



“A study on satisfaction levels regarding welfare measures of Industrial workers working in selected units of MIDC Nagpur”

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

“A study on satisfaction levels regarding welfare measures of Industrial workers working in selected units of MIDC Nagpur”. was undertaken with the following objectives.

Objectives:

1. To study the demographic variables of the Industrial workers.
2. To study the levels of welfare facilities available in the organization.
3. To seek the relationship between selected demographic variables and welfare facilities.

Key Words: Job, Job work, Industrial workers, Welfare measures, Labour.

I. INTRODUCTION:

The [International Labour Organization] ILO at its Asian Regional Conference, defined labour welfare as a term which is understood to include such services, facilities and amenities as may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and to provide them with amenities conducive to good health and high morale. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Labour welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

Background of the study:

Labour welfare has the following objectives:

1. To provide better life and health to the workers
2. To make the workers happy and satisfied
3. To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.

The important benefits of welfare measures can be summarized as follows:

- They provide better physical and mental health to workers and thus promote a healthy work environment.
- Facilities like housing schemes, medical benefits, and education and recreation facilities for workers' families help in raising their standards of living. This makes workers to pay more attention towards work and thus increases their productivity.
- Employers get stable labor force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.

- Employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.
- The social evils prevalent among the labors such as substance abuse, etc are reduced to a greater extent by the welfare policies.

STATUTORY WELFARE BENEFITS

The statutory welfare benefits scheme includes the following provisions:

1. **Drinking water:** at the entire working place safe hygienic drinking water should be provided.
2. **Facilities for sitting:** in every organization, especially factories, suitable seating arrangements are to be provided.
3. **First Aid appliances:** are to be provided and should be readily assessable and initial medication should be provided and used if necessary.
4. **Latrines and urinals:** A sufficient number of latrines and urinals are to be provided in the office and factory premises and are also to be maintained neat and clean.
5. **Canteen facilities:** In every workplace cafeteria or canteens are to be provided which should also provide safe and hygienic nutritious food to the employees.
6. **Spittoons:** In every workplace, such as ware houses, storeplaces, in the dock area and office premises spittoons are to be provided in convenient places and maintained in hygienic conditions.
7. **Lighting:** Proper and sufficient lights are to be provided for employees so that they can work safely during the night shifts.
8. **Washing places:** Adequate washing places such as bathrooms, wash basins with tap and tap on the stand pipe are provided in the port area in the vicinity of the work places.
9. **Changing rooms:** Adequate changing rooms are to be provided for workers to change their cloth in the factory area and office premises. Adequate lockers are also provided to the workers to keep their clothes and belongings.
10. **Rest rooms:** Adequate numbers of restrooms are provided to the workers with provisions of water supply, wash basins, toilets, bathrooms, etc.
11. **Maternity & Adoption Leave** – Employees can avail maternity or adoption leaves. Paternity leave policies have also been introduced by various companies.
12. **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.
13. **Sexual Harassment Policy:** To protect an employee from harassments of any kind, guidelines are provided for proper action and also for protecting the aggrieved employee. For more information go through - Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

NON STATUTORY BENEFITS

1. **Personal Health Care (Regular medical check-ups):** Some of the companies provide the facility for extensive health check-up
2. **Flexi-time:** The main objective of the flexitime 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
3. **Employee Assistance Programs:** Various assistant programs are arranged like external counselling service so that employees or members of their immediate family can get counselling on various matters.
4. **Employee Referral Scheme:** In several companies employee referral scheme is implemented to encourage employees to refer friends and relatives for employment in the organization.

Need of the study:

Benefits to the Society Labour welfare activities are also in the interest of the society at large because it leads to development of better health, education; efficiency and happiness among worker correspond to well-being of all. A well looked after worker is asset to the organisation and also serves to raise the standards of industry and labour in the country.

Government Interventions through Welfare Measures Both Central and State Governments has also laws enacted and schemes established for providing social security and welfare of specific categories of worker. The most significant social security laws enacted are the following:

- The Workmen"s Compensation Act, 1923
- The Employees State Insurance Act, 1948.
- The Employees Provident Funds and Miscellaneous Provisions Act, 1953

- The Maternity Benefit Act, 1961
- The Payment of Gratuity Act, 1972.

Problem Statement:

“A study on satisfaction levels regarding welfare measures of Industrial workers working in selected units of MIDC Nagpur”.

Objectives:

1. To study the demographic variables of the Industrial workers.
2. To study the levels of welfare facilities available in the organization.
3. To seek the relationship between selected demographic variables and welfare facilities.
4. Suggest improvement with regards to welfare facilities.

Scope of the study:

This study is useful to the employees and the employers. Significance of Labour Welfare The main objective of labour welfare measures:

It will enable and encourage workers to live a more satisfactory working life.

The labour welfare services leads to better physical and mental health of workers.

Labour welfare measures such as medical benefits, education, and housing and recreation cultural facilities for the worker and families helps to creation of content environment.

Improvement in health, educational and enriching condition of life protects labour from social tribulations like drinking, abusing, gambling etc (George, 2006).

Advantage for the Employers:

Labour welfare measures helps in enhancing labour productivity and effectiveness by improving their physical and mental health status.

Labour welfare measures facilitate to improve the goodwill and public relation of the enterprise.

Labour welfare measures serve to maintain peaceful atmosphere with the labour unions.

Labour welfare activities also help to improve industrial relations and industrial peace.

Companies all around the globe suffering from the problem of employee"s turnover it can be reduced through provision of welfare facilities (Mathur, 1993).

Workers take active interest in their work with a feeling of ownership and satisfaction.

Application of various aspects of labour welfare able to secure the efficiency, higher productivity, better industrial relations and low labour absenteeism and turnover.

INDUSTRY & COMPANY PROFILE

NECO group of Industry

Jayaswal Neco Industries Limited is an India-based holding company. The Company's principal products include Iron and Steel Castings, Pig Iron/Skull, Sponge Iron and Billets/Rolled Products. The Company manufactures and supplies Centrifugal Cast iron Pipe & Fitting, Centrifugal Cast Iron Hubless Pipe & Fitting, Sand Cast Iron Pipe & Fitting, and Cast Iron & Ductile Iron Manhole Covers, Frames & Gratings. The Company's segments include Steel, Iron & Steel Castings and Others. The Steel Segment is engaged in manufacture and sale of Pig Iron, Billets, Rolled Products, Sponge Iron and includes its captive Power Plants at its unit located at Siltara, Raipur and Mining activities in the state of Chhattisgarh and Maharashtra. The Iron and Steel Castings Segment comprises of manufacture and sale of Engineering and

Automotive Castings with production facilities at Nagpur, Bhilai and Anjora. The Others Segment comprises of trading of cotton yarn, coal and polyvinyl chloride (PVC) pipes.

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NSSL Limited, a group company produces ferrous & non-ferrous Industrial valves from 0.5” to 80”. The different types of valves manufactured include Gate, Globe, Check, Ball and Plug valves. These are used for different applications in the Petroleum E&P, Refineries, Power Plants, Steel plants, Chemical plants & pipelines in various other industries. It is one of the leading industrial valve units in India. It has recently set up another plant at Nagpur with an investment of Rs. 150 Crores, which will be arguably the largest single location unit to produce valves in the country. Apart from manufacturing, NSSL Limited also provides extensive support for maintenance and repair of valves in service. We can proudly say that NSSL was the first reputed valve manufacturer in India to provide the “Servicing & Repairs to Valves”. This company was granted the prestigious ISO 14001:2004 & OHSAS 18001:2007 by Det Norske Veritas for maintaining the highest standard of Health & Safety.

Neco Heavy Engineering & Castings Limited (NHECL), a group company at Nagpur produces castings catering to the needs of Heavy Engineering Sector including Integrated Steel Plants, Mini Steel Plants, other Heavy Engineering Industries, Material handling equipment manufacturers, Crane manufacturers, Sugar crushing mills etc. Neco Ceramics, one of the NECO Group companies, produces Refractory items for steel and cement plants.

Neco Defence Systems Limited (NDSL) is one of the leading providers of defence and security related products to Government bodies and authorized private organizations for providing security to people and assets.

Group company **Jayaswal Neco Urja Limited (JNUL)** is setting up a 2X300 MW Power project at Village Hamirpur & Jobra (Tehsil Tamnar, Raigarh Dist., C.G) at a project cost of 3310.80 Crores.

Deify Infrastructures Limited (DIL) is a dedicated EPC (Engineering, Procurement & Construction) arm executing new projects from grounds up as well as expansion projects and de-bottlenecking projects for the various divisions of JNIL.

Neco group has also entered into the arena of Infrastructure constructing highways through its infrastructure arm **Terra Infra Development Limited (TIDL)**. It has already developed several projects (eg. Pondicherry Tindivanam Tollway, Hyderabad expressway, Hyderabad Outer ring road (ORR) project etc.) across the country as consortium partners.



II. RESEARCH METHODOLOGY

Definition of Research

“The manipulation of things, concepts or symbols for the purpose of generalizing to extend, correct or variety knowledge, whether that knowledge aids in construction of theory or in the practice of an art.”

-D.Slesinger and M.Stephenson

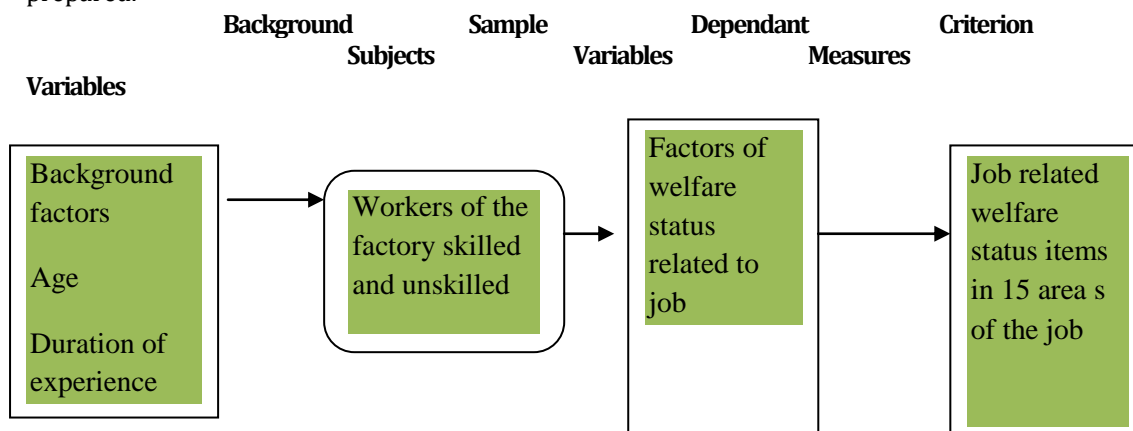
Research Approach:

The approach selected for the study was a descriptive survey as per the nature of the study, According to BEST, the descriptive survey is concerned with the relationships that exist, practices that prevail, beliefs, point f views or attitudes that are held, processes that are ongoing, effects that are being felt, or trends that are developing.

The present study was concerned with collection of information on determining the welfare status of workers working in the factory. It was intended to find out specific areas of work were a sense of welfare satisfaction and dissatisfaction exist. For this purpose descriptive survey approach was most appropriate.

RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. Regarding this project, descriptive research design concern with describing the perception of each individuals or narrating facts on welfare measures and diagnostic design helps in determine the frequency with which something occurs or it's associated with something else. These two research design help in understand the characteristic in a given situation. A schematic representation of the design elements of the study was prepared.



Schematic representation of the design elements of the study

Areas of welfare status of job under study are :

Satisfaction with the job, working environment, working hours, salary status, housing facilities, medical facilities, canteen facilities, prevention of accidents, relationship with colleagues, gender discrimination, on the job training, grievance cell, growth and advancement, policy and administration, and job security.

Setting:

The study was carried out in selected factory situated in MIDC area of Nagpur. The name of the industry was NECO Industry. The factory was selected in a view of availability of required samples.

Population:

In this study population comprised of all workers working in the industry at NECO. Around 500 workers are working in the industry.

Sample and sampling: Convenience sampling (also known as availability sampling) is a specific type of non probability sampling method that relies on data collection from population members who are conveniently available to participate in study.

Convenience sampling is a type of sampling where the first available primary data source will be used for the research without additional requirements. In other words, this sampling method involves getting participants wherever you can find them and typically wherever is convenient. In convenience sampling no inclusion criteria identified prior to the selection of subjects. All subjects are invited to participate.

Advantages of Convenience Sampling

1. Simplicity of sampling and the ease of research
2. Helpful for pilot studies and for hypothesis generation
3. Data collection can be facilitated in short duration of time
4. Cheapest to implement than alternative sampling methods

Disadvantages of Convenience Sampling

1. Highly vulnerable to selection bias and influences beyond the control of the researcher
2. High level of sampling error
3. Studies that use convenience sampling have little credibility due to reasons above

In this particular research study Convenient/purposive sampling method is used.

The criteria for selection of sample were:

Workers must have at least one year of experience.

Who are willing to participate in the study.

Who are available on the day of data collection.

The total sample size of 100 has been taken for this study. Both male and female employees have been interviewed

SAMPLE SIZE:

The total sample size of 100 workers has been taken for this study. Both male and female employees have been interviewed.

DATA COLLECTION METHOD

Primary Source of Data

Primary data is known as the data collected from the first time through field survey. Such data are collected with specific set of objectives to assess the current status of any variable studied. In the present study the primary data is collected through field survey from the workers working in the selected industry (NECO). Directive interview technique to seek the opinion of the workers was thought to be the most suitable technique.

Secondary Source of Data To a small extent going through Company records, annual reports, files, brochures, etc has been collected.

RESEARCH INSTRUMENT:

In this project, the data were collected through structured questionnaire.

Sr.No	Areas of job related welfare status	Number of items	Maximum possible area wise scores
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1	Satisfaction with the job	3	15
2	Working environment	3	15
3	Working hours	3	15
4	Salary status	3	14
5	Housing facilities	3	15
6	Medical facilities	3	15
7	Canteen facilities	3	15
8	Prevention of accidents	3	15
9	Relationship with colleagues	3	15
10	Gender discrimination	3	15
11	On the job training	3	15
12	Grievance cell	3	15
13	Growth and advancement	3	15
14	Policy and administration	3	15
15	Job security.	3	15
		45	225

In order to categories the degree of satisfaction as very satisfied, satisfied, indifferent, dissatisfied and very dissatisfied, five equal divisions of maximum possible satisfaction scores were made on a 20% basis. The degree of satisfaction was categories as follows

Degree of satisfaction	Satisfaction score
Very satisfied	184-225
Satisfied	138-183
Indifferent	92-137
Dissatisfied	46-91
Very dissatisfied	1-45

QUESTIONNAIRE

A questionnaire is a schedule consisting of a number of coherent and formulated series of question related to the various aspects of the under study. In this method a pre- printed list of question arranged in sequence is used to elicit response from the important.

In this study questionnaire was prepared in two parts.

Part I: to elicit background information

Part II: to identify conditions related to welfare status of the workers.

Preparation of the tool was developed through review of literature, review of studies conducted, and informal discussions with the workers.

Part I It contained items for obtaining personal information with regards to age, marital status, type of family, religion, general education, experience, and monthly salary.

Part II consisted if questions on factors related to welfare status of job of workers.

Procedure for data collection

Formal permission from the director/HR head

Data collected from 1st January 2021 to 31th January 2021

Meeting the workers during the lunch time

Seeking opinion the questionnaire prepared

Distributing and collecting the data sheet on the same day

III. ANALYSIS AND INTERPRETATION OF DATA

This chapter presents an analysis and interpretation of data, collected to determine the level of welfare industrial workers in relation to specific background factors in selected industry of MIDC, Nagpur. Kerlinger defined analysis as “the categorizing, ordering, manipulating and summarizing of the data to obtain answers to research questions”. The purpose of the analysis is to reduce the data to an intelligible and interpretable form, so that the relations of research problems can be studied and tested.

Analysis and interpretation were based on the objectives of the study and hypothesis to be tested.

The objectives of the study were:

1. To study the demographic variables of the Industrial workers.
2. To study the levels of welfare facilities available in the organization.
3. To seek the relationship between selected demographic variables and welfare facilities.
4. Suggest improvement with regards to welfare facilities.

The following hypothesis were formulated for the study:

H₁ There will be a significant relationship between welfare satisfaction and age of the workers as evident from the structured questionnaire at 0.05 level of significance.

H₂ There will be a significant relationship between welfare satisfaction and duration of experience of the workers as evident from the structured questionnaire at 0.05 level of significance.

Data were obtained from 100 industrial workers from NECO factory and were tabulated in the master sheet.

Responses were analyzed, interpreted and presented in the following sections.

Section I: Findings related to sample characteristics.

Section II: Findings related to welfare satisfaction.

Section III: Findings on relationship between job satisfaction and age and duration of experience.

Section I

Findings related to sample characteristics

This section describes the characteristics of sample i.e. sample subjects were selected from NECO factory of MIDC area of Nagpur. Frequency and percentages were computed to describe the sample characteristics. These are presented in Table 1

Data in table 1, indicate that 11% of the workers belonged to age group of 21-30 years, 89(89%) were in the age group of 31 years and above.

The highest percentage of workers were married that is 72%, whereas 19% were single and 7(7%) of them were widows and only 2(2%) were divorced.

Regarding the type of family, 33% belonged to nuclear families whereas 67% came from joint families.

Majority of the workers were Hindu that is 87% whereas Christian and Muslims workers were 12% and 1% respectively.

Maximum of the workers that is 48% had their general education below SSC, 42% had upto 10th and 8% were graduate, whereas only 2% were having their professional education (training).

Data also indicate that 71% had more than 10 years of experience whereas 18% had 5 to 10 years of experience and only 11% had less than 5 years of experience.

As far as income were concerned, 11% received their salary below Rs5000 monthly, 18% received between Rs 5000 to Rs10,000 monthly and 71% received their salary above Rs 10,000 monthly.

Table 1

Number and percentage distribution of workers by age, marital status, type of family, religion, general education, experience and income. **N=100**

Sr No	Sample characteristics	Number	Percentage
1	Age		
	21-30 years	11	11
	31 years and above	89	89
2	Marital status		
	Single	19	19
	Married	72	72
	Widow	7	7
	Divorced	2	2
3	Type of Family		
	Nuclear	33	33
	Joint	67	67

4	Religion		
	Hindu	87	87
	Muslim	1	1
	Christian	12	12
5	General Education		
	Below 10 th	42	42
	SSC	48	48
	Graduate	8	8
	Professional education	2	2
6	Experience		
	More than 10 years	71	71
	5 to 10 years	18	18
	Less than 5 years	11	11
7	Monthly Salary		
	Below Rs 5000 monthly	11	11
	Rs 5000 to 10,000	18	18
	Rs 10,000 and above	71	71

Section II

Findings related to welfare status satisfaction

Data related to welfare status satisfaction were obtained through structured questionnaire consisting of 45 items in 15 areas. The 15 areas were **satisfaction with the job, working environment (conditions), working hours, salary status, housing facilities, medical facilities, canteen facilities, prevention of hazards and accidents (safety), Relationship with colleagues, gender discrimination, on the job training, grievance cell, growth and advancement, policy and administration and job security**. The workers were to indicate the degree of satisfaction experienced by them in job related situations through their opinion. Maximum possible satisfaction score were -225

Mean, median and standard deviation were computed for total satisfaction scores in each area. The distribution of the total satisfaction scores and areawise satisfaction scores were graphically presented in frequency polygon and bar graph respectively. These are given in table 2 and figure 1.

The frequency polygon in fig 1 indicates that the mean job related welfare status satisfaction scores was 128.2 and median 132 fall close to each other. This suggested that majority of the satisfaction scores were distributed around the mean and median and the distribution is normal.

The frequency polygon in fig 1 also indicated that the distribution of job related welfare status scores varied with range of 73 to 194 with a standard deviation of 25.64 . The satisfaction scores of majority 56% of the workers indicate a indifferent level (mixed response) and few 33% had a satisfaction level.10% of the workers were dissatisfied with their welfare status in their job.



Fig:1 Smoothed frequency polygon showing distribution of job related satisfaction scores of workers

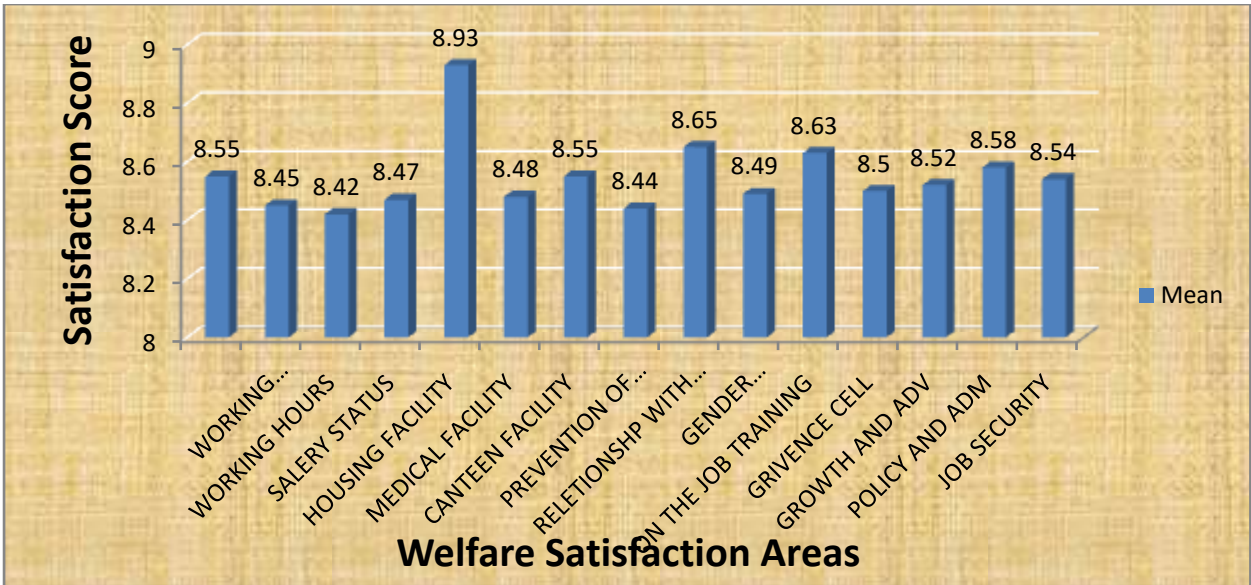


Fig: 2 Bar Graph showing Areawise mean of satisfaction scores in the welfare area of Industrial workers of private industry

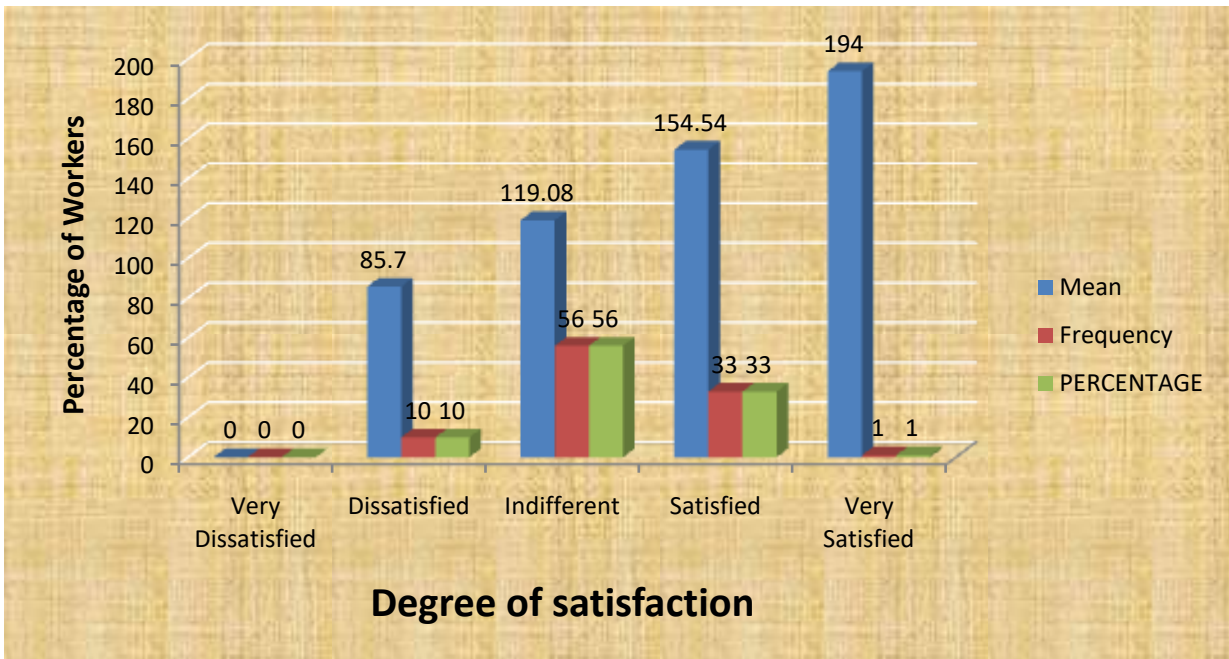


Fig:3 Bar Graph showing percentage of workers according to Degree of Satisfaction

The data given in the table 2 showed that the highest satisfaction scores were obtained in the area of housing facilities (mean= 8.93) followed by relationship with colleagues (mean=8.65). The least satisfaction area as reported by the workers were working hours (mean=8.42), preceded by prevention of hazards and accidents (mean=8.42). It suggested that facilities for housing and relationship with colleagues caused maximum satisfaction to most of the workers and issues regarding working hours and prevention of accidents and hazards appeared to caused least satisfaction. It was also indicated that there was not much drastic difference found in the means of all the areas under study.

Table 2
Mean, Standard deviation and rank order of areas of welfare status satisfaction of Workers working in the factory
N=100

Job related welfare status satisfaction areas	Mean	Standard deviation	Rank
Satisfaction with the job	8.55	1.69	5
Working Environment (conditions),	8.45	2.27	13
Working hours	8.42	2.34	15
Salary status	8.47	1.79	12
Housing facilities,	8.93	2.53	1
Medical facilities	8.48	2.25	11
Canteen facilities	8.55	1.74	6
Prevention of hazards and accidents(safety)	8.44	1.76	14
Relationship with colleagues	8.65	1.78	2
Gender discrimination	8.49	2.24	10
On the job training	8.63	1.75	3
Grievance cell	8.50	1.80	9
Growth and advancement	8.52	2.25	8
Policy and administration	8.58	1.77	4
Job security.	8.54	1.80	7

Mean was calculated by adding up the scores of each item of one area and dividing it by the number of items in that area.

Bar graph in fig 2 showed the areawise mean scores of job related welfare status mean scores of 100 workers working in the factory. The data indicated that housing facilities (mean= 8.9) and relationship with colleagues(mean= 8.65) caused maximum satisfaction to the workers. Least satisfaction was caused in working hours (mean=8.42) preceded by prevention of accidents and hazards (mean= 8.44).

Table 3

Mean frequency and percentage distribution of workers satisfaction working in the factory according to the degree of satisfaction

N=100

Degree of satisfaction	Mean	Frequency	Percentage
Very dissatisfied(1- 45)	0	0	0
Dissatisfied (46-91)	85.7	10	10
Indifferent (92-137)	119.08	56	56
Satisfied (138-183)	154.54	33	33
Very satisfied(184-225)	194	1	1

Table 3 showed mean, frequency and percentage distribution of workers satisfaction according to the degree of satisfaction, this indicated that the maximum number of workers that is (56 %) were indifferent with mean satisfaction score of (119.08). 33% were satisfied with a mean score of (154.54) and as many as 10% were very dissatisfied with a mean score of (85.7). only 1% had a very satisfied scores with a mean of (194). No worker appeared to be very dissatisfied.

Bar graph in fig 3 showed percentage of workers degree of satisfaction. It shows 33% of workers experienced satisfaction, 56 % were indifferent (mixed response), 1% had very satisfied experience, whereas only 10 % had dissatisfied experience.

Table 4

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 1

N=100

Sr No	Area-Satisfaction with the job	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Nature of work	9	8	1	45	37
2	Workload	21	23	21	26	9
3	Challenge in job	49	17	15	10	9
	Total Percentage	26.33	16	12.33	27	18.33

Data presented in table 4 indicate that majority of the workers were dissatisfied in area 1 satisfaction with the job.26.33% of workers were very dissatisfied with their job. It is also seen that most of the workers 27% were also satisfied with 18.33% reported to be very satisfied. Nature of work appeared to be most satisfying 45% area.

Table 5

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 2
N=100

Sr No	Area-Working Environment (conditions)	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Clean /safe environment	14	42	12	27	5
2	Sufficient resources provided	17	31	15	30	7
3	Comprehensive work achievement	49	19	10	13	9
	Total Percentage	26.66	30.66	12.33	23.33	7

Data presented in table 5, indicate that majority of the workers 30.66% were dissatisfied in area 2 working conditions. Majority of them 49% were very dissatisfied with comprehensive work achievement.23.33% reported satisfaction in this area, whereas 30% were satisfied with provision with sufficient resources.

Table 6

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 3
N=100

Sr No	Area-Working Hours	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Adequate working hours	10	17	6	59	8
2	Opportunity to complete the task	9	20	8	59	4
3	Unable to complete the task	17	29	11	39	4
	Total Percentage	12	22	8.33	52.33	5.33

Data presented in table 6 indicate tha majority 52.33% of the workers were satisfied in this area working hours. 59% reported satisfied with adequate working hours and completing the task. 22% of them were dissatisfied in this area.

Table 7

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 4
N=100

Sr No	Area-Salary status	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Adequate salary	10	59	6	17	8
2	Timely monthly salary	8	57	7	17	11
3	System of salary hike	13	17	5	58	7
	Total Percentage	10.33	44.33	6	30.66	8.66

Data presented in table 7, indicate that majority 44.33% of the workers were dissatisfied in this area of salary status. 59% were dissatisfied with not getting adequate salary followed be 57% reported of not getting timely salary.30.66% of the workers reported to be satisfied in this area.

Table 8

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 5
N=100

Sr No	Area-Housing facilities	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Housing facilities available in the campus	15	20	11	50	4
2	Safe houses	20	18	15	42	5

3	Maintenance of houses	15	20	11	50	4
	Total Percentage	16.66	19.33	12.33	47.33	4.33

Data presented in table 8 indicate that majority 47.33% were satisfied in this area 5 housing facilities. 50% of the workers reported satisfaction in campus facilities and maintenance of the houses. 19.33% workers showed dissatisfaction in this area.

Table 9

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 6
N=100

Sr No	Area-Medical facilities	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Medical facility available in the campus	12	24	6	46	12
2	Adequate resources in the city hospital	12	58	5	20	5
3	Attended by health personnel in crises	10	58	14	9	9
	Total Percentage	11.33	46.66	8.33	25	8.66

Data presented in table 9 indicate that 46.66% of the workers were dissatisfied in this area medical facilities. 58% showed their dissatisfaction in the availability of resources at city hospitals and the workers not being attended in crisis. 25% workers reported to be satisfied in this area.

Table 10

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 7
N=100

Sr No	Area-Canteen facilities	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Canteen facilities in the campus	12	24	6	46	12
2	Safe and healthy food	12	58	5	20	5
3	Food committee mandate	10	58	14	9	9
	Total Percentage	11.33	46.66	8.33	25	8.66

Data presented in table 10 indicate that 46.66% of the workers were dissatisfied in this area canteen facilities. Majority 58% were dissatisfied with non availability of safe and healthy food and food committee not committed in taking cognizance of it. 25% of workers were satisfied in this area.

Table 11

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 8
N=100

Sr No	Area-Prevention of hazards /Accidents	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Training on safety measures	15	20	11	50	4
2	Safety gajets provided	20	18	15	42	5
3	Crises management during accidents	15	20	11	50	4
	Total Percentage	16.66	19.33	12.33	47.33	4.33

Data presented in table 11 showed that majority 47.33% workers were satisfied in this area 8 prevention of accidents and hazards. 50% of the workers were satisfied with training on safety measures and management during accidents. 19.33% reported to be dissatisfied in this area.

Table 12

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 9
N=100

Sr No	Area-Relationship with Colleagues	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	IPR with colleagues	9	20	14	48	9

2	IPR with superiors	16	40	9	21	14
3	Coordination and collaboration	12	22	9	49	8
	Total Percentage	12.33	27.33	10.66	39.33	10.33

Data presented in table 12 indicate that majority of the workers 39.33% were satisfied in this area relationship with colleagues. 49% reported for good coordination and collaboration and 48% reported with good IPR with colleagues. 27% of the workers were dissatisfied in this area.

Table 13

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 10
N=100

Sr No	Area-Gender discrimination	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Experiencing discrimination	12	22	9	49	8
2	Committee mandate	9	16	3	62	10
3	Management of harassments	9	16	7	57	11
	Total Percentage	10	18	6.33	56	9.66

Data presented in table 13 indicate that majority 56% of the workers were satisfied in this area gender discrimination. 62% of the workers reported of maintaining committee mandate and 57% reported of managing the harassment cases in accordance with the mandate.18% were dissatisfied in this area.

Table 14

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 11
N=100

Sr No	Area-On the job training	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Practicing what is learnt	22	40	5	27	6
2	Opportunity for training	11	25	5	53	6
3	Opportunity for right placement	16	40	9	21	14
	Total Percentage	16.33	35	6.33	33.66	8.66

Data presented in table 14 indicate that majority 35% of the workers dissatisfied in this area of on the job training .40% reported to be dissatisfied with practicing what is learnt and opportunity for right placement. 53% of the workers were satisfied with getting opportunity for training.

Table 15

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 12
N=100

Sr No	Area-Grievance cell	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Grievance established	16	32	4	35	9
2	Supervisors sympathetic towards the grievance	17	28	11	37	7
3	Grievance mandate	11	26	17	43	3
	Total Percentage	14.66	28.66	10.66	38.33	6.33

Data presented in table15 indicate that majority 38.33% of the workers were satisfied in this area grievance cell. 43% reported satisfied with grievance mandate and 37% showed their satisfaction sympathetic attitude of supervisors. 28.66% were dissatisfied in this area.

Table 16

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 13
N=100

Sr No	Area-Growth and advancement	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Opportunity for higher education	44	25	11	15	5
2	Inservice education	71	9	8	9	3

	provided					
3	Placement according to the expert ship	17	28	37	11	7
	Total Percentage	44	20.66	18.66	11.66	5

Data presented in table 16 indicate that majority 44% of the workers were very dissatisfied in this area of growth and advancement. 71% reported of not being provided with inservice education in the factory and 44% reported that there is no opportunity for higher education. 11.66% showed their satisfaction in this area.

Table 17

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 14
N=100

Sr No	Area-Policy and administration	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Clear written job responsibilities	10	59	6	17	8
2	Non interference of the supervisors	17	29	11	39	4
3	Rotation of duties in different work areas	8	57	7	17	11
	Total Percentage	11.66	48.33	8	24.33	7.66

Data presented in table 17 indicate that majority 48.33% of the workers were dissatisfied in this area of policy and administration. 59% reported of not having the clear written policies with 57% reported dissatisfaction in rotation of duties in different work areas. 24.33% of workers were satisfied in this area.

Table 18

Percentage distribution of factory workers according to the level of welfare status satisfaction in their job in Area 15
N=100

Sr No	Area-Job security	Very Dissatisfied	Dissatisfied	Indifferent	Satisfied	Very Satisfied
1	Carrier mobility	19	37	32	7	5
2	Secured job	59	20	8	9	4
3	Safety in the work place	17	29	11	39	4
	Total Percentage	31.66	28.66	17	18.33	4.33

Data presented in table 18 indicate that majority of the workers 31.66% were very dissatisfied in this area of job security. 59% of them reported of not having a secured job and 37% were also dissatisfied with no carrier mobility. 18.33% showed their satisfaction in this area.

Section III

Findings on relationship between welfare status satisfaction and Age, and Duration of Experience

The following hypothesis were formulated for the study:

H₁ There will be a significant relationship between welfare satisfaction and age of the workers as evident from the structured questionnaire at 0.05 level of significance.

H₂ There will be a significant relationship between welfare satisfaction and duration of experience of the workers as evident from the structured questionnaire at 0.05 level of significance.

Chi-square (χ^2) was computed to find out the relationship between satisfaction and specific background factors.

Age: Data were analyzed to seek relationship between welfare satisfaction and age in job content area among workers.

In order to find out the significance of relationship the following null hypothesis was formulated.

HO₁ There will be no significant relationship between welfare satisfaction and age of the workers as evident from the structured questionnaire at 0.05 level of significance.

Table 19

Chi-square values showing relationship between welfare satisfaction and age of the workers
N=100

Age Group	Welfare satisfaction level	Total	Chi square
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	Very Dissatisfied, Dissatisfied, Indifferent, Satisfied, Very satisfied										value
	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	$\chi^2=3.97$ P>.05
21-30 yr	-	-	1	0.09	3	27.27	7	63.63	-	-	11
31 yrs & above	-	-	1	1.12	23	25.84	58	65.16	7	7.87	89

df=4 Not Significant at 0.05 level

The chi-square value obtained was 3.97, which is not significant at 0.05 level. Thus the result indicate that there was no significant relationship between welfare satisfaction and age of the workers. Therefore the research hypothesis H₁ is rejected and null hypothesis is accepted.

Duration of Experience Data were analyzed to seek relationship between welfare satisfaction and duration of experience in job content area among workers.

In order to find out the significance of relationship the following null hypothesis was formulated.

HO₂ There will be no significant relationship between welfare satisfaction and duration of experience of the workers as evident from the structured questionnaire at 0.05 level of significance.

Table 20

Chi-square values showing relationship between welfare satisfaction and duration of experience of the workers N=100

Duration of experience	Welfare satisfaction level										Total	Chi square value
	Very Dissatisfied, Dissatisfied, Indifferent, Satisfied, Very satisfied											$\chi^2=6.82$ P>.05
	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)	f (%)		
Less than 5 yrs	-	-	-	-	2	18.18	9	81.81	-	-		
5-10 yrs	-	-	-	-	3	16.16	15	83.33	-	-		
More than 10 yrs	-	-	2	2.81	21	29.57	41	57.74	7	9.85		

df=8 Not significant at 0.05 level

The chisuqare value obtained was 6.82, which is not significant at 0.05 level. Thus the result indicate that there was no significant relationship between welfare satisfaction and duration of experience of the workers. Therefore the research hypothesis H₂ is rejected and null hypothesis is accepted.

It can be referred that the workers welfare satisfaction experience was not dependant on the background factors of age and duration of experience.

IV. DISCUSSION

Human resource is the most important factor of production. In fact, it is the only dynamic factor of production. For achieving the desired industrialization, efficient use of human resources is called for. Human factor of an industrial organization, particularly workers being directly associated with the production process, cannot be ignored and every possible effort will have to be made to increase their well being. Labour welfare promotes a sense of belonging among the workers, preventing them from resorting to unhealthy practices like absenteeism, labour unrest strike, etc. Welfare work improves the relations between employees and employers. It promotes a real change of heart and a change of outlook of the part of both the employers and employees. Organizations provide welfare facilities to their employees to keep their motivation levels high. Therefore, the welfare work is to be considered a joint responsibility of the employers, the State and the trade unions. They shall all work in harmony to raise the standard of living of workers. The present study was conducted to examine the perception of the employees towards the labour welfare measures.

The present study has been taken to determine the level of workers welfare satisfaction working in the factory, in relation to specific background factors. Findings of the study are discussed with reference to the result obtained by other researchers. The study shows that maximum satisfaction reported by workers was in the area of housing facilities and relationship with colleagues and least satisfaction in the area of working hours and prevention of accidents and hazards. The findings are in agreement with study conducted by (Ravi S 2016) who conducted his study at small scale industries at Hosur. He explained that welfare programs are aimed at promoting the physical, psychological and general well being of the working population. It is a corporate attitude or commitment reflected in the expressed case for employers at all levels. Findings were from the part of canteen facilities, medical facilities and other fringe benefits. The employee reaction is neutral towards the facilities provided by the company. It can be concluded that the welfare measures in an organization are one of the factors for the workers to stay within the organization and to work towards success of the organization and this has been evident in this organization. The present study is also in agreement with the above study. Many factors similar to the above study were studied in the present study.

Out of the 15 areas chosen for the study the maximum dissatisfaction was reported in the area of working hours, prevention of accidents and hazards, working environment, and salary status. The findings are in agreement with the studies conducted regarding relationship between workers welfare satisfaction and specific background factors were in agreement with the studies conducted by different researchers, who reported that welfare satisfaction of workers were not dependant on background factors such as age, marital status, duration of experience and number of dependants.

This study on sugar mills workers indicated that Genders, age, educational status, monthly salary, length of experience and number of dependants of the respondents have no significant effect on their satisfaction towards non-statutory labour welfare measures in Perambalur Sugar Mills. Reported that majority of the sample employees are dissatisfied against the labour welfare measures. The respondents have problems with the labour welfare measures and suggest measures like quality first aid appliances, facilities for training and education, adequate leave travel allowance, facilities for career advancement, adequate social security measures, maintenance of rest and lunch room, measures for control and reduction of stress, improving the standard of the canteen, adequate sports and recreational facilities, reasonable benefits for dependants, and adequate production incentives to improve the standard of labour welfare measures in the select sugar mills. If this study provokes the people concerned to take some positive measures in order to improve the standard of labour welfare measures.

Lalitha k, Priyanka T (2014) conducted their study on the workers of IT industry and explains that Employee welfare means anything done for the comfort and improvement of the employees over and above the wages paid which is not a necessity of the industry. The basic purpose of employee welfare is to enrich the life of employees and keep them happy. Employees spend at least half their time at work or getting to it, or leaving it. They know that they contribute to the organization when they are reasonably free from worry and they feel that when they are in trouble/ problems, they are due to get something back from the organization. People are entitled to be treated as full human beings with personal needs, hopes and anxieties. This explanations is also in agreement with the present study.

The reviews also highlighted on the companies pros and cons. Few employees highlighted that:

1. Normally office started with proper maintenance and production while maintaining safety stock provided few minutes to take rest and completed lunch with given time.
2. It is a good company. it provides free space to work. i good and best colleagues and best seniors who enhances my technical ability. Work culture was good. Salary may be delayed sometimes. But overall company was good.
3. No yearly increment, no extra activities, no systematic work, no powerful management, no work time, no supporting staff as well as heads.
4. Working at Jayaswal Neco is good enough to have experience of Steel Plant.
* Working Culture is average means neither much fun nor productive.
* Management interference in minimal.

* Personal growth is absconding.

* High dissatisfaction while comparing the work load with salary.

5. Good Management approach for all employees and due care for human values. Carrot and Stick approach for the respective employees based on their performance and attitude.

6. Free Transportation and celebration of all cultural functions. Sluggish in product growth due to stiff competition and new substituted products in the market.

7. Good and knowledge full people working together and eager to help each other whenever required. Provides time for daily life too.

8. More times it will happens to work critical maintenance (Breakdown Maintenance)

V. FINDINGS, CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS

This chapter presents finding of the study, conclusions and recommendations for future research.

Findings:

Demographic Data indicate that 11% of the workers belonged to age group of 21-30 years, 89(89%) were in the age group of 31 years and above.

The highest percentage of workers were married that is 72%, whereas 19% were single and 7(7%) of them were widows and only 2(2%) were divorced.

Regarding the type of family, 33% belonged to nuclear families whereas 67% came from joint families.

Majority of the workers were Hindu that is 87% whereas Christian and Muslims workers were 12% and 1% respectively.

Maximum of the workers that is 48% had their general education below SSC, 42% had upto 10th and 8% were graduate, whereas only 2% were having their professional education (training).

Data also indicate that 71% had more than 10 years of experience whereas 18% had 5 to 10 years of experience and only 11% had less than 5 years f experience.

As far as income were concerned, 11% received their salary below Rs5000 monthly, 18% received between Rs 5000 to Rs10,000 monthly and 71% received their salary above Rs 10,000 monthly.

Findings on job Satisfaction:

The had a mean satisfaction score of 128.2 and median satisfaction score of 132 with a standard deviation 25.64 out of maximum possible score of 225. This indicated that majority of the workers were experiencing certain degree of satisfaction on their job.

Area wise comparison of satisfaction scores revealed that housing facilities (mean= 8.94) were a source of maximum satisfaction followed by relationship with colleagues (mean=8.65). Minimum satisfaction scores obtained were in the area of prevention of hazards and accidents (mean= 8.44) .

It is also seen that there was not much of difference in the means of all the areas under study.

Majority 56% of the workers had a indifferent feeling towards their welfare status (mean=119.08). Most of the workers 33% were satisfied with a (mean = 154.54) and 10% of the workers were dissatisfied with their welfare status in their job areas.

Findings related to relationship between welfare status satisfaction and age and duration of experience: the result indicated that there was no significant relationship between workers satisfaction and age ($\chi^2=3.97$) and workers satisfaction and duration of experience ($\chi^2=6.82$). Thus findings indicated that workers welfare measures satisfaction experience was not dependent on age and duration of experience.

VI. CONCLUSIONS:

Conclusion For centuries, labour was not considered an important segment of society. The labour force in India had hardly any effective organization, and the philanthropists only advocated a humanitarian approach for providing the labour with better living and working conditions. With the advent of industrial revolution in India, the migration of rural population to the urban centres and the industrial belts caused socio-economic problems for thousands of persons having been uprooted from the rural moorings. Majority of the industrial workers needed welfare services to be provided to them in their surroundings, so as to enable them to adapt themselves to the changed environments. The workers thereafter started considering the provisions of welfare amenities, either as a matter of right, or as an

integral part of service conditions. In the present study, review of the labour welfare measures of the factory has been made and the perception of the employees has been examined. Majority of the sample employees are dissatisfied against the labour welfare measures. The respondents have problems with the labour welfare measures and suggest measures like quality first aid appliances, facilities for training and education, adequate leave travel allowance, facilities for career advancement, adequate social security measures, maintenance of rest and lunch room, measures for control and reduction of stress, improving the standard of the canteen, adequate sports and recreational facilities, reasonable benefits for dependants, and adequate production incentives to improve the standard of labour welfare measures in the select factory. If this study provokes the people concerned to take some positive measures in order to improve the standard of labour welfare measures, the researcher will feel amply rewarded.

VII. LIMITATIONS OF THE STUDY:

1. This study is limited to workers working in the manufacturing units.
2. This study is limited to selected area of Nagpur city.
3. This study is limited to free and frank opinion of the industrial workers and such workers who had not participated in such studies.
4. This study confined only sample size is limited to 100.
5. The employees and workers were interviewed during the course of their working time, so they were in a hurry to respond to the questions, which may have affected the quality of data.
6. Time constraint was another limiting factor. The time available for the study was very much limited.
7. The study covers only a few aspects of welfare measures since it is a wide topic to conduct a complete study within the limited parameters. In spite of all the above limitations, every attempts and have been made to present this report in the best possible manner.

VIII. RECOMMENDATIONS:

Scope for Further Research: In the course of the literature survey and field study, it is found that there are vast potential areas for research on the various human resource functions of the factory. The general belief is that the failure of an industrial undertaking is essentially born out of mismanagement of the employees. Therefore, there is an urgent need to investigate this aspect, particularly the human side of the factory. Further, studies can be made on collective bargaining process of the factory. Similarly, the human resource development climate in factory can also be studied. In addition, further study of the factors affecting the motivation of employees in mills would also be undertaken as this would assist in the effective performance of employees. Similarly, an empirical work that looks into the quality of work life among the employees could be conducted in other factories and mills. The above list is illustrative of the potential for further research in select factory.

Suggestions for improvement:

The data in this study showed that worker ewer dissatisfied in many areas of the welfare in relation to their job. Certain improvements can surely be suggested as fear as welfare measures are concerned. Management along with the workers union can work on it and turn the dissatisfaction area into satisfaction. This will help the factory for more productivity.

1. The job should be made interesting and enjoyable. Inculcating various recreational activities, and stress busters.
2. Working conditions should be improved with adequate resources and basic amenities.
3. Working hours of the workers should not be extended unnecessarily. Timely completion of the work should be stressed.
4. Salary should be in commensurate with the work, duration of experience and on merit basis. Timely increase of salary is also suggested.
5. Maintenance of houses should be mandatory. Adequate houses should be provided.
6. Medical facilities should be given top priority. First aid appliances with quality drugs and necessary medicines should be provided. Regular medical checkup may be initiated. Safety committees should be constituted. Conduct regular health check up, health screening camp, yoga classes and meditation for employees for making them physically and mentally fit. Stress audit and research could be conducted with the employees working in commercial, engineering, operations, and medical departments which normally undertake emergency work such as bomb threat, high-jacking, sabotage, flight crash, etc.

7. Canteen facilities: At present, greater and increasing importance is attached to the provision of industrial canteen all over the world. The respondents have grievances against the canteens. It is therefore suggested that the Canteen Committees functioning in the select factory should take necessary efforts in consultation with the management and recognized trade unions to improve the standard of foodstuffs. Further, arrangements shall be made to provide wide range of foodstuffs in the canteen. The quantity of foodstuffs supplied should be adequate and of good quality.
8. Prevention of accidents: Safety Committees should be constituted in all factories. Training on safety measures should be given. Safety gears should be provided and at times mock drill may be implemented. Crises management at the time of accident should be initiated.
9. Relationship with colleagues, supervisors, subordinates and officers should be sympathetically maintained. to create friendly conditions to encourage and motivate employees. Therefore, the departmental heads must identify the dynamic employees and their groups and appreciate them by giving suitable rewards, increment, special pay, family tour, extra leave, holiday home, get together with their family, appreciation letters, highlighting their good work amongst other employees on special occasions, etc.
10. Gender discrimination: Should be avoided as far all the activities is concerned. They should be treated at par with each other.
11. Policy and administration: Create friendly conditions to encourage and motivate employees. Therefore, the departmental heads must identify the dynamic employees and their groups and appreciate them by giving suitable rewards, increment, special pay, family tour, extra leave, holiday home, get together with their family, appreciation letters, highlighting their good work amongst other employees on special occasions, etc. 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.

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