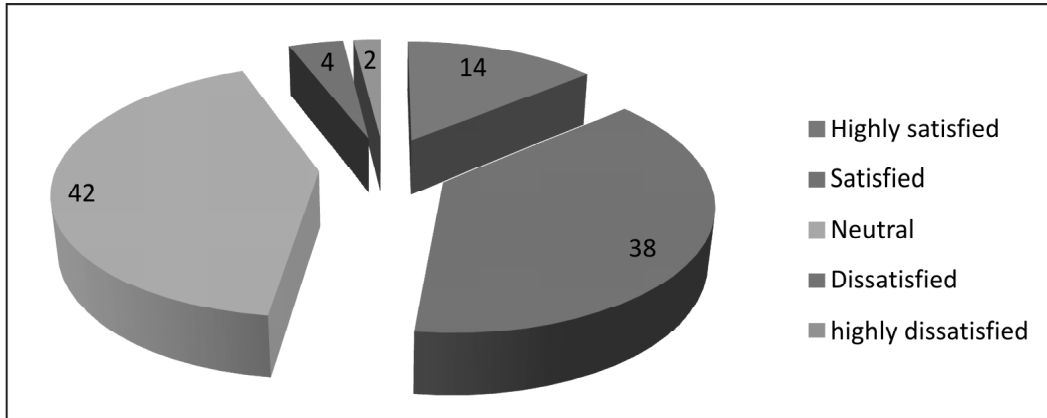
**INFERENCE**

Out of the 50 respondents surveyed to determine the welfare with first aid facility and accident provided by company. It is seen that only 14% of the respondents have shown a highly satisfied, 62% of the respondents have shown a satisfied, 24% of the respondents have given their neutral opinion, and 0% of the respondents have shown dissatisfied and dissatisfied.

**Table**  
**Satisfaction Level of Rest Room Facility**

S.No	Particulars	No. of respondents	Percentage %
1	Highly satisfied	7	14
2	Satisfied	19	38
3	Neutral	21	42
4	Dissatisfied	2	4
5	highly dissatisfied	1	2
		50	100

**Chart-4.1.6**



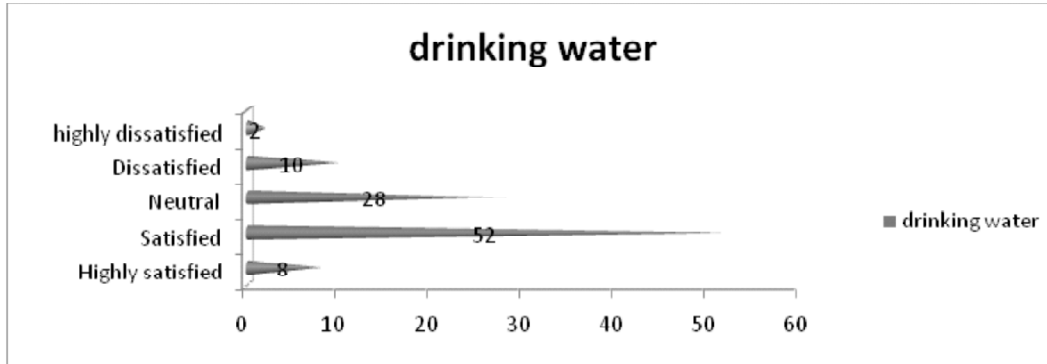
### INFERENCE

Out of the 50 respondents surveyed to determine the welfare with first aid facility and accident provided by company. It is seen that only 14% of the respondents have shown a highly satisfied, 38% of the respondents have shown a satisfied, 42% of the respondents have given their neutral opinion, 4% of the respondents have show dissatisfied and 0% of the respondents have shown highly dissatisfied.

**Table**  
**Satisfaction Level of Drinking Water Facility**

S.No	Particulars	No. of respondents	Percentage %
1	Highly satisfied	4	8
2	Satisfied	26	52
3	Neutral	14	28
4	Dissatisfied	5	10
5	highlydis satisfied	1	2
		50	100

Chart



**INFERENCE**

Out of the 50 respondents surveyed to determine the welfare with first aid facility and accident provided by company. It is seen that only 8% of the respondents have shown a highly satisfied, 52% of the respondents have shown a satisfied, 28% of the respondents have given their neutral opinion, 10% of the respondents have show dissatisfied and 2% of the respondents have shown highly dissatisfied.

**RELATIONSHIP BETWEEN SATISFACTION AND JOB RELATED ISSUES**

- Null hypothesis HO : There is no significant relationship between the Satisfaction and job related issues
- Alternate hypothesis H1 : There is significant relationship between the Satisfaction and job related issues

	<i>Highly satisfied</i>	<i>satisfied</i>	<i>neutral</i>	<i>dissatisfied</i>	<i>Highly dissatisfied</i>
Preventive and guidance chart	15	20	6	9	0
Higher education facility to children	20	4	14	12	0
water	10	25	7	8	0
Suggestion box	15	25	10	6	4
All the Above	11	7	4	0	22
total	23	14	8	5	50

<i>Observed</i>	<i>Expected</i>	<i>O – E</i>	<i>(O-E)^2</i>	<i>(O-E)^2/E</i>
7	4014	2.86	0.179	1.975
6	7082	-1.82	3.312	0.423
5	6044	-1.44	2.073	0.321
6	8.7	-2.7	7.29	0.837
15	11.02	3.98	15.84	1.437
11	11.88	-0.88	0.774	0.065

$$\Sigma (O-E)^2/E=5.058$$

$$\text{Degrees of Freedom} = (c - 1) (r - 1) = 4 * 4 = 16$$

$$\text{Calculated Value} = 1.659$$

$$\text{Table Value} = 26.3$$

Hence Calculated Value < Table Value

### INFERENCE

From the above table it is inferred that the calculated value is greater than tabulated value,  $H_0$  is accepted, so there is significant relationship between the **Satisfaction and job related issues**.

### FINDINGS

- 64% of the respondents are satisfied with the first aid facility.
- 62% of the respondents are satisfied with working environment.
- 42% of respondents are neutral with rest room facility.
- 52% of respondents are satisfied with drinking water facility.
- 40% of respondents are Neutral with canteen facility.
- 56% of respondents are satisfied with housing and transport facility.
- 36% of the respondents are satisfied with ambulance room and higher education facility.
- 34% of the respondents are satisfied with statutory provisions and welfare care.
- 54% of the respondents are highly satisfied with bonus and satisfied with provident fund.
- 42% of the respondents are satisfied with water supply and canteen price subsidy, accidents benefits.
- 38% of the respondents are satisfied with attendance pattern, suggestion box and Neutral with communication process.

### SUGGESTIONS

- ✓ It would be encouraging if tata vijai sales increase the amount spent on welfare schemes like transport facility, medical, canteen, etc.,
- ✓ Management must make necessary arrangement for periodic medical check-up, so that occupational diseases can be diagnosed earlier and necessary treatments can be given to the concerned workers.
- ✓ Proper drinking water should be provided by the company for workers safety measures should be improved,
- ✓ Regarding the provident fund 10% of the labour are not satisfied the management should raise the amount for the fund provided.



## CONCLUSION

Employers are more than willing to understand the labour requirement and design their welfare packages and labour benefits programmes accordingly. The time for them to understand the changes labour needs and bridge the gap. Employers should understand what labor's want and compensate them accordingly.

What labour want

- Bonus
- Drinking water
- Provision for rest hours
- Higher education to children.

Thus the focus of welfare policy should be on these factors. If organizations want to achieve the aim of attracting and retaining suitable talent from the labour market. If the organization is not performing well, competitors will pay the field and win the game.

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