

**AN ANALYSIS ON WORKING CONDITION OF TEA LABOURS IN
NILGRIS DISTRICT**

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(21PEC008)**

**A THESIS SUBMITTED TO THE
AVINASHILINGAM INSTITUTE FOR HOME SCIENCE
AND HIGHER EDUCATION FOR WOMEN
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**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
DEGREE OF MASTER OF ECONOMICS**

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Certified as a Bonafide Research Work


Signature of the Supervisor


Signature of the Head
of the Department

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INTRODUCTION

CHAPTER - I

INTRODUCTION

1.1 INTRODUCTION ABOUT THE STUDY

As one of the world's most popular beverages (reportedly second only to water), the production of tea is immensely important. But the living conditions of many tea-plantation workers in India the world's second largest producer of the drink are not given nearly as much importance, an investigation by the BBC has revealed. Every tea garden you would visit in free India echoes the cries of labourers who have been bonded and forced to work for paltry wages. Among many such are the tea gardens of Darjeeling and Dooars whose scenic beauty and unparalleled flavour of tea have gained world reputation, whereas the state of the livelihoods of workers (especially tea-garden labourers) suffering perennial misery and insecurity remain unheard and ignored.

The region has remained in grip of the predatory claws of imperialism and colonization which has obscenely exploited its resources, both natural and human in the worst forms. It would be erroneous to estimate the scale of this open loot by factoring in only monetary losses in the form of wages and incomes. In fact, the ramifications of the denial of the same has spilled out to cause starvation (in many cases amounting to death), malnourishment of children, denial of proper education, health care, sanitation and housing, erosion of self-confidence, forced migration for work, sex slavery and human trafficking in the most hazardous industries. India's northeastern state of Assam, revealed leaking, decrepit living quarters sorely lacking in basic hygiene and sanitation. Drains are left open and cesspits flood into living areas. The workers, who help supply to massive international brands like Tetleys, Lipton, Twinings and PG Tips, are paid about \$1.50 a day far lower than India's already low minimum wage — with many malnourished and prone to diseases as a result of their squalid existence. The BBC also found workers spraying hazardous chemicals without using protective gear, and said that child labor was being used on some estates. India is the second largest producer of tea in the world. The tea sector is India's largest private employer with production concentrated primarily in the northeastern states of Assam and West Bengal and to a lesser extent in the southern states of Tamil Nadu and Kerala. Most of the tea workers in northeastern India are descendants of tribal communities from other Indian states who were brought to the tea estates as bonded or forced labor during India's colonial period.

They have retained a distinct sociocultural identity, including languages and customs which are different from those of the local populations in Assam and West Bengal. Jobs on the tea plantations are traditionally passed from one generation to the next. Having limited access to education or economic opportunity outside the tea plantations, tea workers are highly dependent on their employers. IFC's client employs over 30,000 permanent workers across its 21 tea estates in Assam and 4 tea estates in West Bengal. Under Indian law, the client is required to provide permanent workers and their dependents with accommodation, potable water, sanitation facilities, medical care and basic education. Counting employees and their dependents, the client is responsible for providing these services to over 155,000 people.

BACKGROUND Background on the Tea Sector in Northeast India India is the second largest producer of tea in the world.¹ Assam and West Bengal in northeast India and Tamil Nadu and Kerala in southern India are the four major producing states. Assam produces about half of India's tea. ² The tea industry in Assam was established in 1839 with the founding of the Assam Tea Company.³ British and other European firms initially controlled a significant proportion of tea production. Following India's independence in 1949, these companies reduced their ownership in the tea production sector, leading to increased ownership by Indian companies. India's tea sector is a labor intensive industry. As the industry expanded in Assam in the 19th and early 20th century and sufficient local labor were not available, workers and their families were brought as bonded or forced labor to Assam's tea plantations from other Indian states primarily Jharkhand, Orissa, and Chhattisgarh. At present in Assam, nearly 1 million workers and their families are directly dependent on the tea industry for their livelihood. Most of the workers in the tea industry in Assam are descendants of tribal communities from other Indian states and have retained a distinct tribal socio-cultural identity.

In general, they identify themselves as Adivasi and speak Sadri as their mother tongue. In areas of Assam where Adivasi are in the majority, few Adivasi speaks Assamese, the official language of Assam. Typically, tea workers live on tea plantations in "labor lines." The labor lines are separated both by geographical distance and the existence of fences from urban settlements and surrounding rural society. As a result, tea workers are isolated from neighboring communities. They have been described as "outsiders" by local Assamese. Labor conditions for the tea industry are governed by India's Plantations Labour Act (PLA 1951). Under the PLA, tea plantation employers are responsible for providing permanent workers with certain welfare measures.

Depending on the number of employees, employers are required to provide health facilities, adequate potable water and latrines, educational facilities, and a canteen and recreational facilities. The PLA also requires employers to provide and maintain a house for every worker and their family residing on the plantation. In 2005 and 2006, Hindustan Unilever, then the largest tea producer in India, sold its tea estates. Tata Global Beverages (TGB), another major producer, divested the majority of its equity in its tea estates in Kerala in 2005 through an employee-owned plantation model. In late 2005, TGB approached IFC to seek IFC's support to implement a similar employee-owned plantation model in its 24 tea estates in Assam and West Bengal. The project consisted of the establishment of a new company, Amalgamated Plantations Private Limited (APPL) ("the client"). The management and tea workers (collectively, "employees") would be offered the opportunity to purchase shares in the new company. Unlike the TGB divestment strategy in Kerala in 2005, employees of the tea estates in Assam and West Bengal were not expected to have the financial resources to acquire a majority of the new company. As a result, TGB developed the Employee Share Purchase Plan (ESPP, or "share program") and invited other investors, including IFC, to participate in the plan. The client has over 30,000 employees, the total population living on its tea estates is over 155,000. These individuals are accented the last decade more than 1400 tea workers have died due to acute malnutrition and starvation. As recent as January 2013, 95 workers of the locked out Dheklapara Tea Estate in Dooars sent a letter to the Chief Minister of West-Bengal seeking her "order" to kill themselves because they were suffering from acute starvation. The tea workers, therefore, are forced to languish till they die of hunger and malnutrition. Studies show that 70% of the people of the closed tea gardens suffer from chronic energy deficiency III stage. In the gardens affected by starvation death, it was found that workers and their families have Body Mass Index (BMI) identical to those populations affected by severe famine.

LIVING CONDITIONS FOR WORKERS ON THE CLIENT'S TEA ESTATES

The complainants raise concerns regarding living conditions and access to adequate medical and educational facilities on plantations. They allege that current conditions violate India's Plantations Labour Act and IFC Performance Standards. In particular, the complainants allege the following: Housing and sanitation facilities are in disrepair.

- Water pumps are inoperable, requiring workers to dig their own wells.
- Electricity supplied to workers is charged at the higher industrial rate instead of the domestic rate.

The standard of education provided to children is inadequate. In some instances, the complainants allege that the teacher-student ratio ranges from 1:200 to 1:300, with instruction provided for one hour to each grade per day.

Further, they allege, where a crèche is available, it closes early, requiring older children to forgo education to care for younger children. The standard of medical facilities and ratio of medical personnel is not in compliance with national regulations. Further, the complainants allege that workers unduly bear the cost of medical treatment for themselves and their dependents. However according to Plantations Labour Act, Assam Rules (1956) Depending on the size of a tea estate, the PLA requires employers to provide workers with housing accommodation, medical facilities, and educational facilities.

Under rules enacted in Assam in 1956 (“Assam Rules”), employers are required to provide workers with facilities at a prescribed standard, for example: Housing accommodation rent-free for workers and their families residing on an estate. Accommodation is to conform to standards prescribed in the Assam Rules. The ongoing maintenance expense is to be borne by employers. An adequate supply of clean drinking water, supplied from a public system or from suitable storage facilities, which is renewed daily. Where water is provided from a well, it is to be sterilized and documented. One latrine for every 50 acres under cultivation. Latrines are required to comply with public health authorities requirements.

Drainage that is constructed in masonry or other impermeable material, with waste flushed regularly. A plantation hospital with at least one full-time qualified medical practitioner for plantations employing more than 500 workers on an estate. Treatment shall include the free provision of all drugs considered necessary. A canteen and worker recreational facilities. A crèche in every state where at least 100 women are employed, for use by children up to the age of 6. A primary school for children between the ages of 6 and 12, where there are at least 25 children living on the estate.

HEALTH INDICATORS

2004 World Bank report on the health sector in Assam notes that “even though the data on tea garden hospitals and dispensaries are difficult to come by, the limited information available shows that the condition of these facilities is far below the minimum requirement.” This report notes inadequate supply of medication and staff at tea estate medical facilities.¹⁰⁸ A review of the available literature identified a number of studies that have examined health indicators of tea workers in Assam. Of note, a 2006 study of 880 households across eight estates records a 72 percent incidence of anemia¹⁰⁹ and 65 percent incidence of participants

carrying at least one intestinal parasite. Infectious diseases like tuberculosis (12 percent) and respiratory illness (7 percent) were also registered among participants. Further, the study notes that 60 percent of preschool children were underweight. The study concludes that: Most of these diseases among them appeared to be emanated from poor personal and household hygiene, unsatisfactory sanitation and housing coupled with ignorance due to lack of education. Poor nutrition among them also probably makes them vulnerable to infectious diseases and vice versa. The presence of household toilet was found to reduce transmitted diseases. However, high prevalence even among toilet holders may be because of contaminations of surroundings due to open field defecation by large numbers of other community members and poor maintenance of toilets facilities. Unfavorable housing may be attributable to higher rate of tuberculosis and respiratory conditions. 2014 study supported by the Assam Medical Centre and UNICEF analyzes the prevalence of anemia among adolescent girls on tea estates. Sampling 802 girls in 16 tea estates, the study finds an incidence rate of 96 percent. The study noted that “[t]he high prevalence of anemia may be because of the frequent occurrence of diarrhea and high worm infestation related to poor housing condition and environmental sanitation.”

COMPENSATION PRACTICES

This section considers how IFC responded to allegations that its client is paying workers’ wages that are below the minimum wage and engaging in unfair compensation practices. In their complaint and in additional information provided to CAO, the complainants allege the following: a. Tea workers at the client’s estates receive compensation below the minimum wages. b. The client implements improper work practices, including not providing pay slips in the workers’ local language, failure to pay overtime and excessive demands for the volume of tea for each worker to pluck. Further, the workers raise concerns that the cost of electricity has been deducted from their wages. c. The client has increased its use of temporary workers to avoid providing full benefits under the PLA. d. Workers are impoverished and suffer from malnutrition due to inadequate compensation.

MEASURING WORKING CONDITIONS IN THE WORLD

The main available measurements of working conditions concern remuneration, working hours and contractual arrangements. Other fundamental attributes of the workplace are typically excluded from labour force surveys.

In contrast, working conditions surveys can address a wide array of issues within the workplace, depending on their scope. The EWCS, and many of the other survey instruments covered in this report, capture issues such as:

- Job quality (e.g. physical environment, social environment, skills and discretion, work intensity, working time quality, prospects and earnings) and the risks and resources contributing to these aspects of work, including employment status
- Work determinants and characteristics of work (e.g. working with customers, use of technology, where work takes place)
- Workers and enterprise demographics (e.g. age, sex, seniority, enterprise size, industry)
- Second jobs and multi-activity work
- Organisational factors that can be validly captured through a workers' questionnaire (e.g. work processes, work pace, pace determinants, employee participation, team work, workplace human resource policies and work organisation characteristics, trust, cooperation and organisational rewards)
- The quality of working life as assessed by workers (e.g. work–life balance, health and well-being, skills match, financial security, sustainability of work, absence and presenteeism, and outcomes such as engagement and motivation)

By including these multiple dimensions, working conditions surveys provide some insight into contemporary challenges in the world of work (e.g. the blurring of the boundaries between working life and private life, the changing nature of work organisation, such as the shift from vertically to.

Good working conditions contribute to the well-being of workers and the success of enterprises. But unbundling the everyday reality of women and men at work is not a simple task. This is particularly true in in our changing world of work, where new technologies and new forms of work organisation are continuously being integrated into our workplaces. In order to understand working conditions, we must measure them. Working conditions surveys – whether conducted in individual countries, or designed (like the European Working Conditions Survey) to compare experience in different countries – allow us to do this by providing objective and comprehensive data on the degree to which workers are exposed to certain risks at work, as well as the attributes of the work organisation and environment that allow them to mitigate these risks and achieve their work goals.

They provide information needed to analyse different work situations, including by job and sector. Data from several countries can provide insight into whether there are similar patterns across countries, and thus the need to look beyond specific national explanations and solutions when devising policy. Similarly, the existence of differences, across countries can

help shed light on possible national determinants of job quality and support mutual learning between countries. As a result of our shared commitment to the policy goals of ‘decent work’ and ‘improved job quality’, our two organisations, the International Labour Organization (ILO) and the European Foundation for the Improvement of Living and Working Conditions (Eurofound), have partnered to produce this report,

Working conditions in a global perspective. We share the conviction of the importance of measuring, monitoring and analysing trends in working conditions. This report makes a unique contribution by providing a comparative overview of results from the most recent surveys on working conditions available across the world, covering approximately 1.2 billion of the world’s workers. We hope that this is the beginning of a long and fruitful collaboration between our two tripartite organisations, as the challenges of our diverse but interconnected world are better served when we join forces to advance knowledge in support of evidence-based policy making horizontally integrated enterprises, or increased reliance on outsourcing). Further insights can be gained if surveys are regularly updated to integrate emerging risks (e.g. workers’ privacy and collection of private data at the workplace). Working conditions surveys address issues that are at the top of the policy agenda, such as the relationship between work and health, or the different experiences of women and men at work. The next section ‘The challenge of capturing real work situations’ discusses some of the policy issues of concern in these debates and examines how surveys help answer research questions. First, a brief history of the development of working conditions surveys is provided.

ORGANISATIONAL FACTORS

There are five major organizational factors which contribute to an employee’s attitude towards his or her job. They are pay (wages), opportunities for promotion, the nature of work, policies of organization and working conditions.

Wages

Wages play a significant role in influencing job satisfaction. When pay or wages is seen as fair, based on job demands, individual skill level and community pay standards, satisfaction is likely to result.

Promotions opportunities

The desire for promotion is generally strong among employees as it involves change in job content, pay, responsibility, independence, status and the like. Promotion is the ultimate achievement in his career and he feels extremely satisfied with it.

Nature of work

Jobs can be highly intellectual challenging and other job can be less challenging. Some tend to prefer being given opportunities to use their skills and abilities in their jobs. But some like their job to be with their limited mental ability.

Policies and procedures of the organization

Organizational policies like effective promotions, transfer of people, foreign assignments, appraisal and reward system, motivational methods, skill-based and job-based pay can provide job satisfaction among employees.

Working Conditions

Working condition that are compatible with an employee's physical comfort can contribute to job satisfaction. Temperature, humidity, ventilation, lighting and noise, hours of work, cleanliness of the workplace and adequate tools and equipment are the features which affect job satisfaction.

GROUP FACTORS

Group factors wielding influence on satisfaction include group size and supervision.

Size - It is truism to say that longer the size of the group, lower the level of satisfaction. As size increases, opportunities for participation and social interaction decreases. Large groups create dissatisfaction and argument between members.

Supervision - Satisfaction tends to be high when people believe that their supervisors are more competent, have their best interest in mind and treat them with dignity and respect. Satisfaction tends to be high when they are able to communicate easily with their supervisor.

Individual Factors - In additional to organizational and group factors, there are certain personal variables that have a bearing on job satisfaction.

Self- respect - It's a behaviour pattern and the ability to withstand job stress. Stronger an individual is with self-respect more satisfied with his job.

Status - It tends to influence one's job satisfaction. The higher the one's position in an organizational hierarchy, the more satisfied the individual tends to be. A dissatisfied employee may not stay at one place to reach higher positions in organizational hierarchy.

OBJECTIVES OF THE STUDY

- To study the socio-economic status of tea labours.
- To analyse the awareness in welfare schemes available for tea labours.
- To examine the nature of job's, benefits and difficulties among tea labours.

SCOPE OF THE STUDY

In order to deal with the subordinates effectively, the managers must understand their satisfaction properly.

- Satiations can be important because it offers more than objective output; it observe and manufactures an altered reality enriched with previous experiences.
- To properly understand the HR practices followed at a reputed company.
- Employees would never be satisfied with their jobs unless and until they have something interesting and challenging to work on.
- Employee satisfaction is a state where individuals are not only happy with they current profiles but also look forward towards a long term association with the organization
- Behaviour of labour is affected due to migration of work place and identifying the causes and effect of migrant labours helps to create a comfortable working environment for labours, thus improving the labour productivity.
- To improve the efficiency of the labours, to reduce the additional labour costs involved in construction.

HYPOTHESIS OF THE STUDY

- There is a significant relationship between purpose of using working condition and marital status of the respondents.
- There is a significant relationship between Marital Status, Occupation, Monthly Income used by the respondents.
- Transferring money is the most important purpose for using by the women customers.
- There is a significant difference in the data security on payment wallets of the different groups.

LIMITATIONS OF THE STUDY

- The sample size is limited to 100 respondents, due to lack of time
- It is limited to Nilgiris only
- The bias from the respondent is another limitation.
- The current research is based on primary data. It is a known fact that primary data has its own limitations.
- The study relies only on the information gathered through surveys, observations and personal interviews, which are subject to bias.
- The opinion of individual differs from other individuals which may result in lacking accuracy in data collection. Time constraint was also regarded as a major limitation while collecting data prior to analysis

Review of Literature

CHAPTER - II

REVIEW OF LITERATURE

Resheske (2001) examined job satisfaction among full time faculty of the College of Human Development at Wisconsin University. Thirty-six full time faculty members were included in the study. The results indicated that overall the faculty of the College of Human Development at UW-Stout was satisfied with their current employment and that group cohesion does play a role in overall job satisfaction. The study also determined that job autonomy, working with the students and fellow colleagues and supervisors were the top three best reasons for working here. It was also concluded that pay, having more time and assistance with meeting deadlines and having equal workloads between colleagues were the three top priorities for improving the work environment.

Datta (2003) in his study *Quality of Work Life: A Human Values Approach* says that in a deeper sense, quality of work life refers to the quality of life of individuals in their working organizations, commercial, educational, cultural, religious, philanthropic or whatever they are. Modern society is organizational society. Individuals spend much of their lives in organizations. Hence, the importance of quality of work life is unquestionable.

O.P.Verma & Rumna Roy's (2005) study reveals that the high job satisfaction group has shown greater degree of organizational commitment than the low job satisfaction group. They find that work motivation and job satisfaction both affect organizational commitment positively and therefore it is important for the organization to provide sufficient work motivation and job satisfaction to their employees so as to make them committed to their organization.

Chi-Shun Liao and Cheng-Wen Lee (2009) have undertaken an integrated review of previous literature and theories regarding the Big Five personality traits and job involvement in an attempt to identify their relationship. Using questionnaire data gathered from 272 Taiwanese plastics industry employees, the study tests five hypotheses using structural equations. Empirical findings show that neuroticism relates negatively to employee job involvement, whereas extroversion, openness, agreeableness, and conscientiousness relate positively to it. These results may serve as a reference point for management and operations, particularly in plastic industry organizations.

Oliver (2009) in his study has given strategies to the managers for developing job satisfaction of employees such as treating employees as the most important assets, providing solid liners of internal communications, improving working conditions and involving the best workers in decision –making.

Ketharaj and Selvakumar (2009) in their article explain that job satisfaction is considered to be a sensitive aspect but it is highly useful for every organization. Normally, what all factors constitute job satisfaction is difficult to define this varies from person to person, time to time, place to place and from organization to organization. All organizations are interested in utilizing this aspect effectively and efficiently for the purpose of achieving the organizational goals. Therefore, it is highly necessary that these organizations should take proper care to satisfy the workers. According to this research the satisfaction of women workers in firework industries in Tamilnadu, particularly in Virudhunagar district is satisfactory. But at the same time, the industry should come forward to provide moderate wages and provide adequate safety measures.

Normala and Daud (2010) in their study —Investigating the Relationship between Quality of Work Life and Organizational Commitment Amongst Employees in Malaysian Firms say that the quality of work life of employees is an important consideration for employers interested in improving employees' job satisfaction and commitment.

Vagh (2010) highlighted that most of the employees of Municipal Corporation of Saurashtra Region were not satisfied. Employees of the Municipal Corporations have many questions and there is a strong need to give the attention on solution of employees questions as and when it arises.

Adeniji (2011) in his study on Organizational Climate and Job Satisfaction among Academic Staff in Some Selected Private Universities in Southwest Nigeria. The study was based on the responses received from 293 respondents of five private Universities in the South-West Zone of Nigeria. The results showed a positive relationship between organizational climate and job satisfaction. Herzberg's Two-Factor theory was used as a framework for this study

Sandhya Mehta (2011) in her study “Job Involvement among Working Women” said that job involvement of the individual seems to be potentially fundamental to the satisfaction of certain salient psychological needs that could lead to positive organizational implications. Women, today have broken the shackles of parochialism and the bovine image which was considered their synonym. They are heading towards success in every field and stand at an equal footing with men. Traditionally, women were involved in feminine professions in schools and social work but now she is attaining respectable positions in other fields as well. The career women, who have achieved the highest degree of success, are committed, independent, dominant, active, and sensitive, secure and self confident. The present study is focused on determining job involvement among working women and the effect of demographic factors on their job involvement.

S.A. Majeed and S.G. Hundekar (2012) in their findings of their research study revealed that the job satisfaction of employees at work is influenced by factor like career development, financial benefits, internal opportunities and pieces relationship. It is interesting to note that there was no significant difference among the respondents with regard to the issue of job satisfaction across the four derived factors. Although the respondents, differed in terms of education, organization, types of designation and indicator of job satisfaction they shared a similar perception towards the issues of job satisfaction.

Nanjundeswaraswamy, T S, Swamy D R (2012) in their review explain that high quality of work life is essential for organizations to continue to attract and retain employees. QWL is a process in which organizations recognize their responsibility to develop job and working conditions that are excellent for the employee and organization. An effective leader influences the followers in a desired manner to achieve goals. It is evident from the literature that different leadership styles may affect organization effectiveness and performance. The interventions of QWL will effectively utilize the employee potentials by ensuring great participation and involvement of workers. This paper focuses and analyses the literature findings which involves QWL and Leadership styles.

Manoj P, (2013) in his study said that Industrial relations play an important role in establishment of industrial peace, industrial discipline and industrial democracy. Good industrial relations not only maintain a cordial atmosphere in the industry but also facilitate production and industrial growth. Good human relations in any industry play almost a decisive role in this respect. Organizations are required to adopt a strategy to improve the

employees 'Quality of Work Life' (QWL) to satisfy both the organizational objectives and employee needs. The degree of job satisfaction plays pivotal role for cordial industrial relations system in any organization or industry.

Vijay Anand, N (2013) said that today many organizations and employees are not satisfied with their work and they are after more meaningful duties. Quality of work life is one of the origins of organizational development. It is the combination of the interaction of science and art that comprise the social performance and the domain of scientific discovery. Dimensions of quality of work life are different in the viewpoints of different researchers. This study assesses the quality of work life by Walton's model. The components are Compensation, Health and Safety, Opportunity for growth and security, Social relevance, Total life space, Social Integration, Constitutionalism in work organization and Employee progress.

Thomas L. T. et al., (2014) in their study "Impact of family-supportive work variable on work-family conflict and strain" found that the research literature shows a consistent relationship between job satisfaction and depression. One might speculate on the possibility that the relationship is simply due to personality traits that cause both low job satisfaction and depression.

Kohun (1992), defines working environment as an entirety which comprises the totality of forces, actions and other influential factors that are currently and, or potentially contending with the employee's activities and performance. Working environment is the sum of the interrelationship that exists within the employees and the environment in which the employees work.

Brenner (2004) was of the opinion that "the ability to share knowledge throughout organizations depends on how the work environment is designed to enable organizations to utilize work environment as if it were an asset. This helps organizations to improve effectiveness and allow employees to benefit from collective knowledge". In addition, he argued that working environment designed to suit employee's satisfaction and free flow of exchange of ideas is a better medium of motivating employees towards higher productivity.

Opperman (2002) defines working environment is a composite of three major subenvironments: the technical environment, the human environment and the organizational environment. Technical environment refers to tools, equipment, technological infrastructure and other physical or technical elements. The technical environment creates elements that

enable employees perform their respective responsibilities and activities. The human environment refers to peers, others with whom employees relates, team and work groups, interactional issues, the leadership and management. This environment is designed in such a way that encourages informal interaction in the work place so that the opportunity to share knowledge and exchange ideas could be enhanced. This is a basis to attain maximum productivity. Organizational environment include systems, procedures, practices, values and philosophies. Management has control over organizational environment. Measurement system where people are rewarded on quantity, hence workers will have little interest in helping those workers who are trying to improve quality. Thus, issues of organizational environment influence employee's productivity.

Sinha (2001) stated that employees' performance is depending on the willingness and also the openness of the employees itself on doing their job. He also stated that by having this willingness and openness of the employees in doing their job, it could increase the employees' productivity which also leads to the performance.

Stup (2003) also explained that to have a standard performance, employers have to get the employees task to be done on track as to achieve the organization goal or target. By having the work or job done on track, employers could be able to monitor their employees and help them to improve their performance. Furthermore, a reward system should be implemented based on the performance of the employees. This is to motivate the employees in order to perform more on their task. There are several factors that being described by Stup (2003) towards the success of the employees' performance. The factors are such as physical work environment, equipment, meaningful work, performance expectation, feedback on performance, reward for good or bad system, standard operating procedures, knowledge, skills and attitudes

Franco et al (2002) defined performance that relies on internal motivation but presence of internal factors such as necessary skills, intellectual capacity and resources to do the job clearly have an impact. As a consequence employers are supposed to provide appropriate working conditions in order to make sure the performance of employees meet the required standards.

Maslow (1943) said that people work to survive and live through financial compensation, to make new friends, to have job security, for a sense of achievement and to feel important in

the society, to have a sense of identity, and most especially to have job satisfaction. All employees that have job satisfaction are high performers in their respective workplaces.

Taylor (1911) opined that the most important motivator of workers is salary and wages when he said that "non-incentive wage system encourages low productivity". He said that if employees receive the same wage irrespective of their individual contribution to the goal, they will work less and that employees think working at a higher rate means fewer employees may be needed which discourages employees to work more (Gardner and Lambert 1972). Basing on those explanations, this study indicates that the success of any organization largely depends on the motivation of its employees

Ravi et al. (2016) this study finds that at destination, workers have poor living and working conditions, lack citizenship rights, entitlements and voice. As a result, we were not able to control for differences in initial conditions, and life cycle and other issues, which influence both participation in migration, as well as long-term impacts.

Puthuma et al. (2016) has explained the deficiency of manual labourers is a major problem faced by the Kerala Economy. Migrant workers engage in almost all activities as engaged by native workers. Emergence of migrant labourers in to the labour market of Kerala was a relief to the manual labour deficit market and they supply cheaper labour force in the labour market.

Preetham et al. (2015) This study are deals with the daily actions and interactions of people in society as well as how we react to society and how people think within society opposed to their behaviors.

Rahul et al. (2015) the present study has been focused on the migrant construction workers those who were mainly working in commercial construction sector in NOIDA city.

Subramani et al. (2015) in this paper the problems of policy prescriptions that failed to recognize the complexity of the problems faced by these workers and criticize the tendency to seek quick fixes rather than long-term and careful institutional design.

Thiyagu et al. (2015) studied to get the latest information and to identify the key factors that affect the labour productivity in and around Coimbatore. The most challenging issue in Construction industry is to improving the production efficiency

Gourida Siham (2015) this paper reviews briefly on the deprivation of various rights of rural- urban migrant form policy perspective in different aspects, such as employment, low wages, the problems of wage arrears, the lack of written contracts, the long working hours, the short weekly rest periods, the low social security coverage, the poor housing conditions, and the difficulties they face in accessing public services.

Joanicjusz et al. (2015) has discussed about differences and similarities between construction sectors in European countries. Labour productivity was calculated with DEA method. Changes in the efficiency score over the period of 2006 to 2012 were estimated using Malmquist index. Tobit regression was applied to explore the impact of the economic performance of a country on the labour productivity in its construction industry.

Muhammad et al. (2015) discussed about many problems in construction project like cost, time, quality and productivity facing at Pakistan. At the end of this study, some recommendations were made in order to effectly manage and minimize the major factors affecting the labour productivity in building projects of Pakistan.

Anu et al. (2014) has discussed construction productivity is of interest to researchers and practitioners because of its impact on the performance of construction projects. Results of a questionnaire survey of project managers, site engineers, supervisors and craftsmen, in the state of Kerala in India, to identify the factors influencing construction labour productivity.

Salaman et al, (2005).The most widely accepted explanations of motivation have been propounded by Victor Vroom. His theory is commonly known as expectancy theory. The theory argues that the strength of a tendency to act in a specific way depends on the strength of an expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual to make this simple. Expectancy theory says that an employee can be motivated to perform better when there is a belief that the better performance will lead to good performance appraisal and shall result into realization of personal goal in form of some reward future events. The theory focuses on three things efforts and performance relationship, performance and reward relationship, rewards and personal goal relationship

Ramlall, (2004).One should also take care that employees don't just work for financial incentives. One should create an environment where employees like to come to work because they enjoy their jobs hence increase performance. Incentives also motivate the employees

when you want them to go that extra mile to achieve your targets. Maslow's model has great potential appeal in the business world. The message is clear - if management can find out which level each employee has reached, then they can decide on suitable rewards

Kurian (1990) made a study on socio-economic background and consumption pattern of women workers in tea plantation industries in Munnar, Idukki District in Kerala. The study was focused on the personal and family background of women workers their economic and living conditions, income and expenditure pattern, standard of living, social status, working conditions, welfare facilities and security. The tea industry is labour intensive and majority of workers are women. Information on households of the workers revealed the fact that women are major income earners of their family. Their educational status is very low. The workers get housing facility, electricity, day care facility, and social security benefits such as gratuity, family pension and maternity benefits. Despite all these facilities given by the companies, their socio-economic status is found to be very poor. They spend much of their income on food items. Their consumption of nutrients is found to be low. Medical care provided by companies, in general, is poor in quality. The women workers are facing many problems. Even though they are provided with housing facility, they have to travel by foot to distant places of work. In the work place, they are not provided with latrine facility; and they do not have any resting sheds. Leaf pluckers have no promotion and they do not have any recreation facility. The workers are not satisfied with the existing leave facilities and job security. The study suggests that the State, the management, and the trade unions have to give more attention to the problems of women workers

Nair⁴ (1989) examined the socio-economic conditions of labourers in the Ponmudi tea estate a unit which is closed since 1973. He made a case study of this unit to highlight the fate of workers in a sinking factory. The employees are continuing in the factory because of the single reason that they have no other option. They are virtually suffering from poverty as a result of unemployment.

Kurian (1999) made an evaluative study on the socio-economic background, working and living conditions, consumption pattern and physical quality of life of women workers in the plantation sector of Kerala. The terms and conditions of work of women workers in plantations are governed by the Plantation Labour Act, 1951, Kerala Plantations Labour Rules, 1959 and other statutory benefits. The study stresses that provisions of these Acts are not implemented fully and the physical quality of life of these women workers are far from

satisfactory. The study reveals that facilities provided to them are not sufficient. Considering the case of consumption pattern major spending is on food, but the consumption of nutrients is very limited. Most of the women workers do not get proper toilet facility in plantations and they have to walk long distance from their house to the work place. Medical and child care facilities provided are also not fully satisfactory. Women in the plantations are educationally backward and social interaction and general awareness etc. is also poor. The study suggests to the authorities to give little more attention to these problems and find proper solutions. Literacy programme for women workers in plantations also must be strengthened.

Sarkar (1984) A socio-economic study of tea plantation industry was made by with special emphasis on the aspect of labour. He discerns the fact that during the initial period labourer's life in estates are comparatively good. Houses are provided by the industry. Medical services are given free of cost. The management also takes care of free milk service for mother and child, creche service, and primary schooling. However, when the industry expands, there seems to be a tendency to form an attitude detrimental to the interests of the labourers. In this regard, there exists a difference of opinion regarding the behavioural pattern from the management side. Some expressed good opinion about the attitude of the management while others opined that the behaviour need not be favourable to the labourers. For example, there were incidents of forcing labourers to work when they are not well. The major problem among the estate workers are absenteeism and alcoholism. Sarkar has also made some observations on improving the tea industry. He is of the opinion that for the best marketing, tea made from 'two leaves and a bud' and its processing are very important. He suggests for mechanical harvesting for countries having shortage of labour.

Hazarika (2012) studied the vulnerable living conditions of tea tribes and labourers under urbanized culture. The main source of data collected for the study are books, published literature of plantation companies, associations, journals, reports published by different organizations etc. Apart from that primary data collected from 1500 workers in six big tea gardens of Assam. It is found that women workers in India are facing one of the worst forms of exploitation in modern times. Wage cut policy of the employers affect productivity of the industry. His analysis suggested that measures must be taken to prevent availability of alcoholic beverages and gambling in and around tea garden areas. Women empowerment is urgent need for the tea garden workers and special value based education should be introduced.

Borah (2013) studied the socio – economic condition and income and expenditure pattern of plantation workers in Lepetkota tea estate in Assam. The study uses both primary and secondary data sources. The secondary data was conducted through journals, books and internet. The study found that majority of the Indian tea producers are not getting fair prices in the market for their tea and this passes to the workers as wage cuts and it further affects the tea industry without a strong and skilled labour force and there are lack of educational facilities for the children of the tea estate workers in the study area. The study also suggested that every worker must have bank account and deposit a few per cent of his income in the respective account, infrastructure facilities should develop in the study area so that the workers residential environment will improve and labour welfare department should regularly investigate the status of social security measures available in the tea gardens.

Sarkar (2013) studied the condition of tea garden workers of Jalpaiguri district in Colonial India. The study was conducted with the help of secondary data available from district gazettes. His study found that the situation of children and women workers in the tea gardens of Dooars is considerably worse in some areas. They are persecuted by the managers, watchmen and others in the tea garden. The workers were paid low wages and bound to do over – duty without bonus money. The garden workers had to borrow money at high interest from money lenders and they could not pay back with interest and they had to sell their children for relief from abysmal poverty. Most of the workers suffered from the lack of nourishment and proper medical treatment. There was no school for children and lack of safe drinking water. The workers could not maintain their family smoothly. The study suggested that there is a need for creating a good relationship among owners, managerial staff and labourers. There is a need to setup a department to look into the welfare of tea garden labourers

Noble (2009) states that more attention should be paid in identifying and dealing with working environment because when employee have negative perception to their environment they sometimes suffer from chronic stress. Opperman (2002) stated that, working environment means those processes, systems, structures, tools or conditions in the workplace that impact favorably or unfavorably individual performance. The working environment also includes policies, rules, culture, resources, working relationships, work location, internal and external environmental factors, all of which influence the ways that employee perform their job functions

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Salaman et al, (2005) Skills required include the ability to engage employees in mutual goal setting clarify role expectations and provide regular performance feedback. Time and energy will also need to be given to providing relevant performance incentives, managing processes, providing adequate resources and workplace training. It also advice that in order to drive the organization to peak performance managers and supervisors must put out front the human face of their organization. Principle here is the human-to-human interaction through providing individualized support and encouragement to each and every employee

CHAPTER – III

METHODOLOGY

The methodology adopted in the current study is discussed under the following heads:

- Locale of the study
- Selection of sample
- Data base of the study
- Period of study
- Techniques of analysis

Locale of the study

The Nilgiris district is one of the 38 districts in the southern Indian state of Tamil Nadu. Nilgiri (English: Blue Mountains) is the name given to a range of mountains spread across the borders among the states of Tamil Nadu, Karnataka and Kerala. The Nilgiri Hills are part of a larger mountain chain known as the Western Ghats. Their highest point is the mountain of Doddabetta, height 2,637 m. The district is contained mainly within the Nilgiri Mountains range. The administrative headquarters is located at Ooty (Ootacamud or Udhagamandalam). The district is bounded by Malappuram district of Kerala to the west, Coimbatore and Palakkad to the south, Erode to the east, and Chamarajnagar district of Karnataka and Wayanad district of Kerala to the north. As it is located at the junction of three states, namely, Tamil Nadu, Kerala, and Karnataka, significant Malayali and Kannadiga populations reside in the district. Nilgiris district is known for natural mines of Gold, which is also seen in the other parts of Nilgiri Biosphere Reserve extended in the neighbouring states of Karnataka and Kerala too.

Nilgiris district ranked first in a comprehensive Economic Environment index ranking districts in Tamil Nadu (except Chennai district) prepared by the Institute for Financial Management and Research in August 2009. Tea and coffee plantations have been important to its economy. As of 2011, the Nilgiris district had a population of 735,394, with a sex-ratio of 1,042 females for every 1,000 males. All types of single use plastics are banned in Nilgiris district: it is the first plastic free district in Tamil Nadu.

History

The history of peoples settled in the Nilgiri hills has been recorded for several centuries. The Blue Mountains were likely named for the widespread blue *Strobilanthes* flower or the smoky haze enveloping the area.

This area was long occupied by the indigenous tribal peoples of the Toda, Kota, Kurumba, Irula and Badagas. The Badagas were also indigenous to the district but were never a tribal group. Particularly Vulnerable Tribal Groups PVTGs, the dominant land owners of the tribal district. The lower Wayanad plateau in the west of the district had a different tribal population namely Kattunaika and Paniya. The Todas and Kota, who are similar in culture, language and genetic ancestry, were settled across the fringes of the Nilgiri plateau, as sentries to the Central district. They were the ancient agriculturists in the district, cultivating traditional crops such as samai, vathm ragi. Under British influence they cultivated English vegetables and later moved on to tea.

Unlike elsewhere in the country, no historical evidence is found of a state on the Nilgiris or that it was part of any ancient kingdom or empire. It seems always to have been a tribal land. The Toda had small hamlets ("mund") across most of the plateau. The Kota lived in seven dispersed villages ("kokal"). The Toda had only a few hamlets on the lower Wynaad plateau and in the nearby Biligiriranga hills.

Since the turn of the 21st century, the Badaga have numbered about 135,000 (18% of the district population), the Toda are barely 1,500 and the Kota just over 2,000.

During 1804–1818 several East India Company personnel briefly visited parts of the district. John Sullivan, then the collector of Coimbatore, just south of the Nilgiris, sent two surveyors (W. Keys and C. McMahan) to make a comprehensive study of the hills. They reached the site of Ootacamund, but failed to see the complete plateau. In 1812 they were the first British to make a cursory survey of the Nilgiri plateau and produce a map. A more detailed exploration was done in the 1818 survey by J.C. Whish, N.W. Kindersley and Mohammed Rifash Obaidullah for the Madras Civil Service, who reported back that they had discovered "the existence of a tableland possessing a European climate."

Collector Sullivan became the first European resident the next year, when he built a seasonal residence on the plateau. He reported to the Madras Government on the mildness of the climate.^[14] Europeans soon started settling here or using the plateau as a summer resort and homes for retirees. In 1870 the practice began of key government personnel moving to

the hills to conduct business during summer months in this more temperate climate. By the end of the 19th century, the hills were completely accessible, as several Ghat roads and the railway line had been constructed.

In the later 19th century, when the British Straits Settlement shipped Chinese convicts to be jailed in India, some of these men were settled on the Nilgiri plateau near Naduvattam. They married Tamil Paraiyan women and had children with them. One Chinese gardener was critical to the district's future, for he worked with Margaret B. L. Cockburn in Aruvenu, near Kotagiri, to develop Allport's, the first Nilgiri tea plantation, which started operations in 1863. Her father, Montague D. Cockburn, had opened the first coffee plantation there soon after 1830.

Geography and Climate

The district has an area of 2,552.50 km².^[16] The district is basically hilly, lying at an elevation of 1,000 to 2,600 metres above MSL, and divided between the Nilgiri plateau and the lower, smaller Wayanad plateau. The district lies at the juncture of the Western Ghats and the Eastern Ghats. Its latitudinal and longitudinal location is 130 km (Latitude: 11°12' N to 11°37' N) by 185 km (Longitude : 76°30' E to 76°55' E). The district is bounded by Coimbatore and Palakkad to the south, Erode to the east, Chamarajnagar district of Karnataka and Wayanad district of Kerala to the north, and Malappuram district of Kerala to the west. In this district the topography is rolling, with steep escarpments; about 60% of the cultivable land is slopes ranging from 16° to 35°. The rolling hills of the Downs look quite similar to the Downs in southern England, and were formerly used for such activities as hunting and picnicking.

The elevation of the Nilgiris results in a much cooler and wetter climate than the surrounding plains, so the area is popular as a comfortable retreat and is good for tea cultivation. During summer the temperature reaches a maximum of 25 °C (77 °F) and a minimum of 10 °C (50 °F). During winter the temperature maximum is 20 °C (68 °F) and the minimum 0 °C (32 °F).^[17] The district regularly receives rain during both the Southwest Monsoon and the Northeast Monsoon. The entire Gudalur and Pandalur, Kundah Taluks and parts of Udhamandalam Taluk get rain from the Southwest Monsoon, while part of Udhamandalam Taluk and the entire Coonoor and Kotagiri Taluks get rains of the Northeast Monsoon. There are 16 rainfall-registering stations in the district, and the average annual rainfall of the district is 1,920.80 mm.

The principal town of the area is Ootacamund, also known as Ooty or Udhagamandalam, the district headquarters. It has several buildings designed in the British style, particularly the churches, many of which were designed by architect Robert F. Chisholm.^[18] A road junction became known as Charing Cross (after famous intersections in London and Lahore). The other main towns in the Nilgiris are Coonoor, Kotagiri, Gudalur and Wellington. Several tourist spots in Coonoor include Lambs Rock and Sims Park, where a Fruit Show is held during each summer. Ooty too has an annual summer flower show

District administration

The Nilgiris district has been headed by a government-appointed Collector since 1868. The first was James W. Breeks, who was called Commissioner. Since then there have been more than 100 men who have held the post. They were responsible for overseeing the various Departments active within the district.

The district comprises six taluks: Udhagamandalam (Ooty/Ootacamund), Kundah, Coonoor, Kotagiri, Gudalur and Pandalur. These are divided among four panchayat unions: Udhagamandalam, Coonoor, Kotagiri and Gudalur. Besides four Municipalities of Ooty, Coonoor, Gudalur and Nelliyalam, there is a Wellington Cantonment and Aruvankadu Township.

The district consists of 56 revenue villages and 15 revenue firkas. There are three revenue divisions, Udhagamandalam Coonoor and Gudalur. For local concerns, the Nilgiris also has 35 village panchayats and 11 town panchayats.

Coonoor Revenue Division:

- Kotagiri taluk
- Coonoor taluk

Udhagamandalam Revenue Division:

- Udhagamandalam taluk
- Kundah taluk

Gudalur Revenue Division:

- Gudalur taluk

- Pandalur taluk

Blocks and Revenue Taluks:

- Kotagiri Block comprises the taluk of Kotagiri.
- Coonoor Block comprises the taluk of Coonoor.
- Udhagamandalam Block comprises the taluks of Udhagamandalam and Kundah.
- Gudalur Block comprises the taluks of Gudalur and Pandalur.

Demographics

According to the 2011 census, the Nilgiris district had a population of 735,394 with a sex-ratio of 1,042 females for every 1,000 males, much above the national average of 929 females. 59.24% of the population lived in urban areas.^[21] A total of 66,799 people were under the age of six, 33,648 males and 33,151 females. Scheduled Castes and Scheduled Tribes accounted for 32.08% and 4.46% of the population, respectively. The average literacy of the district was 77.46%, as compared to the national average of 72.99%.^[21] The district had a total of 197,653 households. There were a total of 349,974 workers, comprising 14,592 cultivators, 71,738 agricultural labourers, 3,019 in household industries, 229,575 other workers, 31,050 marginal workers, 1,053 marginal cultivators, 7,362 marginal agricultural labourers, 876 marginal workers in household industries and 21,759 other marginal workers.^[4] Anthropologists, who have worked intensively in this district for the past 140 years, recognise 15 tribes living here. Their origins are uncertain as there were no written records about them. The best-known of these are the Toda and Kota, whose related cultures are based on pastoral management of the buffalo, with its dairy products being the basis of their diets. They have developed highly refined red, black and white embroidered shawls, and silver jewellery, which are GI-registered and much sought after.^[22] The district is also home to the Kurumba, Irula, Paniya and Kattunayakan or Nayaka.

The entire Nilgiris plateau and all the hilly regions above the plains (altitude higher than 500m MSL) across the Western and Eastern Ghats and the Mysore plateau fell under the Kannada speaking area as per the linguistic survey and history by Colonel Mark Wilks

Religion

As per the Census of 2011, the Nilgiris district had 76.61% Hindus, 11.51% Christians and 10.67% Muslims. Many of the Muslims and Christians have migrated to the Nilgiris from adjoining Wayanad, Malappuram and Palakkad districts in Kerala state. Hindus are more dominant in rural areas.

Languages

At the time of the 2011 census, 48.55% of the population spoke Tamil, 16.96% Malayalam, 16.65% Badaga, 6.66% Kannada, 3.63% Telugu, 1.59% Urdu, 1.07% Irula and 0.95% Pania as their first language. Nilgiris is arguably the most multi lingual and multicultural district in Tamil Nadu State. Tamil is the principal and most spoken language in the Nilgiris district followed by Malayalam, Badaga, Kannada, Telugu and Urdu languages. Other smaller languages include Irula, Paniya, Kurumba, Toda and Kota are also spoken here.

Agriculture

The Nilgiris district is basically a horticulture district. Its economy is based on commodity crops of tea, coffee, and spices, followed in importance by potato, cabbage, carrot, and fruit. The main cultivation is plantation crops such as tea and coffee, but with some cardamom, pepper and rubber too. Tea grows at elevations of 1,000 to over 2,500 metres.

The area also produces eucalyptus oil and temperate-zone vegetables. Potato and other vegetables are raised throughout Udhamandalam and Coonoor Taluks. Paddy (rice), ginger, pepper and rubber are grown in Gudalur and Pandalur Taluks. Paddy is also grown in the Thengumarahada area in Kotagiri Taluk. Besides these crops, millet, wheat, fruit and vegetables, etc., are also cultivated throughout the district. There are no irrigation schemes here. The crops are mainly rain-fed. Check dams have been constructed wherever possible to exploit natural springs.

Selection of Sample

The study was conducted in urban and rural areas of nilgiris district were selected purposively, the people where working in tea factor were selected. In the above selected samples of 100 both men and women were identified and selected based on random sampling. Therefore, the sampling technique adopted in the study was purposive random sampling.

Data Base of the Study

The schedule was first pre-tested with few selected sample units and based on their responses the questions were reformulated and the final interview schedule used in the study is given in Annexure I.

Period of the Study

The study was limited to a period of Six Months

Techniques of Analysis

Besides averages, percentages and graphs, the following techniques were applied

PERCENTAGE ANALYSIS

Percentage analysis refers to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentage is used to describe relative terms the distribution of two or more data.

$$\text{Sample Percentage} = \frac{\text{No of respondents}}{\text{Total no of respondents}} \times 100$$

ANOVA

The test of significance based on t-distribution is an adequate procedure for testing the significance of the difference between two sample means. In a situation when we have three or more samples to consider at a time, an alternative procedure is needed for testing the hypothesis that all the samples are drawn from the population with the same mean. The basic purpose of the analysis of variance is to test the homogeneity.

ANOVA (“analysis of variance”) compares the means of three or more independent groups to determine if there is a statistically significant difference between the corresponding population means.

A one-way ANOVA uses the following null and alternative hypotheses:

- **H0 (null hypothesis):** $\mu_1 = \mu_2 = \mu_3 = \dots = \mu_k$ (all the population means are equal)
- **H1 (alternative hypothesis):** at least one population mean is different from the rest

Typically use some statistical software (such as R, Excel, Stata, SPSS, etc.) to perform a one-way ANOVA since it's cumbersome to perform by hand. If the p-value is less than your chosen significance level (e.g. 0.05), then you can reject the null hypothesis and conclude that at least one of the population means is different from the others. To find out the difference in the data security on payment wallets of the different groups the ANOVA test is applied.

GARRETT'S RANKING TECHNIQUE

This techniques was used to evaluate the problems faced by the researchers. The orders of merit given by the respondents were converted in to rank by suing the formula. To find out the most significant factor which influences the respondent, Garrett's ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula:

$$\text{Percent Position} = \frac{100 (R_{ij} - 0.5)}{N_j}$$

Where

R_{ij} = Rank given for the i^{th} variable by j^{th} respondents

N_j = Number of variable ranked by j^{th} respondents

T-Test

A **t test** is a statistical test that is used to compare the means of two groups. It is often used in hypothesis testing to determine whether a process or treatment actually has an effect on the population of interest, or whether two groups are different from one another.

$$t = \frac{m - \mu}{s/\sqrt{n}}$$

where

- \bar{x} = Observed Mean of the Sample
- μ = Theoretical Mean of the Population
- s = Standard Deviation of the Sample
- n = Sample Size

Results and Discussion

CHAPTER - IV

RESULT AND DISCUSSION

In the present day modern world, needs and requirements of the people are increasing rapidly. To satisfy these growing needs and requirements of the people, the business continues to produce different types of brands of products.

**TABLE NO – 1
AGE OF RESPONDENTS**

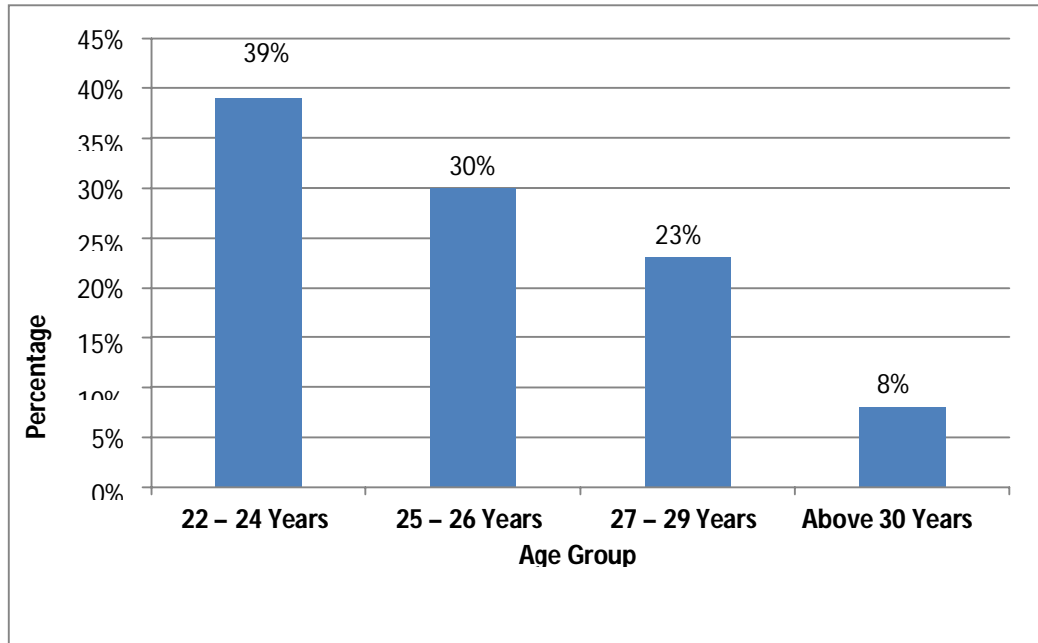
S.No	Age	No of Respondents	Percentage (%)
1	22 – 24 Years	39	39%
2	25 – 26 Years	30	30%
3	27 – 29 Years	23	23%
4	Above 30 Years	8	8%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 39% of the respondents are 22 - 24 years, 30% of the respondents are 25 years – 26 years, 23% of the respondents are 27 - 29 years and remaining 8% respondents are above 30 years.

It can be concluded that majority 39% of the respondents are 22 - 24 years.

**CHART NO – 1
AGE OF RESPONDENTS**



**TABLE NO – 2
MARITAL STATUS**

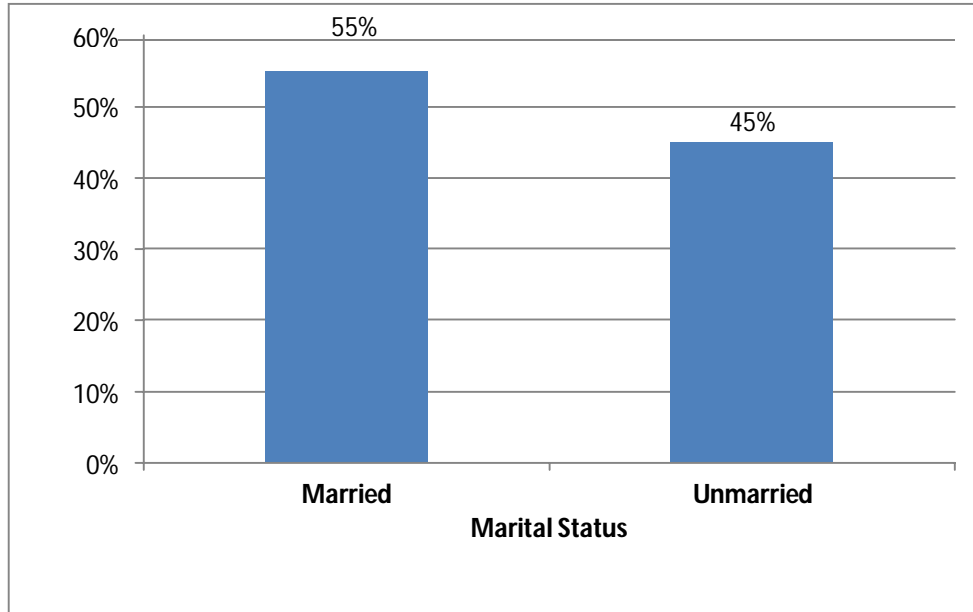
S.No	Marital Status	No of Respondents	Percentage (%)
1	Married	55	55%
2	Unmarried	45	45%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 55% of the respondents are unmarried and remaining 45% respondents are married.

It can be concluded that majority 55% of the respondents are unmarried.

**CHART NO – 2
MARITAL STATUS**



**TABLE NO – 3
RESPONDENTS FAMILY MEMBERS**

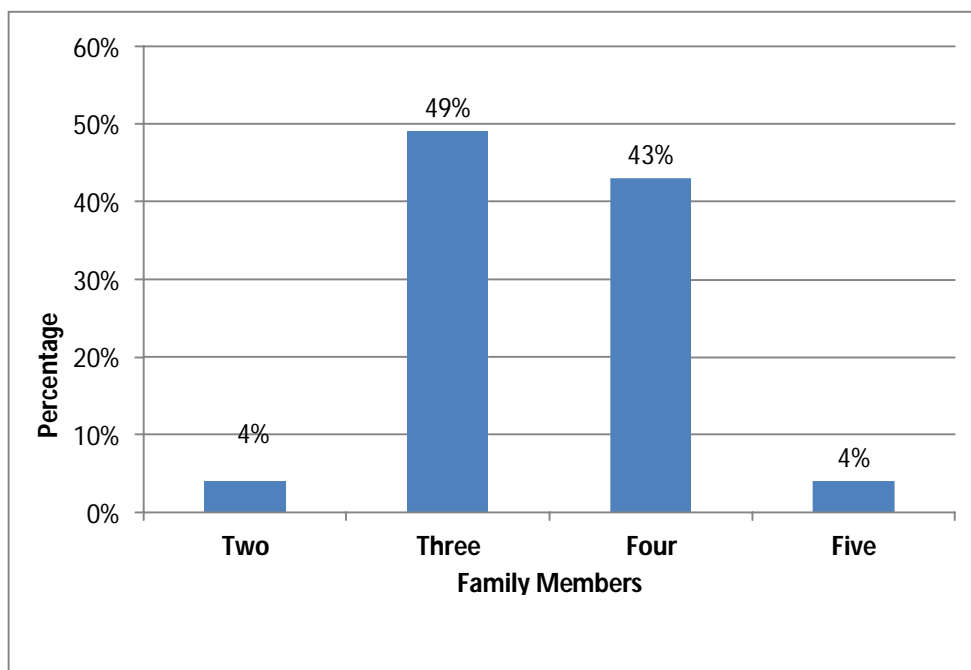
S.No	Family Members	No of Respondents	Percentage (%)
1	Two	4	4%
2	Three	49	49%
3	Four	43	43%
4	Five	4	4%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 49% of the respondents family member size is three, 43% of the respondents family member size is four and 4% of the respondents family member size is two and five.

It can be concluded that majority 49% of the respondents family member size is three.

**CHART NO – 3
RESPONDENTS FAMILY MEMBERS**



**TABLE NO – 4
RESPONDENT FAMILY TYPE**

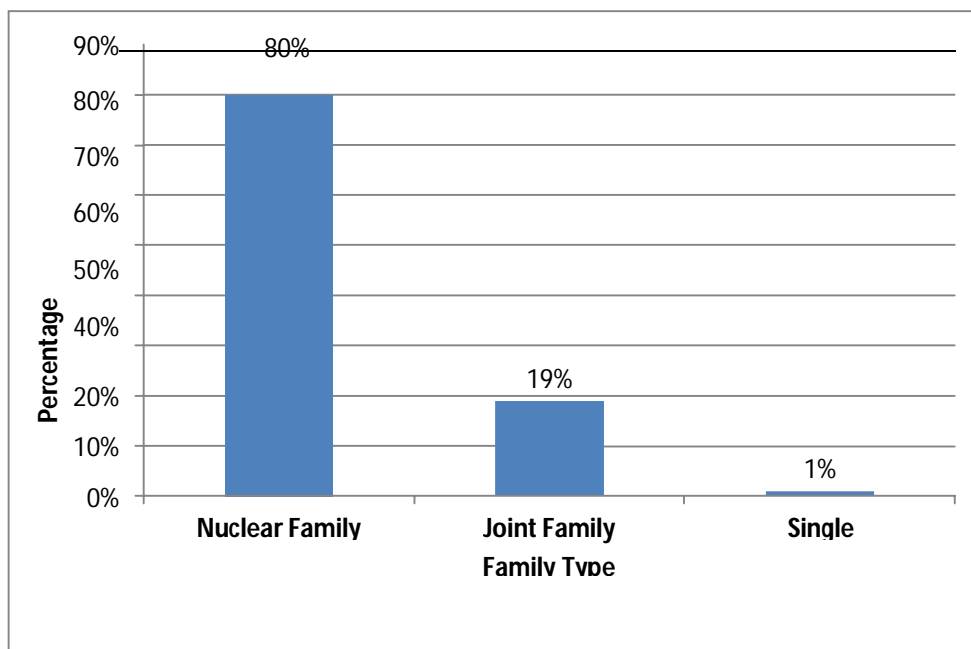
S.No	Family Type	No of Respondents	Percentage (%)
1	Nuclear Family	80	80%
2	Joint Family	19	19%
3	Single	1	1%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 80% of the respondents are nuclear family and 19% of the respondents are joint family and remaining 1% of the respondents are single.

It can be concluded that majority 80% of the respondents are nuclear family.

**CHART NO – 4
RESPONDENT FAMILY TYPE**



**TABLE NO – 5
EDUCATIONAL QUALIFICATION**

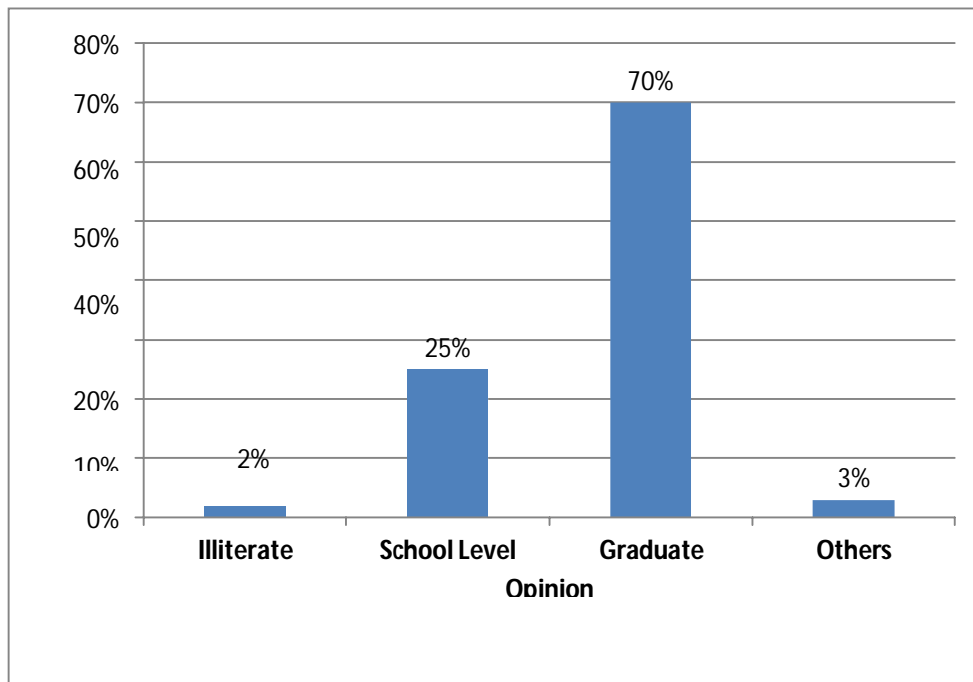
S.No	Educational Qualification	No of Respondents	Percentage (%)
1	Illiterate	2	2%
2	School Level	25	25%
3	Graduate	70	70%
4	Others	3	3%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 70% of the respondents education qualification is graduate, 25% of the respondents education qualification is school level, 3% of the respondents education qualification is other and 2% of the respondents education qualification is illiterate

It can be concluded that majority 70% of the respondents education qualification is graduate.

**CHART NO – 5
EDUCATIONAL QUALIFICATION**



**TABLE NO – 6
NATURE OF OCCUPATION**

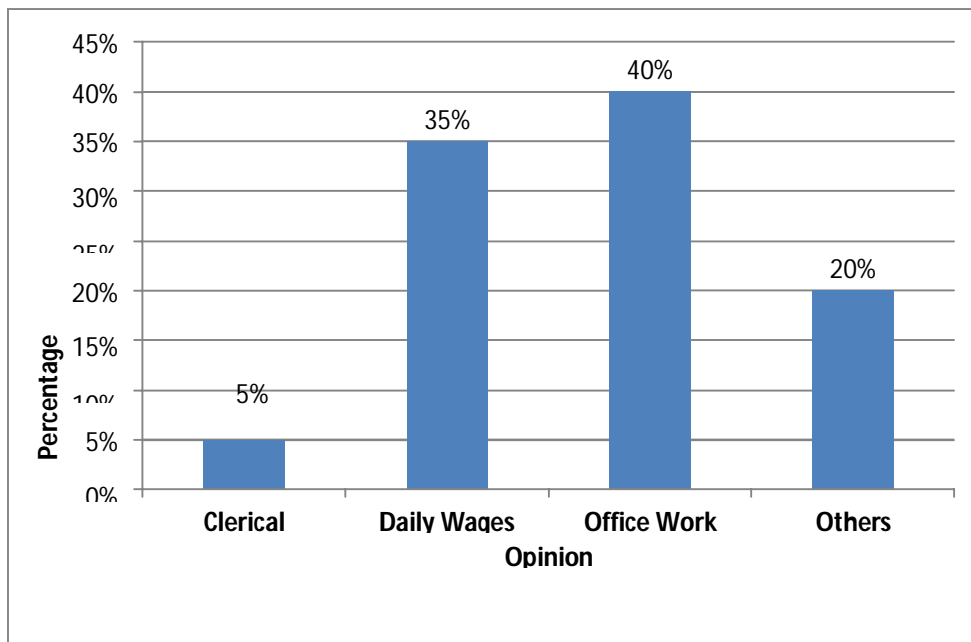
S.No	Nature of Occupation	No of Respondents	Percentage (%)
1	Clerical	5	5%
2	Daily Wages	40	35%
3	Office Work	35	40%
4	Others	20	20%
	TOTAL	200	100%

Source : Field Survey2023

The above table shows that 40% of the respondents nature of occupation is daily wages, 35% of the respondents nature of occupation is office work, 20% of the respondents nature of occupation is other work and remaining 5% of the respondents nature of occupation is clerical work.

It can be concluded that majority 40% of the respondents nature of occupation is daily wages.

**CHART NO – 6
NATURE OF OCCUPATION**



**TABLE NO – 7
MONTHLY INCOME OF RESPONDENTS**

S.No	Monthly Income	No of Respondents	Percentage (%)
1	Below Rs.10000	25	25%
2	Rs.10000-Rs.20000	32	32%
3	Rs.20001-Rs.30000	15	15%
4	Above Rs.30000	28	28%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 32% of the respondents belong to the monthly income level is Rs.10000-Rs.20000, 28% of the respondents belong to the monthly income level is above Rs.30000, 25% of the respondents belong to the monthly income level is below Rs.10000 and 15% of the respondents belong to the monthly income level is Rs.20001-Rs.30000.

It can be concluded that majority 32% of the respondents belong to the monthly

income level is Rs.10001-Rs.13000.

CHART NO – 7
MONTHLY INCOME OF RESPONDENTS

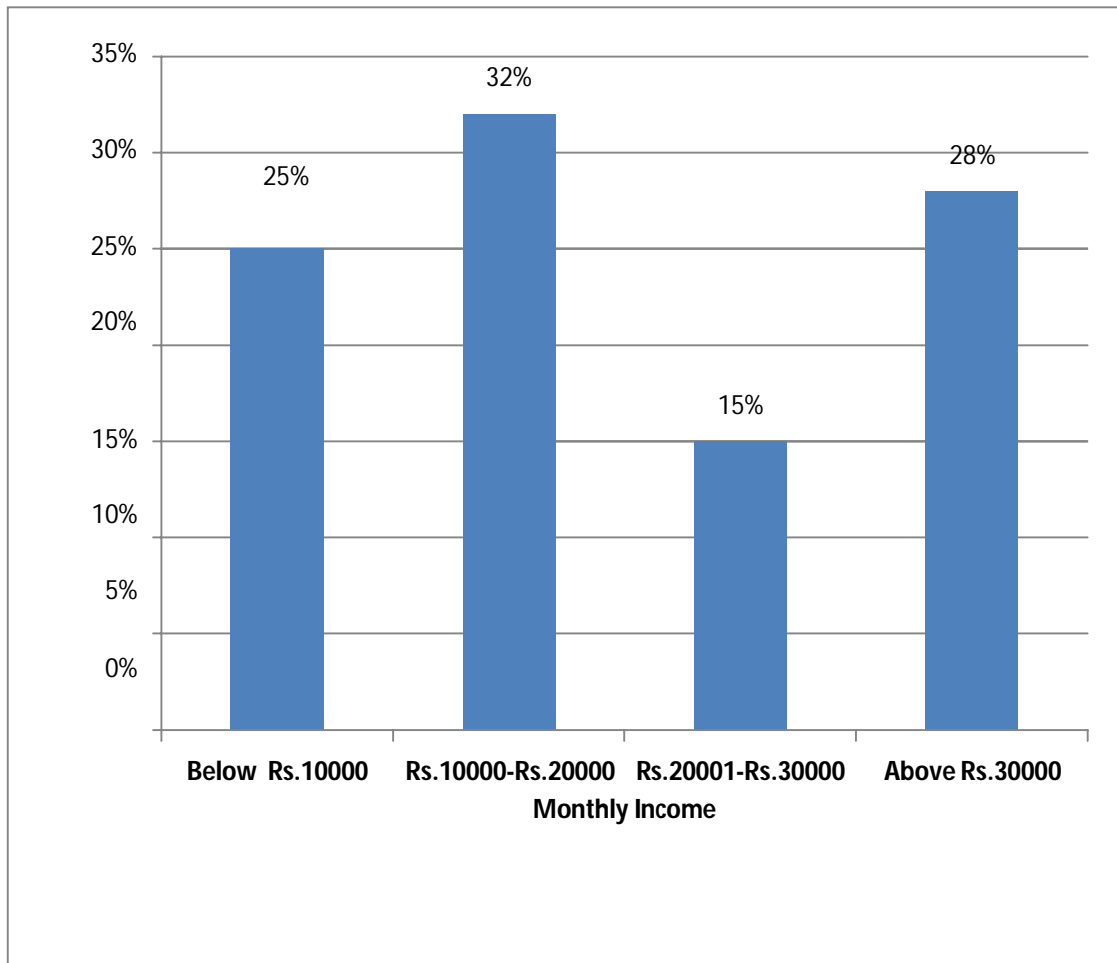


TABLE NO – 8
FAMILY MONTHLY INCOME OF RESPONDENTS

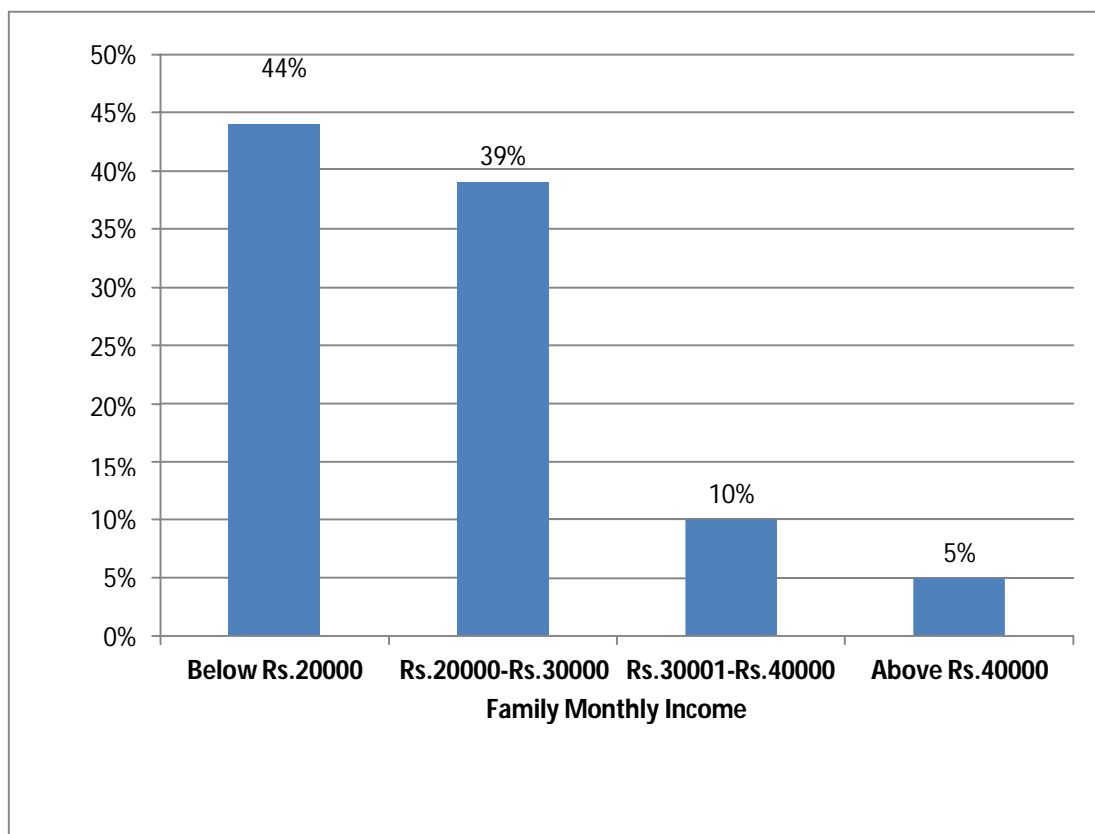
S.No	Family Monthly Income	No of Respondents	Percentage (%)
1	Below Rs.20000	44	44%
2	Rs.20000-Rs.30000	39	39%
3	Rs.30001-Rs.40000	10	10%
4	Above Rs.40000	5	5%
	TOTAL	100	100%

Source : Field Survey2023

The above table shows that 44% of the respondents belong to the family monthly income level is below Rs.20000, 39% of the respondents belong to the family monthly income level is Rs.20000-Rs.30000, 10% of the respondents belong to the family monthly income level is Rs.30001-Rs.40000 and 5% of the respondents belong to the family monthly income level is above Rs.40000.

It can be concluded that majority 44% of the respondents belong to the family monthly income level is Rs.15001-Rs.20000.

**CHART NO – 8
FAMILY MONTHLY INCOME OF RESPONDENTS**



**TABLE NO – 9
JOB SATISFACTION OF THE RESPONDENTS**

S.No	Job Satisfaction	No of Respondents	Percentage
1	Yes	164	82%
2	No	36	18%
TOTAL		200	100%

Source : Field Survey2023

From the above table it is observed that 82% respondents are satisfied his job and 18% of the respondents are not satisfied his job.

It can be concluded that majority 82% respondents are satisfied his job.

CHART NO – 9
JOB SATISFACTION OF THE RESPONDENTS

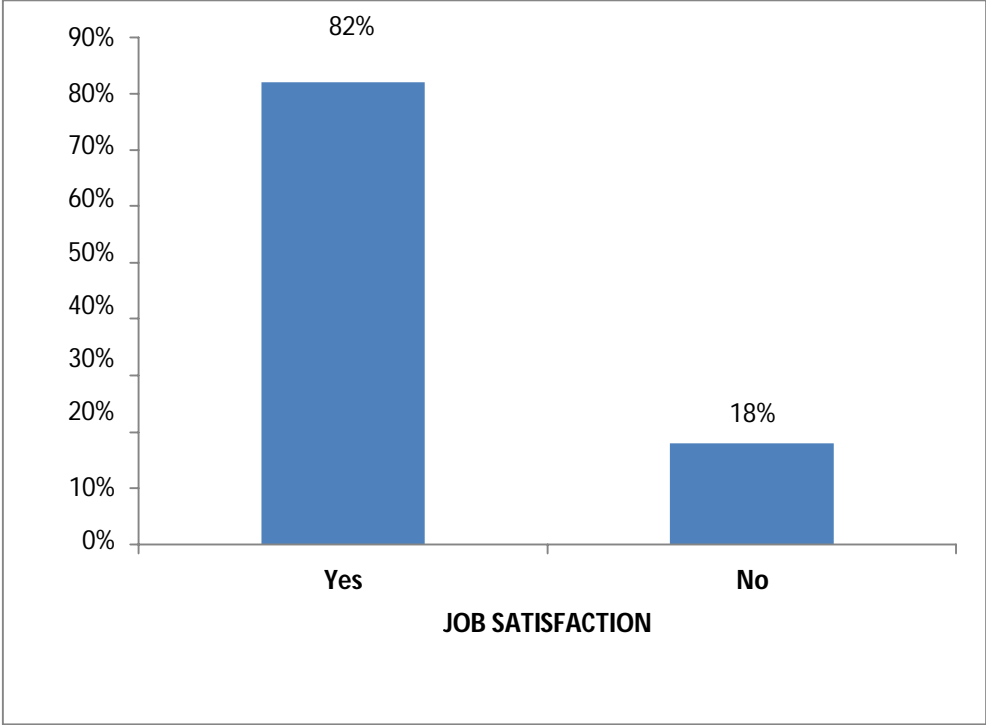


TABLE NO – 10
MOTIVATE OF WORK EFFICIENTLY

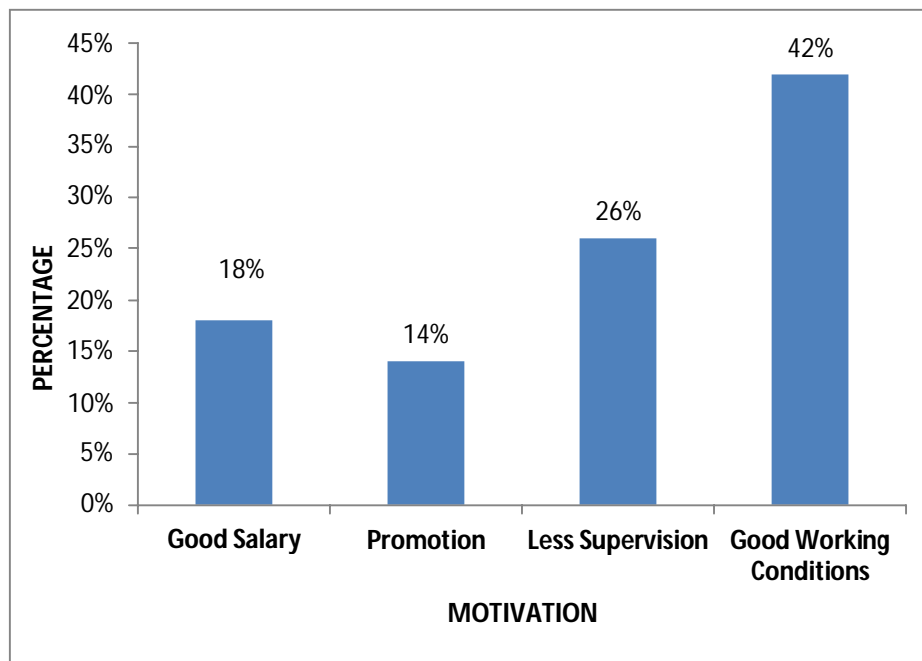
S.No	Motivation	No of Respondents	Percentage
1	Good Salary	36	18%
2	Promotion	28	14%
3	Less Supervision	52	26%
4	Good Working Conditions	84	42%
TOTAL		200	100%

Source : Field Survey2023

From the above table it is found 42% of the respondents are motivate work efficiently for provide good working condition, 26% of the respondents are motivate work efficiently for less supervision, 18% of the respondents are motivate work efficiently for provide good salary and 14% of the respondents are motivate work efficiently for work promotion.

It can be concluded that Majority 42% of the respondents are motivate work efficiently for provide good working condition.

CHART NO – 10
MOTIVATE OF WORK EFFICIENT



**TABLE NO – 11
EARN OTHER SOURCE OF INCOME**

S.No	Income Source	No of Respondents	Percentage
1	Yes	70	35%
2	No	130	65%
TOTAL		200	100%

Source : Field Survey2023

The above table shows that 65% respondents are not a earned other source of income and 35% respondents are earned other source of income.

It can be concluded that majority 65% of the respondents are not a earned other source of income.

**CHART NO – 11
EARN OTHER SOURCE OF INCOME**

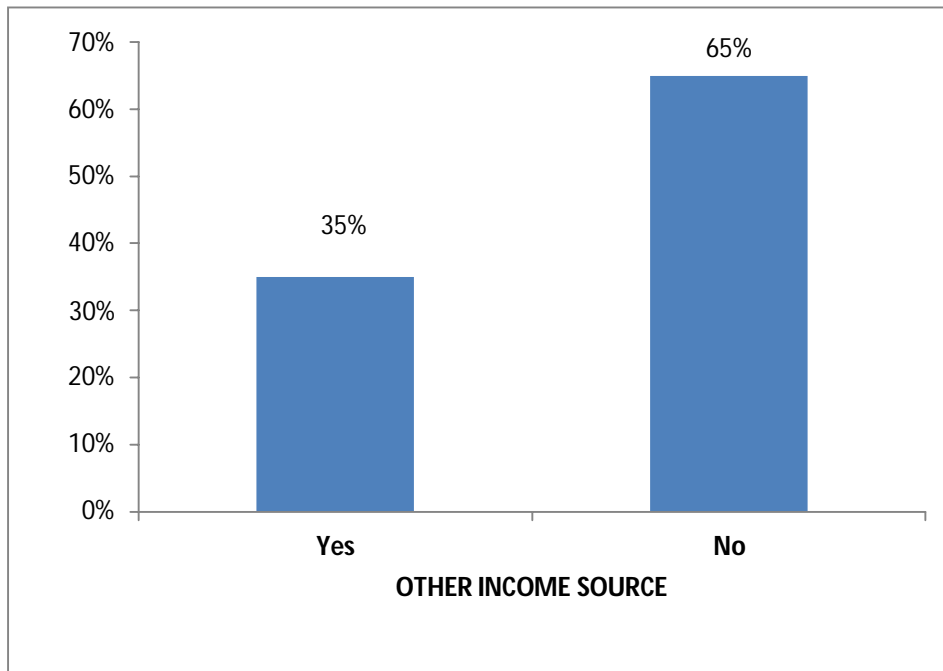


TABLE NO – 12
COMPANY PROVIDE FACILITIES TO RESPONDENCE

S.No	Facilities	No of Respondents	Percentage
1	Pick and Drop	55	55%
2	Free Canteen	30	30%
3	Quarters	15	15%
TOTAL		100	100%

Source : Field Survey2023

From the above table it is inferred that 55% of the respondents like pick and drop facilities, 30% of the respondents like free canteen facilities and 15% of the respondents like quarters facilities.

It can be concluded that majority 55% of the respondents are like pick and drop facilities.

CHART NO – 12
COMPANY PROVIDE FACILITIES TO RESPONDENCE

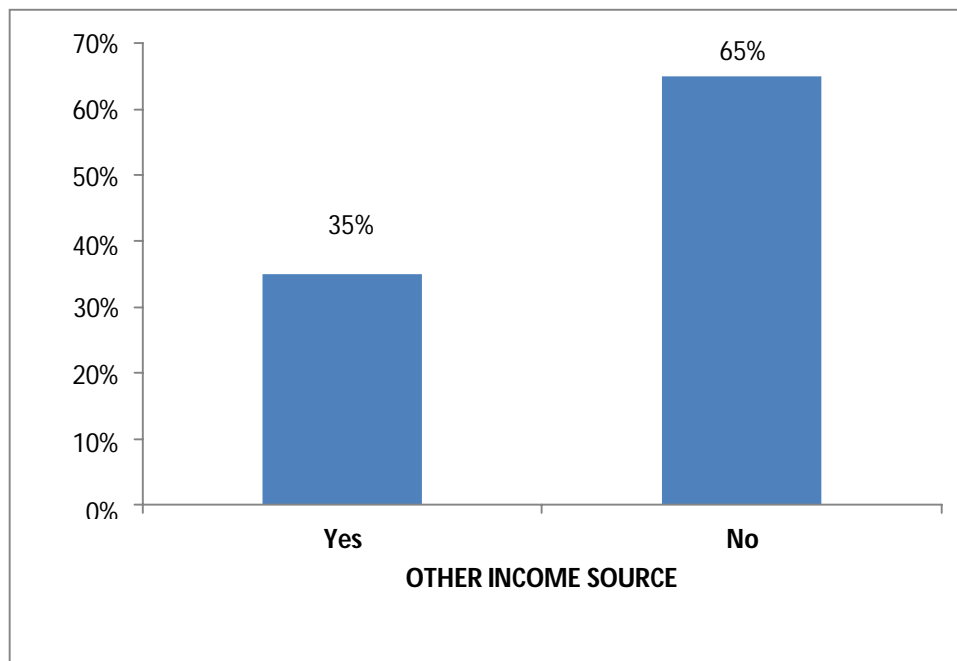


TABLE NO – 13
PRESENT CONDITION OF EMPLOYEES IN COMPANY

S.No	Prevailing of Employment	No of Respondents	Percentage
1	Highly Satisfied	12	12%
2	Satisfied	48	48%
3	Neutral	26	26%
4	Dis-Satisfied	10	10%
5	Highly Dis-Satisfied	4	4%
TOTAL		100	100%

Source : Field Survey2023

From the above table it is observed that 48% respondents are satisfied of company prevailing of employment condition, 26% respondents are neutral of company prevailing of employment condition, 12% respondents are highly satisfied of company prevailing of employment condition, 10% respondents are dissatisfied of company prevailing of employment condition and 4% respondents are highly dissatisfied of company prevailing of employment condition.

It can be concluded that majority 48% of the respondents are satisfied of company prevailing of employment condition.

CHART NO – 13
COMPANY PREVAILING OF EMPLOYMENT CONDITION

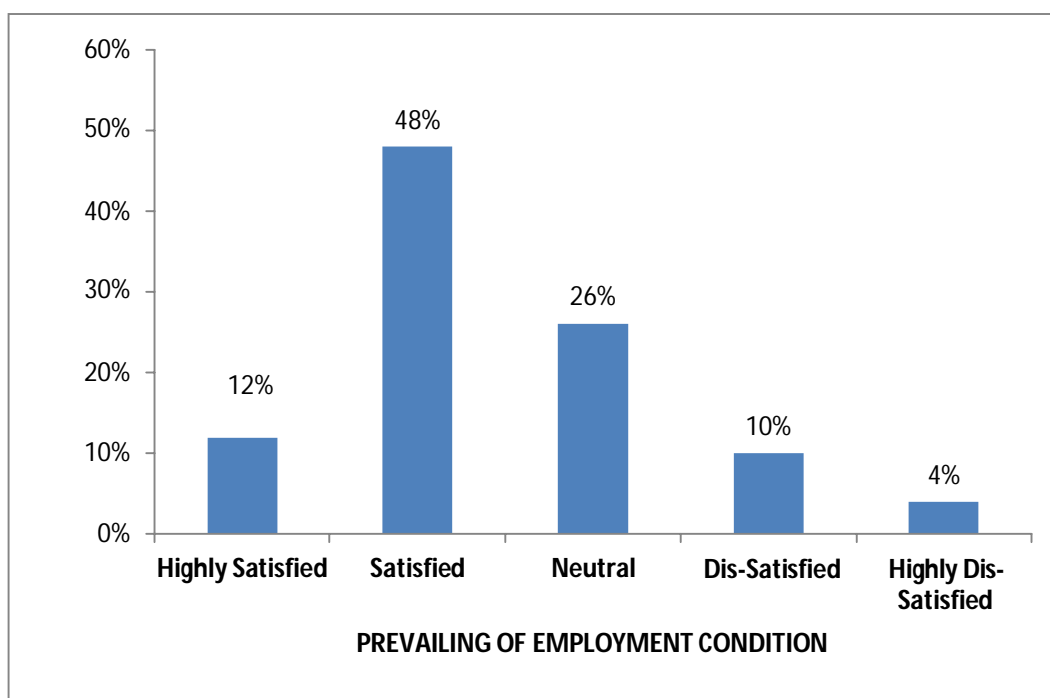


TABLE NO – 14
RESPONDENTS OPINION ABOUT JOB PROMOTIONAL AND TRANSFER POLICY

S.No	Job Promotional and Transfer Policy	No of Respondents	Percentage
1	Highly Satisfied	6	6%
2	Satisfied	32	32%
3	Neutral	51	51%
4	Dis-Satisfied	9	9%
5	Highly Dis-Satisfied	2	2%
TOTAL		100	100%

Source : Field Survey2023

From the above table it is found 51% respondents are feel about neutral of company job promotional and transfer policy, 32% respondents are feel about satisfied of company job promotional and transfer policy, 9% respondents are feel about dissatisfied of company job promotional and transfer policy, 6% respondents are feel about highly dissatisfied of company job promotional and transfer policy and 4% respondents are feel about highly dissatisfied of company job promotional and transfer policy.

It can be concluded that majority 51% of the respondents are feel about neutral of company job promotional and transfer policy

CHART NO – 14
RESPONDENTS FEEL ABOUT JOB PROMOTIONAL AND TRANSFER POLICY

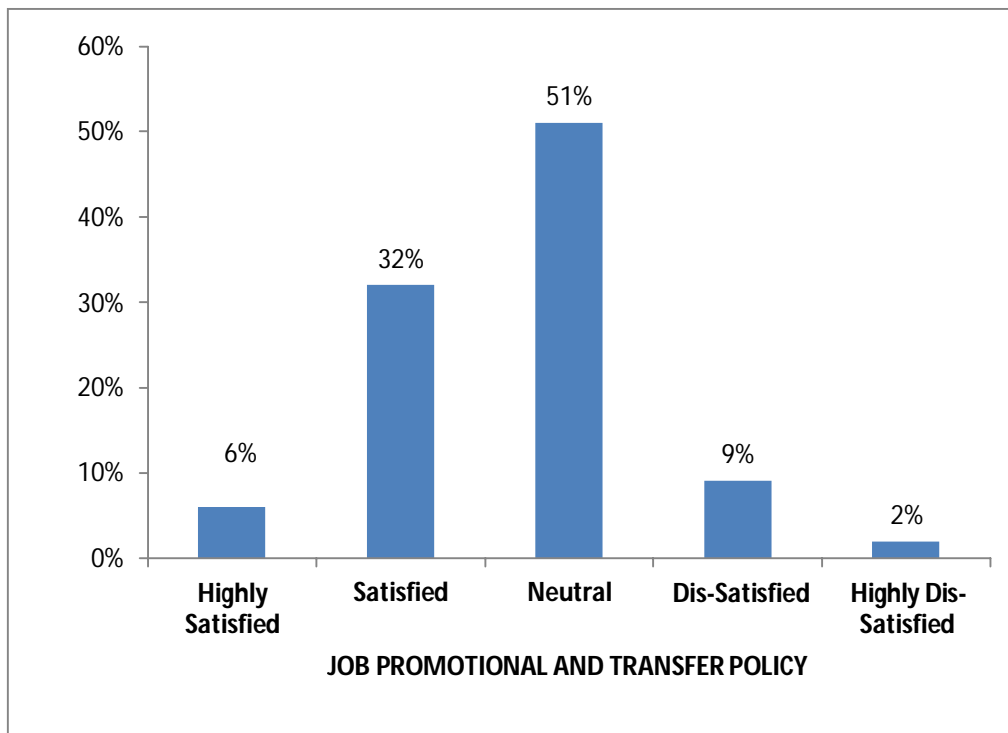


TABLE NO – 15
RESPONDENTS OPINION ABOUT PHYSICAL WORKING CONDITIONS

S.No	Physical Working Conditions	No of Respondents	Percentage
1	Highly Satisfied	8	8%
2	Satisfied	55	55%
3	Neutral	30	30%
4	Dis-Satisfied	4	4%
5	Highly Dis-Satisfied	3	3%
TOTAL		100	100%

Source : Field Survey2023

The above table shows that 55% respondents are opinion about satisfied of physical working condition, 30% respondents are opinion about neutral of physical working condition, 8% respondents are opinion about highly satisfied of physical working condition, 4% respondents are opinion about dissatisfied of physical working condition and 3% respondents are opinion about highly dissatisfied of physical working condition.

It can be concluded that majority 55% of the respondents are opinion about satisfied of physical working condition.

CHART NO – 15

RESPONDENTS OPINION ABOUT PHYSICAL WORKING CONDITIONS

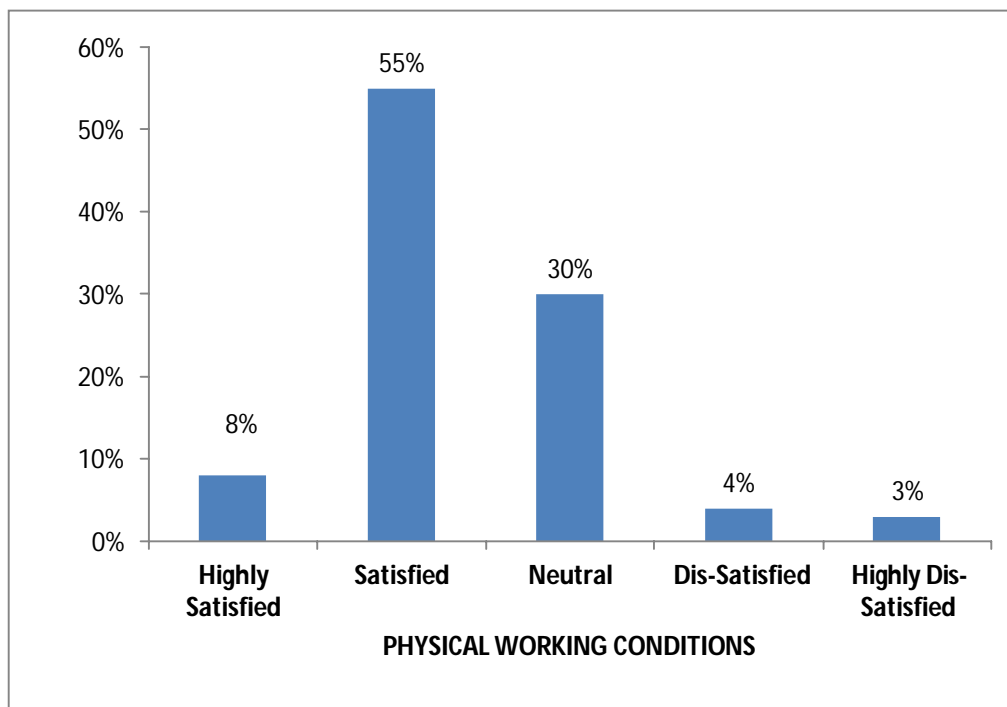


TABLE NO – 16

RELATIONSHIP OF SUPERIORS

S.No	Relationship of Superiors	No of Respondents	Percentage
1	Highly Satisfied	13	13%
2	Satisfied	20	20%
3	Neutral	30	30%
4	Dis-Satisfied	25	25%
5	Highly Dis-Satisfied	12	12%
TOTAL		100	100%

Source : Field Survey2023

From the table it is observed that 30% respondents relationship of existing with subordinates and superiors in neutral, 25% respondents relationship of existing with subordinates and superiors in dissatisfied, 20% respondents relationship of existing with subordinates and superiors in satisfied, 13% respondents relationship of existing with

subordinates and superiors in dissatisfied and 12% respondents relationship of existing with subordinates and superiors in highly dissatisfied.

It can be concluded that majority 30% of the respondents are relationship of existing with subordinates and superiors in neutral.

CHART NO – 16
RELATIONSHIP OF SUPERIORS

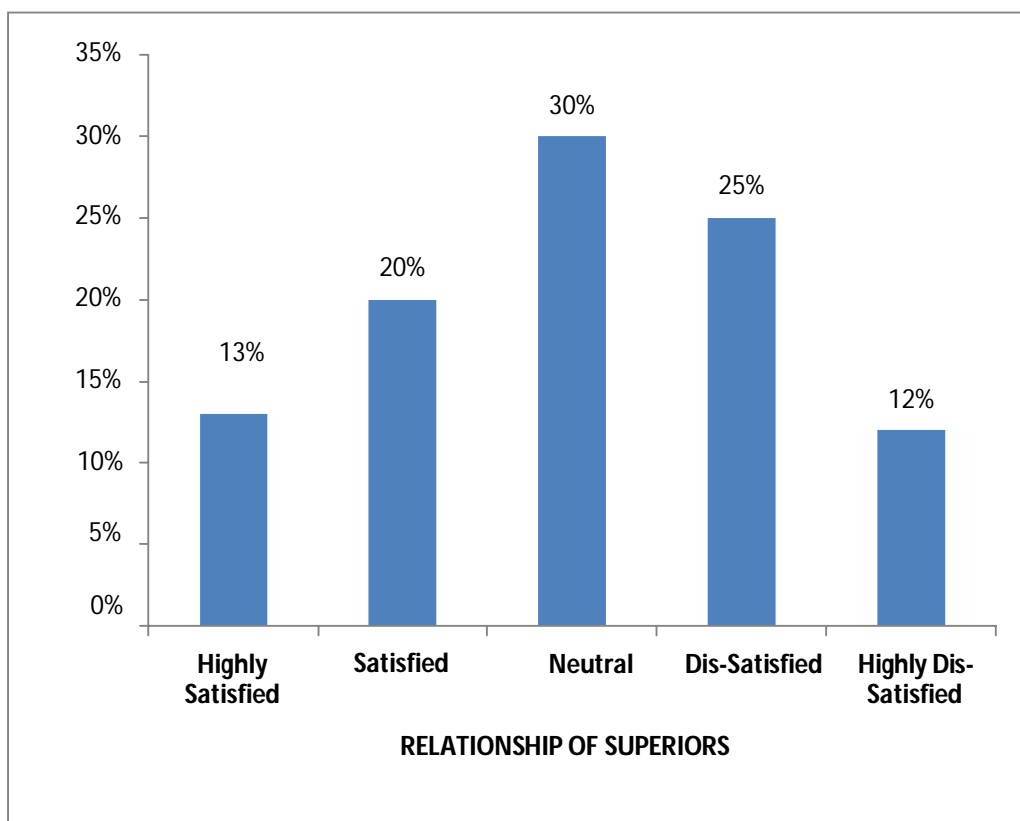


TABLE NO – 17
COMPANY WORKING HOURS

S.No	Working Hours	No of Respondents	Percentage
1	Highly Satisfied	25	25%
2	Satisfied	45	45%
3	Neutral	20	20%
4	Dis-Satisfied	8	8%
5	Highly Dis-Satisfied	2	2%
TOTAL		100	100%

Source : Field Survey2023

From the above table it is found 45% respondents are satisfied with company working hours, 25% respondents are highly satisfied with company working hours, 20% respondents are neutral with company working hours, 8% respondents are dissatisfied with company working hours and 2% respondents are highly dissatisfied with company working hours.

It can be concluded that majority 45% of the respondents are satisfied with company working hours.

CHART NO – 17
WORKING HOURS

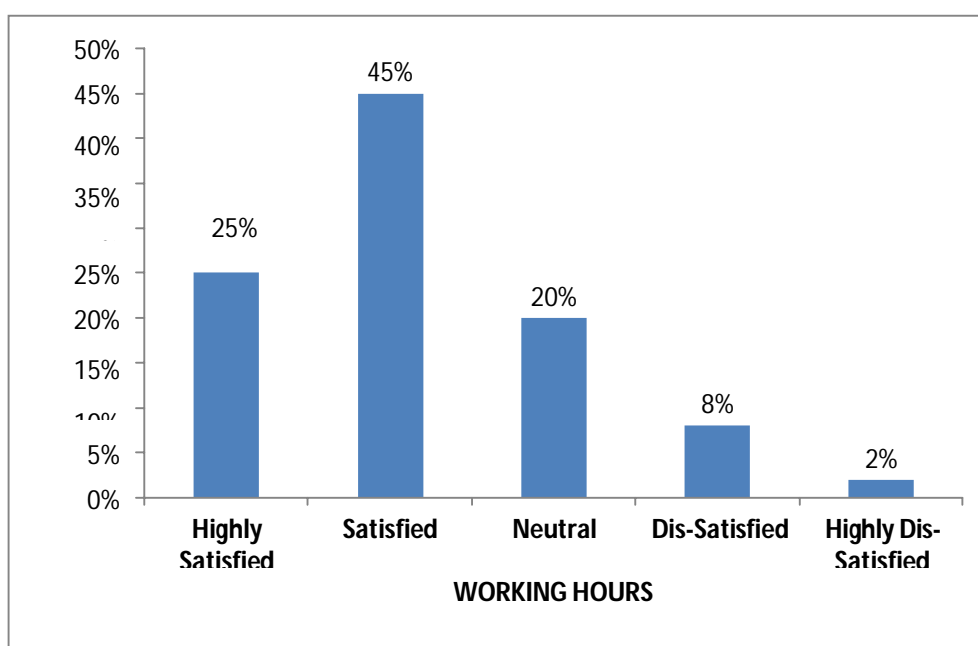


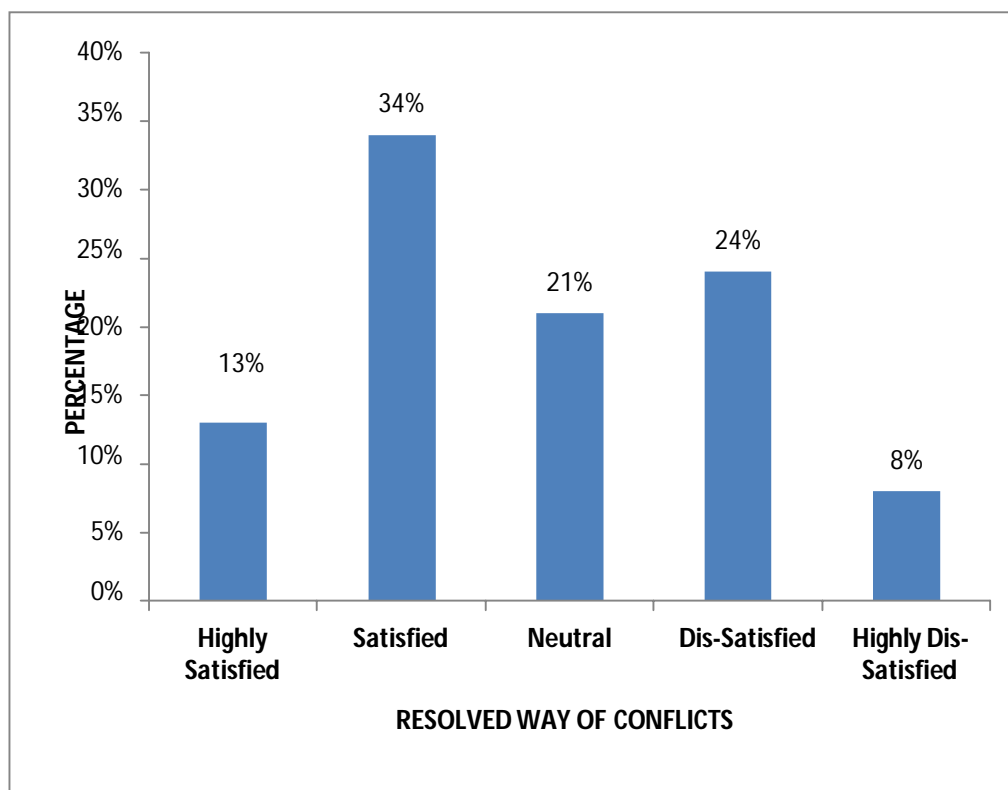
TABLE NO – 18
RESOLVED WAY OF CONFLICTS

S.No	Resolved Way of Conflicts	No of Respondents	Percentage
1	Highly Satisfied	13	13%
2	Satisfied	34	34%
3	Neutral	21	21%
4	Dis-Satisfied	24	24%
5	Highly Dis-Satisfied	8	8%
TOTAL		100	100%

Source : Field Survey2023

The above table shows that 34% respondents are opinion about satisfied of resolved way of conflicts, 24% respondents are opinion about dissatisfied of resolved way of conflicts, 21% respondents are opinion about neutral of resolved way of conflicts, 13% respondents are opinion about highly satisfied of resolved way of conflicts and 8% respondents are opinion about highly dissatisfied of resolved way of conflicts. It can be concluded that majority 34% of the respondents are opinion about satisfied of resolved way of conflicts.

**CHART NO – 18
RESOLVED WAY OF CONFLICTS**



**TABLE NO – 19
COMPANY CANTEEN FACILITY**

S.No	Canteen facility	No of Respondents	Percentage
1	Highly Satisfied	15	15%
2	Satisfied	35	35%
3	Neutral	30	30%
4	Dis-Satisfied	12	12%
5	Highly Dis-Satisfied	8	8%
TOTAL		100	100%

Source : Field Survey2023

From the table it is observed that 35% respondents are satisfied with company canteen facility, 30% respondents are neutral with company canteen facility, 15% respondents are highly satisfied with company canteen facility, 12% respondents are dissatisfied with company canteen facility and 8% respondents are highly dissatisfied with company canteen facility.

It can be concluded that majority 35% of the respondents are satisfied with company canteen facility.

CHART NO – 19
COMPANY CANTEEN FACILITY

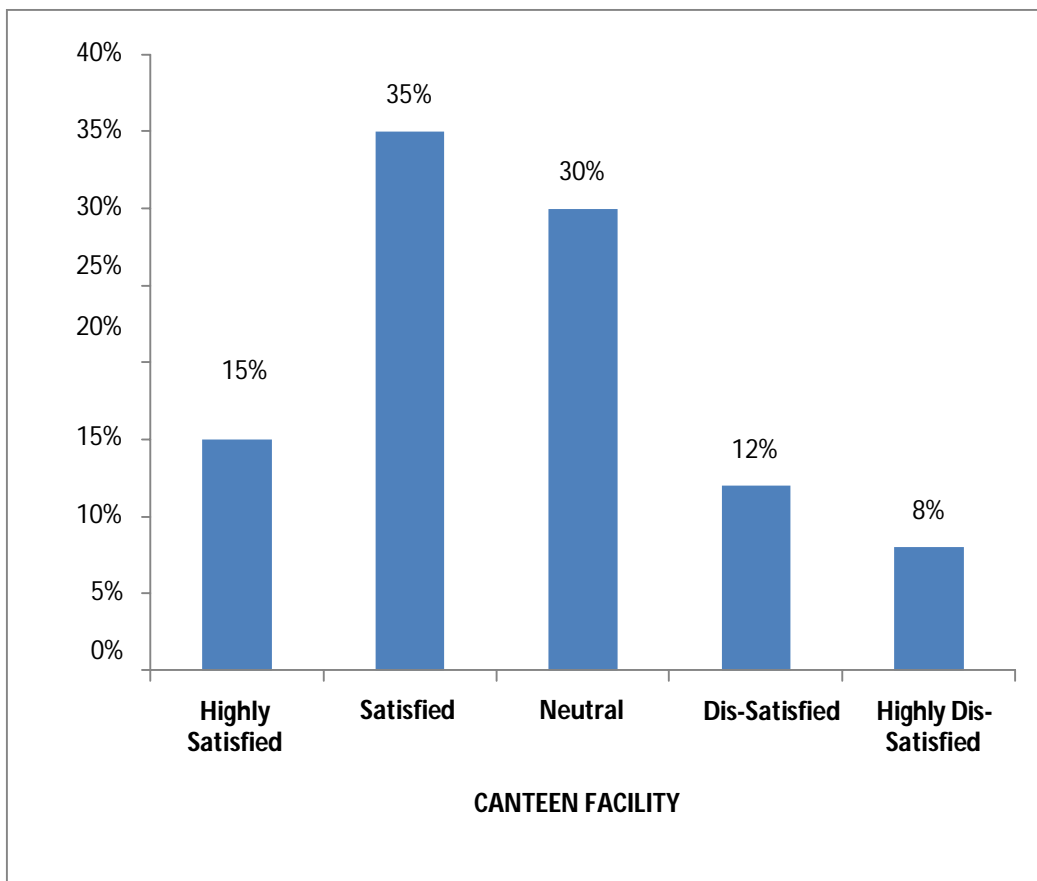


TABLE NO – 20
RESPONDENTS SATISFACTION OF COMPANY PROVIDED FOOD

S.No	Company Food	No of Respondents	Percentage
1	Highly Satisfied	8	8%
2	Satisfied	22	22%
3	Neutral	65	65%
4	Dis-Satisfied	4	4%
5	Highly Dis-Satisfied	1	1%
TOTAL		100	100%

Source : Field Survey2023

From the above table it is found 65% respondents are opinion about neutral with company provided food, 22% respondents are opinion about satisfied with company provided food, 8% respondents are opinion about highly satisfied with company provided food, 4% respondents are opinion about dissatisfied with company provided food and 1 % respondents are opinion about highly dissatisfied with company provided food.

It can be concluded that majority 65% of the respondents are opinion about neutral with company provided food.

CHART NO – 20
RESPONDENTS SATISFACTION OF COMPANY PROVIDED FOOD

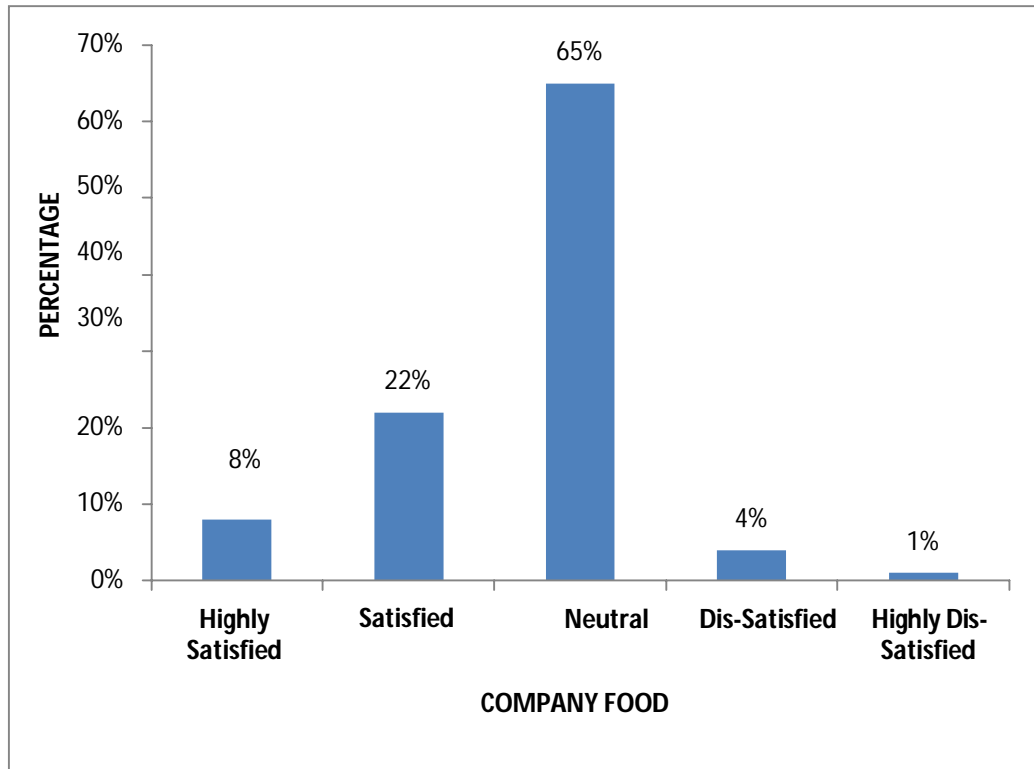


TABLE NO – 21
RESPONDENTS SATISFIED COMPANY WELFARE MEASURES

S.No	Welfare Measures	No of Respondents	Percentage
1	Highly Satisfied	3	3%
2	Satisfied	28	28%
3	Neutral	56	56%
4	Dis-Satisfied	7	7%
5	Highly Dis-Satisfied	6	6%
TOTAL		100	100%

Source : Field Survey 2023

The above table shows that 56% respondents are opinion about neutral of company welfare measures, 28% respondents are opinion about satisfied of company welfare measures, 7% respondents are opinion about dissatisfied of company welfare measures, 6% respondents are opinion about highly dissatisfied of company welfare measures and 3% respondents are opinion about highly satisfied of company welfare measures.

It can be concluded that majority 56% of the respondents are neutral of company welfare measures.

CHART NO – 21
RESPONDENTS SATISFIED COMPANYWELFARE MEASURES

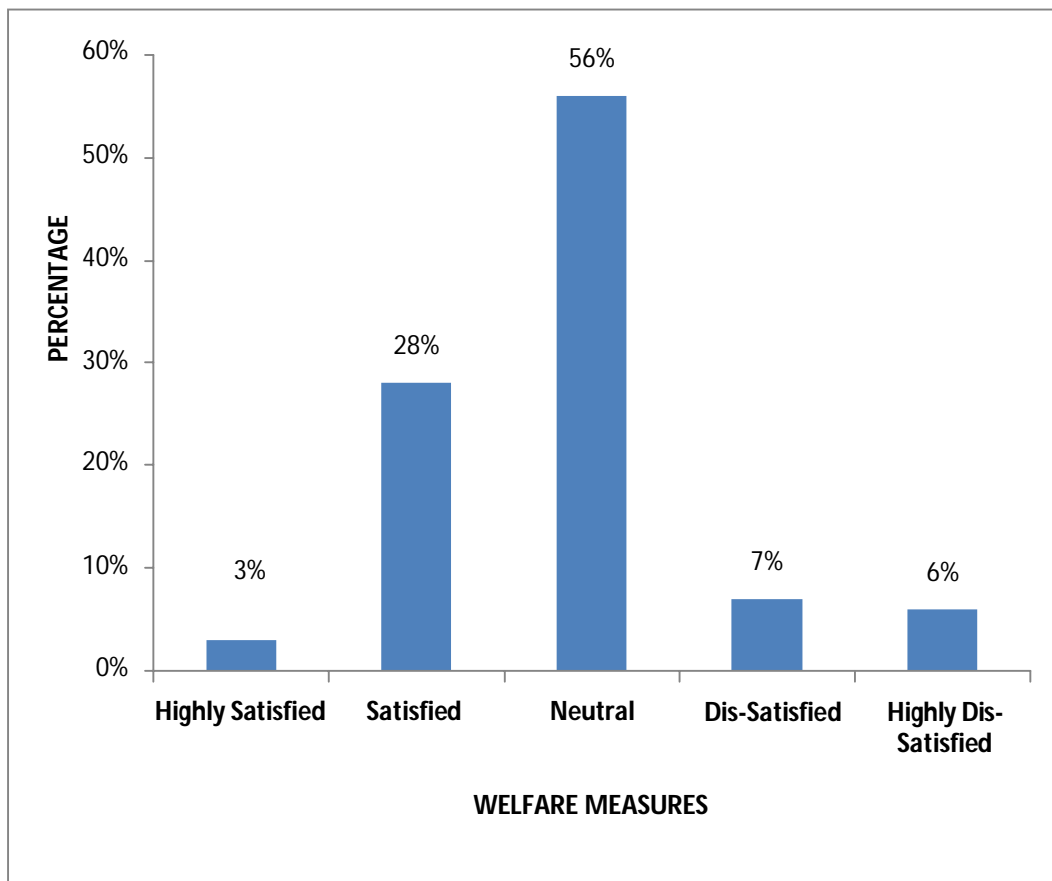


TABLE NO – 22
COMPANY PAY OVER TIME ALLOWANCES

S.No	Over Time Allowances	No of Respondents	Percentage
1	Highly Satisfied	7	7%
2	Satisfied	43	43%
3	Neutral	27	27%
4	Dis-Satisfied	18	18%
5	Highly Dis-Satisfied	5	5%
TOTAL		100	100%

Source : Field Survey2023

From the table it is observed that 43% respondents are satisfied with company pay over time allowances, 27% respondents are neutral with company pay over time allowances, 18% respondents are dissatisfied with company pay over time allowances, 7% respondents are highly satisfied with company pay over time allowances and 5% respondents are highly dissatisfied with company pay over time allowances,

It can be concluded that majority 43% of the respondents are satisfied with company pay over time allowances.

CHART NO – 22
COMPANY PAY OVER TIME ALLOWANCES

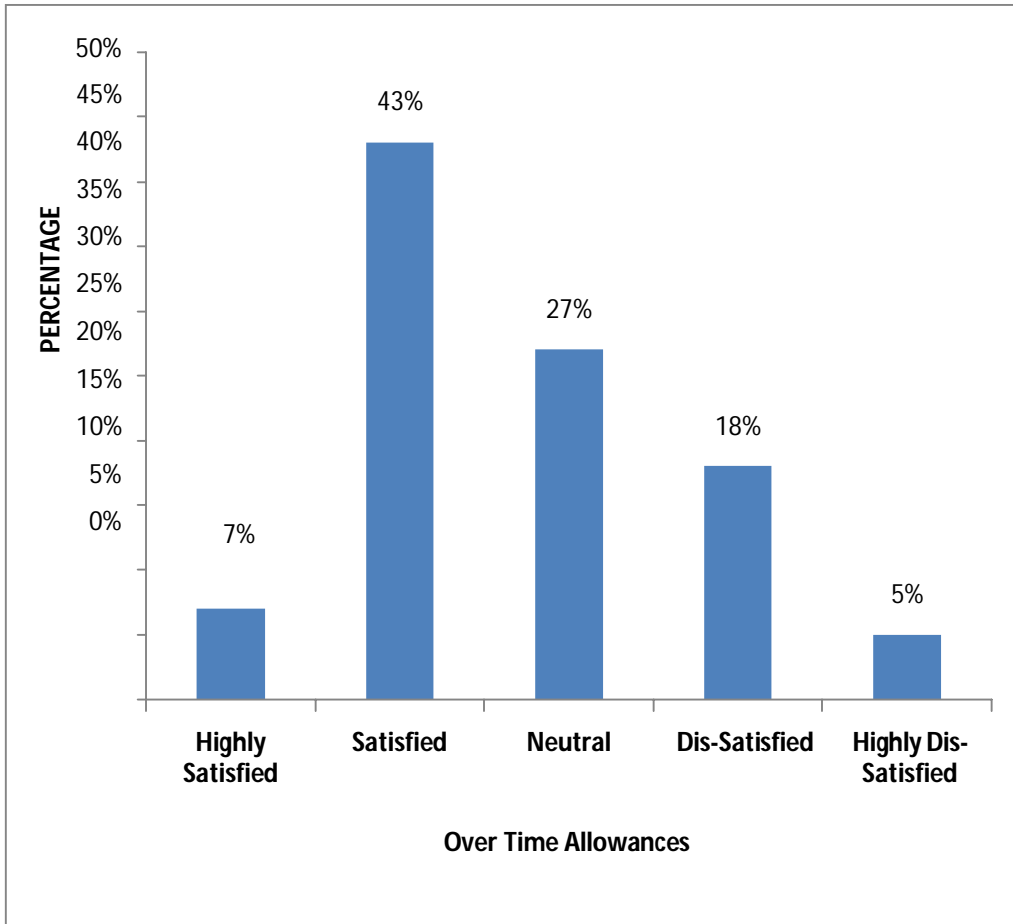


TABLE NO – 23
RESPONDENTS OPINION ABOUT COMPANY OFFER SAFETY MEASURE

S.No	Safety Measure	No of Respondents	Percentage
1	Highly Satisfied	12	12%
2	Satisfied	28	28%
3	Neutral	16	16%
4	Dis-Satisfied	30	30%
5	Highly Dis-Satisfied	14	14%
TOTAL		100	100%

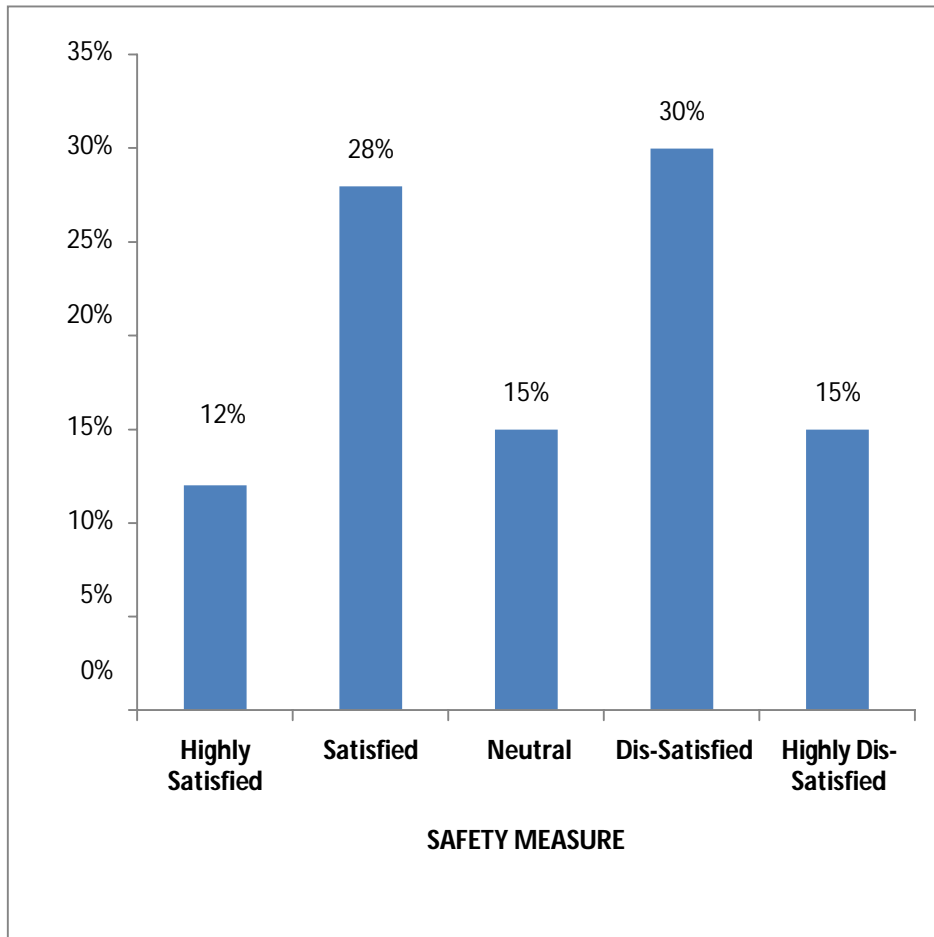
Source : Field Survey2023

From the above table it is found 30% respondents are feel about dissatisfied with company offer safety measure, 28% respondents are feel about satisfied with company offer safety measure, 16% respondents are feel about neutral with company offer safety measure, 14% respondents are feel about highly dissatisfied with company offer safety measure and 12% respondents are feel about highly satisfied with company offer safety measure.

It can be concluded that majority 30% of the respondents are opinion feel about dissatisfied with company offer safety measure.

CHART NO – 23

RESPONDENTS OPINION ABOUT COMPANY OFFER SAFETY MEASURE



ANOVATEST

The test of significance based on t-distribution is an adequate procedure for testing the significance of the difference between two sample means. In a situation when we have three or more samples to consider at a time, an alternative procedure is needed for testing the hypothesis that all the samples are drawn from the population with the same mean. The basic purpose of the analysis of variance is to test the homogeneity.

TABLE NO: 24

AGE GROUP OF THE RESPONDENTS AND SATISFACTION LEVEL OF WORKING CONDITION OF TEA LABOURS

AIM: To find the variance between the age of the respondents and satisfaction level about working condition of tea labours.

NUL HYPOTHESIS (H0): There is no variance between the age group of the respondents and satisfaction level about working condition of tea labours.

ALTERNATIVE HYPOTHESIS (H1): There is a variance between the age group of the respondents and satisfaction level about working condition of tea labours.

AGE GROUP OF THE RESPONDENTS

	Sumof Squares	Df	Mean Square	F	Sig.
Between Groups	9.917	2	4.959	9.249	.000
Within Groups	159.229	297	.536		

The above table shows that the significance value $0.000 < 0.05$. Hence the null hypothesis is accepted. It indicates that there is no significant variance between the age group of the respondents and satisfaction level about the working condition of tea labours.

TABLE NO: 25

**MARITAL STATUS OF THE RESPONDENTS AND
SATISFACTION LEVEL OF WORKING CONDITION OF TEA
LABOURS**

AIM: To find the variance between marital status of the respondents and satisfaction level about working condition of tea labours.

NUL HYPOTHESIS (H0): There is no variance between the marital status of the respondents and satisfaction level about working condition of tea labours.

ALTERNATIVE HYPOTHESIS (H1): There is a variance between the marital status of the respondents and satisfaction level about working condition of tea labours.

MARITAL STATUS OF THE RESPONDENTS

	Sumof Squares	Df	Mean Square	F	Sig.
Between Groups	12.957	2	6.478	2.408	.092
Within Groups	798.973	297	2.690		

The above table shows that the significance value $0.092 < 0.05$. Hence the null hypothesis is accepted. It indicates that there is no significant variance between the marital status of the respondents and satisfaction level about the working condition of tea labours.

T-Test

A **t test** is a statistical test that is used to compare the means of two groups. It is often used in hypothesis testing to determine whether a process or treatment actually has an effect on the population of interest, or whether two groups are different from one another.

$$t = \frac{m - \mu}{s/\sqrt{n}}$$

For this products were taken into consideration on the basis of outcome of the study. The following working condition for respondents.

S.NO	PRODUCTS	OFFLINE	ONLINE
1.	Nationalized Bank	45	55
2.	Private Bank	40	60
3.	Mutual Bank	30	70
4.	Share Market	80	20
5.	Post Office	75	25
6.	Insurance	22	78
7.	Medical Bonds	32	68
8.	Land	76	24
9.	Agriculture	67	33
10.	Business	69	31

Paired t test results

P value and statistical significance

The two-tailed P-Value equals 0.3540

By conventional criteria this difference is considered to be not statistically significant.

Confidence Interval

The mean of Online minus Offline equals 13.82.

95% confidence interval of this difference : From -17.86 to 45.50

Intermediate values used in calculations :

$$t = 0.9719$$

$$df = 10$$

$$\text{Standard error of difference} = 14.218$$

Group	Online	Offline
Mean	56.91	43.09
SD	23.58	23.58
SEM	7.11	7.11
N	11	11

- Mean = The average of each of the samples
- SD = Standard Deviation of the Samples
- N = Sample Size

RANKING ANALYSIS OF FACTORS INFLUENCING THE CONSUMERS PLAN FOR INVESTMENT

To find out the most significance factors influencing the investment plan, Garret ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and outcome of such ranking have been converted into score value with the help of the following formula and Annexure II finding are shown in table

Bu the Garret ranking technique table, as present position estimated is converted into scores, then for each factor. The score of each individual are added and then mean value is calculated. The factors having highest mean value is considered to be the most important.

Factors

For this calculation 8 factors were taken into consideration on the basis of the study.

- Nationalized Bank
- Private Bank
- Mutual Bank
- Share Market
- Post Office
- Insurance
- Medical Bonds
- Land
- Agriculture
- Business
- Nationalized Bank

GARRETT'S RANKING TECHNIQUE

This techniques was used to evaluate the problems faced by the researchers. The orders of merit given by the respondents were converted in to rank by suing the formula. To find out the most significant factor which influences the respondent, Garrett's ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula:

$$\text{Percent Position} = \frac{100 (R_{ij} - 0.5)}{N_j}$$

Where

R_{ij} = Rank given for the i^{th} variable by j^{th} respondents

N_j = Number of variable ranked by j^{th} respondents

TABLE – 26**RANKING ANALYSIS OF FACTORS INFLUENCING WORKING CONDITION OF
TEA LABOURS : GARRETT'S RANKING TECHNIQUE**

S.NO	FACTORS	TOTAL SCORE	MEAN	RANK
1	Nationalized Bank	1640	16.40	VII
2	Private Bank	1980	19.80	VI
3	Mutual Bank	2010	20.10	V
4	Share Market	2470	24.70	II
5	Post Office	2260	22.60	III
6	Insurance	2700	27.00	I
7	Medical Bonds	1230	12.30	VIII
8	Land	2130	21.30	IV
9	Agriculture	560	5.60	X
10	Business	1200	12.00	IX

The above found that the performance appraisal was ranked as first factor with mean value 27.00, bonus was ranked as second factor with mean value 24.70, training facilities was ranked as third factor with mean value 22.60, welfare facility was ranked as fourth factor with mean value 21.30, medical services was ranked as fifth factor with mean value 20.10, leave was ranked as sixth factor with mean value 19.80, wages was ranked as seventh factor with mean value 16.40, safety measure was ranked as eighth factor with mean value 12.30.

Summary and Conclusion

CHAPTER – V

SUMMARY AND CONCLUSIONS

FINDINGS

- Majority (39) % of the respondents are 22 - 24 years.
- Majority (55%) of the respondents are unmarried.
- Majority (49%) of the respondents family member size is three
- Majority (80%) of the respondents are nuclear family
- Majority (70%) of the respondents education qualification is graduate.
- Majority (40%) of the respondents nature of occupation is daily wages.
- Majority (32%) of the respondents belong to the monthly income level is Rs.10001-Rs.13000.
- Majority (44%) of the respondents belong to the family monthly income level is Rs.15001-Rs.20000.
- Majority (82%) of the respondents are job is satisfied.
- Majority (42%) of the respondents are motivate work efficiently for provide good working condition.
- Majority (65%) of the respondents are job is satisfied.
- Majority (55%) of the respondents are like pick and drop facilities.
- Majority (48%) respondents are satisfied of company prevailing of employment condition
- Majority (51%) respondents are feel about neutral of company job promotional and transfer policy.
- Majority (55%) respondents are opinion about satisfied of physical working condition

- Majority (30%) respondents relationship of existing with subordinates and superiors in neutral.
- Majority (45%) respondents are satisfied with company working hours.
- Majority (34%) respondents are opinion about satisfied of resolved way of conflicts.
- Majority (35%) respondents are satisfied with company canteen facility.
- Majority (65%) respondents are opinion about neutral with company provided food.
- Majority (56%) respondents are opinion about neutral of company welfare measures.
- Majority (43%) respondents are satisfied with company pay over time allowances.
- Majority (30%) respondents are feel about dissatisfied with company offer safety measure.

METHODOLOGY

Nilgiris district ranked first in a comprehensive Economic Environment index ranking districts in Tamil Nadu (except Chennai district) prepared by the Institute for Financial Management and Research in August 2009. Tea and coffee plantations have been important to its economy. As of 2011, the Nilgiris district had a population of 735,394, with a sex-ratio of 1,042 females for every 1,000 males. All types of single use plastics are banned in Nilgiris district: it is the first plastic free district in Tamil Nadu.

The study was conducted in urban and rural areas of nilgiris district were selected purposively, the people where working in tea factor were selected. In the above selected samples of 100 both men and women were identified and selected based on random sampling. Therefore, the sampling technique adopted in the study was purposive random sampling.

The schedule was first pre-tested with few selected sample units and based on their responses the questions were reformulated and the final interview schedule used in the study is given in Annexure I.

OBJECTIVES OF THE STUDY

- To study the socio-economic status of tea labours.
- To analyse the awareness in welfare schemes available for tea labours.
- To examine the nature of job's, benefits and difficulties among tea labours.

HYPOTHESIS OF THE STUDY

- There is a significant relationship between purpose of using working condition and marital status of the respondents.
- There is a significant relationship between Marital Status, Occupation, Monthly Income used by the respondents.
- Transferring money is the most important purpose for using by the women customers.
- There is a significant difference in the data security on payment wallets of the different groups.

SUGGESTIONS

- The company should concentrate on employees self motivational aspects.
- The company has to see the motivational techniques to offer which have the greater impact on job performance.
- The company should liberalize the canteen system and should also consider offering canteen facilities to the night shift.
- The company should try and modify the financial and non-financial motivational techniques as per the expectations of the employees as well as beneficial to the organization.
- The company should explain to the employees about the benefits of job rotation.
- The company has been using off the date motivational techniques, thus the company should implement effective and on to date motivational techniques.
- There should be a more proper training for the employees and ineffective manner.

- Company policies and rules should be according to the needs of the employees and it must not be strict, so that the employees, does not get stressed.
- Most of the respondents are satisfied with facilities such as canteen services, canteen cleanliness, canteen quality of foods, drinking water, so the company is requiring maintaining the same level.

CONCLUSION

Manpower is most important; the problem of working condition affects the organization in many ways. The main reason for motivation is the workers morale towards the organization. The company should take necessary steps immediately to increase the morale and satisfactions of the workers because workers form the integral part of the organization. The management should convince the workers about their importance in the organization and the workers should feel that they belong to the tea labours in nilgiri district. The study helped to identify the reasons for absenteeism and the working conditon towards the various factors leading to tea labours in nilgiri district.

CHAPTER - VI

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CHAPTER - VII

ANNEXURE - I

1. Name :
2. Age:
3. Marital status :
4. Members in your family:
 - a) Two
 - b) Three
 - c) Four
 - d) Five
5. Types of your family:
 - a) Nuclear family
 - b) Joint family
 - c) Single
6. Educational Qualification:
 - a) Illiterate
 - b) School level
 - c) Graduate
 - d) Others
7. Nature of Occupation
 - Clerical
 - Daily Wages
 - Managerial
 - Others

8. Monthly income :
- a) Below Rs.10000
 - b) Rs.10000 – Rs.20000
 - c) Rs.20000 – Rs.30000
 - d) Above Rs.30000
9. Monthly income of family:
- a) Below Rs.20000
 - b) RS.20000 – Rs.30000
 - c) Rs.30000 – Rs.40000
 - d) Above Rs.40000
10. Are you satisfied with your present job?
- a) Yes
 - b) No
11. What motivates you to work more efficiently or happily?
- a) Good Salary
 - b) Promotion
 - c) Less Supervision
 - d) Good Working Conditions
12. Do you have any other sources of income?
- a) Yes
 - b) No
13. Is the company provided the following facilities to you like?
- a) Pick and Drop
 - b) Free Canteen

- c) Quarters
14. Are you satisfied with employment condition prevailing in your company?
- a) Highly Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dis-Satisfied
 - e) Highly Dis-Satisfied
15. Do you feel satisfied with your job promotional and transfer policy?
- a) Highly Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dis-Satisfied
 - e) Highly Dis-Satisfied
16. Do you feel satisfied with the physical working conditions?
- a) Highly Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dis-Satisfied
 - e) Highly Dis-Satisfied
17. Are you satisfied with relationship existing with subordinates and superiors?
- a) Highly Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dis-Satisfied
 - e) Highly Dis-Satisfied

18. Are you satisfied with your working hours?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

19. Are you satisfied with the way in which conflicts are resolved in your company?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

20. Are you feel the satisfied with canteen facilities?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

21. Are the food provided by the company is satisfied?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

22. Are you feel the satisfied with welfare measures?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

23. Are you feel the satisfied with company pay over time allownaces?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

24. Are you feel the satisfied with company offer any safety measure?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dis-Satisfied
- e) Highly Dis-Satisfied

25. Give your rank to the following factors benefits of your company?

(Rank : I to VIII)

Factors	Rank
Wages	
Leave	
Medical Services	
Bonus	
Training Facilities	
Performance appraisal	
Safety Measure	
Welfare Facility	

26. What are the problems you have faced with your company?

Problems	High	Medium	Low
Low Wages			
Leave			
Medical Services			
Bonus			
Training Facilities			
Performance appraisal			
Safety Measure			
Welfare Facility			

27. Give your suggestion of company performance _____

INSTITUTIONAL HUMAN ETHICS COMMITTEE



Avinashilingam

Institute for Home Science and Higher Education for Women
(Deemed to be university under Category 'A' by MHRD, Estd. u/s 3
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05.01.2023

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To
Ms. Priya Dharshini, S.
Department of Economics
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Higher Education for Women
Coimbatore- 641043

Dear Priya Dharshini,

Ref: Your proposal No. IHEC/22-23/EC-07 entitled "An
Analysis on the Working Conditions of Tea Labourers in Nilgiri's
District" submitted for approval of IHEC on 21.11.2022.

The Institutional Human Ethics Committee of our University
hereby grants approval to your research proposal No. IHEC/22-
23/EC-07 entitled "An Analysis on the Working Conditions of Tea
Labourers in Nilgiri's District" submitted by you. The Approval
number for the same is AUW/IHEC/EC-22-23/XPD-07.

We wish you all the best in your research endeavours.

Regards

Dr. A Thirumani Devi
Member Secretary

