

**A Study on Employee Welfare Measures**

in sakthi sugars Limited

**A MAJOR PROJECT REPORT**

**SUBMITTED BY**

**R. SWATHI LAKSHMI**

(Reg. No: 13PBM027)

*IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE*

*OF*

**MASTER OF BUSINESS ADMINISTRATION**

UNDER THE GUIDANCE OF

Dr. T. Amutha

**AVINASHILINGAM INSTITUTE FOR HOME SCIENCE AND**

**HIGHER EDUCATION FOR WOMEN, COIMBATORE**

**MARCH -2013**

A Study on Employee Welfare Measures in Sakthi Sugars Ltd.  
(with special reference to Sakthi Sugars I.TD,Coimbatore)

R.Swathi Lakshmi  
(13PBM027)

A Major Project Report Submitted to  
Avinashilingam Institute for Home Science and Higher Education for Women  
Coimbatore.

In partial fulfillment of the requirements for the degree of  
Masters in Business Administration.  
March, 2015

CERTIFIED AS BONAFIDE RESEARCH WORK



Signature Of the  
HOD(I/C)



signature of the  
Supervisor



# Sakthi Sugars Limited

180, Race Course Road, Post Box No. 3775, Coimbatore - 641 018. Phone : + 91 422-2221551, 4322222  
Fax : +91 422-4322488, 2220574 E-mail : info@sakthisugars.com CIN : L1542ITZ1961PLC000396

GA-26/ 2015

28.03.2015

## CERTIFICATE

This is to certify that **Ms.R.SWATHI LAKSHMI** (Reg.No. 13PBM027), II M.B.A. (IT) student of Avinashilingam Institute for Home Science, Coimbatore – 641 043 has done a project on "A STUDY ON EMPLOYEE WELFARE MEASURES", in our Organization during the period 12.12.2014 to 31.01.2015.

During the above period, her performance, conduct and character were found to be good.

We wish all success in her career.

for **SAKTHI SUGARS LIMITED**



**P.Muthuvelappan**

**SENIOR VICE PRESIDENT-HRD**



## ACKNOWLEDGEMENT

The success of this project lies in the hands of many people who have helped the researcher and guided her in completing the project. The researcher takes this opportunity to express her gratitude to each and every one of them.

The researcher is greatly indebted to the Chancellor **Dr.T.S.K.Meenakshisundaram**, the Vice Chancellor **Dr.Sheela Ramachandran** and the Registrar (I/C) **Dr.Venmathi**, of Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for having given an opportunity to undertake this project work which forms part of the curriculum.

The researcher expresses her sincere thanks to the Dean, Faculty of Business Administration, **Dr.U.Jerinabi** for her valuable advice and timely encouragement to complete the project.

The researcher extends her deep sense of gratitude to the project guide **Dr.T.Amutha**, Assistant Professor, Avinashilingam School of Management Technology, for her careful guidance and help at each and every step throughout the preparation of this project.

The researcher extends her sincere thanks to all the other faculty members of Avinashilingam School of Management Technology for their constant support and encouragement.

The researcher extends her thanks to **Mr.P.Muthuvelappan**, Deputy General Manager HR and **Mr. P.Krishnamurthy**, MA, MLM, DLL&AL., Senior Officer- HR of Sakthi Sugars Limited and to all the staff members for providing me with necessary information for the successful completion of the project.

The researcher is also grateful in acknowledging the family members and her friends who helped the researcher to make this study a colorful one.

Last, but not least researcher, thank the Lord almighty for giving researcher the courage and wisdom to take up this project and complete it successfully.

## CONTENTS

<b>CHAPTER NO</b>	<b>PARTICULARS</b>	<b>PAGE NO</b>
	LIST OF TABLES	
	LIST OF CHARTS	
	SYNOPSIS	
<b>I</b>	<b>INTRODUCTION AND DESIGN OF THE STUDY</b>	
1.1	Introduction	01
1.2	Objectives	08
1.3	Methodology	09
1.4	Data Collection	10
1.5	Tools of Data Collection	11
1.6	Data Analysis	12
1.7	Scope	13
1.8	Limitations	14
<b>II</b>	<b>REVIEW OF LITERATURE</b>	15
<b>III</b>	<b>INDUSTRY PROFILE</b>	22
<b>IV</b>	<b>ANALYSIS AND INTERPRETATION</b>	28
<b>V</b>	<b>SUMMARY</b>	
5.1	Findings	52
5.2	Suggestions	53
5.3	Conclusion	54
	<b>BIBLIOGRAPHY</b>	55
	<b>ANNEXURE</b>	57

## LIST OF TABLES

<b>Table No.</b>	<b>Particulars</b>	<b>Page No.</b>
<b>1</b>	<b>Gender</b>	<b>25</b>
<b>2</b>	<b>Marital status</b>	<b>26</b>
<b>3</b>	<b>Age</b>	<b>27</b>
<b>4</b>	<b>Qualification</b>	<b>29</b>
<b>5</b>	<b>Annual income</b>	<b>31</b>
<b>6</b>	<b>Experience</b>	<b>33</b>
<b>7</b>	<b>Nature of Employment</b>	<b>35</b>
<b>8</b>	<b>Working Environment</b>	<b>36</b>
<b>9</b>	<b>Welfare Measures</b>	<b>37</b>
<b>10</b>	<b>Fringe Benefits</b>	<b>39</b>
<b>11</b>	<b>Improving Working Conditions</b>	<b>41</b>
<b>12</b>	<b>Irrational Management Policies</b>	<b>42</b>
<b>13</b>	<b>Statutory Welfare Schemes</b>	<b>43</b>
<b>14</b>	<b>Non-Statutory Welfare Schemes</b>	<b>45</b>
<b>15</b>	<b>Extramural Welfare Facilities</b>	<b>46</b>
<b>16</b>	<b>Employee Satisfaction</b>	<b>47</b>
<b>17</b>	<b>Safety Measures</b>	<b>49</b>
<b>18</b>	<b>Mission</b>	<b>52</b>
<b>19</b>	<b>Medical Facilities</b>	<b>53</b>

## LIST OF CHARTS

<b>Chart No.</b>	<b>Particulars</b>	<b>Page No.</b>
<b>1</b>	<b>Gender</b>	<b>25</b>
<b>2</b>	<b>Marital status</b>	<b>26</b>
<b>3</b>	<b>Age</b>	<b>28</b>
<b>4</b>	<b>Qualification</b>	<b>30</b>
<b>5</b>	<b>Annual income</b>	<b>28</b>
<b>6</b>	<b>Experience</b>	<b>32</b>
<b>7</b>	<b>Nature of Employment</b>	<b>35</b>
<b>8</b>	<b>Working Environment</b>	<b>36</b>
<b>9</b>	<b>Welfare Measures</b>	<b>38</b>
<b>10</b>	<b>Fringe Benefits</b>	<b>40</b>
<b>11</b>	<b>Improving Working Conditions</b>	<b>41</b>
<b>12</b>	<b>Irrational Management Policies</b>	<b>42</b>
<b>13</b>	<b>Statutory Welfare Schemes</b>	<b>44</b>
<b>14</b>	<b>Non-Statutory Welfare Schemes</b>	<b>45</b>
<b>15</b>	<b>Extramural Welfare Facilities</b>	<b>45</b>
<b>16</b>	<b>Employee Satisfaction</b>	<b>47</b>
<b>17</b>	<b>Safety Measures</b>	<b>50</b>
<b>18</b>	<b>Mission</b>	<b>51</b>
<b>19</b>	<b>Medical Facilities</b>	<b>53</b>

## **SYNOPSIS**

Training is the act of increasing the knowledge and skill of an employee for doing particular job. Employee Training and Development programs tries to improve skills or add to the existing level of Knowledge so that the employee is better equipped to do his present job or to prepare him for a higher position with increased responsibilities. The main objective of the study is to measure the effectiveness of the training; the efficiency of any organization depends directly to the effective training provided for the employees. Every organization needs to have trained and experienced people to perform the activities that have to be done.

For collecting the required primary data, a structured questionnaire, with multiple choice and close-ended questions was administered to one twenty employees in the organization through the simple random sampling method. In this study Chi-square test and Correlation have been used to interpret the data collected. Based on the research findings suitable suggestions are given for improving the employees training in the organization.

# Chapter 1

## Introduction and Design of the study

### 1.1.Welfare Measures

Studying the Human problems of organizations can be existing as with so many problems in behavioural science. One often feels the need to know everything before one can know something. Human organizations are organic in the sense that the various parts are interdependent.

If there is a single characteristics that dominates the face of world today, It is in which industrialisation, an inevitable, pressing force, becomes more urgent with each passing year the primary objectives of industrial relations framework is to establish cordial relations between the employers and the worker. To sub serve this end it has to discharge several functions they are:

1) To establish an effective communication between the employee and the management.

2) To strive to ensure creative contribution of the unions.

3) To devise checks and balances to safeguard the interest of both employees and management.

4) To establish and foster organizational democracy.

5) To encourage the sustained increase in organizational productivity.

“Employee Relations” is one of the most delicate and complex problems to modern industrial society with growing prosperity and raising salary, employees have achieved a higher standard of living they have acquired education, sophistication and greater mobility.

. Employee welfare forms an integral parts of HRD. It should be the motive of any organization to consider its employees as its most precious asset in the present day context most organizations are committed to the multi-dimensional development of its employees the well being of the employees is given primary importance to achieve the corporate objectives.

- Programs include pension disability and unemployment insurance, family allowances, survivor benefits and national health insurance.
- To give expression to philanthropic and paternalistic feelings.
- To win over employee's loyalty and increase their morale.
- To combat trade unionism and socialist ideas to build up stable labour force to reduce labour turn over and absenteeism
- To develop efficiency and productivity among workers.
- To save one self from heavy taxes on surplus profits.
- To earn goodwill and enhance public image.
- To reduce the threat of further government intervention.
- To make recruitment more effective.

Welfare payments can be made to individuals or to companies or entries –these later payments are often considered corporate welfare individuals may apply for welfare due to disability lack of education or job training .A low demand for unskilled labour substance abuse or unwillingness to assistance may also take the form of the other relief such as tax credits for working mothers welfare is known by a variety of names in different countries all with the avowed purpose of providing an economic or social safety net of this kind nations where such programs are especially prominent are known as welfare states the desired outcomes and purpose of welfare.

Effective efforts should be taken up by the organization to indicate good organizational culture by helping the industrial workers to combat frustration and alleviate problem paving way to visualize a wider concept of life.

## **Welfare of the workers**

### **Washing facilities**

In every year factory, adequate and suitable facilities for washing shall be provided and maintained they shall be conveniently accessible and shall be kept clean. There must be separate provision for male and female workers.

### **Storing and Drying Facilities**

The state government may make rules requiring the provision of suitable facilities for storing and drying clothing.

### **Sitting Facilities**

Sitting facilities must be provided for workers who have to work in a standing position so that they may take rest when possible when work can be done in a sitting position efficiently the chief inspector may direct the provision of sitting arrangements.

### **First aid Facilities**

Every factory must provide first aid boxes or cup boards they must contain the prescribed materials and they must be in charge of persons trained in first aid treatment.

### **Canteen Facilities**

When more than 250 workers are employed the state government may require the opening of canteens or canteens for worker rules may be formed regarding the food served and the management etc.

### **Shelter Facilities**

In every factory where more than 150 workers are employed there must be provided adequate and suitable shelters or restroom and in a room(with drinking water supply)where workers may eat meals brought by them such rooms must be sufficiently lighted and ventilated and must be maintained in a cool and clean condition the standards may be fixed by the state government.

### **Leave Facilities**

Every workers who has worked for a period of 240 days or more in a factory during a calendar year shall be allowed during the subsequent calendar year leave with wages for a number of days calculated at the rate of one day for every twenty days of work performed by him during the previous calendar year.

## **Recreational facilities**

To provide the worker an opportunity to develop a sense of physical and mental discipline in the form of music,dance,drama,games and sports,library,painting,hobbies and other cultural activities.

## **Medical facilities**

The efficient working process needs sound health of the persons engaged therein unless the workers are physically and mentally healthy they cannot perform their duties effectively and smoothly therefore medical care and health facilities for industrial workers form and integral part of labour welfare programme in all the countries of the world medical facilities for workers and their families in the form of suitably equipped first aid centers,ambulance,rooms,dispensaries for the treatment of diseases like TB,cancer,leprosy,mental disease, etc.

## **Housing**

Housing is one of the most important problems for the industrial workers in India. Lack of proper housing creates discontent among the workers and kills their finer instincts. Provision of housing facilities near the work-place is the responsibility of the management, but in the general interest of the workers, the Government may also assume part of the responsibility.

## **Educational Facilities**

In India, lack of education among the workers is the root cause of many troubles confronting the labour-management relations. Without a good foundation of general education, the training of the workers will be both difficult and expensive.

## **Transport Facilities**

Transportation assumes vital importance because the workers come from distant places scattered around the residential areas to attend their duty. As the distance between work place and worker's residence, in most cases range between 5 kilometres to 15 kilo metres, there is a need to provide transport facility to suit the shift timings of the workers. They collect a nominal amount as fare from the passengers.

## **Insurance Schemes**

All the regular employees of the manufacturing companies are covered by the family benefit insurance schemes and group insurance schemes. The insured amount along with accrued bonuses will be paid to the workers on completion of services. In case of termination, the amount due to the employee is refunded with simple interest, provided the service is more than 3 years. However, if a workman leaves the corporation for whatever reason before the completion of 3 years, no amount will be paid to him. The management deducts certain amount per month for these schemes.

## **Vocational Training**

Vocational training for the employees are educated periodically for the benefits of the workers.

## **Parking Facilities**

Every organization must provide parking facility and security arrangements at the place of parking.

## **Trade union Involvement**

A trade union is an essential basis of labour movement for without the labour movement cannot exist because trade unions are the principle schools in which the workers learn the lesson of self-reliance and solidarity.

## **Grievance handling**

A formal grievance procedure has the advantage that facts rather than perceptions speak for themselves. This ensures parity of individuals and objectivity as far as treatment from management is concerned if both parties used the grievance procedure meticulously then firmness would not be resented because the worker wants above all "fairness" in treatment.

## **Safety measures**

Safety is a basic and primary requirement in a factory unless body, mind and life of workers are secured. Smooth and proper working can't be ensured in any factory sections 21 to 41 of the Factories Act 1948 deals with the security and safety measures.

## **Health of the workers**

### **Cleanliness**

Every factory shall be kept clean by daily sweeping or washing the floors and work rooms and by using disinfectants where every necessary. Walls, doors and windows shall be repainted or revarnished at least once in every 5 years.

### **Disposal of wastes**

The waste materials produced from the manufacturing process must be effectively disposed of.

### **Ventilation and temperature**

There must be provision for adequate ventilation for the circulation of fresh air. The temperature must be kept at the comfortable level. Hot parts of machines must be separated and insulated. The state government may make rules for keeping of thermometers in specified places and the adoption of methods which will keep the temperature low.

## **Lightning**

Factories must be well lighted effective measures to be adopted to prevent glare or formation of shadows which might cause eye strain

## **Drinking water**

Arrangements must be made to provide a sufficient supply of wholesome drinking water all supply points of such water must be marked “ drinking water”.no such points shall be within 20 ft.(or 7.5 meters) of any latrine,washing places etc.factories employing more than 250 workers must cool the water during the hot weather.

## **Toilet facilities**

Every factory must provide sufficient number of latrines and urinals there must be separate provision for male and female workers.

Latrines and urinals must be kept in a clean and sanitary condition in factories employing more than 250 workers they shall be of prescribed sanitary types.

## **1.2.objectives of the study**

- The main purpose of the study is to evaluate the welfare activities which are provided by the management in “sakthi sugars ltd”.
- To highlight and study the significance of labour welfare measures provided by management.
- To analyze the employee’s opinion views regarding the welfare facilities provided by the organization
- To identify whether any relation exist between welfare provision & employee satisfaction.

## **1.3.Methodology**

This study focuses on the employee’s opinion towards the various labour welfare measures provided in the manufacturing sector at Tamil nadu and its impact on its industrial relations. This study helps us to understand the importance of labour welfare

measures and its effect on industrial relations and for the economy benefit of the country. This is an empirical study Primary data has been collected through stratified random sampling technique. Questionnaires, schedules and correlation coefficient are employed. The sample size of this research was 150. Well defined questionnaires were given among the employees working in the manufacturing sector at Tamil nadu. A structured interview schedule administered among respondents for collection of primary data is ascertained by a five-point scale and three point scale. Methods of direct observation and informal focused group discussion with the employees were also followed to know the feelings of the respondents. The responses were well recorded and systematically analyzed to draw a clear picture on the study. The researcher chose a manufacturing sector which has large human resources for this study. The time the researcher has taken to this research is about 3 months (December 2014 to January 2015).

### **1.3.1. Research design**

A research design is the arrangement of condition for collection and analysis data in a manner that aims to combine relevance to the research purpose with economy in procedure. The research design is the conceptual structured within which research is conducted it constitutes the blueprint for the collection measurement and analysis of data.

### **1.3.2. Descriptive research**

Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or of a group.

### **1.3.4. sample design**

Sampling is a process of selecting a sufficient number of elements from the population so that a study of the sample and an understanding of its properties or characteristics would make it possible for us to generalize such properties or characteristics to the population elements.

Sampling design is to clearly define set of objects technically called the universe to be studied the sampling design used in this study is probability sampling .sampling technique and it satisfied random sampling.

### **1.3.5. Sample size**

The concern which is considered for this study is "SAKTHI SUGARS PRIVATE LIMITED", Around 150 workers are working in this concern . The sample taken for the study is 120.

### **1.4. Data collection**

While deciding about the method of data collect for the study the researcher should keep in mind the two types of data collection.

#### **Primary data**

The primary data's are those which are collected a fresh and for the first time and thus happen to be begin original in character.

With help of the structured questionnaire personally administrator interview technique has been used for the collection of primary data from the respondents.

#### **Secondary data**

The secondary data's are those which have already been collected by someone else and which already have been passed through the statistical process the secondary data has been collected from the company record, journals and various websites.

### **1.5. Tools for data collection**

A structured questionnaire was prepared and distributed among the selected respondents for collecting the information from the organization.

## **1.6. DATA ANALYSIS**

### **1.6.1. TOOLS TO BE USED**

- Percentage analysis
- Chi-square analysis
- Correlation method
- Mean Square

### 1.6.2.PERCENTAGE ANALYSIS

A percentage frequency distribution is a display of data that specifies the percentage of observations that exist for each data point or grouping of data points. It is a particularly useful method of expressing the relative frequency of survey responses and other data.

Many times, percentage frequency distributions are displayed as tables or as bar graphs or pie charts. The process of creating a percentage frequency distribution involves first identifying the total number of observations to be represented; then counting the total number of observations within each data point or grouping of data points; and then dividing the number of observations within each data point or grouping of data points.

$$\text{Percentage} = \frac{\text{no of respondent}}{\text{Total no of population}} * 100$$

### 1.6.3.CHI-SQUARE ANALYSIS

A chi-square test, also referred to as  $\chi^2$  test (infrequently as the chi-squared test), is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-square distribution when the null hypothesis is true.

Also considered a chi-square test is a test in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-square distribution as closely as desired by making the sample size large enough. The chi-square (I) test is used to determine whether there is a significant difference between the expected frequencies and the observed frequencies in one or more categories.

$$\chi^2 = \sum \frac{(\text{Observed frequency} - \text{Expected frequency})^2}{\text{Expected frequency}}$$

#### **1.6.4.CORRELATION METHOD**

A correlation is simply defined as a relationship between two variables. The whole purpose of using correlations in research is to figure out which variables are connected.

#### **1.6.5.MEAN SQUARE**

Mean squares are estimates of variance across groups. Mean squares are used in analysis of variance and are calculated as a sum of squares divided by its appropriate degrees of freedom.

#### **1.7.SCOPE OF THE STUDY**

Welfares helps in keeping the morale and motivation of the employees high so as to retain employee for longer duration. if the employees are satisfied they would produce superior quality performance in optimal time and lead to growing profits. Satisfied employees are more likely to be creative and innovative and come up with breakthrough that allows a company to grow and change positively with time and changing market conditions. Hence every organization must ensure Employee Welfare.

#### **1.8.LIMITATIONS**

- The project is limited to Sakthi Sugars Private Ltd,Head office Coimbatore and Sakthi Sugars Private Ltd ,Sakthi Nagar, Appakudal.
- The sample size is limited to 120.
- There may be personal bias of the respondents which affects the results of the study.
- The study is conducted in the premises of organization during the working time of the employees ,so a detailed discussion was not possible.
- Entry was restricted to most of the places in the places in the organisation .hence interaction with each employee was not possible.
- Few employees were asking to explain the contents in the questionnaire orally as they were not interested in filling up themselves.

## Chapter-2

### Review of literature

A **literature review** is a body of text that aims to review the critical points of current knowledge including substantive findings as well as theoretical and methodological contributions to a particular topic. A literature review is a critical and in depth evaluation of previous research. It is a summary and synopsis of a particular area of research, allowing reading the paper to establish why you are pursuing this particular research program.

**Conventions and recommendations on OLI (1949)**<sup>1</sup> in the article "Aspects of labour welfare and social security", set forth a fundamental principle at its 26<sup>th</sup> conference held in Philadelphia some of the measures in the area of welfare measures which includes additional protection for life and health worker in all occupations, provisions for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture. The assurance of equality of educational and vocational opportunity.

**Bruce D. Meyer (1984)**<sup>2</sup> department of economics and institute for policy research, Northwestern University and additional Bureau of Economic Research welfare policy were changed to encourage work by single mothers earned income tax credit was expanded welfare benefits were cut welfare time limits were added and welfare cases were terminated medical aid for the working poor was expected as were training programs and child care during this same time period there were unprecedented increase in the employment and hours of single mothers we show that the large share of increase in work by single mothers can be attributed to the other tax changes with smaller for welfare benefits cuts welfare training program.

**Arun Monappa (1850)**<sup>3</sup> in the article "statutory and non-statutory welfare", The Prem Rawat's foundation presents: Maharaja at Sanders Theater India the foundation of modern industry was laid between 1850 and 1970. This was also the period of emergence of the Indian working class during this period of the growth of Indian capitalist enterprises the working and living conditions of the labour were very poor and their working hours were long this was testified by a commission like Indian Factory Labour Commission (1980) and the Royal Commission condition was poor in industry in order to regulate the working hours and other services condition of Indian textiles labourer, the Indian Factories Act was enacted in India.

**Rawat (1998)**<sup>4</sup>, stated that welfare activities is divided into three groups which include:

- Welfare facilities within the premises of an establishment (medical aid, creches, canteen, supply of drinking water)
- Welfare facility outside the establishment (provision for indoor and outdoor recreation, housing, adult education, visual interaction)
- Social security

**A.M.Sharma(1978)**<sup>5</sup>, in this article “employee welfare and restructuring in the public sector”, journal of Business and Management. The necessity of labour welfare is felt more in our country because of its developing economy aimed at rapid economic and social development royal commission on labour stated that the benefits which go under this nomenclature are of great importance to the workers and which he is unable to secure by himself the scheme of labour welfare may be regarded as a wise investment in which should and usually does bring a profitable return in the form of greater efficiency.

**C.BMamoria and S.Mamoria (1932)**<sup>6</sup> in the article, industrial relations, International journal of Employee work outcomes, Twenty years later the planning commission also realized the importance of labour welfare .when it observed that ,In order to get the best out of a worker in the matter of production, working condition require to be improved to a large extend. The workers should at least have the means and facilities to keep him in a state of health and efficiency. This is primarily a question of adequate nutrition and suitable housing condition should be such as to safeguard his health and protect him against occupational hazards, the work place should provide reasonable amenities for his essential needs, the worker should also be equipped with necessary technical training and a certain level of general education.

According to **Mark Columbus** , in his study “**Welfare facilities towards shoe makers in chicago**” ,(1964)<sup>7</sup> specifies that welfare measures are one of the most important factors for the overall well-being .welfare measures will make the workers more contented in their job and therefore more productive.

**The committee of employee welfare (1969)**<sup>8</sup> , defined that employee welfare includes such services, facilities and amenities, adequate canteens, rest and recreation facilities, arrangement for travel to and from work and for the accommodation of workers employed at

a distance from their houses and such other serviced amenities and facilities including social security measures as contribute to an improvement in the condition which employees are employed.

**Magdalena bernaciak, anil duman,vera sceanovic(2011)<sup>9</sup> conducted a study on “employee welfare and restructuring in the public sector evidence from Poland and Serbia” and the study reveals that** labour in central-eastern Europe is widely regarded as a uniformly weak actor we challenge this view and explore the conditions under which CEE labour can play an active role in the welfare reform process we drawn on evidence from education and health care in Poland and Serbia and show that public sector unions have largely retained their ability to prevent major restructuring and to defined employment related privileges of their constituencies. the unions resilience is explained by the fact that the public sector in this countries remains sheltered from competitive pressure by delayed privatization and by the extensive structural and associational power enjoyed by public sector employees.

**Lawrence S.Root (1985)<sup>10</sup> conducted a study on “employee benefits and social welfare complement and conflict”and the study reveals that** Employee benefits constitute a major vehicle for the provision of income security for Americans. since the 1940s,wage supplements, particularly in the form of pensions and health insurance ,have expanded to provide protections that are the province of public programs in most other western countries, building upon the precedents of the welfare capitalism of the early 1900s,the growth of employee benefits has been actively stimulated by federal tax and regulatory policies. The emergence of employee benefits as a major source of income security and health insurance has reduced the aggregate need for public programs, but it has left those in lower playing less stable jobs disproportionately women and minorities-both unprotected and with fewer political allies to press for improved protections.

**Sathees kumar L and Selvaraj (2009)<sup>11</sup> have stated that** there is a tension between the role of trade unions and workers’ congresses, which parallels the tensions discussed in the Dutch situation .Branine discusses the contradictory impact of the labour market reforms Chinese workers and shows how the Chinese State has reacted to the negative impact of the reform by passing a stream of labour laws designed to minimize industrial unrest.

**Sathees kumar L and Selvaraj V (2008)**<sup>12</sup> have found out that the objectives of the labour policy reforms seem to be only partially achieved and further developments in these areas will be of interest and concern to industrial relations academics throughout the world. In pursuing them we should be mindful of the suggestion from Watson that the core disciplines of the social sciences should be used to examine the employment relationship rather than trying to raise Human Resource Management or Industrial Relations to the status of separate disciplines.

**Maruthamuthu k, (2003)**<sup>13</sup>, has observed that the overall impression is that an atmosphere of satisfaction prevails on campus, but there is scope for improvements in certain areas like recreation facilities, and bonus. With implementation of innovative schemes and improvements, better labour-management relationship may be established and maintained in future. Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc.

**Shobha Mishra & Manju Bhagat**, in their “Principles for Successful Implementation of Labour Welfare Activities”, stated that labour absenteeism in Indian industries can be reduced to a great extent by provision of good housing, health and family care, canteen, educational and training facilities and provision of welfare activities. The principle for successful implementation of labour welfare activities is nothing but an extension of democratic<sup>42</sup>

**JOURNAL OF CONTEMPORARY RESEARCH IN MANAGEMENT July - September, 2011** values in an industrialized society. P.L. Rao, in his “Labour Legislation in the Making”, opines that professional bodies like National Institute of Personnel Management should constitute a standing committee to monitor the proceedings in the Parliament regarding the labour welfare measures.

**Dr. O.P. Minocha, (2000)**<sup>15</sup>, in his article has given the fore going analysis endeavours to demonstrate that the ‘low’ and ‘high’ morale is related respectively to favourable and unfavourable attitude of the employees towards job contents –supervisors, recruitment, selection and placement after training, promotion policy and procedure, remuneration, socio-physical working environments and the public image of the economy. With all the attractive

and favourable working conditions that an undertaking may provide, efficiency of the employees cannot be increased unless they have moderate to high morale. Many studies have revealed that the level of performance is related to the level of ability and morale of the employees .Saini (2000), The management should develop and implement adequate HR strategies such as empowerment, joint decision making, multi skilling, etc. for optimum utilization of existing human resources in the competitive environment.

## **.REFERENCES**

- 1) Conventions and Recommendations on ILO(1949)-Industrial Relations
- 2) A Bruce d.Meyr (1984)-making work pay: the earned income tax credit and its impact on America's Families, Russell Sage Foundation,2002.
- 3)Arun Monappa (1850),”industrial Relations”,Tata Mc.Graw Hill Publishing Company Ltd.
- 4) A.M.Sharma (1978)”aspects of labour welfare and social society”,Himalayas publishing house, Bombay.
- 5) Rawat (1988),-“Statutory and Non-Statutory Welfare”,The prem Rawat's Foundation presents: Mharaji at Sanders Theatre, Harvard university(2005)ISBN 0-9740627-3-1
- 6) C.B.Mamoria and S.Momoria (1932)-“dynamics of industrial relations in India”Himalaya publishing House, Bombay.
- 7) Magdalena Bernaciak, Anil Duman vera Scepanovic (2011)-“Employee Welfare and Restructuring in the public sector:evidence from Poland and Serbia”  
<http://ejd.sagepub.com/content/17/4/365.abstract>
- 8) LAWRENCE S.ROOT (1985) conducted a study on “Employee Benefits and Social Welfare: Complement and Conflict”<http://ann.sagepub.com/content/479/1/101>
- 9) Sathees kumar L and Selvaraj, (2009) V “Industrial Relations and HRM: Tensions,
- 10)Dilemmas and contradictions – an international perspective”, Economic Panorama, Vol.19, no.1, pp. 30-38

- 11) Sathees kumar L and Selvaraj V (2008) – “IR and HRM – An Analysis”, Business and Travel Times, Nov.2008, Vol.2, Issue 3 pp.19-22
- 12) Santosh Kumar Tripathy, (2005), “Employee Relations Initiatives and Quality of Work Life. A Study in Power Sector Units”.
- 13) Gomez–Mejia, Luis R.; Balkin, D.B. and Cardy,R.L. (2005), “Managing Human Resources”,New Delhi: Pearson Education, pp.458-459
- 14) Maruthamuthu k (2003) – A study of Labour– Management Relations in Perambalur Sugar mills Ltd., Eraiyur, Perambalur Dt.
- 15) Ravi Selvam G, (2003), - “Industrial Relations– A study with Particular Reference to NLC,Neyveli”, diss., Bharathidasan University,Trichy.
- 16)Report of National Commission on Labour, Government of India, 2002 Sodhi, J.S. (1999), “Industrial Relations and Human Resource Management”, Shri Ram Centre for Industrial Relations and Human Resources, New Delhi.
- 17) Pant. S. C, “Indian Labour Problems”(Allahabad: Chaitanya Publishing House,1983,p.299.
- 18) Rao. P.L., in his “Labour Legislation in the Making” Robert L. Mathis, Jackson, John H. Jackson –“Human Resources Management” Carter McNamara - “Human Resources Management.

## **CHAPTER - 3**

### **INDUSTRY PROFILE**

#### **Sugar Industry in India**

Sugar industry is the second largest agro-based sugar production country in the world. The first started in Russia, Brazil and Cuba. The origin of sugar industry dates back to the year 1903, the first factories in the country of the 232 were in the co-operative sector.

Uttar Pradesh is the largest producer of sugarcane in India (70%) approximately 60% of total cane produced in India. It is used for jaggery, khandasuri and only 25% goes to the mills for production of crystals sugar the machineries were purchased from KCP Ltd.

Sugar was first made from sugarcane in India when the art of manufacture was carried to Arabia and later it was introduced by the Moors into Spain. The Spanish colonists brought sugarcane to the West Indies, where it proved a plant of great value, and in 1751 it was introduced for culture in Louisiana. Other classes of sugar. A fine variety of sugar is made from the sugar maple, especially in New England, Ohio, West Virginia, New York, Pennsylvania, New Brunswick and Ontario. Large quantities of maple sugar rushed in making confections.

#### **Growth of world sugar**

The production of sugarcane is cyclical in nature. The status of Indian sugar industry had been compared with the rest of the world in terms of raw material availability, crushing period, size of the sugar mill, production cost and prices. Dual pricing system is adopted in the Indian sugar industries, which includes sugar price in public distribution system and the free sugar price. An analysis has been provided on the industries. It is fragmented, even leading players do not control more than 4 percent market in India.

Some of the leading players and financial of sugar industry in india are:

Ballarpur china mills Ltd.,

Bajaj Hindustan Ltd.,

Andhra sugars Ltd.,

Dhampur sugars Ltd.,

The situation is changing and players of flute are striving to increase their market share either by acquiring smallest mills or by going for green field capacity additions. Another notable trend is the shift from guru and khandsari sugar in the rural area. This should be further increase the per capital consumption of sugar in india. the Indian urban market is slowly moving towards branded sugars. the potential in this segment seems to be very high.

### **Tamil Nadu sugar industry**

Tamil nadu sugar industry is among the most important agriculture based industries in the state of Tamil nadu other than textile industry. The Tamil nadu sugar industry played a dynamic role in the economic development of the rural sector of Tamil nadu. over the years the tamil nadu sugar industry has contributed to the generation of employment, especially in the rural areas.

#### **The sugar mills and the production capacity under Tamil nadu sugar industry:**

##### **Co-operative sector**

- Madurantakan sugar mills was set up in the year 1961, has a crushing capacity of 2,500 tons per day
- Amaravathy sugar mills at udumalapet was set up in the year 1960 has a crushing capacity of 1,250 tons per day
- Tiruttani sugar mills was set up in the year 1984, has crushing capacity of 2,500 tons per day
- Kallakurichi-I sugar mills at moongilthuraipattu was set up in the year 1967, has a crushing capacity of 2,500 tons per day

- Gomuki(Kallakurichi-II)sugar mills at kachirayapalayam was set up in the year 1997,has a crushing capacity of 2,500 tons per day
- National sugar mills at Alanganallur was set up in the year 1996,has a crushing capacity of 2,500 tons per day
- Subramania siva sugar mills was set up in the year 1992,has a crushing capacity of 2,500 tons per day
- Dharmapuri sugar mills was set up I the year 1972,has a crushing capacity of 2,000 tons per day
- Salem co-operative sugar mills was set up in the year 1960,has a crushing capacity of 1,000 tons per day
- Ambur sugar mills was set up in the year 1960,has a crushing capacity of 1,000 tons per day
- National sugar mills was set up in the year 1966,has a crushing capacity of 1,000 tons per day

#### **Public sector**

- Aringar Anna sugar mills was set up in the year 1997,has a crushing capacity of 1,200 tons per day
- Madura sugar mills was set up in the year 1959,has a crushing capacity of 1,200 tons per day
- Perembalur sugar mills was set up in the 1978,has a crushing capacity of 3,000 tons per day

## 1.2 COMPANY PROFILE

In 1921 Pollachi was a tiny village way too modest compared to the bustling town it is today. It was in the year 1961 **P.Nachimuthu Gownder** broke away from his traditional business of hiring bullock carts and pioneered into passenger transport service from then on there was no looking back. He envisaged the path and showed other it means. He found the Annamalai bus Transport (ABT), the parent organizations of The Sakthi Group in 1931 with 21 buses ,it eventually grew into a network covering almost all of south India. After three decades sakthi sugars limited was established in the year 1964 at its sakthi nagar sugar plant.

Sakthi Sugars, established in 1964, is one of the largest producers of sugar in India with a capacity of over 13,500 tonnes of cane crushing per day. Sakthi Sugar has units / plants in the states of Tamil Nadu and Orissa.

Sakthi Sugars first unit, set up by the riverside of Bhavani, has out beaten many records in performance like the 17 lakhs tonnes of cane crush in 2001-02. The unit also bagged the most prestigious National Efficiency Awards consecutively for several years. It has several most outstanding performances i.e. achieving the lowest sugar losses, highest standards of technical efficiency and the highest mill efficiency.

This unit is the only sugar factory in India which can produce superfine grade of sugar corresponding to international standard measured at grade 35 and below by International Commission for Uniform Method of Sugar Analysis (ICUMSA). This has been possible through constant R & D efforts, excellent rapport with the farming community, adoption of appropriate technology in cane cultivation and processing techniques. The registered area under sugarcane progressively increased from 3500 hectares to over 15,000 hectares and the per hectare productivity increased from 70 to 100 tonnes.

**Products manufactured by the company include:**

- White Crystal Sugar of grade S30, M30 and L 30

**By products**

- Molasses
- Bag gasse
- Bio Compost

Sugar manufactured is of international standard of ICUMSA 35 units maximum and exported overseas.

**Different units of the company:**

- **SIVAGANGA SUGAR UNIT-** This unit was set up in 1989 as a part of the company's expansion plans in one of the most backward areas Sivagangai district of Tamil Nadu. This 4000 TCD sugar mill supports thousands of cane growers in this region ushering in rural prosperity. This was the first unit in India to have auto setting milling tandem.
- **BARAMBA SUGAR UNIT-** It is a co-operative sugar factory of 1250 TCD in Barambarh in Cuttack district in the state of Orissa, taken over by Sakthi in 1991, under "Management Contract".
- **DHENKANAL SUGAR UNIT-** This new sugar unit with a capacity of 2500 TCD is in Haripur Village, Dhenkanal district of Orissa. Commercial production started during mid 1994-95 season. With numerous irrigation projects established with Sakthi's efforts, the area under sugarcane is continuously increasing.
- **SRI CHAMUNDESWARI SUGARS-** This company was set up in 1974 with a capacity of 1250 TCD in Mandya district of Karnataka. The capacity was progressively increased to 4000TCD in 1989. The Company has further plans of expansion and diversification. This company, won the best performance award from SISTA in 1989-90. It is also known to be one of the first sugar plants to employ modern technology in cane crushing and sugar extraction.

#### **1.2.4 THE GROUP COMPANIES**

- Sugar unit
- Bus transport
- Parcel services
- Maruthi sales & services
- Windmill
- Bus body building
- Retreading
- Beverages
- Dairy divisions
- Textiles
- Tea & coffee estates

#### **1.2.5 BUSINESS CUSTOMERS**

- E.I.D parry
- Shree renuka sugar
- Balrampur chini mill
- Bannari amman sugars
- Bajaj Hindustan sugar
- Bajhin sugar
- Dhampur sugar mills
- Ponni sugar
- DCM shriram inds

## **CHAPTER 4**

### **ANALYSIS AND INTERPRETATION**

Analysis means the computation of certain indices or measures along with searching for patterns of relationship that exist among the data groups. Analysis particularly in case of survey or experimental study, involves estimating the values of unknown parameters of the population and testing of the hypothesis for drawing inferences. Analysis may, therefore, Analysis is of descriptive type largely the study of distributions of one variable. This study provides with profiles of companies, workgroups, persons, and other objects.

Interpretation refers to the task of drawing inferences from the collected facts after an analytical and experimental study. It is connected with relationships within the collected data, partially overlapping analysis; Interpretation also extends beyond the data of the study to include the result of other research, theory and hypothesis. Thus, interpretation is the devices through which factors that seem too essential to explain what has been absorbed by researcher in the course of study can be better understood and it also provides a theoretical conception which can serve as a guide for further researches.

Interpretation is essential for the simple reason that the usefulness and the utility of research findings lie in proper interpretation.

The prime objective of the study is to know the study of employee welfare measures in sakthi sugars Ltd, Coimbatore.

## DEMOGRAPHIC PROFILE OF THE RESPONDENTS

### 4.1 GENDER

Gender is a personal variable which helps to know about the distribution of respondents between the genders.

**TABLE 4.1**

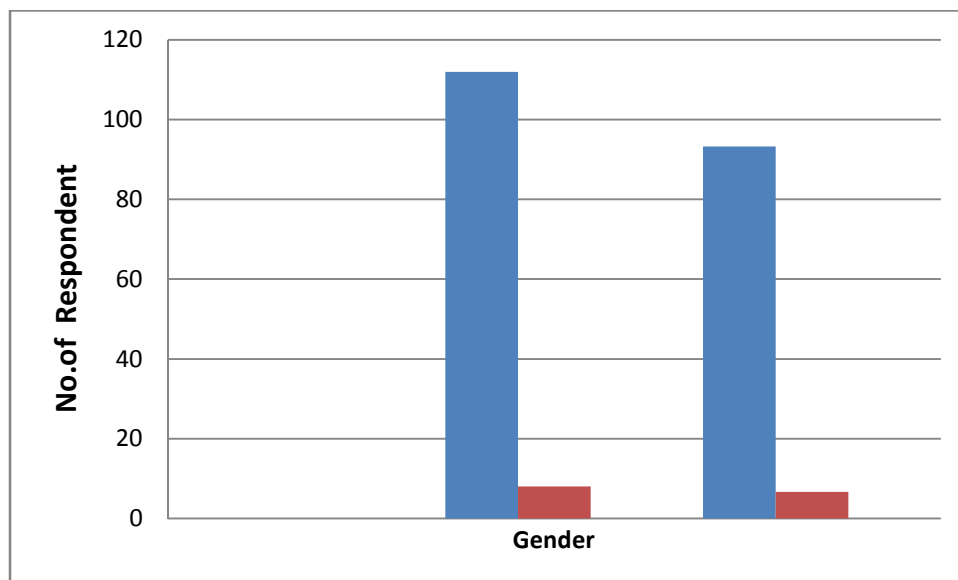
#### **GENDER**

S.NO	GENDER	NOR	PERCENTAGE
1	MALE	112	93.3
2	FEMALE	8	6.7

The above table 4.1, shows that about 93.3% are of the sample include male and 6.7% includes female.

**CHART 4.1**

#### **GENDER**



## 4.2 MARITAL STATUS

Marital status is a personal variable which helps to know about the distribution of respondent between the married and single.

**TABLE 4.2**

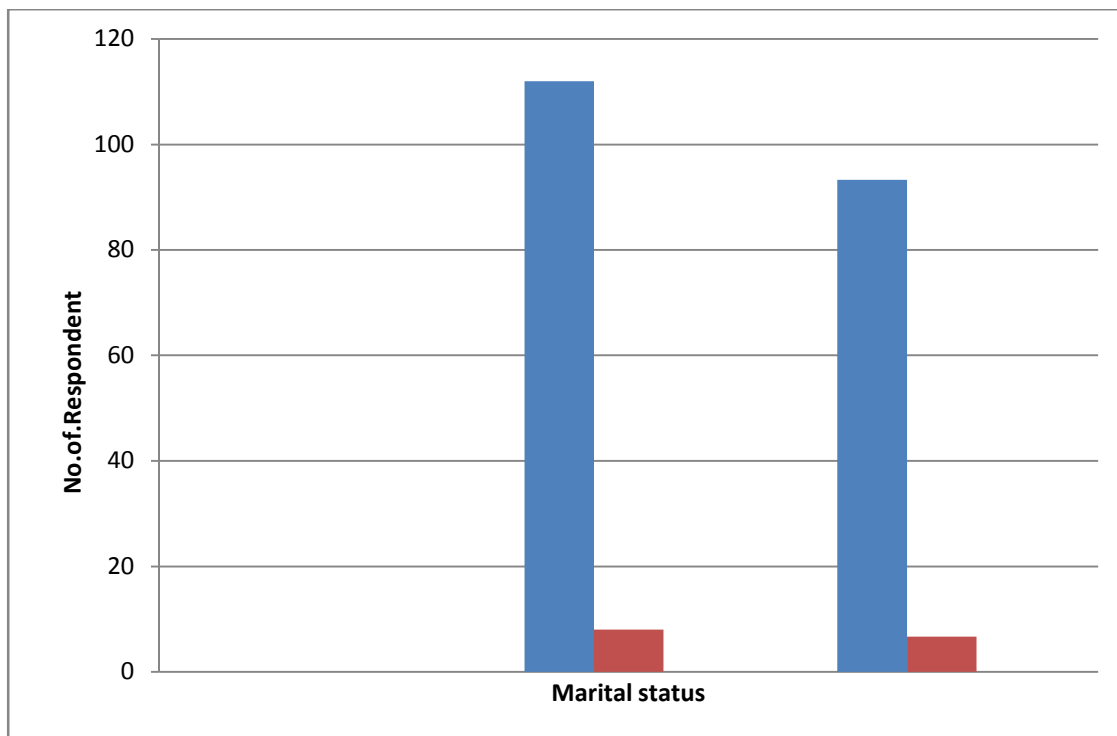
### MARITAL STATUS

S.NO	MARITAL STATUS	NOR	PERCENTAGE
1	Married	112	93.3
2	Single	8	6.7

The above table 4.2, shows that about 93.3% are of the sample include married and 6.7% includes single.

**CHART 4.2**

### MARITAL STATUS



### 4.3 AGE

Age shows the number of workers working in each specific age group which help to know about gap among particular age group.

**TABLE 4.3**

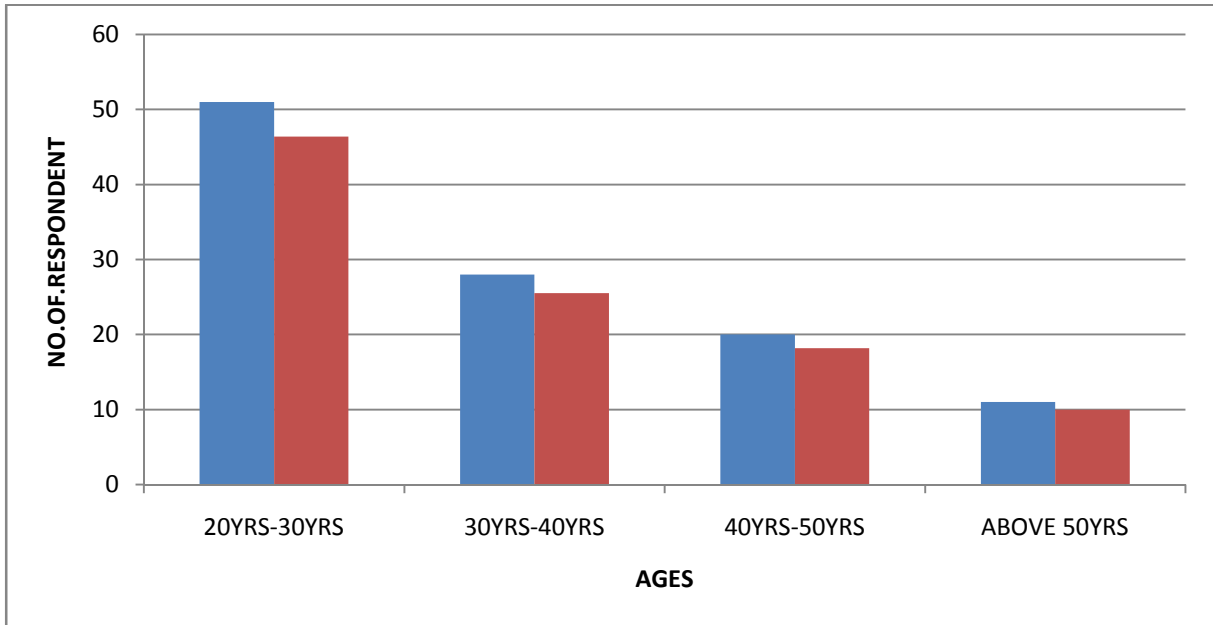
#### **AGE**

<b>S.NO</b>	<b>AGE</b>	<b>NOR</b>	<b>PERCENTAGE</b>
1	20yrs-30yrs	51	46.4
2	30yrs-40yrs	28	25.5
3	40yrs-50yrs	20	18.2
4	above 50yrs	11	10.

From the above table 4.3, It is inferred that 46.4% of the respondents are between the age group of 20-30years, 25.5% of them are between the age group of 20-40 years, 18.2% of the respondents are between the age group of 40-50years and 10% of them are the age group of above 50 years.

**CHART 4.3**

**AGE**



#### 4.4 EDUCATION QUALIFICATION

Qualification shows the number of respondents qualified in each category. This helps to know about qualification of respondents.

**TABLE 4.4**

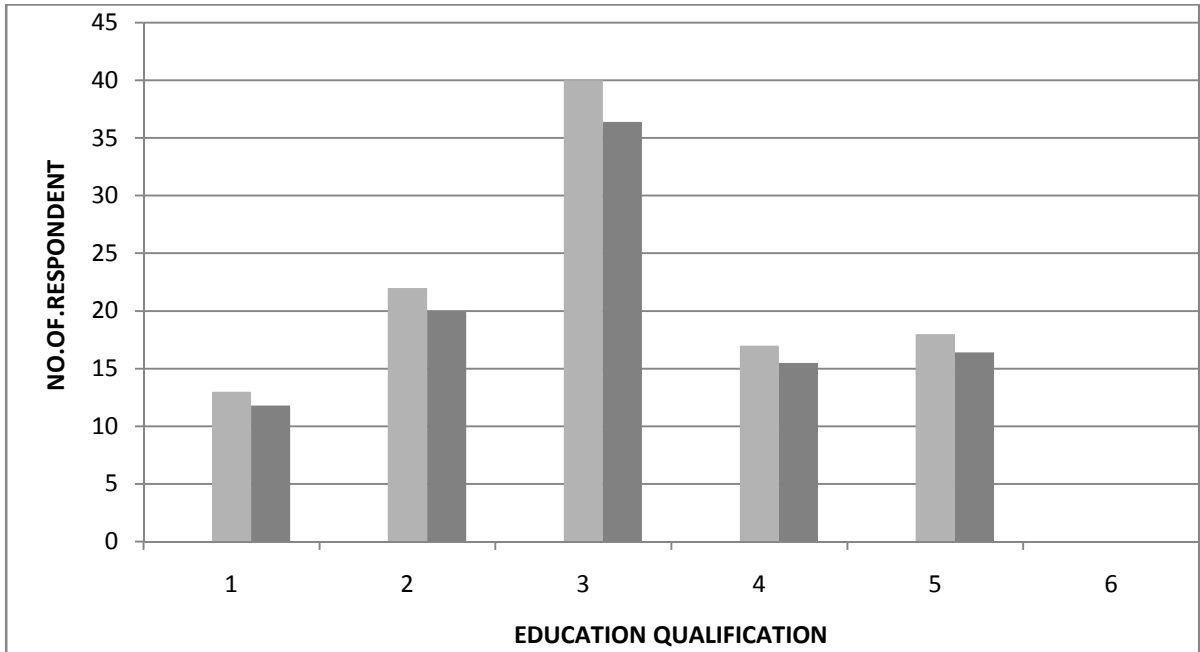
#### **EDUCATION QUALIFICATION**

<b>S.NO</b>	<b>EDUCATION_QUALIFICATION</b>	<b>NOR</b>	<b>PERCENTAGE</b>
1	SSLC	13	11.8
2	HSC	22	20.0
3	DIPLOMA	40	36.4
4	UG	17	15.5
5	PG	18	16.4

From the above table 4.4, It is inferred that 36.4% of the respondents holds Diploma, 15.5% of them holds UG, 16.4% of them hold school, and 11.8% of them holds others, and 20.0% of them holds others.

**CHART 4.4**

**EDUCATION QUALIFICATION**



#### 4.5 ANNUAL INCOME

Monthly income shows the respondents earning level in the organisation. This helps to know about earning capacity of respondents in organisation.

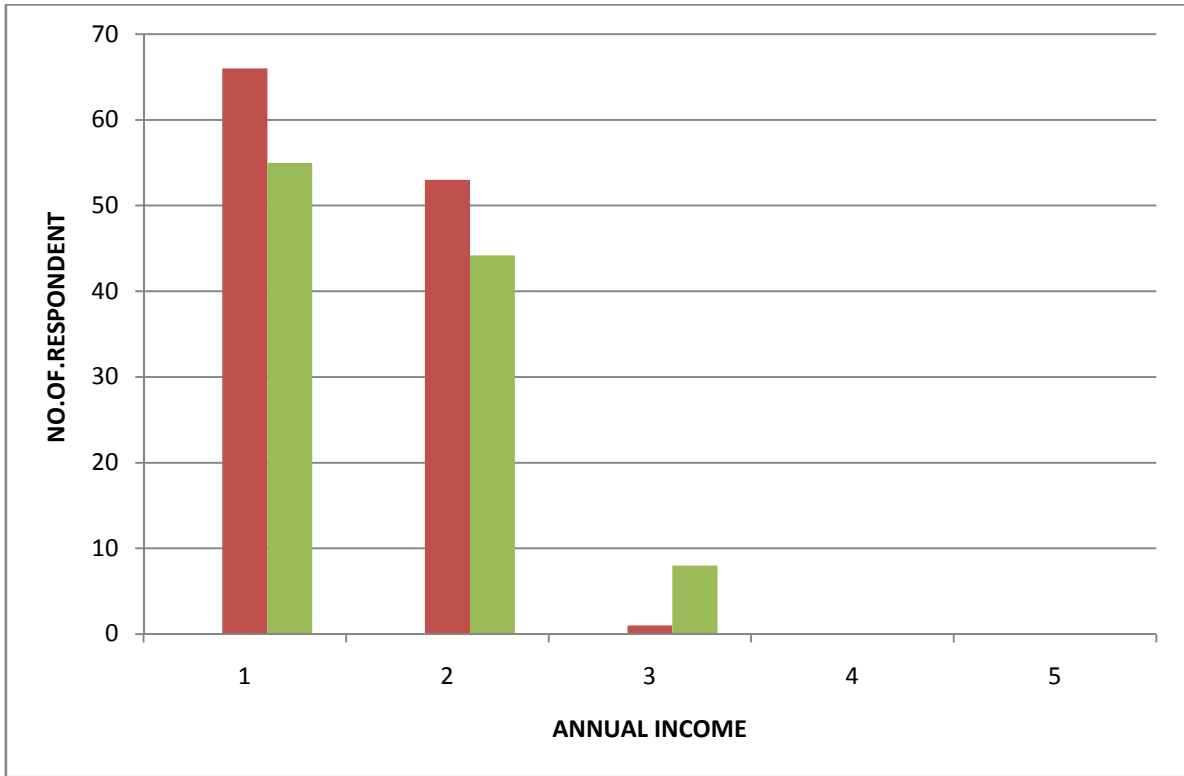
**TABLE 4.5**  
**ANNUAL INCOME**

S.NO	ANNUAL INCOME	NOR	PERCENTAGE
1	Less than Rs 1Lakh	66	55.0
2	Rs 1Lakhs - Rs2.5Lakhs	53	44.2
3	Rs 2.5Lakhs - Rs5Lakhs	1	8
4	Above 5Lakhs	0	0

From The above table inferred that 55.0% of the respondents are belong to the income level of less than Rs1Lakh,44.2% of the respondents are Rs1Lakhs –Rs2.5Lakhs,8% of the respondents are Rs2.5Lakhs –Rs5Lakhs.

**CHART 4.5**

**ANNUAL INCOME**



#### 4.6 EXPERIENCE

Human beings, who are almost unique in having the ability to learn from their experience of poor, work experience shows the respondents' year of experience in the organisation. This helps to know about level of experience of respondent in organisation.

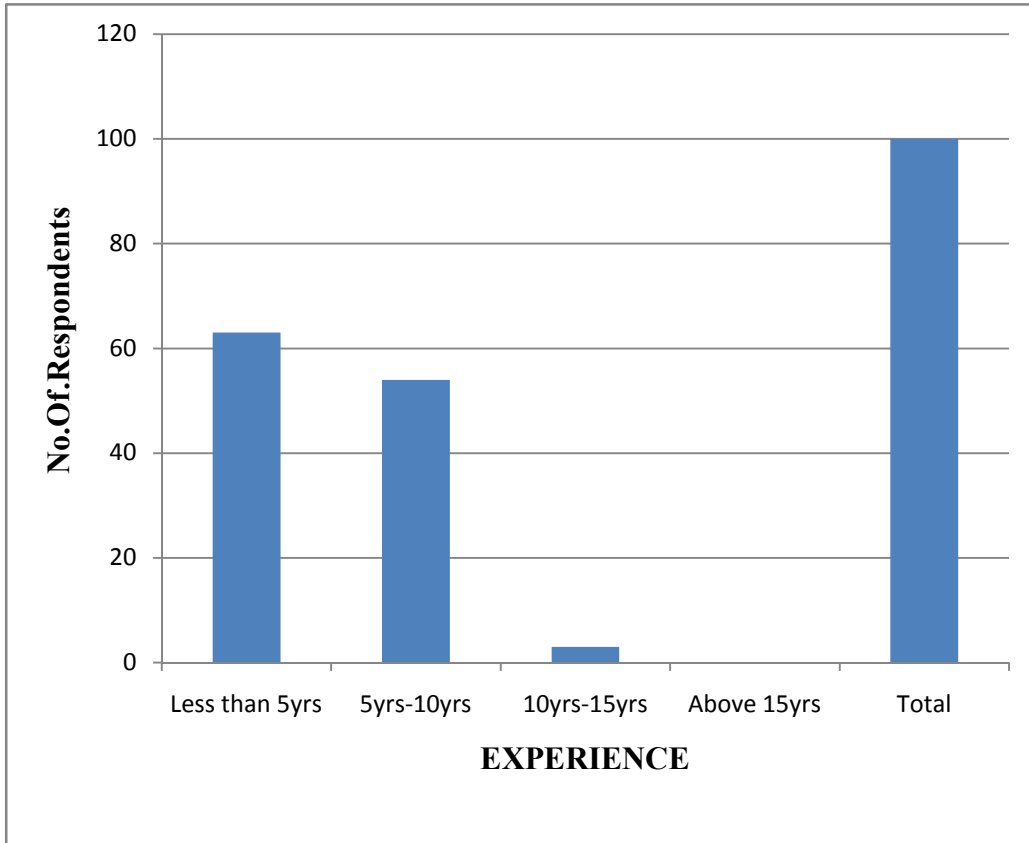
**TABLE 4.6**  
**EXPERIENCE**

<b>S.NO</b>	<b>EXPERIENCE</b>	<b>NOR</b>	<b>Percentage</b>
1	Less than 5yrs	63	52.5
2	5yrs-10yrs	54	45
3	10yrs-15yrs	3	2.5
4	Above 15yrs	0	0
5	Total	120	120

The table 4.6 shows that 52.5% have worked less than 5 years, 45% have worked 5 to 10years, and 2.5% have worked 10 to 15 year.

**CHART 4.6**

**EXPERI  
ENCE**



#### 4.7 Nature of Employment

Nature of employment shows the respondents description level in the organisation. This helps to know about stability of respondents in organisation.

**TABLE 4.7**

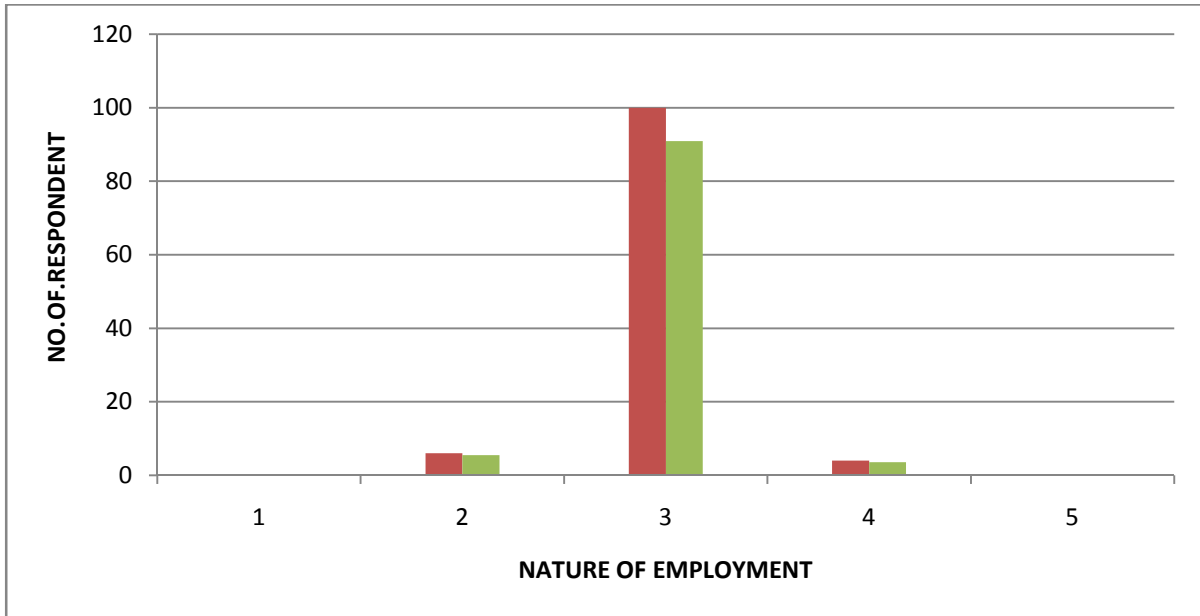
#### **NATURE OF EMPLOYMENT**

<b>S.NO</b>	<b>Nature of employment</b>	<b>NOR</b>	<b>percentage</b>
1	Temporary	6	5.5
2	Permanent	100	90.9
3	Contract	4	3.6

The above table 4.7, shows that 5.5% of the respondents working temporarily, 90.9% of the respondents working permanent, 3.6% of the respondents working under contract.

**CHART 4.7**

**NATURE OF EMPLOYMENT**



**4.8 WORKING ENVIRONMENT**

Proper and sufficient working environments should be provided for employees so that they can work safety during the working hours.

**TABLE 4.8**

**WORKING ENVIRONMENT**

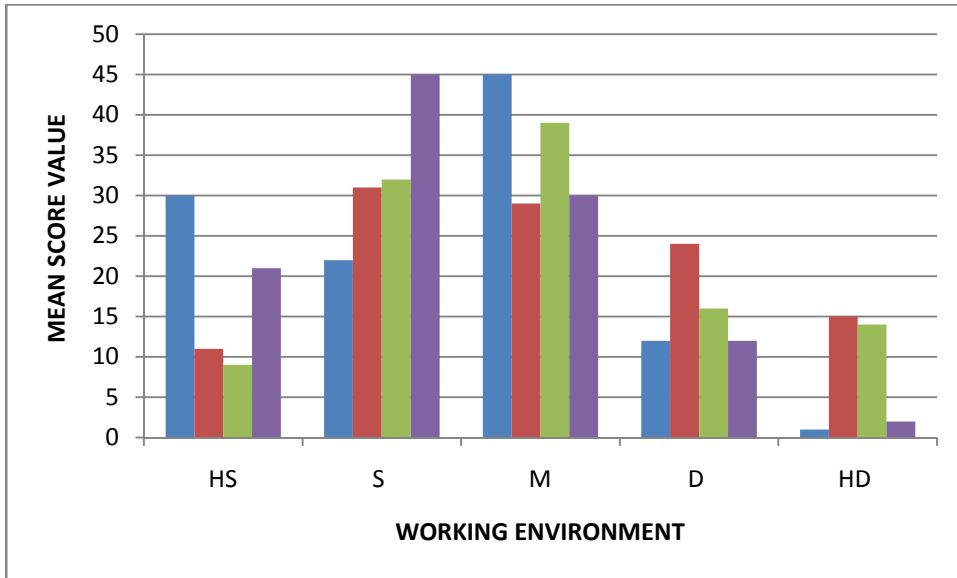
S.NO	WORKING ENVIRONMENT	HS (5)	S (4)	M (3)	D (2)	HD (1)	MSV
1	Temperature	30	22	45	12	1	3.62
2	Humidity	11	31	29	24	15	2.99
3	Ventilation	9	32	39	16	14	3.05
4	Lightining	21	45	30	12	2	3.65

**MSV=3.3275**

From above table 4.8, It is inferred that the respondents highly satisfied that lightining are effective.

**CHART 4.8**

**WORKING ENVIRONMENT**



#### 4.9 WELFARE MEASURES

Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not to be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families.

**TABLE 4.9**

#### **WELFARE MEASURES**

<b>S.no</b>	<b>welfare Measures</b>	<b>HS (5)</b>	<b>S (4)</b>	<b>M (3)</b>	<b>D (2)</b>	<b>HD (1)</b>	<b>MSV</b>
1	Housing facilities	10	38	34	21	7	3.21
2	Transport facilities	13	38	49	8	2	3.47
3	Uniform provided	16	26	33	35	0	3.63
4	Job securities	16	26	33	35	0	3.37
5	Medical benefits	36	38	29	5	2	3.92

**MSV=3.52**

From above table 4.9, It is inferred that the respondents highly satisfied that job security are effective.

**CHART 4.9**

**WELFARE MEASURES**



#### 4.10 FRINGE BENEFITS

Fringe benefits commonly include health insurance, group term life coverage, education reimbursement, childcare and assistance reimbursement, cafeteria plans, employee discounts, personal use of a company owned vehicle and other similar benefits.

**TABLE 4.10**

#### FRINGE BENEFITS

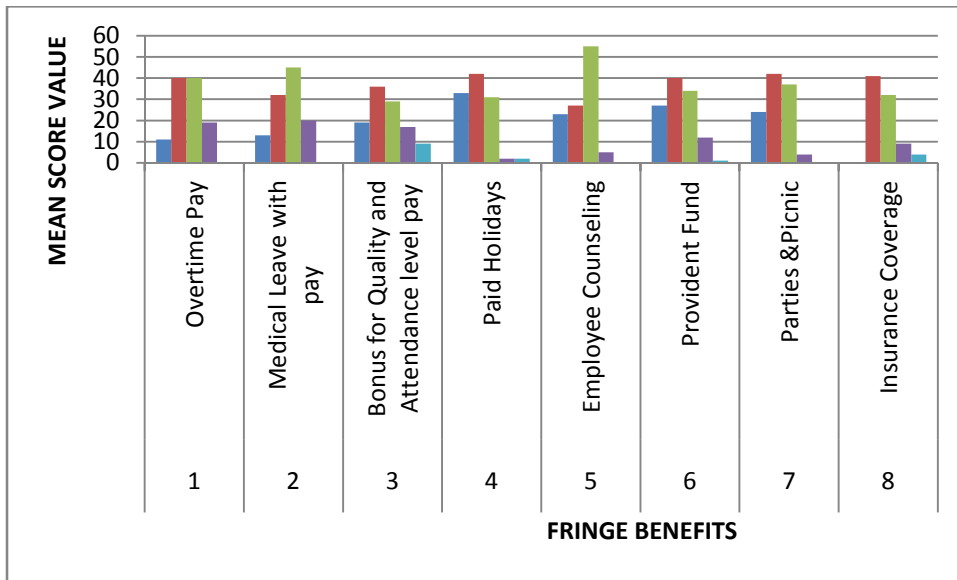
S.NO	FRINGE BENEFITS	HS (5)	S (4)	M (3)	D (2)	HD (1)	MSV
1.	Overtime Pay	11	40	40	19	0	3.99
2.	Medical Leave with pay	13	32	45	20	0	3.65
3.	Bonus for Quality and Attendance level pay	19	36	29	17	9	3.35
4.	Paid Holidays	33	42	31	2	2	3.93
5.	Employee Counseling	23	27	55	5	0	3.62
6.	Provident Fund	27	40	34	12	1	3.65
7.	Parties & Picnic	24	42	37	4	0	3.84
8.	Insurance Coverage		41	32	9	4	3.65

**MSV=3.71**

From above table 4.10, It is inferred that the respondents highly satisfied that Parties & Picnic are effective.

**CHART 4.10**

**FRINGE BENEFITS**



#### 4.11 IMPROPER WORKING CONDITIONS

Formal procedure where by the employee express any dissatisfaction or feeling of injustice regarding the work situation. The main of the improper working condition is to allow employee an immediate.

**TABLE 4.11**

#### IMPROPER WORKING CONDITIONS

S.NO	IMPROPER WORKING CONDITIONS	HS (5)	S (4)	M (3)	D (2)	HD (1)	Msv
1.	Unsafe workplace	20	37	33	19	1	3.51
2.	Strict production standards	34	19	35	28	0	3.82
3.	Bad relation with managers	45	7	43	12	3	3.37

**MSV=3.56667**

From the table 4.11,It is inferred that the respondents highly satisfied that Strict production standards are effective.

**CHART 4.11**

#### IMPROPER WORKING CONDITIONS



#### 4.12 IRRATIONAL MANAGEMENT POLICIES

The organisation may provide some irrational management policies which the employee may suffer about transfers, demotions and inappropriate salary structure.

**TABLE 4.12**

#### **IRRATIONAL MANAGEMENT POLICIES**

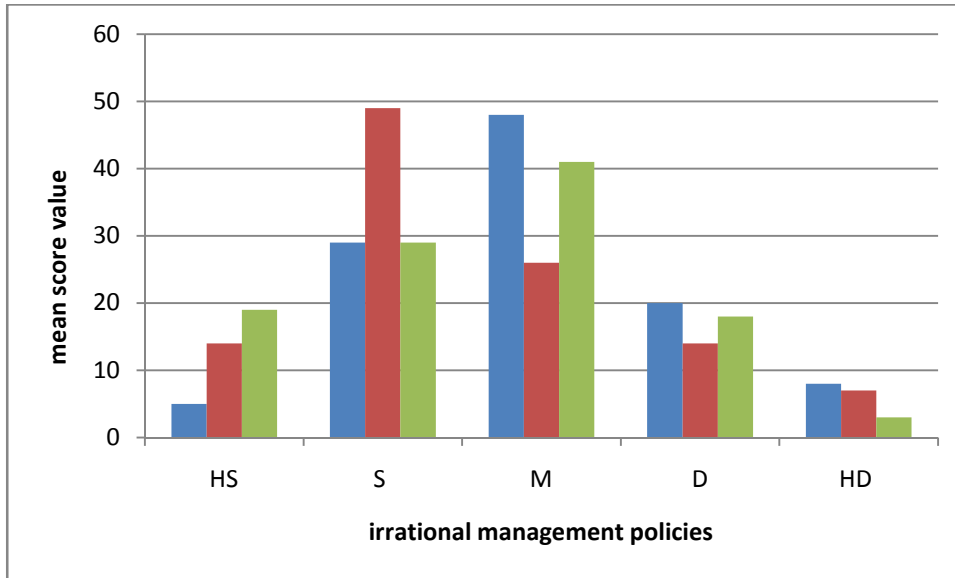
<b>S.NO</b>	<b>IRRATIONAL MANAGEMENT POLICIES</b>	<b>HS (5)</b>	<b>S (4)</b>	<b>M (3)</b>	<b>D (2)</b>	<b>HD (1)</b>	<b>msv</b>
1.	Transfers	5	29	48	20	8	3.03
2.	Demotions	14	49	26	14	7	3.45
3.	Inappropriate Salary Structure	19	29	41	18	3	3.39

**MSV=3.29**

From above table 4.12,It is inferred that the respondents highly satisfied that Demotions are effective.

**CHART 4.12**

**IRRATIONAL MANAGEMENT POLICIES**



**4.13 Statutory Welfare Schemes**

Statutory welfare schemes are provided by the employer so as to provide hygienic and nutritious environment to the employees.

**TABLE 4.13**

**STATUTORY WELFARE SCHEMES**

S.NO	STATUTORY WELFARE SCHEMES	HS (5)	S (4)	M (3)	D (2)	HD (1)	msv
1.	Drinking Water	23	34	30	18	5	3.47
2.	Facilities for Sitting	21	36	27	22	4	3.44
3.	First aid Appliances	24	41	36	9	0	3.73
4.	Lunch Room	19	31	42	9	9	3.38
5.	Rest Room	9	41	42	14	4	3.34
6.	Canteen Facility	20	34	47	7	2	3.57
7.	Supply of Tea	26	46	29	9	0	3.81
8.	Supply of Snacks	7	19	59	24	1	3.06

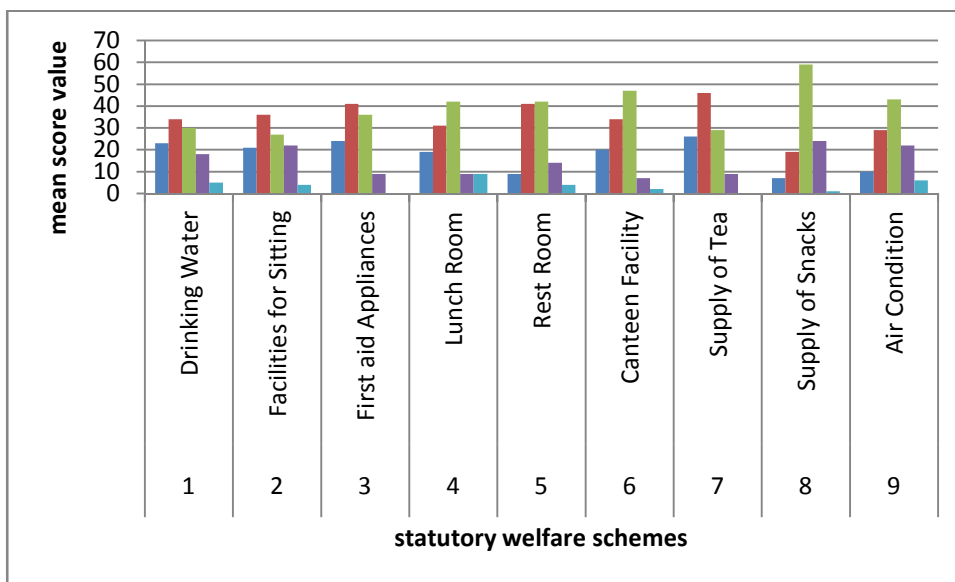
9.	Air Condition	10	29	43	22	6	3.14
----	---------------	----	----	----	----	---	------

**MSV=3.4377**

From the table 4.13, It is inferred that the respondents highly satisfied that Supply of Tea are effective.

**CHART 4.13**

**STATUTORY WELFARE SCHEMES**



#### 4.14 NON STATUTORY WELFARE SCHEMES

Non-Statutory Welfare Schemes are often done for employee fund, advance given for housing and vehicles and recreation facility for “fun”.

**TABLE 4.14**

#### NON-STATUTORY WELFARE SCHEMES

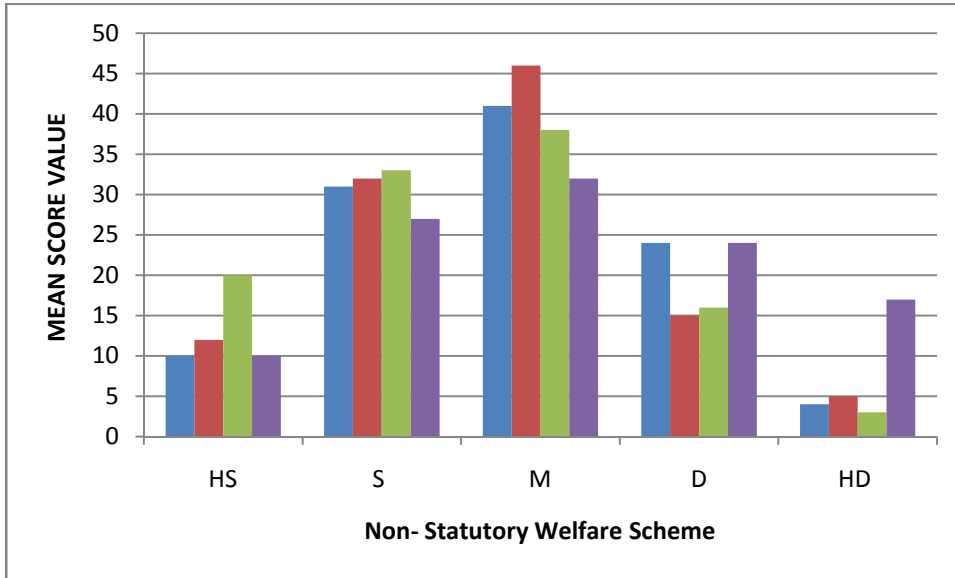
<b>S.NO</b>	<b>NON-STATUTORY WELFARE SCHEMES</b>	<b>HS (5)</b>	<b>S (4)</b>	<b>M (3)</b>	<b>D (2)</b>	<b>HD (1)</b>	<b>MSV</b>
1.	Employee Welfare Fund	10	31	41	24	4	3.17
2.	Advance given for Housing, Vehicles, etc	12	32	46	15	5	3.28
3.	Medical Facilities	20	33	38	16	3	3.46
4.	Recreational Facilities	10	27	32	24	17	2.90

**MSV=3.498**

From the table 4.14, It is inferred that the respondents highly satisfied that Recreational Facilities are effective.

**CHART 4.14**

## NON-STATUTORY WELFARE SCHEME



### 4.15 Extramural Welfare Facilities

Extramural Welfare Facilities is to provide employee so many education facilities for their children, maternity benefits for women and also provide sports, insurance, vocational training.

**TABLE 4.15**

### EXTRAMURAL WELFARE FACILITIES

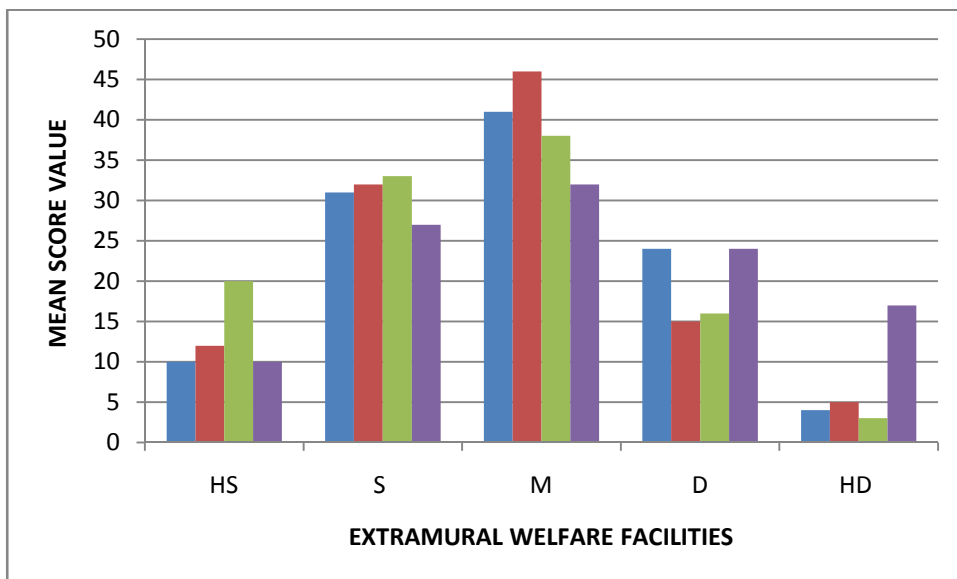
S.NO	EXTRAMURAL WELFARE FACILITIES	HS (5)	S (4)	M (3)	D (2)	HD (1)	msv
1.	Education Facilities	15	35	43	12	5	3.39
2.	Maternity Benefits	16	39	39	9	7	3.44
3.	Sports Facilities	14	53	33	7	3	3.62
4.	Social Insurance	15	41	44	6	4	3.52
5.	Vocational Training	19	40	32	17	2	3.52

**MSV=3.666**

From the table 4.15,It is inferred that the respondents highly satisfied that Sports Facilities are effective.

**CHART 4.15**

**EXTRAMURAL WELFARE FACILITIES**



#### 4.16 Employee Satisfaction

Employee satisfaction is the service offered to the individual who is undergoing a problem and needs professional help to overcome it and providing a satisfied working environment.

**TABLE 4.16**

#### **EMPLOYEE SATISFACTION**

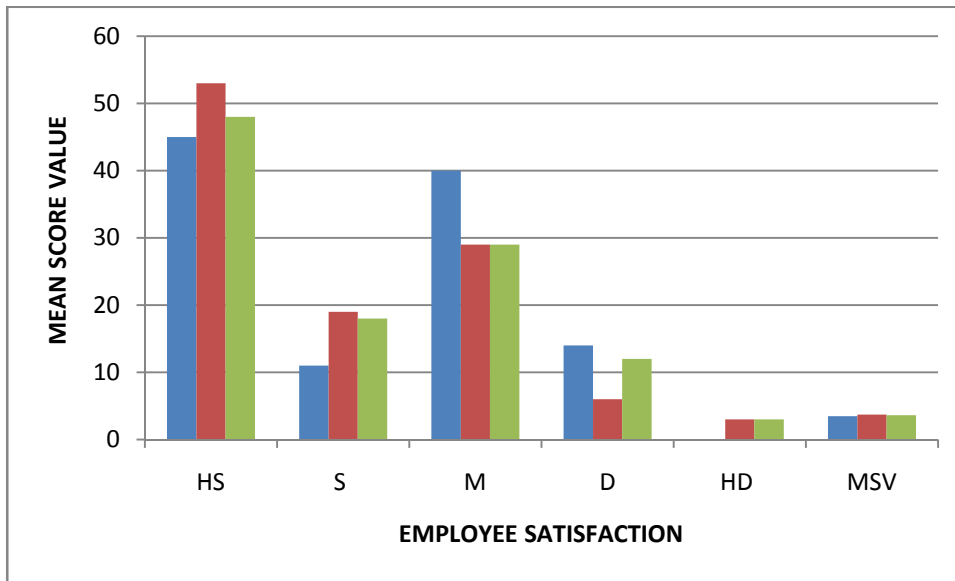
<b>S.NO</b>	<b>EMPLOYEE SATISFACTION</b>	<b>HS (5)</b>	<b>S (4)</b>	<b>M (3)</b>	<b>D (2)</b>	<b>HD (1)</b>	<b>MSV</b>
1.	Your opinion about working environment	45	11	40	14	0	3.48
2.	Is your work interesting and enjoyable?	53	19	29	6	3	3.72
3.	Does management supports for additional training and education?	48	18	29	12	3	3.60

**MSV=3.6**

From the table 4.16, It is inferred that the respondents highly satisfied that work is interesting and enjoyable are effective.

**CHART 4.16**

**EMPLOYEE SATISFACTION**



**4.17 SAFETY MEASURES**

Companies should establish safe work practices/safe job procedures for addressing significant hazards or for dealing with circumstances that may present other significant risk/liabilities for the company.

**TABLE 4.17**

**SAFETY MEASURES**

S.No	Safety Measures	HS (5)	S (4)	M (3)	D (2)	HD (1)	MSV
1.	Government Regulation for Goodness of Employee	31	52	20	6	1	3.96
2.	Periodic Evaluation of Employee	22	45	28	12	3	3.65
3.	Physical Examination	38	18	39	18	2	3.38

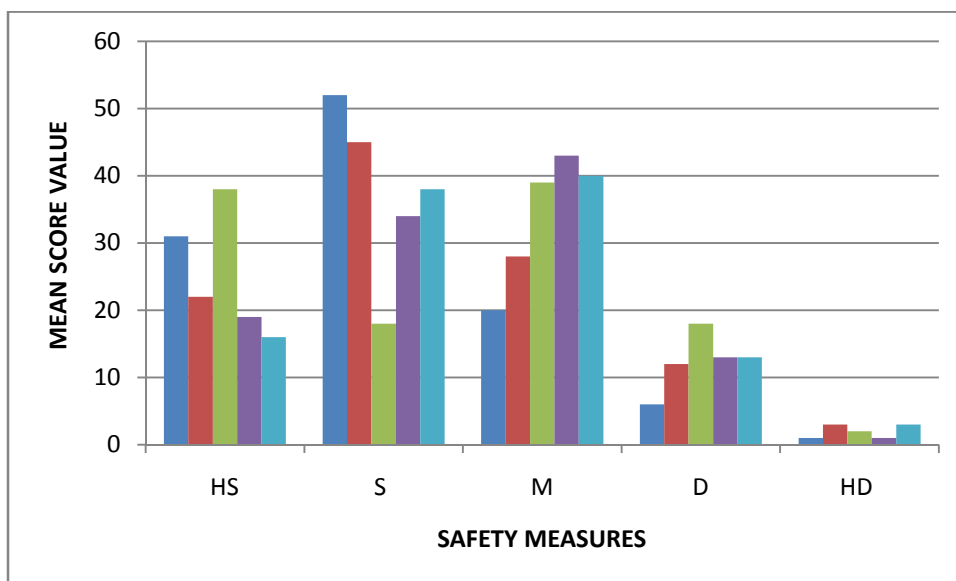
4.	Stress Testing	19	34	43	13	1	3.52
5.	Training of employees	16	38	40	13	3	3.46

**MSV=3.594**

From the table 4.17, It is inferred that the respondents highly satisfied that Government Regulation for Goodness of Employee are effective.

**CHART 4.17**

**SAFETY MEASURES**



#### 4.18 Mission

The organisation mission provides and deliver to the employee about the overall missions and inraction between the manager and employees.

**TABLE 4.18**

#### **MISSION**

<b>S.NO</b>	<b>MISSION</b>	<b>HS (5)</b>	<b>S (4)</b>	<b>M (3)</b>	<b>D (2)</b>	<b>HD (1)</b>	<b>MSV</b>
1	The company clearly convey its mission to its employee	40	27	33	8	2	3.75
2.	The company's overall mission is good	46	28	30	5	1	3.86
3.	Good Communication from Employees to managers in the	23	38	28	15	6	3.52

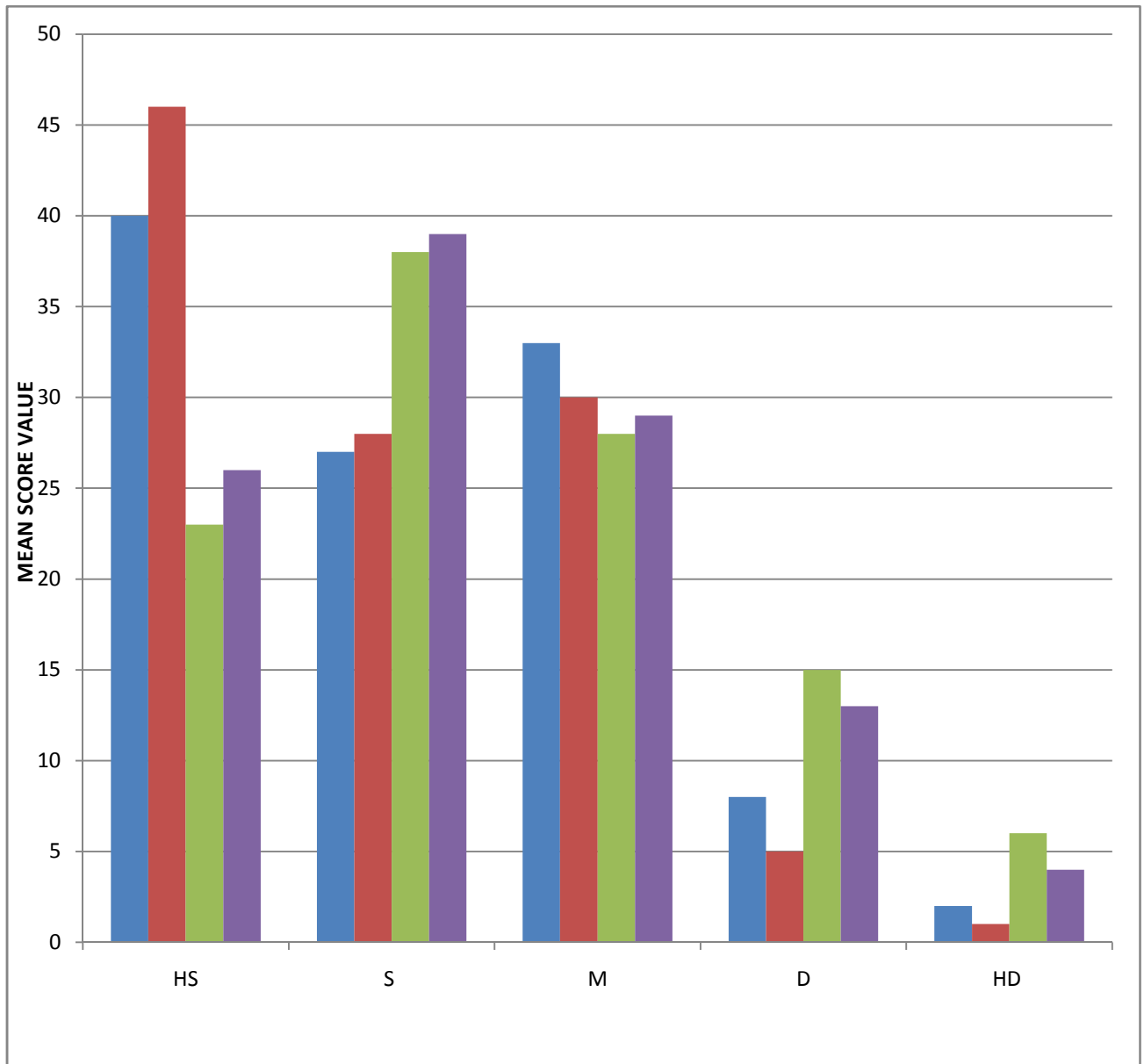
	company						
4.	The company clearly conveys the mission to its clients	26	39	29	13	4	3.64

**MSV=3.6925**

From above table 4.18,It is inferred that the respondents highly satisfied that the company's overall mission is good are effective.

**CHART 4.18**

**MISSION**



#### 4.19 MEDICAL FACILITIES

First Aid appliances are to be provided and should be readily assessable so that in case of any minor accident initial medication can be provided to the needed employee.

**TABLE 4.19**

**MEDICAL FACILITIES**

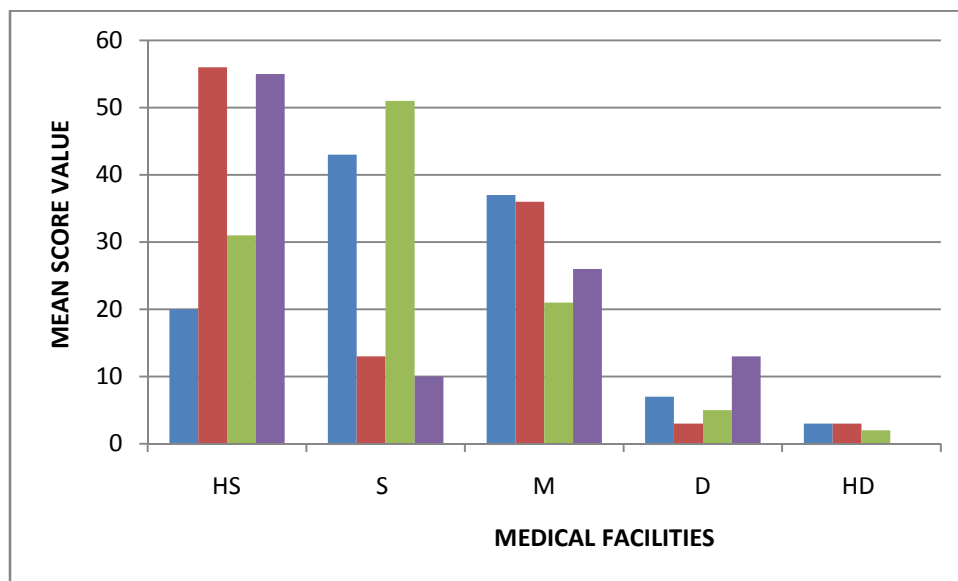
S.NO	MEDICAL FACILITIES	HS (5)	S (4)	M (3)	D (2)	HD (1)	MSV
1.	Routine checkup	20	43	37	7	3	3.64
2.	First aid	56	13	36	3	3	3.68
3.	Supply of medicine	31	51	21	5	2	3.84
4.	Ambulance service	55	10	26	13	0	3.45

**MSV=3.652**

From the table 4.19,It is inferred that the respondents highly satisfied that the Supply of medicine are effective.

**CHART 4.19**

**MEDICAL FACILITIES**



**CHI-SQUARE TEST:**

- It is used to test the goodness of fit of distribution
- It is used to find the significance of the difference between the observed frequency and they expected frequency obtained from the theoretical distribution.

### AGE AND SAFETY MEASURES

Ho: There is no significant relationship between the age and safety measures.

Ha: There is significant relationship between the age and safety measures.

safety measures to employee*age						
AGE						Total
		20yrs-30yrs	30yrs-40yrs	40yrs-50yrs	Above50yr s	
SAFETY MEASURES TO EMPLOYEE	Strongly disagree	0	0	0	9	0
	Disagree	9	8	9	2	28
	Neutral	0	6	7	7	20
	Agree	3	2	2	4	11
	Strongly Agree	5	22	20	4	51
Total		8	38	38	26	110

<b>Chi-Square Test</b>	
------------------------	--

	Value	Df	Asymp.sig.(2-sided)
Pearson Chi-Square	44.635 <sup>a</sup>	33	.085
Likelihood Ratio	44.141	33	.156
Linear-by-Linear Association	.720	1	.396
N of Valid Cases	110		

42 cells (87.5%) have expected count less than 5. The minimum expected count is .10.

Since there is no significant relationship between the two variables the null hypothesis is accepted.

### **EXPERIENCE AND FRINGE BENEFITS**

Ho: There is no significant relationship between the experience and fringe benefits.

Ha: There is significant relationship between the experience and fringe benefits.

<b>Fringe Benefits * Years of Experience</b>						
		<b>EXPERIENCE</b>				<b>Total</b>
		<b>&lt;5yrs</b>	<b>5yrs-10yrs</b>	<b>10yrs-15yrs</b>	<b>Above15yrs</b>	
<b>FRINGE BENEFITS</b>	<b>Strongly disagree</b>	0	0	0	0	0
	<b>Disagree</b>	5	4	6	2	17
	<b>Neutral</b>	4	8	10	8	41
	<b>Agree</b>	5	12	24	10	51
	<b>Strongly Agree</b>	3	8	7	3	21
<b>Total</b>		17	32	47	23	110

<b>Chi-Square Test</b>			
	Value	Df	Asymp.sig.(2-sided)
Pearson Chi-Square	46.582 <sup>a</sup>	48	.531
Likelihood Ratio	54.201	48	.250
Linear-by-Linear Association	.396	1	.544
N of Valid Cases	110		

63cells (92.6%) have expected count less than 5. The minimum expected count is .08.

Since there is no significant relationship between the two variables the null hypothesis is accepted.

#### **AGE AND SATISFACTIONLEVEL OF EMPLOYEE**

Ho: There is no significant relationship between the Age and the satisfaction level of employee.

Ha: There is significant relationship between the Age and the satisfaction level of employee.

SATISFACTION LEVEL OF EMPLOYEE						
*AGE						
Age						Total
20yrs-30yrs	30yrs-40yrs	40yrs-50yrs			Above 50yrs	
SATISFACTION LEVEL OF EMPLOYEE	Strongly disagree	0	0	0	0	0
	Disagree	4	4	2	1	11
	Neutral	6	7	5	2	20
	Agree	7	8	5	8	28
	Strongly Agree	6	23	10	12	51
Total		23	42	22	23	110

Chi-Square Test	Value	Df	Asymp.sig.(2-sided)
Pearson Chi-Square	30.971 <sup>a</sup>	24	.155
Likelihood Ratio	32.867	24	.107
Linear-by-Linear Association	1.076	1	.300
N of Valid Cases	110		

28cells (77.8%) have expected count less than 5. The minimum expected count is .10. Since there is no significant relationship between the two variables the null hypothesis is accepted.

## CORRELATION

### AGE AND MEDICAL FACILITIES TO EMPLOYEE

Ho: There is no significant relationship between the age and the medical facilities to employee.

Ha: There is significant relationship between the age and the medical facilities to employee.

		age	medical facilities
AGE	Pearson correlation	1 age	.016 **
	sig.(2-tailed)	.870	
	N	110	110
MEDICAL FACILITIES	Pearson correlation	.016 **	1
	sig.(2-tailed)	.870	
	N	110	110

Correlation is significant at the 0.01 level (2-tailed)

There is a significant relationship between the the age of the respondents and their medical facilities in the organization.

## CHAPTER V

### SUMMARY

#### 5.1 FINDINGS

- 46.4% of the employees belong to the age group between the age group of 20-30years, 25.5% of them are belong to the age group of below 30-40 years, 18.2% of the respondents are between the age group of 40-50years and 10.0% of them are above the age group of 50 years.
- 52.7% are of the sample include male and 47.3% includes female.
- 64.5% of the employee are include married and 35.5%of the employee are single.
- 36.4% of the respondents holds Diploma, 15.5%of them holds UG,11.8% of them hold school, and 20.0% of them HSC, and 16.4% of them PG.
- 8.2% of the employees have experience less than 5 years, 25.5% have experience between 5 to 10years, and 47.3% have experience between 10 to 15 years, 19.1%of the employees have experience between10-20 yrs,
- 10.0% of the respondents are belong to the income level of less than Rs1Lakh,25.5 % of the respondents are Rs1Lakhs –Rs2.5Lakhs,36.4 % of the respondents are Rs2.5Lakhs –Rs5Lakhs,28.2%of the respondents belong are above 5lakhs.
- The respondents are more satisfied with the working environment followed temperature, humidity, ventilation, lightining provided by Sakthi Sugars LTD..
- The respondents are highly agree with the safety measures followed by Increase in explosion of gases, precaution in case of fire, defective parts, use of protable electric lights, prohibition of employment of children.

## **5.2 SUGGESTION**

### **HEALTH-TEMPERATURE**

Due to the constant running of machinery the temperature in the shop floor is very high .Thus causing hardship to the workers. So i kindly request you to install artificial humidifiers and fans which will make working condition for employees better.

### **WELFARE-STORING&DRYING**

While doing my research there are no proper conditions for the storage of clothing for the workers .I suggest that the company supplies adequate storing facilities to the employees. The workers also find it difficult for drying out the washed work clothes. So it would be better if company provides a specific area for drying.

### **WELFARE-CANTEEN FACILITIES**

During the analyses i have made to understand that the conditions regarding the canteen need to be improved.The quality of food and hot beverages is not satisfactory in view of the employees.so the company shall kindly look into the matter and do the needful.

### **WELFARE-HEALTH EDUCATION**

we should bear in mind the most employees are ignorant about the hazardous health conditions involved during the work.so the company education its employees and guides them in the proper direction.

### **5.3 CONCLUSION**

In order to improve the efficiency of trainees and to prepare him for the job, effective training program is necessary.

This study reveals the welfare measures of employees in Sakthi Sugars Private Ltd Coimbatore. From the findings drawn from this study, we clearly know that the welfare facilities are excellent and the safety material provided is highly useful.

A study on employee welfare measures in Sakthi Sugars Private Ltd reveals the fact that the welfare measures is found to be effective in most the cases except for some factors as mentioned in the suggestions.

The improvements are needed in some cases such as irrational management policies, employee satisfaction. If the management implements the given suggestions, the performance of the employees can be improved.





## **BIBLIOGRAPHY**

### **Books**

1. Aswathappa.K, Human resources and Personnel Management, Published by Tata McGraw-Hill Publishing Company Limited, Fourth Edition, p-51.
2. Kothari.C.R.(2003), Research methodology, methods and techniques, New Age international, 2<sup>nd</sup> Edition, 1989, p-32
3. Memoria C.B, Personnel Management, Anurag Jain for Excel Book Publisher, Second Edition 2007, p-79
4. Roa VSP, Human Resource Management, reprint edition 1999, Himalaya Publishing House, p-45-49

### **JOURNALS:**

1. Philip Kotler 12th edition 2006, marketing management; practices hall of india pvt ltd.
2. International journal of internet marketing and advertising.
3. Philip Kotler, Kelvinlan Keller, Abraham Koshy, Mithileswar Jha, marketing management 13<sup>th</sup> edition-a south asian perspective 2009
4. Kothari C.R, Research Methodology-Methods and Techniques
5. William G. Zikmund-business research methodology, 7 edition
6. Report of National Commission on Labour, Government of India, 2002.  
Sodhi, J.S. (1999), "Industrial Relations and Human Resource Management", Shri Ram Centre for Industrial Relations and Human Resources, New Delhi.
7. Rao. P.L., in his "Labour Legislation in the Making" Robert L. Mathis, Jackson, John H. Jackson - "Human Resources Management" Carter McNamara - "Human Resources Management.

**WEBSITES:**

<http://www.humanresourcesiq.com/>

<http://en.wikipedia.org/wiki/Absenteeism>

<http://www.iimahd.ernet.in/publications>

<http://www.esrnexus.com/search.aspx>

<http://www.urban.org/url.cfm>

<http://industrialrelations.naukrihub.com/employee-welfare.html>

<http://ejd.sagepub.com/content/17/4/365.abstract>

## A Study On Employee Welfare Measures In Sakthi Sugars Ltd

Dear Respondents,

I am a student of MBA of Avinashilingam School of Management Technology, Coimbatore, is doing a survey in this company as a part of my curriculum. The data provided by you will be used only for an academic purpose and will be kept confidential. Thank you for sparing your valuable time.

### **PERSONAL DETAILS**

1.Name:

2.Gender:

Male                       Female

3.Marital Status:

Married                       Unmarried

4.Age

20yrs -30yrs               30yrs-40 yrs               40yrs- 50yrs               Above 50yrs

5.Education Qualification

SSLC               HSC               Diploma               UG               PG

6.Annual Income

Less than Rs.1Lakh                       Rs.1Lakhs-Rs.2.5Lakhs  
 Rs.2.5Lakhs-Rs.5Lakhs                       Above5Lakhs

7. Experience

Less than 5yrs               5yrs-10yrs               10yrs-15yrs               Above 15yrs

8.Nature of Employment

Temporary                       Permanent                       Contract

9.State your level of satisfaction about the Working Environment of the SSL?

( **HS**- Highly Satisfied, **S**-Satisfied, **M**-Moderate, **D**-Dissatisfied, **HD**-Highly Dissatisfied)

S.No	Working Environment	HS	S	M	D	HD
1.	Temperature					
2.	Humidity					
3.	Ventilation					
4.	Lightining					

10.State your Level of Satisfaction about Welfare Measures in SSL?

S.No	Welfare Measures	HS	S	M	D	HD
1.	Housing facilities					
2.	Transport facilities					
3.	Uniform's Provided					
4.	Job Securities					
5.	Medical Benefits					

11.State your Level of Satisfaction towards the Fringe Benefits provided in SSL?

S.No	Fringe Benefits	HS	S	M	D	HD
1.	Overtime Pay					
2.	Medical Leave with pay					
3.	Bonus for Quality and Attendance level pay					
4.	Paid Holidays					
5.	Employee Counseling					
6.	Provident Fund					
7.	Parties & Picnic					
8.	Insurance Coverage					

12.How do you feel about the Improper working conditions in SSL?

S.No	Improper Working Conditions	HS	S	M	D	HD
1.	Unsafe workplace					
2.	Strict production standards					
3.	Bad relation with managers					

13. State your Level of Satisfaction towards the Irrational management policies in SSL?

S.No	Irrational Management Policies	HS	S	M	D	HD
1.	Transfers					
2.	Demotions					
3.	Inappropriate Salary Structure					

14.State your Level of satisfaction provided for statutory welfare schemes of SSL?

S.No	Statutory Welfare Schemes	HS	S	M	D	HD
1.	Drinking Water					
2.	Facilities for Sitting					
3.	First aid Appliances					
4.	Lunch Room					
5.	Rest Room					
6.	Canteen Facility					
7.	Supply of Tea					
8.	Supply of Snacks					
9.	Air Condition					

15. State your level of satisfaction provided for non-statutory welfare schemes of SSL?

S.No	Non-statutory Welfare Schemes	HS	S	M	D	HD
1.	Employee Welfare Fund					
2.	Advance given for Housing, Vehicles,etc					
3.	Medical Facilities					
4.	Recreational Facilities					

16.State your level of satisfaction towards extramural welfare facilities of SSL?

S.No	Extramural welfare facilities	HS	S	M	D	HD
1.	Education Facilities					
2.	Maternity Benefits					
3.	Sports Facilities					
4.	Social Insurance					
5.	Vocational Training					

17.State your level of Satisfaction and Opinion towards the SSL?

S.No	Employee Satisfaction	HS	S	M	D	HD
1.	Your opinion about working environment					
2.	Is your work interesting and enjoyable?					
3.	Does management supports for additional training and education?					

18.State your level of satisfaction about Safety Measures provided by SSL?

S.No	Safety Measures	HS	S	M	D	HD
1.	Government Regulation for Goodness of Employee					
2.	Periodic Evaluation of Employee					
3.	Physical Examination					
4.	Stress Testing					
5.	Training of employees					

19.State the level of satisfaction about the SSL's mission?

S.No	Missions	HS	S	M	D	HD
1.	The company clearly conveys its mission to its employee					
2.	The company's overall mission is good					
3.	Good Communication from Employees to managers in the company					
4.	The company clearly conveys the mission to its clients					

20.State the level of satisfaction about Medical Facilities provided by SSL?

S.No	Medical Facilities	HS	S	M	D	HD
1.	Routine Checkup					
2.	First Aid					
3.	Supply of Medicals					
4.	Ambulance service					