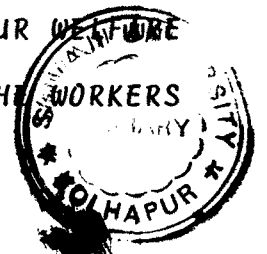


CHAPTER SEVEN

IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE
MEASURES ON ATTITUDES OF THE WORKERS



CHAPTER SEVEN

IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES ON ATTITUDES OF THE WORKERS

- 7.1 I N T R O D U C T I O N
- 7.2 Nexus Between Social Security-cum-Labour Welfare Measures and Attudes of the Workers
- 7.3 Sample Design
- 7.4 Results of Sample Survey
- 7.5 Attitudes
- 7.6 Conclusion

7.1 INTRODUCTION

This chapter, in its broad wings, covers the discussion on the nexus between Social Security-cum-Labour Welfare Measures and the Attitudes of the workers. The discussion also takes into its folds, the relationship between attitudes, productivity and absenteeism.

In its succeeding stage, there is a display of Sample Design, objectives, sampling procedure and the results of Sample Survey pertaining to health, sanitation, and other amenities extended to the workers of the Regional Workshops, Hubli. The discussion on this Chapter has come to a close with a suitable conclusion.

7.2 NEXUS BETWEEN SOCIAL SECURITY-CUM-LABOUR WELFARE MEASURES AND ATTITUDES OF THE WORKERS

An attitude denotes an adjustment of the individual towards some selected person, group or institution. It determines the characteristic or a consistent mode of behaviour in relation to a particular aspect of the environment. Behavioural sciences define it as a way of seeing things. It is a sentiment - changing with time.

According to Sherif* the following are the distinguishing features of attitudes.

* Muzafar Sharif and Carolyn W. Sherif, Harper International Edition, New York, Evanston and London.

- 1 Attitudes are not innate. They are formed or learnt by the individual as he grows up in a group.
- 2 Since attitudes are learnt, they can be altered.
- 3 Attitudes have motivational - affective properties. They are goal-directed either in a positive or negative way.

The behavioural scientists maintain that:

The key to productivity lies in the recognition of human values in industry while the master key to the prosperity of the concern ultimately lies in its contented labour.

The modern industrial life is blessed with several hazards and insecurities. These risks and tragedies along with his family-worries hamper the initiative of a worker to work. Extension of social security measures relieve him from the tension of insecurities.

The greatest challenge before any management is to stimulate labour productivity and win his willing obedience. This challenge can greatly be met by extending several wage and non-wage incentives. Welfare provisions like, - profit-sharing, payment of bonus, productivity-linked incentives, subsidised food, free housing facilities coupled with adequate wage structure, not merely keep the soul and body of the worker together but also provide him with those comforts and decencies that stimulate better habits, infuse a sense of self-respect, build up positive attitudes and morale.

High morale and high productivity go hand in hand. The emphasis

on productivity should not be merely on output but also on "better output" i.e., both quantity and quality. Perhaps, it is high morale of the employee that can find a happy blending between quantity and quality.

In addition to wage-incentives, several non-wage incentives go a long way in stimulating positive attitudes and morale of the workers. These include:

1. sympathetic, participative and democratic outlook of the management.
2. labour participation in management;
3. mutual respect;
4. recognition of talent; etc.

If these non-financial incentives are adequately supplemented with those of financial one, they can work wonders.

7.3

SAMPLE DESIGN

7:3.1 OBJECTIVES

The Regional Workshops, Hubli, - an automobile centre of the Karnatak State Road Transport Corporation, is engaged in the construction of bus bodies on new chassis, reconditioning of assemblies and tyre retreading. Having had 1,464 workers on its roll as on 31st March 1986, the Workshops has introduced and implemented various provisions falling in the realm of Social Security. In its pursuit to achieve increased productivity and efficiency, the Management is very keen on keeping the labour contented. Consequently, it has launched several Labour Welfare Programmes too.

In view of these facts, it was deemed appropriate to pick up Sample Workers from this concern to explore and thus to establish the nexus between Social Security-cum-Labour Welfare Measures on Production, Productivity, Absenteeism and Attitudes of the workers.

7:3.2 SAMPLING PROCEDURE

The study on hand is basically an explorative study. With a view to eliciting precise information the survey was conducted through an exhaustive questionnaire followed by personal observation. The enquiry addressed to workers was designed to ascertain their opinion regarding Social Security and Welfare Measures extended by the Management. Efforts were also mobilised to learn the relationship of workers with Management and the Supervisory staff as well as with fellow-workers.

With a view to mustering information regarding policies, procedures, planning, budgeting and execution of these, personal interviews were conducted with the Management. Thus the findings from all these responses from questionnaire, personal interviews, as also the personal observation constitute the main content of this study.

The number of workers being 1,464 as on March 1986, it was decided to have 100 as Sample Workers. It runs to the tune of about 7 per cent.

(ii) RANDOMISATION

To have a happy blending between quantity and quality, the Workshops has developed various Shops/Sections which have been displayed in the following discussion. The method adopted was Random Sampling.

Sample workers were picked up based on the strength in each Shop/Section. Due care was taken to include employees of different age groups, educational background, experience, etc.

7:3.3 SAMPLE DISTRIBUTION

A. SHOP-WISE/SECTION-WISE DISTRIBUTION

To explore the benefits of division of labour, the productive activities have been bifurcated into different Shops/Sections. To elicit precise information, interviewees were picked up from all Shops based on strength. It is displayed in the following table:

<u>Shops/Sections</u>	<u>No. of Inter- viewees</u>
1 New Body Building	05
2 Coach Shop	10
3 Engine Shop	13
4 Chassis Shop	13
5 Machine Shop	11
6 Electrical Shop	06
7 Upholstry Shop	04
8 Glass Section	04
9 Tyre Retreading Shop	15
10 Carpentry Section	05
11 Smithy Shop	07
12 Paint Shop	50
	<u>100</u>

It can be seen from the above table that more weightage has been given to Chassis and Tyre Retreading Shops which are the most important activities of the Workshops and which also employ relatively larger number of employees.

B. DESIGNATION-WISE DISTRIBUTION

Designation-wise distribution of the respondents is reflected in the following table. The sequence has been arranged in tune with the Organizational Set-up.

Table No. 7.2
Designation-wise Distribution of the Respondents

<u>Designation</u>	<u>No./Percent of Respondents</u>
1 Chagemen	03
2 Leading Hand	09
3 Artisan	31
4 Assistant Artisan	16
5 Helper "A"	14
6 Helper "B"	27
	Total: 100

7:3.4 CHARACTERISTICS OF SAMPLE RESPONDENTS

The personal data collected has been displayed in a classified manner based on Religion, Educational qualifications, etc.

A. RELIGION

The break-up of data on the basis of religion is as shown in Table No. 7.3 on the following page.

It is clear from the table that 66 per cent of the respondents are Hindus and 4 per cent of them are SC/ST. The workers belonging to different religions and faith reflect that R.W. Hubli, has a rich heritage of secular trend.

Table No. 7.3

Religion-wise Breakup of Data

<u>Particulars</u>	<u>No./Percent</u>	<u>Respon-</u> <u>dents</u>
1 Hindus	66	
2 Muslims	16	
3 Christians	09	
4 Kshatriya	03	
5 Rajputs	02	
6 SC/ST	04	
Total:	<u>100</u>	

B. EDUCATION

The break-up of data on the basis of educational qualification of the respondents is as under:

Table No. 7.4

Educational Qualification of the Respondents

<u>Particulars</u>	<u>No./Percent</u>	<u>Respondents</u>
1 Primary	46	
2 S.S.L.C.	20	
3 S.S.L.C.+ I.T.I.	24	
4 Intermediate	06	
5 Diploma	02	
6 Degree	02	
Total:	<u>100</u>	

It is evident from the table that of the total 100 workers interviewed, 46 per cent of them have secured primary education, 24 percent of the workers have passed S.S.L.C. along with I.T.I. course, 2 per cent of the workers are Degree-holders.

C. EXPERIENCE

Indeed it is interesting to note that of the total respondents 65 per cent of the workers were holding experience between 11 years to 30 years. Incidentally 4 per cent of the workers interviewed had put in more than 30 years of experience. The workers were resourceful in shedding light on various stages of development of R.W. Hubli, as well as the changes that were effected in the realm of Social Security and Labour Welfare amenities.

The classified data pertaining to work experience of the respondents are displayed in the following table:

Table No. 7.5
Work Experience of the Respondents Percentage

<u>Years</u>	<u>No./Percent of Respondents</u>
1 Between 1 and 5	14
2 Between 6 and 10	17
3 Between 11 and 15	22
4 Between 16 and 20	16
5 Between 21 and 30	27
6 Above 30	04
Total:	<u>100</u>

D. MARITAL STATUS

Of the 100 workers interviewed, 90 workers were married and remaining 10 workers were unmarried.

E. NATIVE PLACE

Of the 100 workers, 96 respondents hailed from urban areas

and remaining 4 from village areas.

7.4 RESULTS OF SAMPLE SURVEY

The results of the Sample Survey conducted in the Regional Workshops, Hubli, have been displayed under classified headings.

7:4.1 HEALTH AND SANITATION

1. HOSPITAL FACILITIES

The workers responded that the Corporation has extended hospital facilities to its employees in the Workshops. This facility has been extended to their children and the dependents. The Corporation has reserved beds in the Government Hospitals for indoor patients.

With a view to obtaining the opinion of the workers pertaining to hospital facilities a survey through questionnaire was conducted. It reveals the following opinions.

Table No. 7.6
Opinion of Workers Regarding Hospital Facilities

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	07
2 Fair	28
3 Unsatisfactory	65
Total:	<u>100</u>

The above analysis shows that 65 workers have expressed their opinion as unsatisfactory while 7 workers have forwarded their opinion that hospital facilities are good.

2. URINALS/LAVATORIES

The Workshops has extended urinals and lavatories facilities to its workers. The opinions of the employees mobilised through questionnaire regarding the conditions of urinals and lavatories reflect the following results:

Table No. 7.7

Opinion of the Workers Regarding Conditions of Urinals/Lavatories

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	12
2 Fair	57
3 Bad	<u>31</u>
Total :	100

The analysis cited above reflects that 12 per cent of the workers have expressed their opinion as good regarding the conditions and maintenance of urinals and lavatories. While 31 per cent opined as bad.

3. DRINKING WATER AND WASHING FACILITIES

The workers respnded that there is drinking water facility including washing facility for them in the Workshops. However, this facility has not been extended section-wise.

4. RETIRING ROOM

There is no retiring room facility for the workers to relax

during rest pause.

5. FACILITIES PROVIDED DURING REST PAUSE

The workers reported that during rest pause they are provided with daily newspapers in Kannad and English, periodicals, etc. There is T.V. installed for the benefit of workers.

6. SPITOONS

The Workshops is equipped with spittoons.

7. WORK ENVIRONMENT

To elicit information regarding work environment, ventilation, problem of dust, fumes, gases, smoke and other effluents, opinions were mobilised through questionnaire. They are displayed in the following table:

Table No. 7.8

Work Environment: Opinion of the Workers

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Free	40
2 Not free	60
Total:	100

From the above analysis it is clear that 60 per cent of the workers have opined in negation. They expressed that the environment is not free from dust, fumes, gases, smoke and other effluents.

7:4.2 SAFETY

The Corporation has provided First-Aid provisions for its workers

in the Regional Workshops. There are First-Aid attendants too. The machines are guarded with covers. Safety equipments like, - fire extinguishers, buckets filled with sand, etc. are provided with at suitable places.

The opinion of the workers regarding adequacy or inadequacy of the safety equipments are projected in the following table:

Table No. 7.9

Safety Equipments: Opinions Regarding Their Adequacy or Otherwise

<u>Opinions</u>	<u>No./Percent of Respondents</u>
1. Adequate	27
2. Inadequate	73
Total:	<u>100</u>

The above data analysis indicates that as many as 73 per cent of the respondents expressed their opinion as inadequate.

The Workshops has launched safety training programmes for its workers. There is a Safety Committee. Opinions were mobilised regarding the Departmental Representatives which have been reflected in the following table:

Table No. 7.10

Opinion Regarding Departmental Representations

<u>Opinion</u>	<u>No./Percent of Respondents</u>
Yes	88
No	12
Total:	<u>100</u>

The table reflects that 88 per cent of the respondents opined

in favour of the proposition.

To muster the views of the respondents regarding the functioning of the Safety Committee questionnaire was used. It was found that 67 per cent of the workers expressed their opinion as unsatisfactory functioning. It is displayed as under:

Table No. 7.11
Opinions Regarding the Functioning of Safety Committee

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1. Satisfactory	33
2. Unsatisfactory	67
Total:	100

The workers expressed that there occurred a few accidents in their Shops/Sections but all of them were of minor nature. When a worker meets with an accident, he is provided with first-aid facilities, hospital and leave with wage facilities.

2. UNIFORM

The Corporation has been providing 5 pairs of cloth, a pair of shoes, one rain-coat and a jercy periodically.

7:4.3 CANTEEN

The Corporation has fed with canteen and dining hall facilities to its employees in the Workshops. It is administered on a co-operative basis with no loss / no profit criterion. The workers have their Canteen Committee. The members of the Committee are elected once in three years.

The workers are served with different eatables, sweets including food at subsidised price. There is no tea-trolley system as is found in other industries.

Since canteens are regarded as laboratories conducting experiments on nutrition through a suitable questionnaire, the views and opinions of the workers were gathered regarding cleanliness and quality of the eatables provided. Their opinions have been reflected as under:

Table No. 7.12
Opinions of the Workers Regarding Cleanliness

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	03
2 Fair	47
3 Unsatisfactory	<u>50</u>
Total:	100

From the above analysis it is clear that the opinions of the workers about canteen cleanliness is sharply divided. Some 50% of the workers expressed as unsatisfactory while 47 per cent as fair.

Table No. 7.13
Opinion of the Workers About Food/Eatables

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	03
2 Fair	21
3 Unsatisfactory	<u>76</u>
Total:	100

It is crystal clear from the above analysis that in respect of the quality of food/eatables available in the Workshops canteen, more

than 3/4th of the respondents have expressed as unsatisfactory. It may, therefore, be concluded that there is a pressing need for improving the quality of the eatables supplied. Owing to the poor quality 38% of the workers responded to the questionnaire, do not take anything from the canteen. Even to have a cup of tea they have to go outside the premises leave apart taking of food.

7:4,4 PROVIDENT FUND AND GRATUITY

The Provident Fund Act of 1952 is applicable to the Corporation. All the workers of the Regional Workshops, Hubli, have been getting this benefit. The rate of contribution has been as per the provisions of the Act.

The Corporation does provide for its employees the benefit of Gratuity. Some 90 per cent of the Gratuity amount is disbursed to the employees on the day of retirement while the payment of remaining 10 per cent is delayed. Practically almost all respondents opined that the delay is prolonged beyond 5 to 6 months. When mobilised their opinion about the Gratuity benefit, almost all workers expressed the scheme as good.

7:4.5 WORKMEN'S COMPENSATION ACT

The Workmen's Compensation Act is applicable to the Corporation. The employees are eligible to receive the compensation when major injury or accident is caused. The compensation is extended in the frame-work of the provisions of the Act. The respondents expressed their view that about 2 to 3 months time elapses between the application and disbursement

of the compensation. However, almost all respondents expressed their opinion that the benefit is extremely good.

7:4,6 EMPLOYEES STATE INSURANCE ACT

The Act is applicable to the Corporation. It being a contributory scheme, the rate of contribution is as per the provisions of the Act. Of the 100 workers interviewed, 77 workers expressed that they have been covered under this Act while remaining 23 workers have crossed the wage limit fixed by the Act. It is, therefore, that they are kept outside the purview of coverage of the Act.

To elicit information about the functioning of the ESI scheme, opinions were mobilised through questionnaire which have been displayed in the following table:

Table No. 7.14
Opinion of the Workers Regarding the Functioning
of ESI in R.W.H.

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	Zero
2 Fair	07
3 Unsatisfactory	<u>93</u>
Total:	<u>100</u>

It is evident from the table that as many as, if not more than, 93 per cent of the workers expressed that ESI functioning is satisfactory. Not a single employee opined that the functioning is good. It reflects that the functioning of ESI in the Workshops is defective.

7:4.7 LEAVE FACILITIES

1 The workers in the Regional Workshops have been availing themselves of:

- (i) Casual leave for 8 days in a year
- (ii) 20 days half pay leave
- (iii) One day leave is credited to the account of employee after every 11 days of working
- (iv) National and Festival holidays

2 The workers have been receiving leave with pay facility.

3 The workers responded that they have been provided with adequate leave facility.

4 While responding to the question if the respondent had remained absent without informing the Management, interestingly, 4 such workers were come across. These respondents were absent for a period of two months. When mobilised their responses about the action taken by the Management, they expressed that:

- (i) 2 cases were condoned on medical ground.
- (ii) 1 worker received the warning.
- (iii) 1 worker received the Charge Sheet and his increment held up.

These responses reflect the sympathetic attitude of the Management towards such workers.

7:4.8 WORKING HOURS

The workers' opinion about the working hours mobilised through questionnaire have been detailed as under:

- 1 The working hours have been scheduled for 8 hours which incorporate half an hour as the rest pause;.
- 2 All Shops/Sections have been functioning in two shifts while the Tyre Retreading/Resoling Plant functions in triple shifts;
- 3 All 100 workers expressed their satisfaction about the working hours;
- 4 Only 2 workers expressed their opinion that they need a change in the working hours while 98 per cent of the workers do not like any change;
- 5 Some 99% of the workers are willing to work over time.

7:4.9 INCENTIVES

The Management has launched several incentive schemes, both monetary and non-monetary, in the Regional Workshops, Hubli. A detailed account of these incentives is displayed as under:

- 1 Since April 1986, Regularity-linked scheme has been launched. If a worker attends to duty for 22 days in a month then he is eligible for this incentive. It works out around Rs. 2.50 per day.
- 2 Repast allowance of Rs. 2/- is paid to meet out tea expenses.

3 A worker receives a cash prize and a certificate of Merit for
his distinguished performance. The award is given normally
on Independence Day/Republic Day celebration.

4 The accident-free Shop/Section receives a prize carrying Rs.
25/- and a Certificate. The performance is evaluated every
month.

5 The workers working in the Tyre Retrading/Resoling Plant and
the Paint Shop get 1/2 litre milk individually every day.

6 In the opinion of the respondents the Incentive Scheme is good.

7 Every respondent suggested that the Corporation should introduce
Productivity-linked Incentive. Such a scheme will not merely
inspire the average workers to work hard but also it will be
enable the hard working talented worker to receive their
adequate share.

8 The worker's suggested that in view of increasing prices, the
Repast allowance paid at the rate of Rs.2/- be enhanced to
the tune of Rs. 5/-.

9 Two respondents who incidentally happened to be the Trade Union
Leaders, suggested for increasing the Repast allowance to Rs.
8/- per day. Productivity-linked Incentive may be introduced
on condition that there should be adequate work-load and supply
of raw-materials, spares and tools.

7:4.10 FESTIVAL ADVANCE

1 The Corporation has provided for Festival Advance

for every worker in R.W.H.

2 Rs. 300/- per worker is paid on Ganesh Utsava.

3 It is repayable in 10 equal instalments.

4 Some 16% of the workers reported that it should be increased to Rs. 500/-.

7:4.11 DEATH-CUM-RETIREMENT BENEFIT

1 There is provision for such benefit. The Corporation provides for monetary benefit to the dependents of the deceased person.

2 It being a contributory scheme, the employees contribute Rs. 20/- p.m.

3 The retiring person receives the amount of contribution paid during his working life including the rate of interest payable.

4 Some 80% amount is disbursed immediately while the payment of remaining 20 per cent is delayed for two to three months.

5 The mode of payment is through bank cheque.

6 Till 1982 the benefit was running to the extent of Rs. 10,000/- Since 1982 it has been elevated to Rs. 20,000/-.

7 Since 1.5.1988 the Death-cum-Retirement Benefit has been linked to Life Insurance Corporation. This decision has been taken in view of the fact that the coverage of risk under LIC is wider and the dependent of the deceased worker (who has died on duty) is promised for a handsome amount around Rs. 80,000/-

Even otherwise the amount payable to the insured worker is pretty handsome.

7:4.12 BONUS/EX-GRATIA

- 1 The employees of the R.W.H. receive bonus/ex-gratia once in a year on the eve of Ganesh Utsava.
- 2 The rate of disbursement is 8.33 per cent as per the provisions of the Act.

7:4.13 HOUSING

Provision of housing accommodation to the employees is a problem of vital importance to the modern enterprise. In crowded cities the problem has assumed serious dimensions because of high rent non-availability of house on a rental basis.

The K.S.R.T.C. for its workers in the Regional Workshops, has extended the housing facility too.

- 1 There are 72 tenements built under Subsidised Industrial Housing scheme. Of these 54 houses have been allotted to the workers of R.W.H. and remaining 18 to the workers serving in the Division. Top priority is given to the workers engaged in Mechanical Section.
- 2 There are 4 Designated Quarters for security guards.
- 3 Some 50 Departmental Quarters have been constructed at Hosur nearing the Division Office. Some 55% of the quarters have been allotted to the R.W.H. employees.

4 Of the 100 workers interviewed, 10 workers enjoyed this hous-
ing facility. They have received this facility on Seniority basis.

5 They have expressed satisfaction over the existing facilities
in and around the residential quarters regarding lighting, sanita-
tion, space and locality.

6 The rent paid is as per the circular issued under Letter No.
KST., CO., COM., ESA., 13100 dated 7.2.1981.

7 Some 57% of the respondents who have not been enjoying the
housing facility have expressed their willingness to accept this
facility if extended while 33 per cent have declined. The respond-
ents willing to accept this facility are willing to pay the rent
as per the Act.

7:4.13 CONVEYANCE FACILITIES

1 Being a passenger road transport organization, the employees
of the R.W.H. do not experience any conveyance difficulties.

2 Of the 100 workers interviewed, 10 workers have ~~put~~ up in
the residential quarters provided by the Corporation in the vicinity
of the Workshops.

3 Out of the remaining 90 workers, 86 workers are coming from
the distance between 1.5 Kms. and 5 Kms. While 4 workers
have been coming from the distance falling between 18 Kms.
and 22 Kms.

4 The mode of conveyance is either Call Buses or Corporation
Buses meant for general public.

5 During night shift, 4 Call Buses have been arranged which leave
the workers at the nearest point to their houses.

7:4.15 TOURING FACILITIES

1 The workers responded that the Corporation has extended free
pass touring facilities.

2 The facility is open even for their dependents.

3 Yearly one free-pass is issued.

7:4.16 WORKERS' EDUCATION

1 The Corporation for its workers in R.W.H. has launched Workers'
Education Programme.

2 It is as old as more than 16 years.

3 There is independent Instructor to deliver the goods.

4 The classes run daily for three months.

5 The duration of each class is minimum one hour. At times, it
is continued for 1½ hours.

6 The workers attending the classes are given Re. 0.25 per day.

7 Of the 100 workers interviewed, 75 workers had undergone educa-
tion programmes. Their opinions were mustered regarding utility
of the course imparted and the timings of the classes. These
opinions have been displayed in the following tables.

Table No. 7.15
Opinion of the Workers Regarding Convenience of Timings
of Classes

<u>Opinion</u>	<u>No./Percent of Respondents</u>
Convenient	61
Inconvenient	<u>14</u>
Total:	75

Table No. 7.16
Opinion of the Workers Regarding the Utility of the
Course Imparted

<u>Opinion</u>	<u>No. of Respondents</u>	<u>Percent</u>
1 Beneficial	65	86.6
2 Satisfactory	09	12.0
3 Unsatisfactory	<u>01</u>	<u>1.4</u>
Total:	75	100%

It is evident from the above analysis that 86.6 per cent of the respondents expressed the course as beneficial and 12 per cent of them, as unsatisfactory. It reflects the fact that the content of the course is useful.

7:4.17 EDUCATIONAL FACILITIES TO THE DEPENDENTS

In the realm of educational facilities to the dependents of the workers, the Corporation has extended several amenities. These have been enumerated as under:

- 1 'Balwadi' - Kindergarten - for the children of the workers was set up in January 1986.

2 For the benefit of women 'Mahila Mandal' was inaugurated
on 21st January 1986.

3 There is a landmark achievement in the realm of technical
education. In August 1984 I.T.I. - a technical institute has
been set up by the Corporation. Only the children and dependents
of the Corporation employees are enrolled. The content of the
course is tailored in tune with the trade requirements of the
Regional Workshops. The enrolled students are paid monthly
stipend of Rs. 50/-.

4 The employee's dependents who pursue technical and medical
courses like, - I.T.I.,/Diploma/B.E.,/M.B.B.S.,/B.Sc.,/M.Sc.
or any science faculty course are given financial assistance
monthly. The assistance runs from Rs. 25/- to Rs. 5,000/-

5 This facility is not extended to the students who pursue
Arts/Commerce faculty course.

6 However free bus pass facility is extended to all students regard-
less of faculty.

7 The Corporation has not launched Adult Education Programme.

7:4.18 RECREATION FACILITIES

The respondents expressed that:

1 Recreational facilities like, - sports, play-ground, T.V., etc.
have been extended.

2 On the eve of Ganesh Utsava, Republic Day and Independence
Day cultural activities are organised.

7:4.19 TRADE UNIONS

1 There are three trade unions functioning under the roof of R.W.H.

They are:

- (i) K.S.R.T.C. Employees Union Unit 'B', R.W.H. It is a recognised union by the Corporation.
- (ii) Road Transport Employees Union K.S.R.T.C., Regional Workshops, Hubli. It is not recognised.
- (iii) K.S.T.R.C. Staff and Workers Federation, R.W.H. Like the second, even this union has not been recognised by Management.

2 All the respondents expressed that they are the members of the union and have been paying Re.1/- p.m. towards subscription fees.

3 With a view to mobilising the opinion of the workers in respect of relationship between the Union and the Management, responses were gathered through a questionnaire. These have been presented analytically as follows:

Table No. 7.17

Opinion of the Workers Regarding Union and Management Relationship

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Good	97
2 Fair	01
3 Unsatisfactory	<u>02</u>
Total:	100

The foregoing analysis reflects the fact that the relationship between Union and Management is sound.

7:4.20 CO-OPERATIVE SOCIETIES

The employees of the R.W.H. have formed various Co-operative Societies. A detailed account of these has been enumerated as follows:

- 1 There is a Co-operative Credit Society functioning. It has been extending credit facility to the extent of Rs. 3,000/- repayable in 24 instalments, charging bank rate of interest.
- 2 In 1988, the limit has been raised to Rs. 4,000/-.
- 3 A member can raise loan for purchasing consumer durables like, T.V., Sewing machines, etc.
- 4 There existed Nehru Co-operative Housing Society which has been inactive presently.
- 5 There does not exist Consumers' Co-operative Society.
- 6 The respondents expressed satisfaction regarding the functioning of Co-operative Credit Society.

7.5

ATTITUDES

During planned period the concept of workers' participation in management has gathered lot of currency. Industrial Policy Resolutions too, have emphasised the need and implementation of this scheme especially in public sector enterprises.

The prime objective of the Scheme has been to have mental and

emotional integration and involvement of both labour and the management. The scheme is essentially goal-directed and result-oriented. The scheme extends unique opportunity to the workers to participate in management problems, responsibilities and activities.

The K.S.R.T.C. has launched the Workers Participation in Management scheme. It is functioning at Shop-floor level. There is production-cum-Grievance Committee along with the Production-cum-enterprise Committee. Having had equal representation from both labour and the Management, the Committees hold monthly meetings.

Opinions of the workers were assimilated in respect of workers-management relations and the relationship between workers and supervisory staff. These opinions have been analysed as follows:

Table No. 7.18
Opinion of the Workers Regarding Labour-
Management Relations

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Democratic	98
2 Participative	02
3 Authoritative	zero
Total:	<u>100</u>

The above analysis reveals the fact that the approach of the Management towards labour is quite democratic and participative (100%). Not a single respondent including some respondents who are trade union leaders expressed that the approach is hostile. It reflects unique degree of co-operation, understanding between labour and management. Perhaps it is the foremost step towards the ladder of prosperity.

Table No. 7.19
Opinion of the Workers in Respect of Relationship
With Supervisory Staff

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1. Cordial	99
2. Hostile	01
3. Authoritative	Zero
Total:	<u>100</u>

The above analysis reflects the fact that 99 per cent of the respondents have expressed their relation with supervisory staff is quite cordial and harmonious.

Similar cordial, friendly and harmonious relations are found amongst fellow workers. Opinions mobilised reflecting behaviour of respondents with their fellow-workers are the clear pointers of this fact which have been reflected in the following table:

Table No. 7.20
Opinions of the Workers Reflecting Behaviour
of Fellow Workers

<u>Opinion</u>	<u>No./Percent of Respondents</u>
1 Cordial	100
2 Hostile	zero
Total:	<u>100</u>

It has been an inherent tendency of the workers that they continue working in such organizations wherein they feel more secured, where their interest and future are safeguarded and where they receive a dignified

treatment not as a cog in the machine but as members of a civilised society.

Opinions were mobilised about their willingness to work till their retirement, 98 per cent of the workers expressed positively.

7.6

CONCLUSION

The Chapter unfolding the results of the Sample Survey conducted in the Regional Workshops, Hubli, brings forth the following conclusions:

* The Management of the Regional Workshops, Hubli, has been sympathetic enough to implement various legislative enactments in the realm of Social Security to relieve its workers from various insecurities of industrial life.

* It has spared no efforts in introducing and implementing various Labour Welfare Schemes which are essential to build up the morale of the workers.

* In the extension of various social security and Welfare Schemes, labour finds satisfaction of his security needs, egoistic needs, etc. Schemes like, - award of prizes for distinguished performance stimulate the worker in realizing his self-actualisation needs.

When labour finds opportunity for realising his needs, automatically he develops positive attitudes towards the organization.

* Thus, there is close nexus between Social Security-cum-Labour Welfare measures and the attitudes of the workers.