

CHAPTER - VIII
CONCLUSIONS AND SUGGESTIONS

On the basis of the observations and findings that were followed, the following conclusions were arrived at. A few suggestions have also been made, considering the viewpoints of the workers and management in order to maintain harmonious and cordial relations between them:

1. It was observed that majority of the workers were not aware of the welfare facilities provided both by the MSRTC or by their respective trade Unions. Hence, it is suggested that all the workers should be made aware of the welfare facilities provided by both the Management and the Unions.
2. It was also found that Unions play a very minor role in determining wages and salaries of workers. Indeed, sometimes the Unions have played a very unique role through collective bargaining in deciding the wage increases and collective agreements, but such instances have been rare.

It is, therefore, suggested that in the interest of the public that the trade Unions should increase the productivity of their members through better services.
3. As the MSRTC is meant for providing better services to the public by obtaining and maintaining satisfactory and satisfied workforce, it was suggested that it should follow sound and efficient recruitment and selection policy.

It ~~was~~ further suggested ⁽⁶⁹⁾ that the Union leaders should be taken into confidence for fixation of wages and salaries. But this should be done keeping in view of the improvement in the productivity of the workers.

4. Many times, it was observed during the study that the Union leaders adopt pressure tactics on the management. Collective bargaining as a method of wage fixation also was successful.

Whatever method they follow, while fixing the wages, it should be linked with the productivity.

5. Trade Unions can play a greater role for maintaining better industrial relations. But the leaders should be well educated and should not come from outside the industry. The leaders should be from the same industry itself.

6. Trade Unions also organize many welfare amenities and they all should be made known to all the workers concerned.

7. The Unions in general and management in particular should conduct training programmes for the workers at different levels, so as to enhance their skills which would help in increasing the productivity and profitability of the industry.

8. Union leaders are elected every year, causing misunderstanding and infights between different Unions. Therefore, it is suggested that as far as possible, the leaders should be elected by 'secret ballot' and not by 'voice vote'.

9. During the course of study, it was observed that majority of the Union workers were not in a position to recall what they have done for the workers in a particular year. It is, therefore, suggested that a Register should be maintained at Union level and monthly record be kept, so that at the end of the year, a summary of the work performed by the Union for the workers can be published.

10. Inter-Union rivalry was observed by the researcher in Sholapur Division, which has created a lot of problems in the way of protecting the rights of workers.

It is, therefore, suggested that a co-ordination committee should be formed, consisting of the members from all the rival Unions and management, to meet and think how the rivalry can be minimized.

11. Most of the Union leaders expressed that their most reasonable demands are rejected by the management, making a prestige-issue out of them. Such demands should be taken to the co-ordination committee mentioned above, consisting of the representatives of different Unions and the management, to rethink the same with a positive attitude.

12. Possibility of one Union was tested and opinions were collected from the workers. It was observed that most of the workers blamed the management which always manages to have more than one Union, so that they can adopt 'divide and rule' policy.

It is, therefore, suggested that the management should take a poll and the Union getting more votes should be treated as the 'Representative Union' for the workers for

that period and the management should negotiate only with it.

13. It was observed that all the Unions, in one way or the other, are influenced by outside leadership and political parties. It is but natural that due to political parties intervention, the interests of the workers are neglected. Therefore, it is suggested that as far as possible, the Unions and the workers should keep away from the outside leadership. If the Unions are to maintain and develop working environment, they should keep away from the political parties.

14. It was found that no Union was organizing any education programmes for workers. Therefore, it is suggested that the Unions should take keen interest in educating the workers by organizing "Weekly Workers' Education Programme".

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