

**Effectiveness of Labour Welfare Measures in Murugan Mills**

**Dharani Priya. V**

**(17PSW003)**

A Thesis Submitted to

Avinashilingam Institute for Home Science and Higher Education for Women,

Coimbatore-641043

In partial fulfilment of the requirements for the

**Degree of Master of Social Work**

**APRIL 2019**

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*Sandra Anandarejan*  
Signature of Head of the Department

*R. Ganis Rami*  
Signature of the Guide

## CERTIFICATE

This is to certify that the dissertation entitled "**Effectiveness of Labour Welfare Measures in Murugan Mills**" submitted to the Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore-641043, in partial fulfillment of the requirements for the award of the degree of **Master of Social Work** is a record of original research work done by **Dharani Priya V**, during the period of study in the Department of Home Science Extension Education, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore-641043, under my supervision and guidance, has not formed the basis for the award of any Degree/Diploma/Associate ship/Fellowship or similar title of other university.

*Sandra Anandargyan*  
Signature of Head of the Department

*R. Ganis Ram*  
Signature of the Guide

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# **CHAPTER I**

## **INTRODUCTION**

Labour welfare is a term including various services, benefits and facilities offered to Labours by the employers. The welfare measures need not be monetary but in any kind/forms. This includes items such as allowances, housing, transportation, medical insurance and food. Labour welfare also 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. Through such generous benefits the employer makes life worth living for Labours. Welfare includes anything that is done for the comfort and improvement of Labours and is provided over and above the wages. ( Priyanka,2014).

Employee welfare is a comprehensive term including various services and facilities offered to employees by the employer. Through such generous fringe benefits the employer makes the life worth living for employees. The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Welfare measures may be both statutory and non-statutory. (Gupta,2008).

The human resource has immense potential. The role of economic development of any nation depends on the degree of effective mobilization of these resources. When Labours cannot perform their work within standard times, performance can suffer. Effective training can increase performance by improving the skills that directly impact the quality of output. Labour is an asset of every company. The needs of the labour must be satisfied in order to meet the goals of the organization. ( Parameshwaran, 2014).

Labours play an important role in the industrial production of the country. Hence, organizations have to secure the cooperation of Labours in order to increase the production and to earn higher profits. The cooperation of Labours is possible only when they are fully satisfied with their employer and the working conditions on the job. In the past, industrialists and the employers believed that their only duty towards their Labours was to pay them satisfactory wages and salaries. (Narender, et.al, 2015).

Labour, at all times, has been recognized as a separate factor of production. Any work, whether manual or mental, which is undertaken for a monetary consideration is called as labour. There have been differences of opinion with regard to the importance of labour, but the fact remains that no production possible without an efficient labour force extended to them. (Kumar, 2010).

Labour welfare work is work for improving the health, safety and general well-being and the efficiency of the workers beyond the minimum standards lay down by labour legislation. Welfare measures may also be provided by the government, trade unions and non-government agencies in addition to the employer. (Satyanarayana,2012).

Labour welfare is a important fact of Industrial relations. These give satisfaction to the worker and ensure that proper remuneration is achieved. With the growth of Industrialization, Mechanization and Computerization, labour welfare measures has got fillip. The workers in the Industries cannot cope up with pace of modern life with minimum sustenance amenities. The workers are in need of added stimulus to keep body and mind together ( Rajkuar,2014).

Welfare is difficult to measure. It is not immediately saleable to a customer or client. Employees take unnecessary risks with their own lives and sometimes those of their workmates. Even with employee representatives, welfare was not always a main issue. Welfare has always had close links with human resource management. Finally, welfare is not early implemented because it requires the co-operation of all the major parties involved with the enterprise; management employees, trade unions, shareholders and government. ( Singh,2008).

After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the well being of the employees and they do not generally result in any monetary benefit to the employees. ( Flippo , 2005).

Labour welfare means the facility provided by the employers to their employees in terms of labour and through voluntary efforts. Such facilities given by trade unions , government and non government agencies for well being and upliftment of their social and economic conditions.( Ramasami,2009).

Health, safety and welfare are the measures of promoting the efficiency of Labour. The various welfare measures provided by the employer will have immediate impact on the health, physical and mental efficiency, alertness, morale and overall efficiency of the worker and thereby contributing to the higher productivity. The basic propose of Labour welfare is to enrich the life of Labours and to keep them happy and conducted. ( Tiwari,2014).

Welfare measures helps in maintaining the morale and motivation of the Labours high so as to retain the Labours for longer periods. Labour 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.( Manasa, 2015)

Employees take unnecessary risk with their own and sometimes those of their workmates. Welfare has always had close links with the weak and the disadvantaged and to do with the old style paternalism well being of an individual or individuals. The effects may be made by the state, non government organizations, companies and community. The recipient of benefits may be an individual or individuals or a group or class. ( Lawrence,2005).

The term welfare suggests many ideas, meanings and connotations, such as the state of well being, health, happiness, prosperity and the development of human resources. As a total concept of welfare, it is a desirable state of existence involving physical, mental, moral and emotional well being. The social concept of welfare implies the welfare of man, his family, and his community. (Sharma,2000).

The term Labour Welfare refers to the facilities provided to Labour inside and outside the organization premises such as canteens, rest rooms and recreation facilities, housing and all other services that contribute to the well being of Labour and efficiency of workers. Labour welfare facilities enable workers to live a richer and more satisfactory life. After Labours have been hired, trained and remunerated they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the wellbeing of the Labours, they do not generally result in any monetary benefits to the Labours nor are these facilities provided by employers alone, government and

non-governmental agencies and trade unions too contribute towards Labour benefits.(Suresh, 2015).

The Committee on Labour Welfare defined labour welfare to “include such services, facilities and amenities as adequate canteens, rest and recreational facilities, sanitary and medical facilities, arrangements for travel and for the accommodation of workers employed at a distance from their homes and such other services, amenities, and facilities including social security measures as contribute to improve the conditions under which workers are employed”.( Anburaj,2015).

Labours are the great assets of an organization. Their good living and comfort in working place is a primary duty of the organization. Investment made by the company in machineries and other assets for induction and maintenance for their better performance. The same concept applied to Labours also. Proper welfare activities, effective training and required facilities to make them to feel comfortable in work place and make them to perform better in their work place.(Vetrivel,2016).

Labour welfare includes various facilities, services, and amenities provided to workers for improving their health, efficiency, economic betterment and social status. Welfare measures are in addition to regular wages, provide other economic benefits available to workers due to legal provisions and collective bargaining. Labour welfare schemes are flexible and ever changing. New welfare measures are added to the existing ones from time to time.(Ahua,2002).

Recently, the labour force has been viewed as servants and the management as masters. In today context, the situation is totally different with the introduction of the concept human resource management. Psychological researchers convinced them that the workers required something more important. In addition to providing monetary benefits, human treatment given to workers plays a very important role in seeking their cooperation. ( Vetrivel,2016).

The Human Resources Management (HRM) work incorporates an assortment of exercises, and key among them is choosing what staffing needs you have and whether to utilize self-employed entities or contract representatives to fill these requirements, enrolling and preparing the best workers, guaranteeing they are superior workers, managing execution issues, and guaranteeing your faculty and administration hones adjust to different directions.

Exercises likewise incorporate dealing with your way to deal with worker advantages and pay, representative records and faculty approaches.( Rajasekar,2017).

Various services, benefits and facilitates offered to Labours gives the comprehensive report of concerned priority given by the organization for the mutual development and relations. The situation of welfare provided to workers is for improving the health, safety and general well-being. These are the extended amenities provided in addition to normal rewards available to Labours as per the legal provisions.(Kanyadhari,2017).

Labour welfare defines as “efforts to make life worth living for workmen”. These efforts have their origin either in some statute formed by the state or in some local custom. (Karthick,2017).

Welfare provides better physical and mental health to workers and thus promotes healthy work environment. Facilities like housing schemes, education and recreation facilities for workers families help in raising their standard of living. This makes workers to pay more attention towards work and thus increase their productivity. (Sharma, 2003 and Mamoria,2005).

The schemes of labour welfare may be regarded as “a wise investment” which should and usually does bring a profitable return in the form of greater efficiency. Twenty years later, the Planning commission realized the importance of workers welfare, when it observed that “In instruction to get the best out of a worker in the matter of production, at work conditions require to be improved to a large extent. The worker should at least have the means and facilities to keep himself in a state of health and efficiency.(Sweatha, 2017).

The purpose of labour welfare is to bring about the development of the whole personality of the workers to make a better workforce. The logic behind providing welfare scheme is to create efficient and satisfied labour force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living. ( Rawat, 2013). Hence the study on Effectiveness of Labour Welfare Measures in Murugan Mills has the following objectives:

- To find out the socio economic background of the respondents.
- To identify the various welfare measures provided to the labourers by the organization.
- To know their satisfaction level towards the labour welfare measures.
- To suggest measures for labour welfare.

## **CHAPTER II**

### **REVIEW OF LITERATURE**

The Review of literature pertaining to a study on “Effectiveness of Labour Welfare Measures in Murugan Mills” is discussed under the following headings.

- A. Labour Welfare Measures
- B. Public and Private Organization
- C. Studies Pertaining to Labour Welfare Measures

#### **A. Labour Welfare Measures**

##### **1. Definition**

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well being of an individual (Casico,2008).

Labour welfare is a term which necessarily be elastic, bearing a somewhat different interpretation is one country from another, according to different social customs, degree of industrialization and educational level of the workers (Kapoor,2008).

Labour welfare has two aspects negative and positive on the negative side, labour welfare is concerned with counteracting the baneful effects of the large scale industrial system of production especially capitalistic. On its positive side, it deals with the provision of opportunities for the worker and his/her family for a good life as understood in its most comprehensive sense (Saiyadain,2009).

Welfare is “efforts to make life worth living for workmen”. These efforts have origin either in some statue formed by or in some local custom or in a collective agreement or in the employer’s own initiative (Khanka,2006).

## **2. Objectives of Labour welfare**

The objectives are:

- a. To increase the standard of living of the working employees.
- b. To make the management feel the employees are satisfied about the work and working conditions.
- c. To reduce the labour problems in the organisation
- d. Labour welfare improves industrial relations and reduces industrial disputes.
- e. To show up their positive mind in the work and to change the negative attitude into positive attitude.( <https://www.brainkart.com> ,2018).

## **3. Types of Labour welfare**

### **Drinking water**

At all working place safe, hygienic drinking water should be provided.

### **Facilities for sitting**

In every organization suitable seating arrangements would be provided.

### **Latrines and urinals**

Sufficient numbers of latrines are to be provided in the organization and are also to be maintained in a neat and clean condition.

### **Canteen facilities**

Cafeteria on canteens is to be provided by the employer, so as to provide hygienic and nutritious food to the employees.

### **Lighting**

Proper and sufficient lights are to be provided for employees.

### **Washing places**

Adequate washing places such as bathroom, wash basins with tap are to be provided in the work place.

**Changing rooms**

Adequate changing rooms are to be provided for workers to change their cloth in the organization.

**Rest rooms**

Adequate numbers of rest rooms are to be provided.

**First aid facility**

The organization provides first aid facility to the employees.

**Leave facility**

The employees are entitled to casual leave with pay up to 6 days per calendar year.

**Holiday homes**

Organization provides holiday homes and guest house for their employees at different locations. These holiday homes are usually located in hill station.

**Leave travel**

The employees are provided with leave and travel allowances to go for holiday with their family.

**Personal health care**

Some of the companies provide the facility for extensive health check-up.

**Flexi-time**

The main objective of the flex time policy is to provide opportunity to employees to work with flexible working schedules. Flexible work schedules are initiated by employees and approved by management to meet business commitments while supporting employee personal life needs.

### **Employee assistance programs**

Various assistant programs are arranged like external counseling service so that employees or members of their immediate family can get counseling on various matters.

### **Harassment policy**

To protect an employee from harassments of any kind, guidelines are provided for proper action and also for protecting the aggrieved employee.

### **Maternity and adoption leave**

Employees can avail maternity or adoption leaves. Paternity leave policies have been introduced by various companies.

### **Medi-claim insurance scheme**

This insurance scheme provides adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.

### **Employee referral scheme**

In several companies employee referral scheme is implemented to encourage employees to refer friends and relatives for employment in the organization.(Sweatha, 2017).

## **4. Need for Labour welfare**

### **Point of view of workers**

Welfare measures must eliminate risk and insecurity. The organization besides providing fair wages must also provide facilities like first aid, crèches, subsidized food and transport required by workers.

### **Employees point of view**

Employers provide amenities to discharge their social responsibility, raise the employees morale, use the work force more effectively and reduce the turnover and absenteeism. Welfare helps to build a positive image of the organization and makes it easier for them to attract and hire competent personnel.

### **Unions point of view**

Trade unions role in labour welfare stems from workers need for welfare services. Union feels that welfare services ought to be provided either by the government or the employers. However, much depends on the initiative of the unions, their bargaining strength and the priority given by them to rights of the workers.

## **5. Importance of welfare measures**

- It improves the moral and mental conditions of the workers by providing facilities like games, cultural activities and recreation etc.
- By providing facilities workers have more confidence in their employer, which leads to improve industrial peace.
- When workers are promoted in a systematic way and they are heard properly then they feel and realize their duties towards enterprise.
- By providing all these facilities, workers feel happy and become enthusiastic. Thus worker starts taking much interest in his work, which lead to greater efficiency.( <https://www.projects4mba.com> ,2019).

## **6. Merits and demerits of welfare measures**

### **High efficiency**

The employee welfare schemes act as a morale booster. When the employees get an appreciation for what they do, it helps in increasing the work efficiency of the employees. When the work is done lauded by the organization, it proves lucrative to both the company as well as the employees.

### **Boost the morale of employees**

The employees work only when they are motivated to work. If the company wishes to get 100 percent output, then it is the company which has to put in little efforts to encourage the employees. No one else would deliver the expected results. So, in order to boost the morale of the employees

### **To build a competitive edge**

Competition is must if the company wants employees to work well. In order to form a competitive environment in the office, it must provide employees with

opportunities. The competitive edge in the work environment can only help in getting the required work from the employees.

### **To get timely result**

If the companies want the employees to give the result on time or deliver the work in time, there needs to be some extra effort by the company so as to encourage the employees to give timely work. If the extra work is expected from the employees, they should also be given extra benefits by the company.

### **The welfare schemes become the driving force to work**

Neither the money nor the schemes should be the driving force to work for the employees. The employees must be motivated through the work done by others. A competitive environment should be the driving force for the employees to work. Only then, the expected work can be delivered by the employees.

### **The Financial burden for the company**

The company gets burdened financially as more the employees, more the budget will be required by the company to equally distribute the schemes among the employees working within an organization. So, in order to equally distribute the schemes among the employees, it is essential for the company to have proper a financial budget in order to provide employees with the required schemes.

### **To maintain a competitive edge in the market**

In order to remain in the market and to keep oneself on the edge, it is essential to keep good employee welfare policy so as to attract maximum skilled employees within the organization. Every company needs skilled workers to work so that they get better output. In order to do the same, the company will have to have an edge over the welfare schemes too.

### **Outshines all the old schemes of the company**

All the other schemes of the companies get outdated. Other here means the older schemes, does not exist anywhere. When the other competitive companies give

the employees great and newly developed schemes, the present schemes seems a big failure due to which the other companies have to get the similar beneficial schemes. So, this kind of burden also kills the companies at large.( <https://content.wisestep.com> ,2016).

## **7. Purpose of welfare measures**

A labour welfare programme serves various purposes. Finally, by taking care of life's basic amenities it builds a sense of loyalty on the part of the employee towards the organisation. Secondly, by providing quicker services from the employees. Various labour welfare measures, by welfare activities to workers an organisation gains through improved or taking care of the basic needs of life, make the worker devote his time and attention to the organisation's task." This, in its turn, enhances his efficiency and output. "As attractive package, which provides benefits throughout the course of an employee's career serves to attract and retain the better workers and simultaneously enhance their morale." The organisation also gains financially by enjoying certain tax concessions offered for spending money on employee welfare.( <http://www.yourarticlelibrary.com> ,2016).

In Human Resource Management discussed the various types `of benefits and services provided to Labour's in terms of payment for time not worked, insurance benefits, compensation benefits, pension plans etc. He also discussed the ways to administer the benefits and services in a better way.(Aswathappa,2010).

Labour welfare is a comprehensive term including various services, benefits and facilities offered to Labours of the organization. This study enlightens the concept of welfare measures; it also highlights the Labour's perception regarding the various statutory welfare measures provided by the Donimalai Iron Ore Mine, Bellary.(Resma and Basavraju, 2013).

Welfare facilities and Labour's satisfaction level about welfare facilities adopted at Bosch limited, Bangalore. It is found that most of the welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company and most of the Labours are satisfied with the welfare facilities adopted by the company towards the Labour's welfare.( Srinivas ,2013).

Welfare activities which create an effective working environment and thus better productivity. There is different kind of welfare schemes like medical allowance; death relief fund, insurance, housing and transportation facilities recreation club etc. are provided by the company to the Labours to maintain the industrial relation better one .The premises and the departments are maintained healthy. Also proper safety measures have been adopted in the organization. All matters relating to safety, health and welfare of Labours are properly implemented. (Nanda and Panda, 2013).

Welfare measures need not be in monetary terms only but in any kind/forms. Labour welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for healthiness, developed relations and insurance against illness, accident and joblessness for the workers and their families. (Lalitha and Priyanka ,2014).

The welfare measures are more important for every labour, without welfare measure Labour cannot work effectively in the organization. Social security measures like injury benefit, old age benefit, medical benefit and family welfare benefit are very important. The organization by providing better social security to Labour the satisfaction towards job can be improved. But they are lacking in first aid appliances, worker's education facilities and family welfare facilities. They should take necessary steps to improve in those measures. So that the Labour can do his job more effectively. Management must make necessary arrangements for periodic medical check-up, so that occupational diseases can be diagnosed earlier and necessary treatments can be given to the concerned workers. (Parameshwaran,2014).

"Labours Welfare Measures towards Productivity of Neyveli Lignite Corporation Limited" he says that Labour Welfare refers to the facilities provided to Labour inside and outside the organization premises such as canteens, rest rooms and recreation facilities, housing and all other services that contribute to the well being of Labour and efficiency of workers. The study considered only the permanent Labours those who have more than two year of experience of Neyveli Lignite Corporation because, permanent Labours can get many welfare facility provided by NLC. It suggested that the female Labours are less satisfied with majority of the Labour welfare measures. This should be considered seriously and provide the reasonable facility for the female Labours.( Suresh, 2015).

Labours enjoy not only the satisfaction of their jobs but also various facilities given by the firms. The labours extend their maximum support for the improvement of the company. The personal department takes care of the total human resources in the company. The management provides all the health safety and welfares to the Labours that will help to produce better performance in the work and working environment.( Logasakthi and Rajagopal, 2013).

## **B. Public and private organization**

### **Definition of public sector**

The public sector of an economy is the sector that provides a range of governmental services, including infrastructure, public transportation, public education, health care. The part of national economy providing basic goods or services that cannot be provided by the private sector. It consists of national and local government and their agencies. ( <https://www.myaccountingcourse.com> ,2019).

### **Objectives of public sector**

- a. To promote rapid economic development through creations and expansion of infrastructure.
- b. To generate financial resource for development.
- c. To promote redistribution of income and wealth.
- d. To create employment opportunities.
- e. To promote balanced regional growth. (<https://www.jagranjosh.com> ,2019).

### **Characteristics of public sector**

- a. Public accountability
- b. Multiple objectives
- c. Rights , power and responsibilities
- d. Lack of equity ownership
- e. Operating and financial frameworks set by legislation
- f. Governance structures
- g. Non-exchange transaction
- h. Name of resources (<http://www.preservearticles.com> , 2011).

## **Definition of Private Sector**

The part of national economy made up of private enterprise.(i.e) a business unit established, owned, operated by private individuals for profit. (Margaret Rouse,2013).

## **Features**

They are funded by the owners or shareholder. They have limited liability if there are limited company such as Limited (Ltd., Companies ) and they have unlimited liability if they are a sole trader or partnership. (<http://registrationsindia.com> ,2017).

## **Public Private Partnership**

Public private partnership to an arrangement between the public and private sectors with clear agreement on shared objectives for the delivery of public infrastructure and / or public services. It is an approach that public authorities adopt to increase private sector involvement in the delivery of public sector.(<https://en.wikipedia.org> ,2019).

## **C. Studies Pertaining to Labour Welfare Measures**

A study on labour welfare measures in public sector transport corporation which analysed the various dimensions of labour welfare perceived to the labours. It highlighted the perception and level of satisfaction of the labours and the various welfare measures. (Moorthy,2004).

The research conducted by Saravanan, (2008) studied the welfare measures provided for the employees. It played a vital role in achieving productivity and job satisfaction in any organisation. The welfare needs of the workers, would give them a better opportunity and more time to concentrate on job performance.

A research by Gupta, (2008) attempted to study the approaches to alternative measurement of welfare. The first one involved extending the existing national order to arrive at welfare measures that is theoretically sounder. A second approach evaluated the access to certain basic goods.

A study was conducted on worker's opinion about welfare facilities at Sakthi Sugar Limited, Sakthi Nagar, and Bhavani. The study revealed that majority of the respondents were having good opinion towards drinking water, leave and holiday facilities, satisfactory opinion towards canteen, training programme, cleanliness and intervals of rest.(Gupta, 2008).

A research study on the welfare provided to the employees conducted by Kapoor, (2011) aimed at studying the welfare provided for the employees. It played a vital role in achieving productivity and job satisfaction in the organisation.

Sanmugathia, (2006) Conducted a research study on welfare facilities at Akkamalai Tea Estate, Valparai. The study revealed that the majority of the respondents had good opinion towards working condition, washing facilities, housing facilities, rest room, educational facilities to children, canteen and co-operative society.

Jeganathan, (2008) Conducted a study on welfare measures among employees at locomotive works, Southern Railway, Chennai. The study evaluated the various labour welfare measures provided by the Southern Railways to its employees. The study revealed good opinion towards housing facilities, training programme, and working labour, working condition of the workplace, canteen, drinking water, latrine and urinals.

Tripathi, (2010) in his study on labour measures found that concentration was needed on hygienic aspects, medical aid and transport, improvement in toilet, canteen facility required much attention as the general well being of the workers is much of importance.

Venkata Ramana and Lokanadha Reddy, (2015) Labour welfare refers to "The efforts made to provide good life worth for Labour" Organizations provide welfare facilities to their Labour to keep their motivation levels high.

Arjita Jain, (2016) Conducted that the status of Labour welfare and benefit practices adopted by Indian Oil Corporation Ltd. It aims to produce a working environment which is stimulating enough to encourage development and interest in the Labours. The present study is made an attempt to determine the status of Labour welfare and benefit practices adopted by Indian Oil Corporation Ltd, mumbai and suggest some ways to improve the quality of welfare practices.

Pushpa, (2016) attempt to identify welfare measures and satisfaction level of Labours about the welfare measures adopted at VST Tillers Tractors Limited, Bangalore. The company provides welfare facilities like canteen facilities, medical facilities, working environment, maternity leave, safety measures, wash rooms and lunch room facilities etc.

Anju Srivastava, (2017) opinion that Labour is one of the key assets of an organization and today's "Labour" is treated more than an "Labour". The welfare emendations provided under the Factory Act 1948 are given below; Washing facilities; Facilities for occasional rest for workers who are obliged to work standing; First-aid boxes of cupboards one for every 150 workers and ambulance facilities, If there is more than 500 workers; canteens if employing more than 250 workers; Shelters/ rest rooms and lunch rooms, if employing more than 300 workers; Welfare officer, if employing 500 or more workers.

The study aims to examine and compare the workers' perception towards various labour welfare facilities provided. Data was collected from 490 workers (280 from co-operative sugar mills and 210 from private sugar mills) with the help of a structured questionnaire. (Gupta et. al, 2017).

Premanandam et. al, (2017) The study examined the predictive capacity of job satisfaction factors toward private and public employed workers and job satisfaction differences between the two organizations in Weldiya district. In the study 135 public and 189 private organization workers were participated. As the findings of the study indicated, statistically significant mean difference observed between private and public workers job satisfaction of communication and relationship, job security, pay, promotion and fairness. (<https://www.semanticscholar.org>, 2017).

Joseph et.al, (2009) studied the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of worker's conditions.

Satyanarayana and Reddi, (2012) stated that the overall satisfaction levels of Labours about welfare measures in the organization studied majority were satisfied the welfare measures provided by the organization. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the

existing welfare measures may be improved further. Such welfare measures enrich the Labour standard of living and their satisfaction level

Patro, (2015) in a comparative analysis of welfare measures in public and private found that an Labour welfare facility is the key dimension to smooth employer-labour association. These welfare facilities improve the Labours morale and loyalty towards the management thereby increasing their pleasure, fulfilment and performance.

Manasa, (2015) says that Labour welfare was an essential part of social welfare. It involves adjustment of an Labour's work life and family life to the community or social life. Welfare measures may be both statutory and voluntary .In this study there are nearly 1/4th members i.e. around 480 members were worked as contract based workers, for these Labours, Cement Corporation India was not provided major facilities. When it comes to salary matter, most of the temporary Labours of packing, loading, unloading sections were totally not satisfied with their salary structures and most of them were demanding for at least Rs 6000/month, where most of them are getting less than Rs6000/month as a salary. Most of the temporary Labours are highly dissatisfied with least benefits providing to them by the organization. Workers are demanding for the layoff payments at least 2 months' salary for their survival, while there was no work for them. Women Labours were demanding maternity benefits and crèche facilities.

Deshpande, (2016) in his work has expressed changing attitude and the behavior of managers towards the Labours in respect of provisions that are to be provided in terms of welfare such as canteen, recreation, libraries, housing, transport etc., pays good dividend in the long run.

Sabarirajan and Meharajan, (2010) shows that study throws lights on important of welfare measure among the Labour's. The study taken place among the Labour's of Textile Mills in Salem District. The study conclude that 39 per cent of the Labours were overage with their welfare measure, 15per cent of the Labour's were highly satisfied with the welfare measure, 22per cent of the Labour's are satisfied with their welfare measure, while 2per cent of them were in highly dissatisfied level. Welfare

measure plays important role in Labour's satisfactions and it result in improved quality of work life.

Krishna Naik, (2011), in the new developed economy, the freedom of the workers as human beings has been exposed to new dimensions of invasions and controls. The main objective of the present study was to inquire into the Labour welfare and social security measures provided to Labours.

Ashokkumar et. al, (2013) in his study includes the study of 50 Labours from each of the company measured the impact of welfare provisions on Labour satisfaction by way of the correlation technique and we also measured that whether any difference in terms of Labour satisfaction towards welfare provision .

Kumar et. al, (2013) to identify where any relation exists between welfare provisions and Labour's satisfaction. His study also reviews on welfare provisions and Labour's satisfaction.

Mehrotra Sanjeev et. al, (2014) from their study they concluded that voluntary welfare measure should be provided to Labour. They study the level of awareness of Labour about the various welfare measures.

Lalitha and Priyanka, (2014) The present study is made an attempt to identify the Labour welfare measures adopted in IT industry. Labour welfare means anything done for the comfort and improvement of the Labours over and above the wages paid which is not a necessity of the industry. The basic purpose of Labour welfare is to enrich the life of Labours and keep them happy. Labours spend at least half their time at work or getting to it, or leaving it.

Labour welfare is a important fact of Industrial relations. These give satisfaction to the worker and ensure that proper remuneration is achieved. The welfare facilities help to motivate and retain Labours. Most of the welfare facilities are matters of sanitation and hygienic which is not provided dissatisfaction among workers are motivated by providing welfare measures. This ensures Labour satisfaction result in increased efficiency. (Rajkuar, 2014)

Labours welfare refers to “the efforts made to provide good life worth for Labours”. Labours welfare means anything done for the comfort and improvement,

Intellectual or social, of the Labours over and above the wages paid which is not a necessity of the industry”. Organizations provide welfare facilities to their Labours to keep their motivation levels high.( Reddy, 2015)

Looking back into the history of welfare facilities for Labours in an organization, they have always and will keep playing a pivotal role in enhancing Labour morale. The welfare schemes in every organization facilitate impetus for Labour and employer relations. The main intention behind implementing the welfare facilities, is to secure the Labour force by providing proper human condition of work and minimizing its hazardous effect on the life of the Labours and their family members. (Kamakula, 2016)

Patro, (2017) in his study was undertaken to know the various welfare schemes adopted by the industrial and service organisations and its influence on the Labour's productivity the labour force by providing proper working conditions and minimizing its hazardous effect on the life of the Labours .

## **CHAPTER III**

### **METHODOLOGY**

Methodology is the systematic, theoretical analysis of the methods applied to a field of study. The methodology for study entitled a study on “**Effectiveness of Labour Welfare Measures in Murugan Mills**” Coimbatore comprised of the following steps.

- A. Locale of the Study
- B. Selection of Samples
- C. Selection of the Methods and Tools
- D. Obtaining Ethical Clearance of the Study
- E. Conduct of the Study and
- F. Analysis and Interpretation of the Data

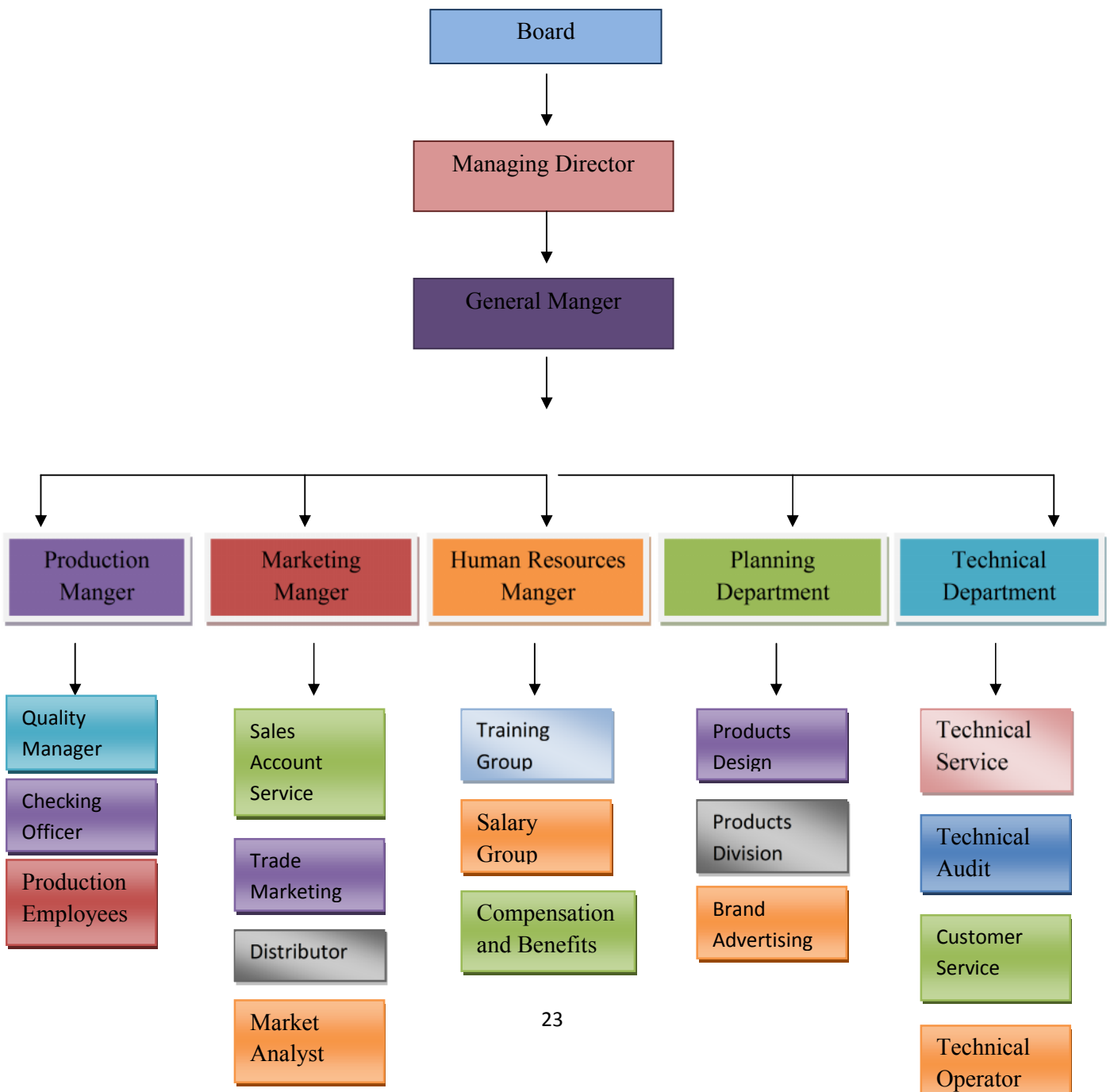
#### **A. Locale of the Study**

The area selected for the study is Murugan Mills of Coimbatore. Murugan Mills is located around 5 kilometres away from the Gandhipuram. Murugan Mills is a National Textile Corporation Limited, (NTC) is a schedule “A” public sector company under the ambit of Ministry of Textile, Government of India, engaged in production of yarn and fabric through its 23 mills in operation, located all over India with 8.2 lac spindles and 408 looms producing around 550 lac kgs of yarn and 200 lac meters of fabric per annum. The Coimbatore Murugan Mills Limited is a Public concern incorporated on 09 February 1936. Coimbatore Murugan Mills has gained immense expertise in offering recycling and finishing service of raw cotton, silk, nylon etc. located in Coimbatore, Tamil Nadu and providing recycling and finishing service of raw cotton, silk, nylon to the clients. The Mills remained closed for 3 years from 1951 and it was taken over by the government of Tamil Nadu with effect from 26-06-1971 under Industrial Development and Regulation Act 1951. Subsequently the

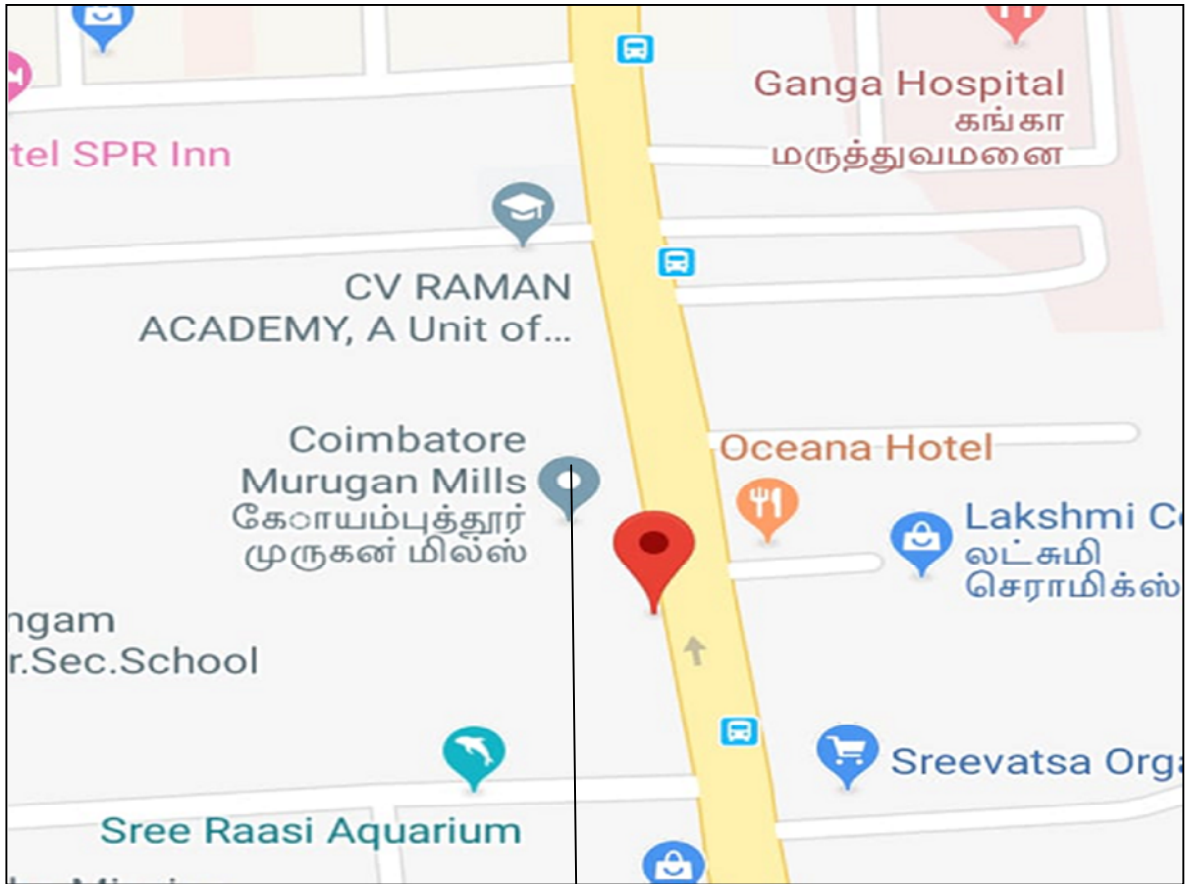
mill was nationalized under the Sick Textiles Undertaking Act 1974 and became one of the units of National Textile Corporation Limited, New Delhi

Since to identify their labour welfare measures and to find out their satisfaction level towards the welfare measures in Murugan Mills hence for this reason, the investigator selected the particular areas for the research study. The investigator selected the Murugan Mills for study to know the welfare measures being given to employee and to understand the statutory measures by the organisation.

### ORGANIZATIONAL CHART OF MURUGAN MILLS



Murugan Mills map indicating the local of study is shown in Figure 1



**Murugan Mills**

**LOCALE OF THE STUDY**

**FIGURE 1**

## **B. Selection of the Samples**

A Sample is a subset of population units. Sampling is the simple process of learning about the population on the basis of a sample drawn from it (Gupta, 2014). A sample is the part of universe which we select for the purpose of investigation. The samples of sixty labours from the Murugan Mills both male and female were randomly selected for the study.

Random sample is one where each items in the universe has an equal chance of known opportunity of being selected. A random sample is a sample selected in such a way that every item in the population has an equal chance to being selected (Pillai et al, 2012).

The total population size were 350, out of which 60 samples were drawn from Murugan Mills. A sampling procedures under which all the units of the population have an equal chance of being selected for the sample is known as simple random sampling. All these employees were with different designations.

**TABLE 3.1**

**SAMPLE SIZE**

<b>Departments</b>	<b>No. of Respondents</b>
Weaving	17
Packing	11
Drawing	11
Winding	8
Technical Operative	4
Sizing	3
Spinning	6
Total	60

The total population size of the employees were 350, out of which 60 samples were taken, Out of 60 samples 23 respondents were Permanent Employees and 37 respondents were Temporary Employees.

### **C. Selection of the Methods and Tools**

The present study is based on primary data. The primary data is the data collected from original sources from which the researcher directly collects data that have not been previously collected. Primary data were collected through personal interviews with the selected employees.

Interview method was the method used for conducting the study. Interview method is one of the powerful tools to collect information in social research. The interview techniques is a verbal method of securing data especially in the field research connected with social problems. It is a direct method of enquiry (Smriti Chand, 2013).

Interview schedule is a written list of questions, in any language in open or closed ended prepared for the investigator in a face to face interaction. A list of questions relating to the proposed study is prepared and the answers for the questions are obtained from the respondents ( Umar Farooq, 2012).

The investigator prepared (Appendix 1) a detailed questionnaire including personal details, various welfare facilities available in the organization and extent of utilization of those measures provided.

### **D. Obtaining Ethical Clearance of the Study**

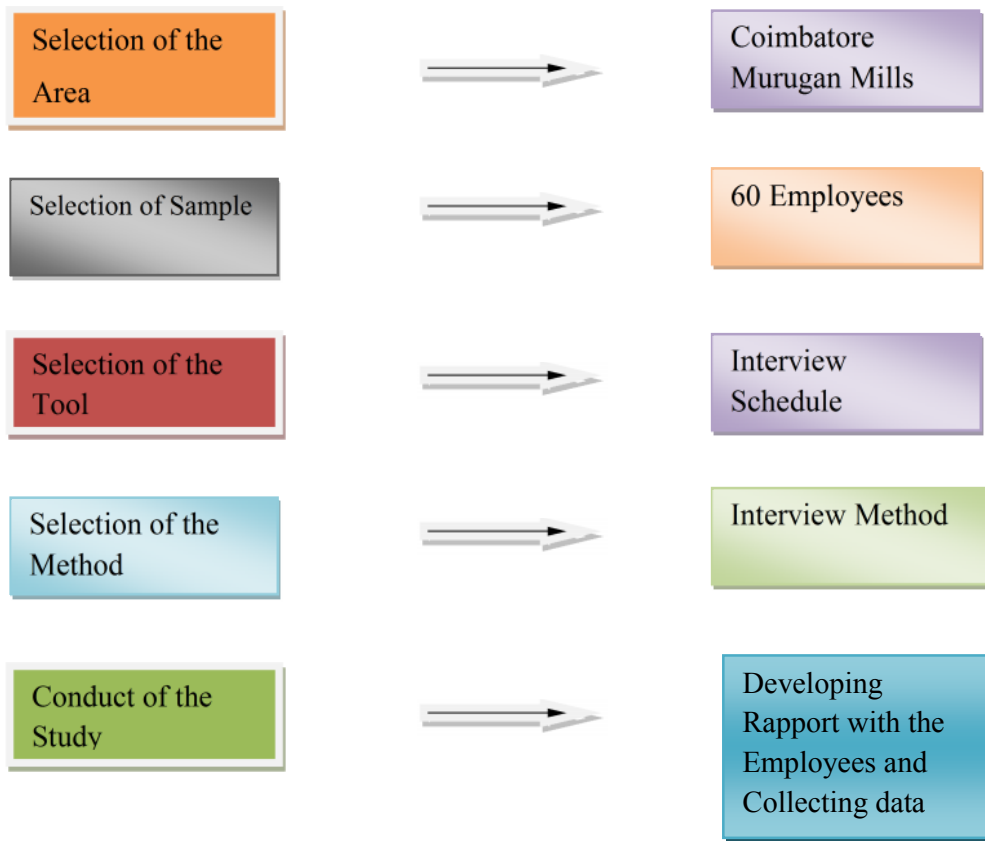
The application form explaining the design and the protocols used in the research study was subjected to the Institutional Human Ethics Committee and Ethical Clearance was obtained.

### **E. Conduct of the Study**

The study was conducted by utilizing the tools prepared by personally contacting the employees in their work settings. The employees actively participated and cooperated for the data collection process. The duration for the collection of data was 20 days.

### **F. Analysis and Interpretation of Data**

The data collected were consolidated, tabulated and interpretation was drawn. Percentages analysis was done and are presented in chapter IV.



## METHODOLOGY

FIGURE 2

## CHAPTER IV

### RESULT AND DISCUSSION

The results pertaining to the study on “**Effectiveness of Labour Welfare Measures In Murugan Mills**” are discussed under the following headings:

- A. Profile of the Employees.
- B. Status of Labour Welfare Measures of the Organization.
- C. Problem Faced by Labourers.

#### A. Profile of the Employees

Socio-economic background of the employee is an essential and important factor since it influences the success of the employee. The profile of the employees are discussed in Table 4.1.

**TABLE 4.1**  
**PROFILE OF THE EMPLOYEES**

Factors	Category	Number(N=60)	Percentage
Age (in years)	20-30years	17	28
	31-40years	16	27
	Above 40 years	27	45
Educational status	School level	38	64
	Higher secondary level	14	23
	Diploma	2	3
	Graduate	5	8
	Illiterate	1	2
Marital status	Married	46	77
	Unmarried	13	21
	Widow	1	2

Gender	Male	35	58
	Female	25	42
Type of family	Joint family	25	42
	Nuclear family	35	58
Religion	Hindu	44	73
	Christian	13	22
	Muslim	3	5
Community	OC	14	23
	BC	27	45
	MBC	14	24
	SC/ST	5	8

## **Age**

Age as a factor, determines the vitality of the organizational ability and the attitude and their interest and response towards any challenging activity. Out of the selected samples 45 per cent of the respondents were above 45 years of age group and 27 per cent of the respondents were between 31-40 years of age group.

## **Educational status**

Education is an important element in human resource development . It has been revealed that majority 64 per cent of the respondents studied upto school level and only 2 per cent of the respondents were illiterate.

## **Marital status**

Marital Status is the distinct option that describes a persons relationship with a significant other. Regarding the marital status majority of 77 per cent of the respondents were married and only 2 per cent of the respondents were widow.

## Gender

Gender is the range of characteristics differentiating between masculinity and femininity . Out of the selected samples majority 58 per cent of the respondents were male and 42 per cent of the respondents were female.

## Types of family

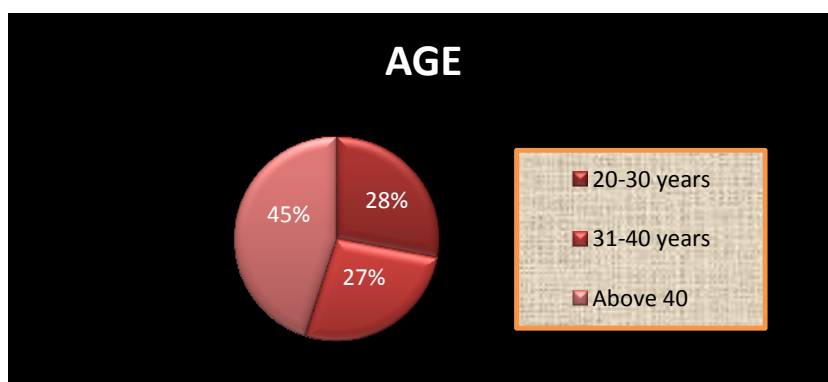
Family is a group of individuals who are related either by blood, marriage or adoption, living under the same roof and practicing a common culture. Above table shows that majority 58 per cent of the respondents belonged to nuclear family and 42 per cent of the respondents belonged to joint family.

## Religion

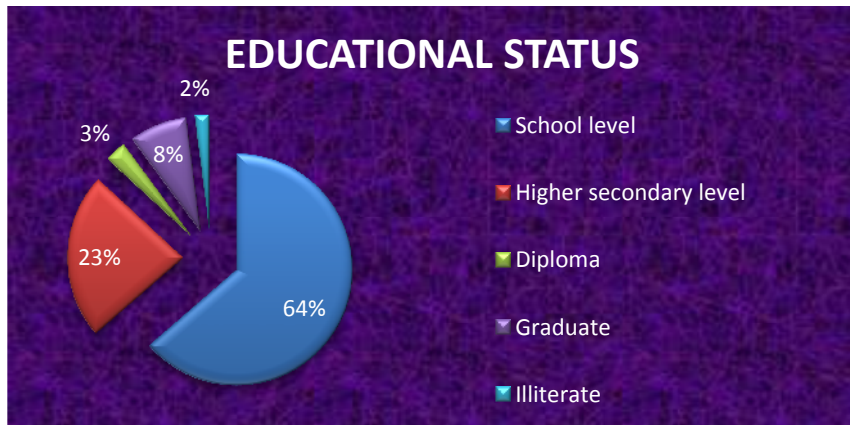
Religion is a set of moral beliefs concerning certain sacred things and rules governing the behaviour of believers who form a spiritual community. It has been revealed that majority of 73 per cent of the respondents were Hindus and 5 per cent of the respondents were Muslims.

## Community

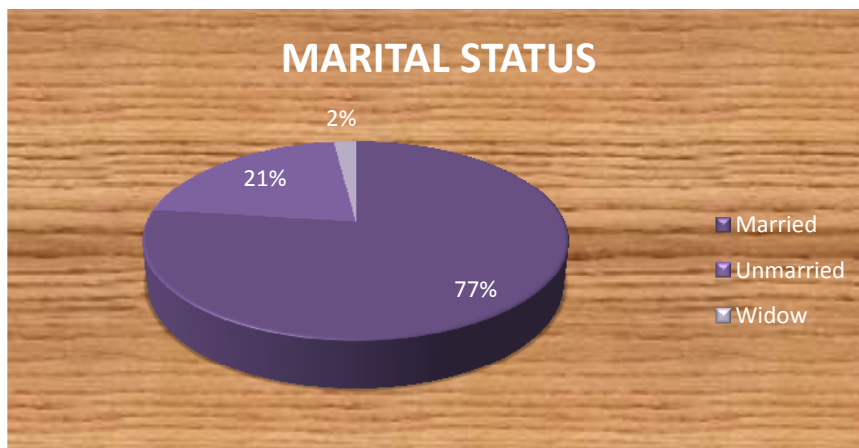
A community is a small or large social unit that has something in common, such as religion, values, culture or identity . Out of the selected 60 samples majority of 45 per cent of the respondents belonged to BC community and 8 per cent of the respondents belonged to SC/ST community.



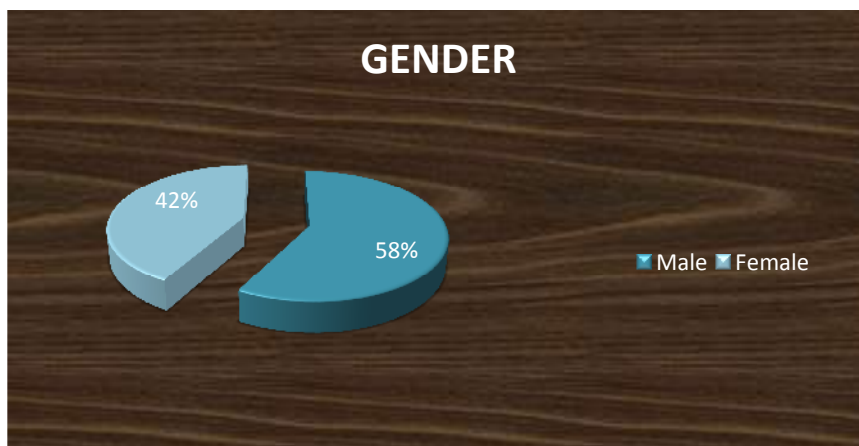
**FIGURE.3**



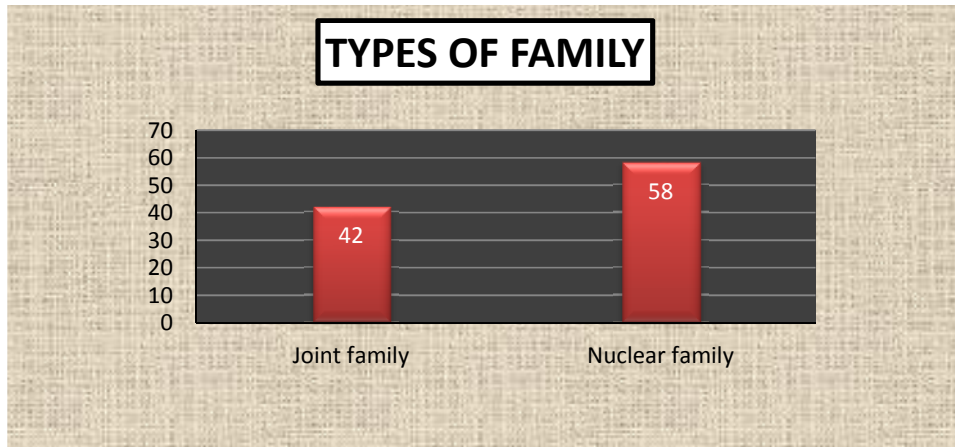
**FIGURE.4**



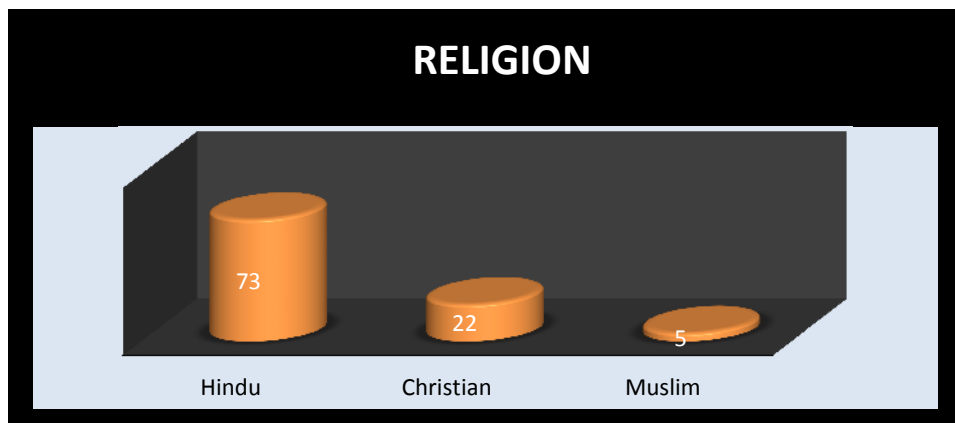
**FIGURE.5**



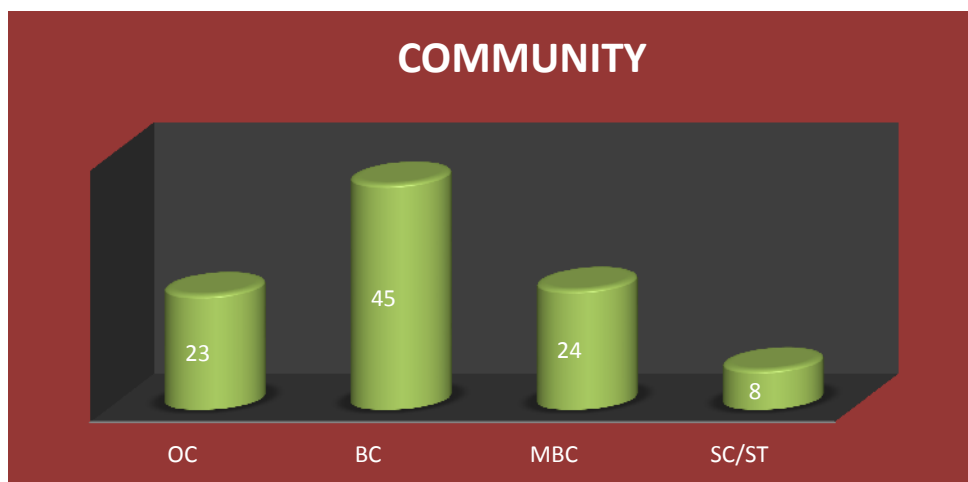
**FIGURE.6**



**FIGURE.7**



**FIGURE.8**



**FIGURE.9**

Career profile of the employee is an essential and important factor since it influences the success of the employee. The Career profile of the employee is discussed in Table 4.2

**TABLE 4.2**

**CAREER PROFILE OF THE EMPLOYEES**

<b>Factors</b>	<b>Category</b>	<b>Number(N=60)</b>	<b>Percentage</b>
Designation	Weaving	17	28
	Packing	11	18
	Drawing	11	18
	Winding	8	14
	Technical operative	4	7
	Sizing	3	5
	Spinning	6	10
Monthly income Rs	Below 10,000	36	60
	10,000-19,000	22	36
	20,000-29,000	1	2
	Above 30,000	1	2
Year of service	1-3years	18	30
	4-6years	20	33
	7-10years	4	7
	Above 10 years	18	30

**Designation**

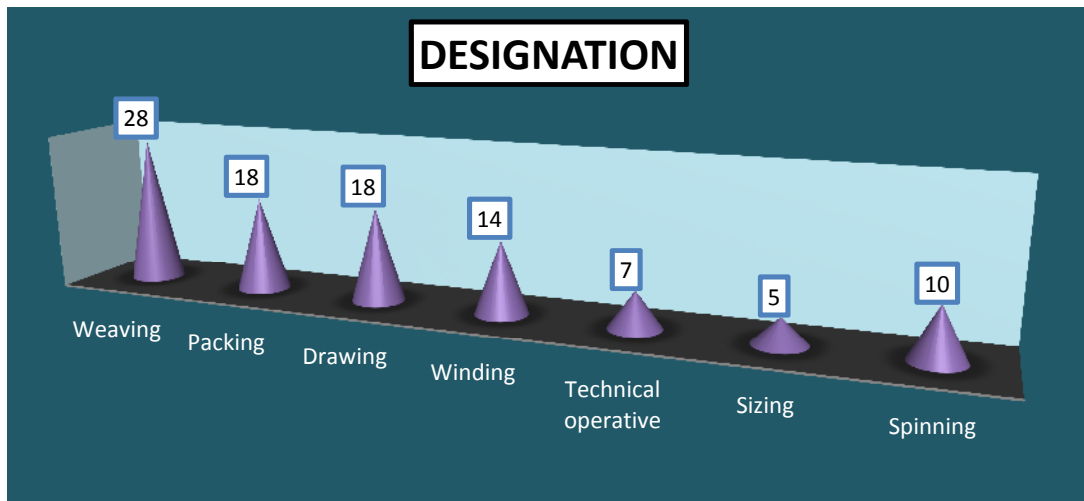
Designation is specific and refers to a job or position title that describes the level of the responsibilities of the person holding the position. Out of the selected samples 28 per cent of the respondents were working in weaving section and 5 per cent of the respondents were working in sizing section.

## Income

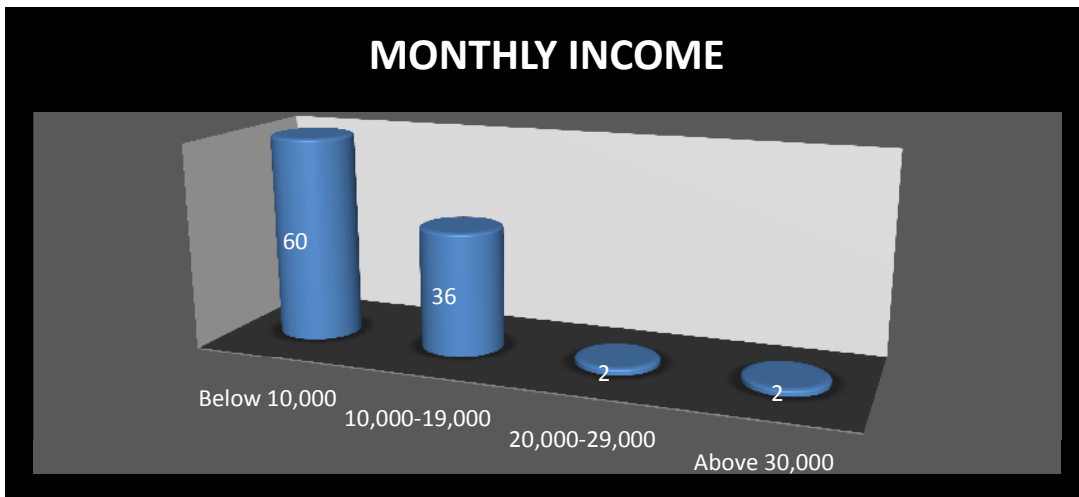
Income is the flow of cash received from a work on excess of revenue over expenses for an accounting period. Above table shows that majority 60 per cent of the respondents were getting below Rs 10,000 as monthly income and 37 per cent of the respondents were getting Rs 10,000-19,000 as monthly income and only 2 per cent of the respondents were getting above Rs 30,000 as their monthly income.

## Years of service

Year of service is a time period that is completed by the employee from the date of joining till date of relieving from the concern company. It has been revealed that majority 33 per cent of the respondents were 4-6 years of service and 30 per cent of the respondents were 1-3 years of service and only 7 per cent of the respondents were 7-10 years of service.



**FIGURE.10**



**FIGURE.11**



**FIGURE.12**

## **B. Status of Labour Welfare Measures of The Organization**

Labour welfare is a measure to promote the efficiency of labour. The various welfare measures provided by the employer will have an immediate impact on the health, physical and mental efficiency of the employees. The details of labour welfare measures are given in Table 4.3.

**TABLE 4.3**

### **AWARENESS ON LABOUR WELFARE MEASURES**

<b>Awareness</b>	<b>Number (N=60)</b>		<b>Percentage</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
Welfare measures	50	10	83	17
Monitoring team	48	12	80	20
Funds raised	37	23	62	38
Periodical assessment	22	38	37	63
Payment of overtime work	50	10	83	17

#### **Awareness on welfare measures**

Labour welfare measures formulated by company is a labour welfare measures like provisions of various facilities and amenities that are provided by company for better life of the workers. Welfare measure is a group of policies formulated by the employee for the improvement and to support the social and the economic discomforts of the employees. It has been revealed that majority 83 per cent of the respondents were aware of welfare measures and only 17 per cent of the respondents were not aware about welfare measures.

#### **Monitoring team**

Monitoring team is a committee that helps to improve performance and to achieve results. Its goal is to improve the current and future management of outputs and impact on the performance. Out of the selected samples majority 80 per cent of the

respondents were aware of monitoring team and 20 per cent of the respondents were not aware of monitoring team .

### **Funds raised**

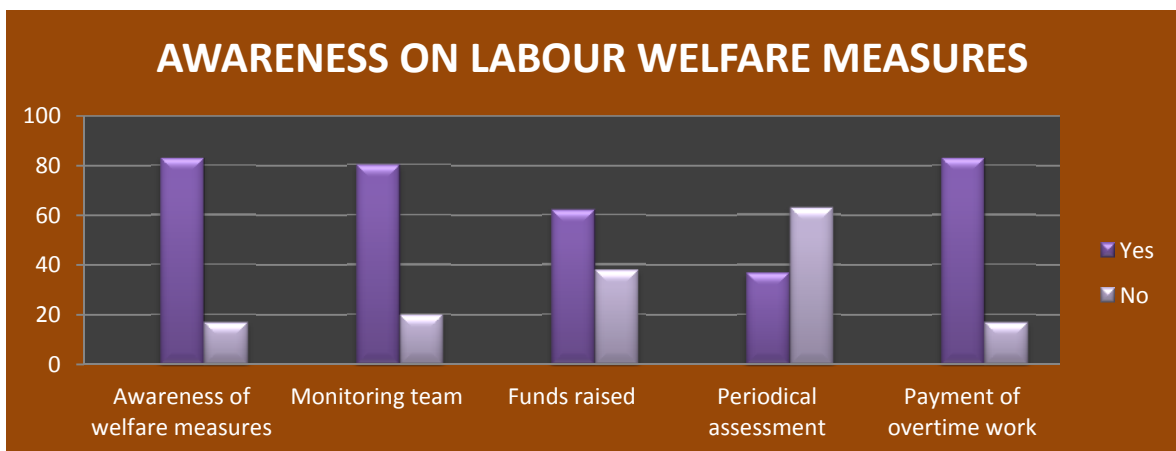
Company provides the funds for the welfare measures which is raised to improve their working conditions of labours .Funds are found necessary to ensure that the proper welfare measures to be provided. The above table shows that majority 62 per cent of the respondents were aware of funds raised by company and only 38 per cent of the respondents were not aware of funds raised by company.

### **Periodical assessment**

Periodical assessment are tests that are to check whether the employees are following the facilities and amenities that are provided by company. Out of the selected samples majority 63 per cent of the respondents were not aware of periodical assessment and only 37 per cent of the respondents were aware of periodical assessment.

### **Payment for overtime work**

Overtime pay is the amount of overtime paid to each employee in a pay period for their overtime work. Overtime pay is calculated on hourly pay x Rs1.5 x overtime hours worked. The above table reveals that out of the selected 60 samples, majority 83 per cent of the respondents were aware of payment of overtime work and 17 per cent of the respondents were not aware of payment of overtime work.



**FIGURE.13**

Medical facility is a place where sick or injured people are given care or treatment in general, any location where healthcare is provided facilities range from small clinics and doctors office to urgent care centres and large hospitals. Table 4.4 highlights the medical facilities.

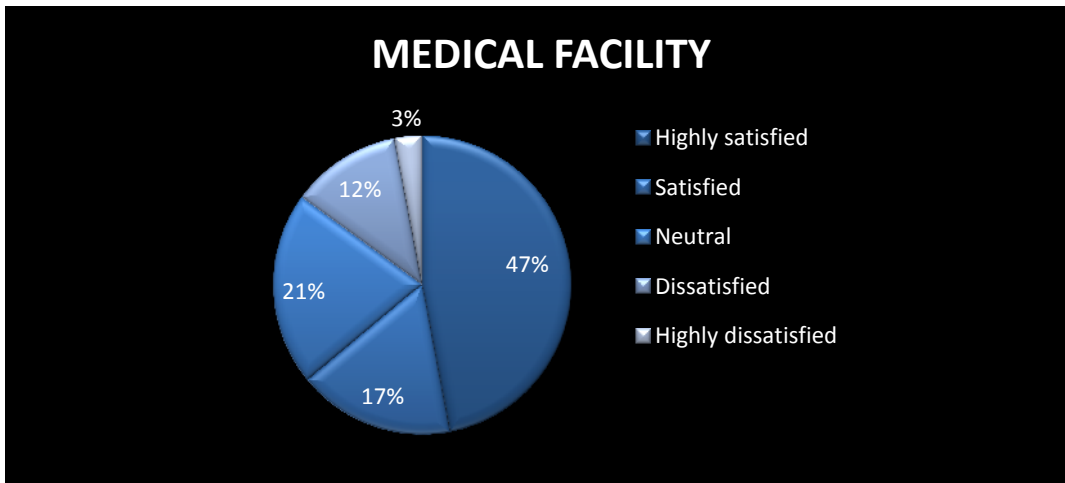
**TABLE 4.4**

**MEDICAL FACILITY**

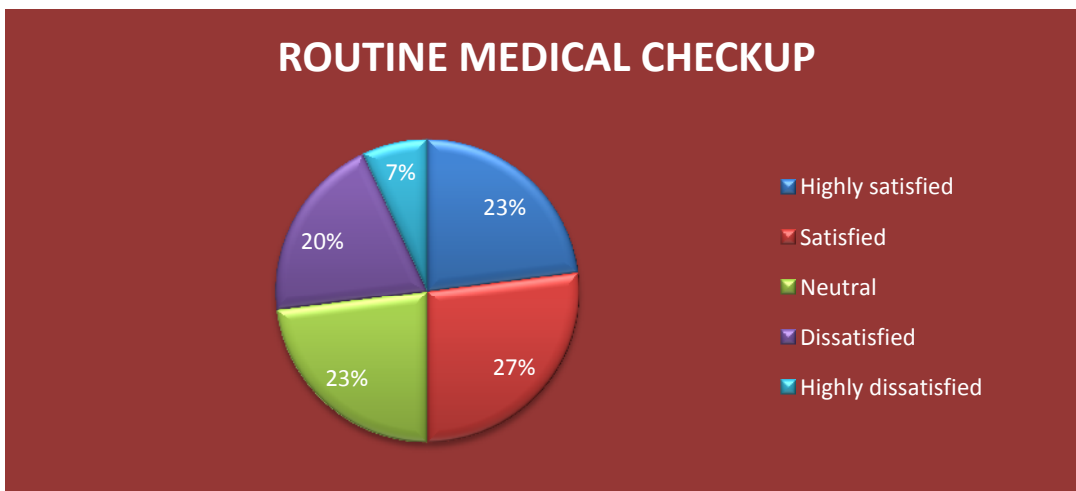
Aspects (N=60)	Percentage of the Respondents				
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Medical facility	47	17	21	12	3
Routine medical check-up	23	27	23	20	7
First Aid services	17	21	35	20	7
Medicine supplied	15	35	18	25	7
Ambulance service	7	32	22	27	12

The above table reveals that majority 47 per cent of the respondents were highly satisfied medical facilities provided by the company and 21 per cent of the respondents were in neutral with the medical facilities and only 3 per cent of the respondents were highly dissatisfied with the medical facilities provided by the company. Majority 27 per cent of the respondents were satisfied with routine medical check-up and only 7 per cent of the respondents were highly dissatisfied with routine medical check-up. Majority 35 per cent of the respondents and 21 per cent of the respondents were satisfied with first aid services and only 7 per cent of the respondents were highly dissatisfied with first aid services given by company and 35 per cent of the respondents were satisfied with medicine supplied by the company and

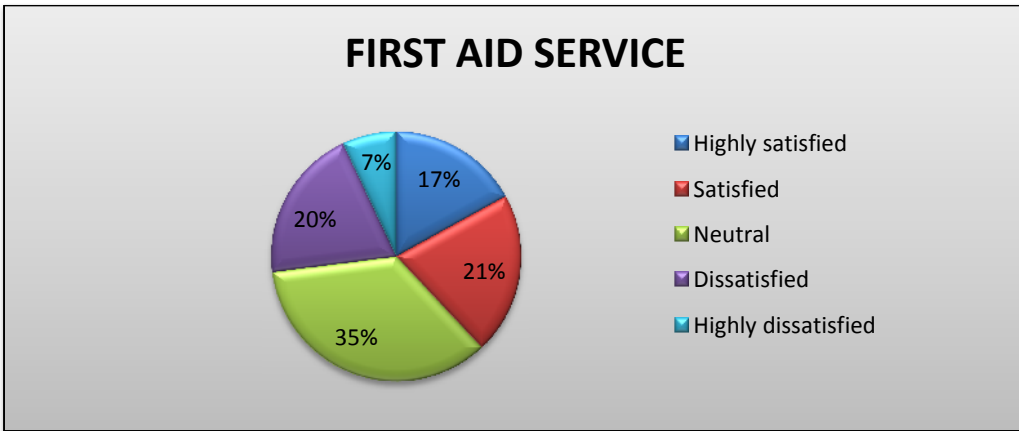
only 7 per cent of the respondents were highly dissatisfied with medicine supplied. Majority 32 per cent of the respondents were satisfied with ambulance service provided by company and 27 per cent of the respondents were dissatisfied with ambulance service and only 7 per cent of the respondents were highly satisfied with ambulance service.



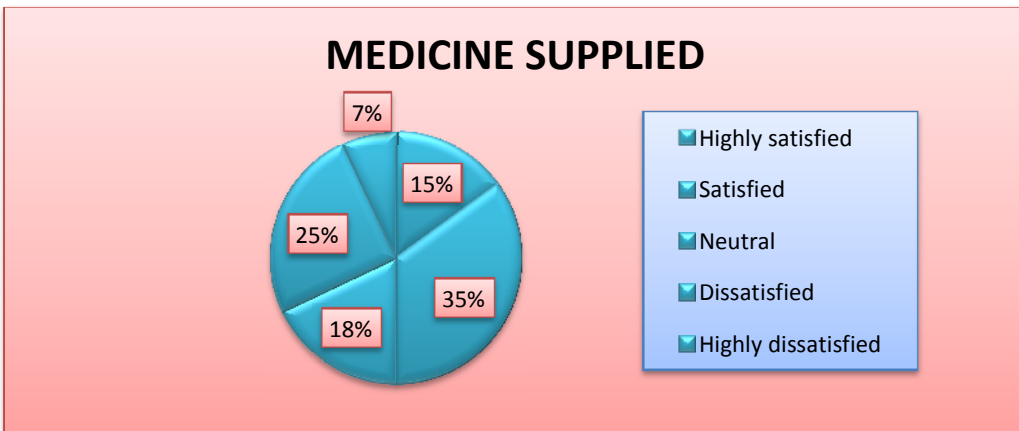
**FIGURE.14**



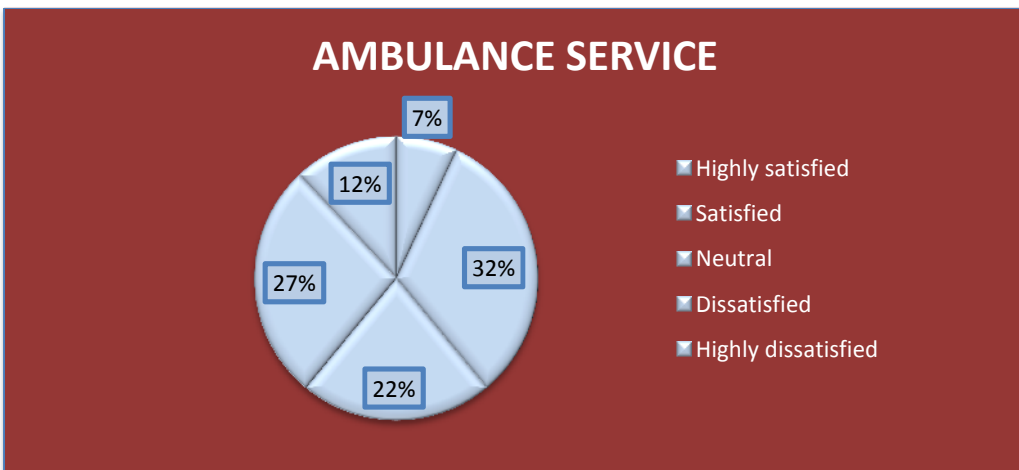
**FIGURE.15**



**FIGURE.16**



**FIGURE.17**



**FIGURE.18**

Canteen facilities are intended to protect the health and safety of everyone in the workplace and ensure that adequate facilities are provided in the canteen with proper food. The Canteen facilities are discussed in Table 4.5

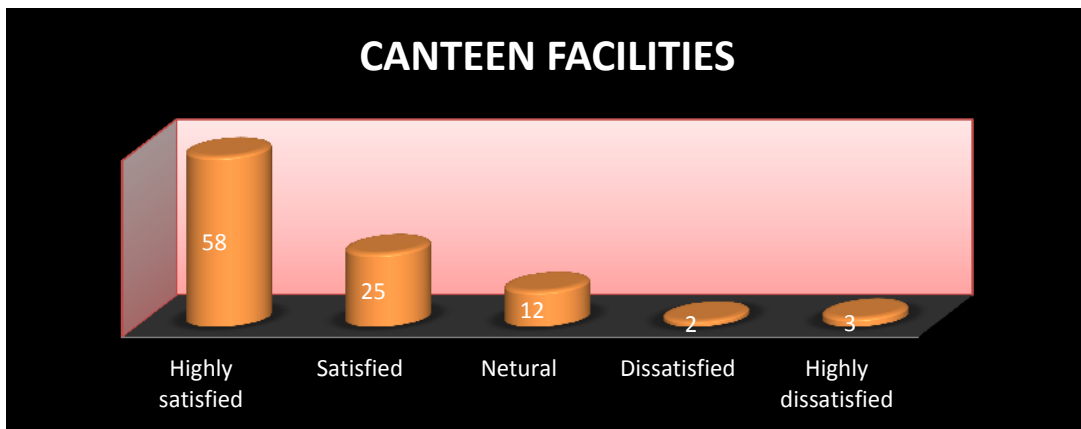
**TABLE 4.5**

**CANTEEN FACILITIES**

Aspects (N=60)	Percentage of the Respondents				
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Canteen facilities	58	25	12	2	3
Quality of food	60	20	10	5	5
Quantity of food	62	12	10	13	3
Price	63	18	10	7	2
Service of food	60	10	19	8	3
Taste	48	26	10	13	3
Disposal of waste	33	8	28	23	8

The above table reveals that majority 58 per cent of the respondents were highly satisfied with canteen facilities provided by the company and 25 per cent of the respondents were satisfied with canteen facilities and only 2 per cent of the respondents were dissatisfied with canteen facilities. Regarding quality of food, majority 60 per cent of the respondents were highly satisfied and majority 62 per cent of the respondents were highly satisfied with quantity of food given and only 3 per cent of the respondents were highly dissatisfied with quantity of food given. Among the respondents 63 per cent of the respondents were highly satisfied with price and minority 2 per cent of the respondents were highly dissatisfied with price of the

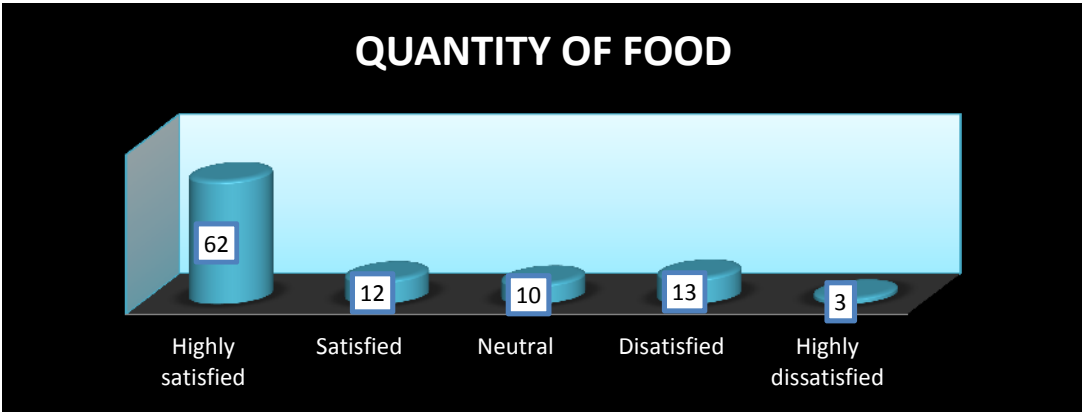
products. Majority 60 per cent of the respondents were highly satisfied service of food and only 3 per cent of the respondents were highly dissatisfied with service of food. Among the 60 respondents, majority 48 per cent of the respondents were highly satisfied with taste and only 3 per cent of the respondents were highly dissatisfied with taste of the food prepared in the canteen. Out of selected respondents, majority 33 per cent of the respondents were highly satisfied about the disposal of waste and only 8 per cent of the respondents were highly dissatisfied about the disposal of waste .



**FIGURE.19**



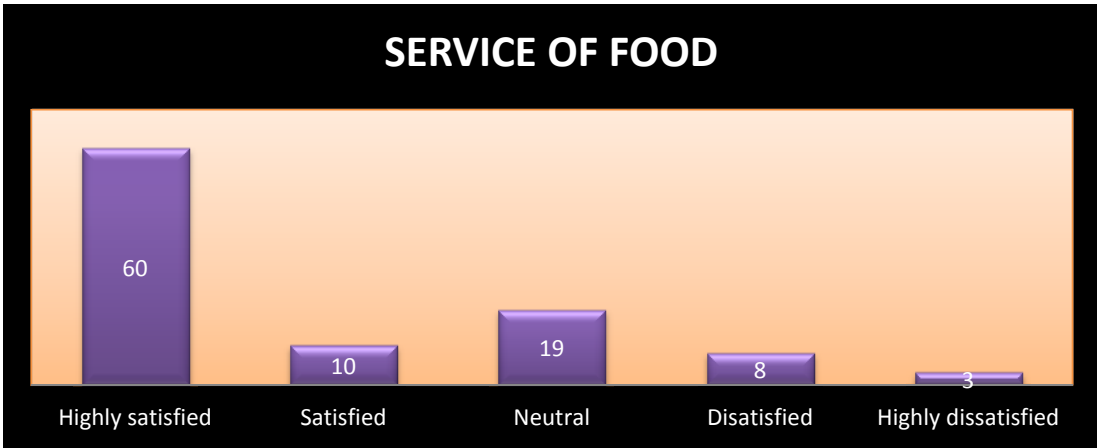
**FIGURE.20**



**FIGURE.21**



**FIGURE.22**



**FIGURE.23**



**FIGURE.24**



**FIGURE.25**

Housing loan and housing facilities seeks to provide additional facility for the employees ,to improve their working condition and productivity level. The details of housing loan and housing facilities are given in Table 4.6

**TABLE 4.6**

**HOUSING LOAN AND HOUSING FACILITIES**

<b>Aspects</b>	<b>Number (N=60)</b>		<b>Percentage</b>	
	<b>Satisfied</b>	<b>Not Satisfied</b>	<b>Satisfied</b>	<b>Not Satisfied</b>
Housing loans provided by the company	16	44	27	73
Housing facility provided by the company	39	21	65	35

Out of the selected samples majority 73 per cent of the respondents were not availing the housing loans provided by the company and only 27 per cent of the respondents were availed loan and satisfied with the loan provided by the company. Out of the selected samples majority 65 per cent of the respondents were satisfied with housing facilities provided by the company and 35 per cent of the respondents were not satisfied with housing facilities.

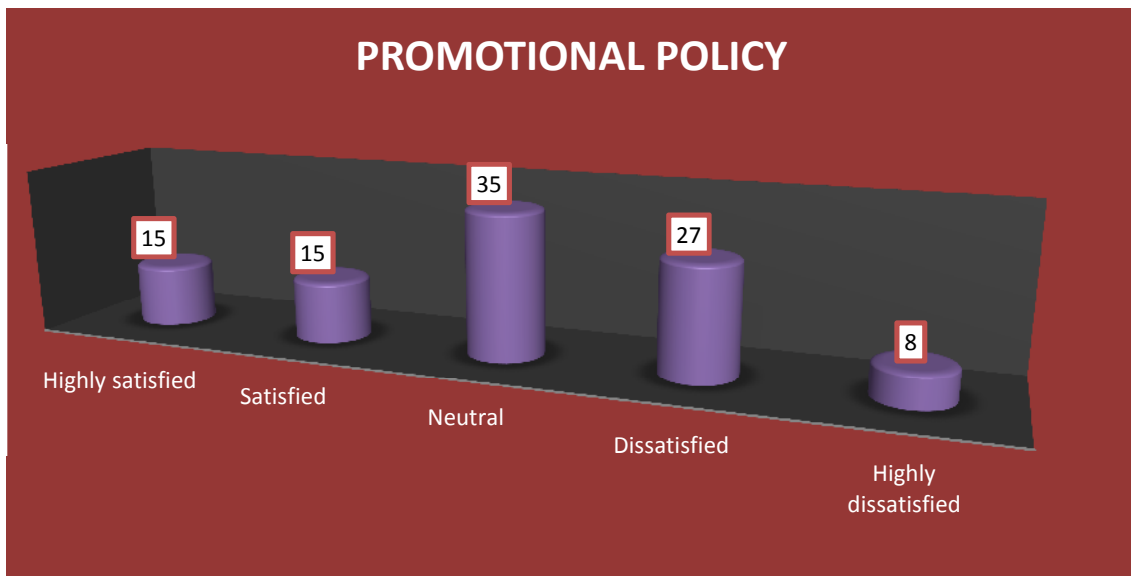
A promotional policy is a company policy that details how employees can get promotions. A clear promotional policy prevents discrimination, retains good employees, ensures that only qualified employees are promoted and increases employee satisfaction. The promotional policy are depicted in Table 4.7

**TABLE 4.7**

**PROMOTIONAL POLICY**

<b>Aspects</b>	<b>Number (N=60)</b>	<b>Percentage</b>
Highly satisfied	9	15
Satisfied	9	15
Neutral	21	35
Dissatisfied	16	27
Highly dissatisfied	5	8

The above table reveals that out of the selected samples 35 per cent of the respondents were neutral with the promotional policy practiced by the company and only 8 per cent of the respondents were highly dissatisfied with the promotional policy of the company.



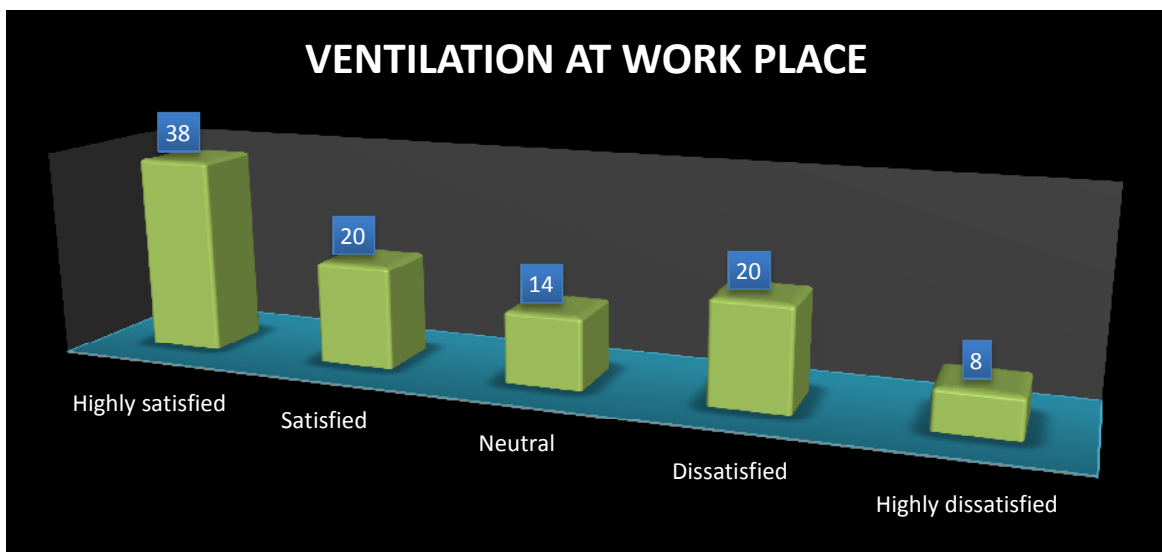
**FIGURE.26**

Ventilation at the workplace which states that workplace need to be adequately ventilated in the proper manner by which clean air is drawn from an external source outside workplace and circulate throughout the building. The details are described below in Table 4.8

**TABLE 4.8**  
**VENTILATION AT WORK PLACE**

Aspects	Number (N=60)	Percentage
Highly satisfied	17	38
Satisfied	12	20
Neutral	9	14
Dissatisfied	17	20
Highly dissatisfied	5	8

The above table reveals that out of the selected samples majority 38 per cent of the respondents were highly satisfied with the ventilation at work place and 20 per cent of the respondents were satisfied with the ventilation and only 8 per cent of the respondents were highly dissatisfied with the ventilation at work place.



**FIGURE.27**

Welfare benefits is a comprehensive term including various services, benefits and facilities offered to employees and the employees welfare helps in keeping the morals and motivation of the employees high so as to retain the employees for longer duration. The details of welfare benefits are described in Table 4.9

**TABLE 4.9**

**WELFARE BENEFITS**

Aspects (N=60)	Percentage of the Respondents				
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Drinking water facilities	52	27	15	4	2
Rest room facilities	35	22	13	28	2
Recreation facilities	12	13	40	20	15
Travel facilities	8	15	23	40	14

The above table reveals that majority 52 per cent of the respondents were highly satisfied with drinking water facilities provided by the company and only 2 per cent of the respondents were highly dissatisfied with drinking water facilities. Among the selected respondents 35 per cent of the respondents were highly satisfied with rest room facilities and only 2 per cent of the respondents were highly dissatisfied with rest room facilities. Among the respondents 40 per cent of the respondents were neutral with recreational facilities. Majority 40 per cent of the respondents were dissatisfied with travel facilities and only 8 per cent of the respondents were highly satisfied with travel facilities provided by the company.

Training refers to a program which aims to provide supervised practical training within a specified timeframe. This training can be carried out either in government organisations or in the private sectors. The details of training given by the company are discussed in Table 4.10

**TABLE 4.10**

**PERIODICAL TRAINING**

Aspects (N=60)	Percentage of the Respondents				
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Conduct of periodical training	25	18	28	17	12
Impact of training	17	28	35	15	5
Involvement of employees in training	52	9	22	12	5
Quality of training inputs	18	37	22	18	5

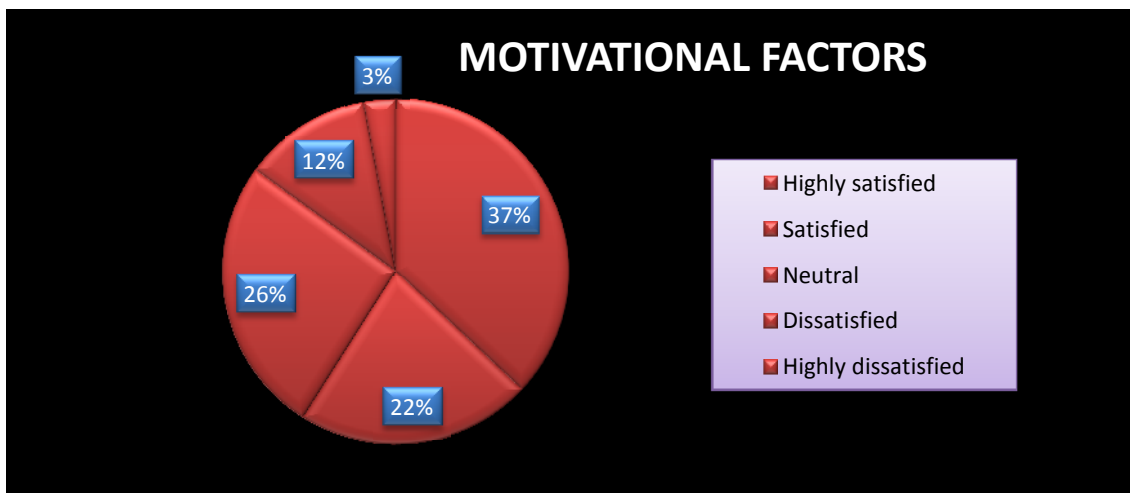
The above table reveals that majority 28 per cent of the respondents were neutral with conduct of periodical training and 25 per cent of the respondents were highly satisfied with conduct of periodical training. Among selected respondents majority 35 per cent of the respondents were neutral with impact of training and 17 per cent were highly satisfied about the training . Out of 60 respondents 52 per cent of the respondents were highly satisfied with involvement of employees in training and only 5 per cent of the respondents were with highly dissatisfied with involvement of employees. Among the selected respondents 37 per cent of the respondents were satisfied with quality of training inputs and only 5 per cent of the respondents were with highly dissatisfied with quality of training.

Motivation is the driving force, which drives human beings towards some activity and in the process certain human needs are satisfied . The fulfilment of human needs, physiological and psychological to a large extent depend on certain internal and external factors. The details of motivational factor are described in Table 4.11

**TABLE 4.11**  
**MOTIVATIONAL FACTORS**

Aspects	Number (N=60)	Percentage
Highly satisfied	22	37
Satisfied	13	22
Neutral	16	26
Dissatisfied	7	12
Highly dissatisfied	2	3

Out of the selected samples ,37 per cent of the respondents were highly satisfied with the motivational factors given by the company and 26 per cent of the respondents were neutral with the motivational factors and only 3 per cent of the respondents were highly dissatisfied with the motivational factors given by the company.



**FIGURE.28**

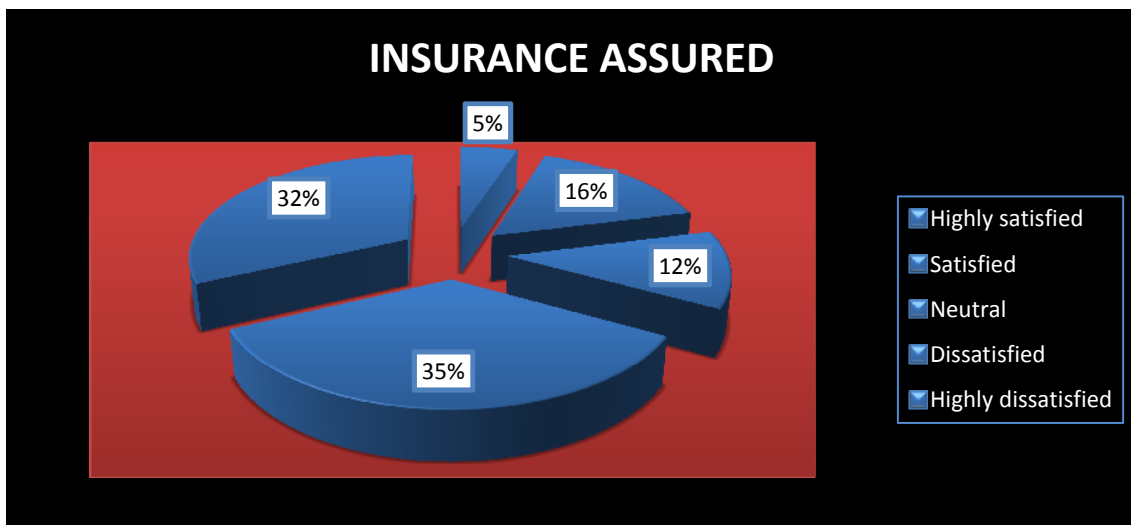
Insurance means they pool the money to pay claims and insurance companies pay for expenses involved in selling and providing insurance protection earning from investments help down the cost of insurance to policy holders. Satisfaction of insurance assured are depicted in Table 4.12

**TABLE 4.12**

**SATISFACTION OF INSURANCE ASSURED**

Aspects	Number (N=60)	Percentage
Highly satisfied	3	5
Satisfied	10	16
Neutral	7	12
Dissatisfied	21	35
Highly dissatisfied	19	32

The above table reveals that out of the selected samples,35 per cent of the respondents were dissatisfied with the insurance assured by Murugan Mills. Only 5 per cent of the respondents were highly satisfied with the insurance assured by Murugan Mills and nearly 32 per cent of the respondents were highly dissatisfied with the insurance assured by Murugan Mills.



**FIGURE.29**

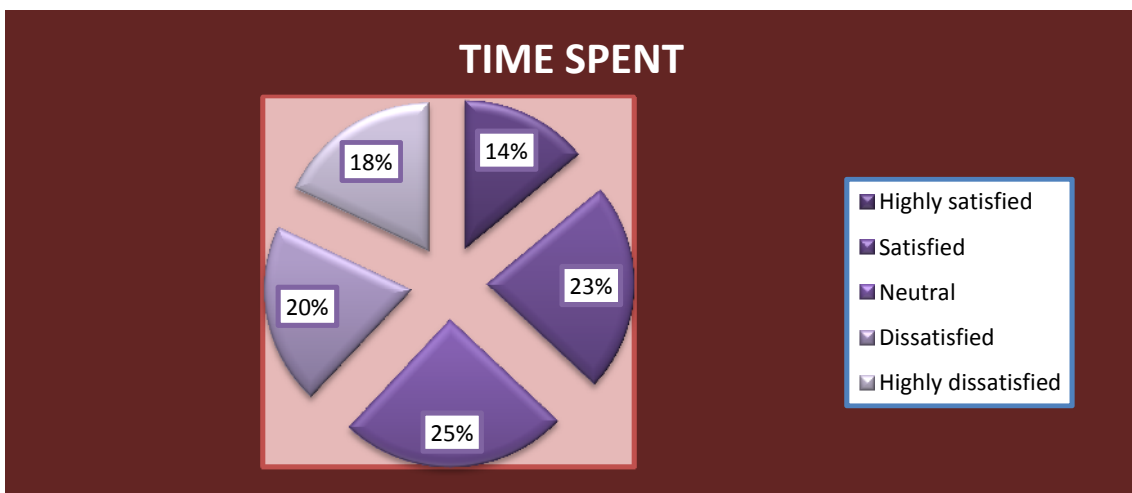
Family is the most important thing in the world. No amount of money or success can take the place of time spent with family. Family time builds confidence, teaches children about interacting with others and create wonderful memories that last a lifetime. The details of time spent with family are described below in Table 4.13

**TABLE 4.13**

**TIME SPENT WITH THE FAMILY**

<b>Aspects</b>	<b>Number (N=60)</b>	<b>Percentage</b>
Highly satisfied	8	14
Satisfied	14	23
Neutral	15	25
Dissatisfied	12	20
Highly dissatisfied	11	18

The above table reveals that out of the selected samples 25 per cent of the respondents were highly satisfied with the time spent with the family, 23 per cent of the respondents were satisfied with the time spent with the family and only 14 per cent of the respondents were highly satisfied with the time spent with the family.



**FIGURE.30**

Cooperative stores is a wholesale societies, through which consumers cooperatives collectively purchase goods at wholesale prices and in some cases own factories alternatively they may be members of cooperative unions. The locality of cooperative stores are given in Table 4.14

**TABLE 4.14**

**LOCALITY OF COOPERATIVE STORES**

Aspects (N=60)	Percentage of the Respondents				
	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Locality of cooperative stores	0	0	5	63	32
Discount of products	0	0	3	52	45
Quality of products	0	2	2	56	40
Cost of products	0	0	3	47	50

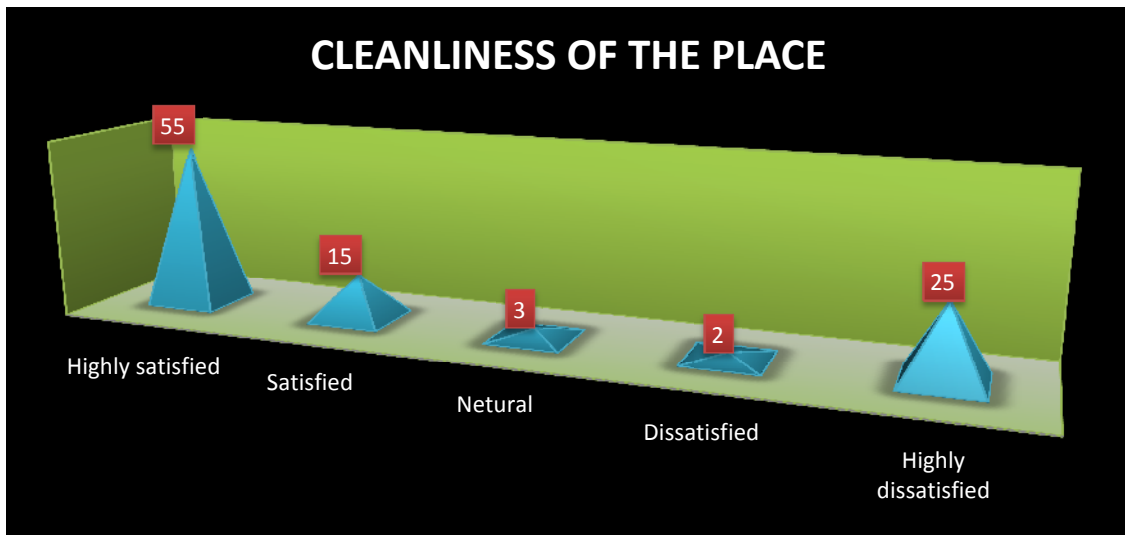
The above table reveals that majority 63 per cent of the respondents were dissatisfied with locality of cooperative stores, 52 per cent of the respondents were dissatisfied with discount of products given by cooperative stores, 56 per cent of the respondents were dissatisfied with quality of products and only 2 per cent of the respondents were satisfied with quality of products and 50 per cent of the respondents were highly satisfied with cost of products.

The workplace environment influences employees productivity, performance and well being. No matter the industry maintaining a clean workplace may help keep staff members safe, healthy and efficient. The details about cleanliness of the place are described in Table 4.15

**TABLE 4.15**  
**CLEANLINESS OF THE PLACE**

Aspects	Number (N=60)	Percentage
Highly satisfied	33	55
Satisfied	9	15
Neutral	2	3
Dissatisfied	1	2
Highly dissatisfied	15	25

Regarding the regularity of cleanliness, majority 55 per cent of the respondents were highly satisfied with the place regularly cleaned and 15 per cent of the respondents were satisfied only 2 per cent of the respondents were dissatisfied with the place regularly cleaned.



**FIGURE.31**

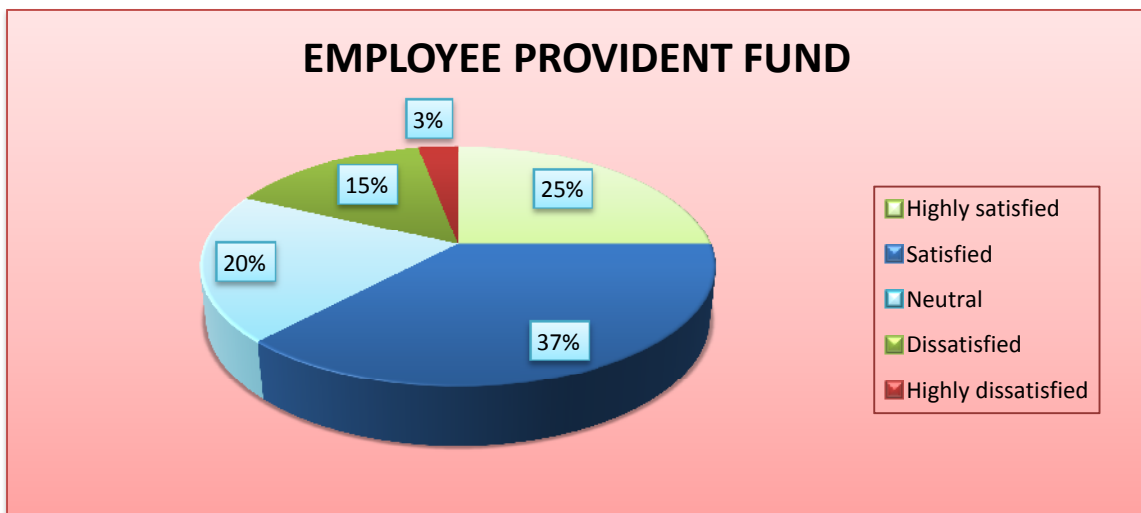
Employee Provident Fund is a retirement benefit scheme that is available to all salaried employees. Employees provident fund was discussed in the Table 4.16

**TABLE 4.16**

**EMPLOYEE PROVIDENT FUND**

Aspects	Number (N=60)	Percentage
Highly satisfied	15	25
Satisfied	22	37
Neutral	12	20
Dissatisfied	9	15
Highly dissatisfied	2	3

The above table reveals that out of the selected respondents 37 per cent of the respondents were satisfied with the Employee Provident Fund provided by Murugan Mills and 25 per cent of the respondents were highly satisfied employee provident fund provided by Murugan Mills only 3 per cent of the respondents were highly dissatisfied with employee provident fund.



**FIGURE.32**

Transportation facility is one of the major facility which helps the labourers to pick up and drop from their places with free of cost. Table 4.17 highlights the transportation facilities provided by the company.

**TABLE 4.17**

**TRANSPORTATION FACILITY**

<b>Aspects</b>	<b>Number (N=60)</b>		<b>Percentage</b>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
Transportation facility	37	23	62	38
Satisfaction level of transportation facility	35	25	58	42

The above table reveals that out of the selected samples 62 per cent of the respondents were aware of transportation facilities given by Murugan Mills and 38 per cent of the respondents were not aware of the transportation facilities provided by the Murugan Mills. Out of the selected samples majority 58 per cent of the respondents were satisfied with transportation facilities provided by the company and 42 per cent of the respondents were not satisfied with transportation facilities given by Murugan Mills.

### C. Problem Faced by Labourers

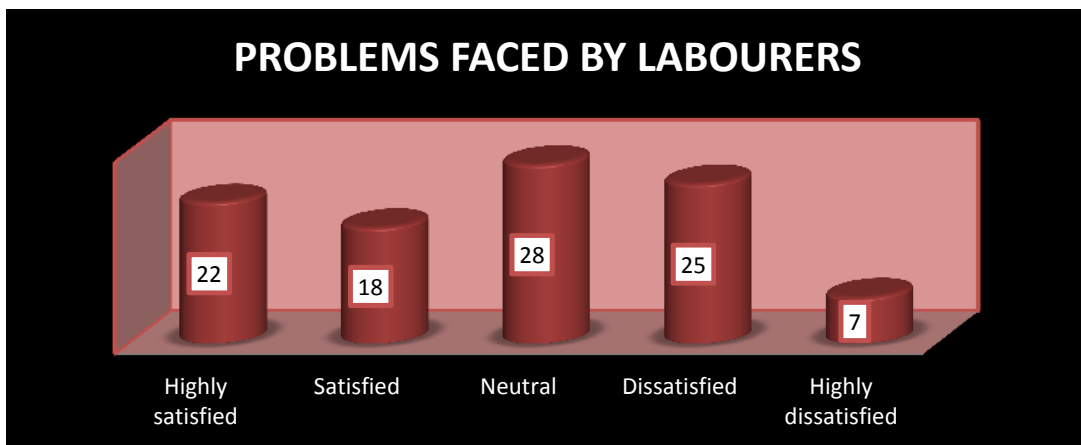
In industry, labourers face many problems like gossip, harassment, discrimination, performance issues, low motivation etc. the ability to handle difficult or unexpected situations in the workplace. Problems faced by labourers are discussed in Table 4.18

**TABLE 4.18**

#### **PROBLEMS FACED BY LABOURERS**

Aspects	Number (N=60)	Percentage
Highly satisfied	13	22
Satisfied	11	18
Neutral	17	28
Dissatisfied	15	25
Highly dissatisfied	4	7

Problem solving skills are traits that enable to solve the problems between the employer and employee, The ability to handle difficult or unexpected situations in the workplace. Regarding the problems faced by the labourers majority 28 per cent of the respondents were neutral with the welfare measures given by Murugan Mills and 25 per cent of the respondents were dissatisfied about the welfare measures given by Murugan Mills, only 7 per cent of the respondents were highly dissatisfied with problems faced by labourers.



**FIGURE.33**

## CHAPTER V

### SUMMARY AND CONCLUSION

Labour welfare is a term including various services, benefits and facilities offered to Labourers by the employers. The welfare measures need not be monetary but in any kind/forms. This includes items such as allowances, housing, transportation, medical insurance and food. Labour welfare also 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. Through such generous benefits the employer makes life worth living for Labourers. Welfare includes anything that is done for the comfort and improvement of Labourers and is provided over and above the wages. Hence the study on Effectiveness of Labour welfare Measures in Murugan Mills has the following objectives :

- To know about the role of welfare measures in improving productivity of the labours.
- To examine the effectiveness of welfare measures.
- To identify the various welfare measures provided to the labours by the organization.
- To suggest measures for labour welfare.

The total population size was 350, out of which 60 samples were drawn from Murugan Mills. The present study is based on primary data collection. All these employees were with different designations. Interview method was the method used for conducting the study. Interview schedule was the tool used to collect the data.

The findings of the study are summarized under the following headings:

- A. Profile of the Employees
- B. Status of Labourers Welfare Measures of the Organization
- C. Problem faced by labourers

### **A. Profile of the Employees**

- Among the 60 selected samples, 45 per cent of the respondents were above 45 years of age.
- It has been revealed that majority 64 per cent of the respondents studied upto school level.
- Regarding the marital status, majority 77 per cent of the respondents were married.
- Out of the selected samples majority 58 per cent of the respondents were male.
- Majority, 58 per cent of the respondents belonged to nuclear family.
- It has been revealed that majority of 73 per cent of the respondents were Hindu.
- Out of the selected 60 samples, 45 per cent of the respondents belonged to BC community.
- Out of the selected samples 28 per cent of the respondents were working in weaving section.
- Majority, 60 per cent of the respondents were getting below Rs 10,000 as monthly income.
- It has been revealed that 33 per cent of the respondents were 4-6 years of service.

### **B. Status of Labour Welfare Measures of the Organization**

- It has been revealed that majority 83 per cent of the respondents were aware of welfare measures. Out of the selected samples, majority 80 per cent of the respondents were aware of monitoring team. Majority 62 per cent of the respondents were aware of funds raised by company. Out of the selected samples, majority 63 per cent of the respondents were not aware of periodical assessment. Majority 83 per cent of the respondents were aware of payment of overtime work.
- Out of 60 respondents 47 per cent of the respondents were highly satisfied the medical facilities. Out of the selected 60 samples 27 per cent of the respondents were satisfied with routine medical check-up. Mostly 35 per cent of the respondents and 21 per cent of the respondents were satisfied with first aid service. Thirty five per cent of the respondents were satisfied with medicine supplied by the organization. Among the 60 respondents, 32 per cent of the respondents were satisfied with ambulance service.
- It has been revealed that majority 58 per cent of the respondents were highly satisfied with canteen facilities provided by the company. Regarding quality of food, majority 60 per cent of the respondents were highly satisfied and 62 per cent of the respondents were highly satisfied with quantity of food given. Among the respondents 63 per cent

of the respondents were highly satisfied with price of the food. Majority 60 per cent of the respondents were highly satisfied service of food. Out of 60 respondents, 48 per cent of the respondents were highly satisfied with taste. Out of selected respondents, mostly 33 per cent of the respondents were highly satisfied about the disposal of waste.

- It was interesting to note that majority 73 per cent of the respondents were not availing the housing loans provided by the company. Out of the selected samples majority 65 per cent of the respondents were satisfied with housing facilities provided by the company.
- It has been revealed that out of the selected samples, 35 per cent of the respondents were neutral with the promotion policy practiced by the company.
- Out of the selected samples, 38 per cent of the respondents were highly satisfied with the ventilation at the work place.
- Majority 52 per cent of the respondents were highly satisfied with drinking water facilities provided by the company . Among the selected respondents 35 per cent of the respondents were highly satisfied with rest room facilities. Among the respondents 40 per cent of the respondents were neutral with recreation facilities. Majority 40 per cent of the respondents were dissatisfied with travel facilities.
- Among the selected respondents 28 per cent of the respondents were neutral with conduct of periodical training. Where as 35 per cent of the respondents were neutral with impact of training. Out of 60 respondents 52 per cent of the respondents were highly satisfied with involvement of employees in training. Among them 37 per cent of the respondents were satisfied with quality of training inputs given by the organisation.
- Out of the selected samples ,37 per cent of the respondents were highly satisfied with the motivational factors.
- It was interesting to note that, 35 per cent of the respondents were dissatisfied with the insurance assured by Murugan Mills.
- It was revealed that, 25 per cent of the respondents were highly satisfied with the time spent with the family and 23 per cent of the respondents were satisfied with the time spent with the family.
- Majority, 63 per cent of the respondents were dissatisfied with locality of cooperative stores, Out of the selected samples 52 per cent of the respondents were dissatisfied with discount of products given by cooperative stores, 56 per cent of the respondents

were dissatisfied with quality of products. Among the selected respondents 50 per cent of the respondents were highly satisfied with cost of products.

- Regarding the regularity of cleanliness, majority 55 per cent of the respondents were highly satisfied with the place regularly cleaned.
- Out of the selected respondents 37 per cent of the respondents were satisfied with the Employee Provident Fund provided by Murugan Mills.
- It was interesting to note that 62 per cent of the respondents were aware of transportation facilities given by Murugan Mills. Out of the selected samples majority 58 per cent of the respondents were satisfied with transportation facilities.

### **C. Problem Faced by Labourers**

- Regarding the problems faced by the labourers, 28 per cent of the respondents were neutral with the welfare measures given by organisation and 25 per cent of the respondents were dissatisfied about the welfare measures given by Murugan Mills.
- Problem solving skills are traits that enable to solve the problems between the employer and employee, The ability to handle difficult or unexpected situations in the workplace.

## Suggestions

- The company should setup guidance cells for removing the constraints.
- Free training facilities should be given to all employees regarding various aspects.
- The universities and research institutions should undertake research related welfare measures.
- To reduce the labour turnover by improving the working condition.
- Organization should improve more welfare facilities which improves the working conditions of the employees.
- 35 per cent of the respondents were not satisfied with the promotion policy so that they have to improve it.
- 63 per cent of the respondents were not satisfied with locality of cooperative stores. The investigator also felt that it could be provided near to their work place.
- Adequate funds must be provided for the welfare benefits of the respondents.
- The training system in the Murugan mills should be geared to design innovative and highly specialized programmes as a measure to improve and provide skills, knowledge and expertise in the functional areas.
- It is paradoxical that in a country like India, where the rate of illiteracy is very high, employees have not taken adequate initiation to improve the educational standards of the employees. Education would provide quality labour force. It will also help them to acquire technology and adopt themselves in all their ways.
- The respondents complain about the poor maintenance of restroom, they should take necessary efforts for the proper maintenance of restroom.
- Management must make necessary arrangement for periodic medical check-up, so that occupational diseases can be diagnosed earlier and necessary treatments can be given to the concerned workers.
- Problem solving ability factor has found more contribution in superior and subordinate dimension. This proves the relationship among superior subordinate is satisfactory. It is suggested that management should maintain this features.
- As far as respondents are concerned, there exist incentives and bonus in the Murugan mills, it is therefore suggested that the selected Murugan mills may try to give higher amount of incentives and bonus to their employees. However , within the structure,

incentives and bonus may vary depending on the skill, nature and designation of employees.

- To reduce the employees stress and make them relaxed and happy, interesting programmes should be organized for men and women which made them feel at home.

## **CONCLUSION**

Labour welfare refers to taking care of well being of the workers by employers. The employees are the source of organization, so they are valuable asset and they must be recognized, appreciated and treated well. Moreover the needs and requirements of the employees are increasing and they must be satisfied to obtain the maximum benefits of their services. Welfare is recognizing the unique place of the workers in the organization and society, particularly in retaining and motivating them, minimizing social evil and improving the life style of the employees. The welfare facilities should extend to the overall life situation of the employees for better quality of work.

## CHAPTER VI

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## CHAPTER VII

### APPENDICES I

#### AVINASHILINGAM INSTITUTE FOR HOME SCIENCE AND HIGHER EDUCATION FOR WOMEN

#### Interview Schedule on elicited information on

#### A Study on Effectiveness of Labour Welfare Measures in Murugan Mills.

#### Profile of the Employees :

1. Name of the respondents :
2. Address with mobile No:
3. Age : 20-30 years   
31-40 years   
Above 40 years
4. Educational Status: School level   
Higher Secondary level   
Diploma   
Degree   
Illiterate   
Others
5. Marital status: Married   
Unmarried   
Widow   
Divorce
6. Gender: Male   
Female
7. Types of family: Joint family   
Nuclear family
8. Religion: Hindu   
Christian   
Muslim

- Others
9. Community: OC
- BC
- MBC
- SC/ST
- Others

10. Designation:

11. Income : Below 10,000
- 10,000-19,000
- 20,000-29,000
- Above 30,000

12. Years of service: 1-3 years
- 4-6 years
- 7-10 years
- Above 10 years

13. Are you aware of Monitoring team assigned by the company: yes  No

14. Are you aware of welfare measures provided by Murugan mills?

15. Yes  No

16. Funds raised by the company for welfare measures ?

Yes  No

17. Periodical assessment made for welfare measures?

Yes  No

18. Rate the satisfaction level towards medical facilities provided by Murugan mills?

Items	Highly satisfied	satisfied	Neutral	Dissatisfied	Highly dissatisfied
Medical facility					
Routine checkup					
First aid					
Medicine supplied					
Ambulance service					

19. Are you satisfied with overall medical facilities provided by Murugan mills?

Yes  No

20. Are you satisfied with overall canteen facilities provided by Murugan mills?

Yes  No

21. Rate the satisfaction level towards canteen facilities provided by Murugan mills?

Items	Highly satisfied	satisfied	Neutral	Dissatisfied	Highly dissatisfied
Canteen facilities					
Quality of food					
Quantity of food					
Price					
Service of food					
Taste					
Disposal of waste					

22. Are you provided the housing loans?

Satisfied  Not satisfied

23. Are you satisfied with the housing facility provided

Satisfied  Not satisfied

24. Do they provide extra payment for overtime work?

Yes  No

25. Are you satisfied with the promotion policy provided by Murugan mills?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

26. Is there suitable ventilation and good environment in the work place?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

27. Are you satisfied with the welfare benefits provided by the Murugan mills?

Items	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Drinking water					
Rest room					
Recreation facility					
Travel facility					

28. Rate the satisfaction level towards the vocational training?

Items	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Conduct of periodical training by the company					
Impact of training					
Involvement of employees in the training					
Level of satisfaction of the training					

29. Does welfare benefits provided by the organization play a motivational factor?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

30. Are you satisfied with the Insurance assured by Murugan mills?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

31. Are you satisfied with the time that Murugan mills gives to spend with your family at home?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

32. Is there cooperative stores provided rate the satisfaction level ?

Items	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Locality of cooperative stores					
Discount of the products					
Quality of the products					
Cost of products					

33. Is the work place regularly cleaned?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

34. Are you satisfied with the withdrawal facilities in the employee provident fund scheme?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

35. Do the welfare measures help in solving the problems faced by the labours?

Highly satisfied

Satisfied

Neutral

Dissatisfied

Highly dissatisfied

36. Are you provided with the transportation facility?

Yes  No

37. Are you satisfied with the transportation facility provided by Murugan mills?

Yes  No

# 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 of UGC Act 1956 )  
Re Accredited with 'A' Grade By NAAC, Recognised by UGC Under Section 12 B  
Coimbatore - 641043, Tamil Nadu, India

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Principal, PSG Institute  
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Dr.S. Muthulakshmi  
Dr.G.Victoria Naomi  
Dr. Judith Justin  
Dr.Anitha Subash

24 January 2019

To  
Ms. Dharani Priya.V  
Department of Home Science and Extension Education  
Avinashilingam Institute for Home Science and  
Higher Education for Women  
Coimbatore – 641 043

Dear Dharani Priya.V,

Ref: Your proposal No. IHEC/18-19/MSW/01 entitled  
“Effectiveness of Labour Welfare Measures in Murugan Mills”  
submitted for approval to the IHEC on 30.09.18.

The Institutional Human Ethics Committee of our University hereby grants approval to your research proposal No. IHEC/18-19/MSW/01 entitled “Effectiveness of Labour Welfare Measures in Murugan Mills” submitted by you. The Approval number for the same is A UW/ IHEC/MSW-18-19/XPD/01.

We wish you all the best in your research endeavours.

Regards,

*S. Uma Mageshwari*  
Dr.S.Uma Mageshwari  
Member Secretary





கோயமுத்தூர் முருகன் மில்ஸ்

कोयम्बतूर मुरुगन मिल्स / Coimbatore Murugan Mills

नेशनल टेक्स्टाइल कारपोरेशन लिमिटेड / A UNIT OF NATIONAL TEXTILE CORPORATION LTD.,  
भारत सरकार का उपक्रम / A GOVERNMENT OF INDIA UNDERTAKING

மெட்டூபலயம் ரோட், போஸ்ட் பாக்ஸ் நெ 7004  
கோயம்புத்தூர் - 641 043.  
தூ. பா. ச. : 2432524, 2449388  
பேக்ஸ் : 0422-2442633  
மொ. நெ. நெ. : 0422-2430128  
டீன். ச. : 33882002900  
சී. டி. சி. : 1021122/ வி. 1.4.2011  
ஈ-மேயில் : cbemurugan@bsnl.in



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Fax : 0422 - 2442633  
TIN : 33882002900 CST : 1021122  
Dated : 1.4.2011  
Telegram : MURUGAN  
E-mail : cbemurugan@bsnl.in

CMM/HR/2018/09

DATE : 19.09.2018

To,

The Head of Department,  
Department of Extension Educations,  
Avinashilingam Institute for Home Science and Higher Education for Women,  
Coimbatore – 641043 .

Dear Madam,

Sub: Project – Permission – Reg  
Ref : Your Letter Dated 11.09.2018

With reference to the above subject, we would like to inform you that we are permitting **Ms.V.Dharani Priya (II year Master of Social Work Reg.No.17PSW003)** student of your institution to undergo the Project in our concern for two days during the period from Nov 2018 to Jan 2019.

We request you to advice the above said student to report to the undersigned for further action in this regard.

Thanking you,

Yours faithfully,

For COIMBATORE MURUGAN MILLS

For COIMBATORE MURUGAN MILLS  
A Unit of NTC Ltd

S. KANAGARAJ  
Dy. Manager - HR