

CHAPTER - VI

OBSERVATION

CONCLUSION &

SUGGESTION

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OBSERVATION AND FINDINGS

In most of the private sector organisation the personal policy is to provide a wide variety of service, and welfare amenities in order to promote employees, health, safety and welfare. The factories Act of 1948 provide minimum standard of welfare amenities. However much of the companies go beyond the minimum welfare standard laid down by the law.

Generally the level and variety of these welfare amenities depends on the companies. Philosophy, tradition, local and regional convention and employees union demands, while one company philosophy may be provide as many welfare measure as possible and another company's policy may be to provide. Just statutory minimum amenities. The companys philosophy and policy that determines. The scope and contents of welfare programmes.

The Kirloskar Brothers Ltd., Kirloskarwadi providing a lot of welfare facilities to the employees. These services include canteen, dispensary, recreational services, health and safety. There are one Labour Welfare Officers who looks after the management of welfare services which include statutory welfare services as well as some non - statutory welfare services.

1. EDUCATION :

Though the factory is having highly educational administrative staff, the number of illiterate and primary educated worker is large. The semi skilled workers have ~~ex~~ completed the technical education i.e. I.T.I. The unskilled worker are illierate. Therefore, it is necessary to motivate them to take the education for their purpose, adult education scheme should be implemented.

2. MODE OF CONVEYANCE :

It is observed that majority of workers in this factory are coming to factory by their own bicycle particularly, the workers are coming from the villages namely Dudhondi, Kundal, Palus, Ramanandnagar, Takari, etc. A very few workers come by bus or any other vehicle. The factory is giving Rs. 20 per month as bicycle allowance to worker. But the amount of their allowance is too lest. Therefore, it is necessary to increase the amount of their allowance.

3. NATURE OF SERVICE :

It is observed that majority of workers are permant nature and their is non of them are temporary worker. It means the policy of factory is very clear regarding protection of worker in service.

4. SALARY :

Though the magority of workers are getting the salary

near about Rs. 1000/-. It is observed that the workers are not happy, with their wages. As the price of necessary commodities are not only stable, but are increasing continuously. It becomes difficult for them to meet their day to day wants. Therefore, the worker are not satisfied with their wages.

5. MEDICAL FACILITIES :

As regards to medical facility, it is observed that the company has been providing the medical facility satisfactorily. The company has been running a dispensary and hospital also. This medical facility is not available only to workers, but also outsiders also. By this facility the company has been shouldering social responsibility. Because of this workers are benefited a lot.

6. LETINES AND URINALS :

It is also observed that the company has been providing enough attention towards the provisions like Urinals and latrines. Because workers found satisfactorily about their latrines and urinals provision. The cleanliness of latrines and urinals is also considerable thing. However the workers are not co-operative in this connection with the management. They are not maintaining the cleanliness and they are also careless about it.

7. DRINKING WATER :

It is observed that the provision of the drinking water is made available at suitable places. In hot season, cool water is also provided to worker. But such a provision of drinking

water is away from the place of work of some workers. However, the workers are satisfied with the facility.

8. REST ROOM :

The research worker observed that the rest-room and sitting arrangement facility is provided by the company. But it is not adequate for all workers. As the number of workers is large if is necessary to make the provision additional rest - room, not only but 56 % of workers are not provided the sitting facility.

9. SAFETY EQUIPMENT :

It is observed that the company has been providing safely equipment, to workers. Who really need those equipments according to factories Act. But 13 % of workers are not provided such safety equipment. It means factory has been implimenting strictly the provision of safety equipment of factories Act.

10. FIRST AID PROVISION :

The factory has provided first aid boxes to all division of the factory. The workers are also satisfied with this facility. Because these boxes are kept with a trained persons and early aviable to worker, Working in all the shift. The factory has kept a ambulance also in case of ~~emerger~~ emergency But in some shops such first aid boxes are not provided in some shops where provided are inadequate. By and large the first aid applicances are in adequate number and well equipped.

11. SAFELY TRAINING :

It is also observed that the factory has been providing attention towards the safety training. Because the number of accidents is also decreasing. In each year "Suraksha Saptah" is arranged and during their period. Necessary safety training is provided to the workers. The company shown some films in order to educate the worker to avoid the accidents and how to take the care of the safety. The company makes the efforts to create the awareness among the workers about their safety.

12. UNIFORM :

It is observed the company has been providing uniforms to workers whose work in such departments where their cloths damages of spoils. For example worker like fitter, welders, watchman, molder, canteen boys etc.

13. CANTEEN :

It is found that majority of worker are satisfied regarding maintaince of canteen and lunch room. The factory has provided well constructed and sufficiently big two building for the use of canteen. The building is sufficiently lighted and ventilated and maintained in a cool and clean conditions. Chair and tables are in sufficient number. The building is coloured properly. The atmosphere and surrounding is quiet pleasant. Canteen provided subsidised meals, all the worker in three shifts. Only vegetarin food is provided. I observed all worker are satisfied.

Tea and snacks are provided to workers in afternoon at near place of work by trolley system. I found factory also provided staff canteen. I found works canteen is run by company and staff canteen is run by outsiders. I observed their is also lunch room also attached canteen.

14. CAUSE OF ACCIDENTS :

As regards accidents it is found that the accidents are taking place mainly due to carelessness of workers and defective safety equipments.

15. HOURS OF FACTORY :

As regards hours of work, it is found that the workers are satisfied with working hour. I observed their are three shifts, first shift start 7.45 to 4.30, second 4.30 to 1 and third 1 to 7.30. I also observed lunch time of factory their are different lunch time worker get suitable time for him i.e. 10.45 to 11.30 and 11.45 to 12.30 and 12.45 to 1.30.

16. TRAINING EDUCATION :

I observed majority of workers are satisfied about training education for workers. I observed training department of company has well - established department and well equipped training centre. Some workers told me that our training department is just like a small Engineering college run by company. But they are not happy with the selection procedure for training of worker.

17. TRADE UNIONS :

Most of the workers are satisfied with Trade union working committee. It means trade union are working efficiently. It helps to solve the economic problem and problem of working conditions.

18. HOUSING FACILITIES :

I found company had not provided housing facilities to the worker. Policy of company is only skilled worker and supervisory staff has provided housing facilities. I observed and asking question to worker about this facilities. Majority of workers told that we have not necessary of housing facilities because they are live near factory or village.

19. ENTERTAINMENT :

I observed company had provided all recreation company had provided all recreation facilities. That is film show, dramas, exhibition, sports competitions etc. But workers should not get proper advantage.

20. FESTIVALS :

Company celebrates festivals like Ganesh festivals, Khande Navami, 26th Jan., Republic day and 15th August Independence day etc.

21. LIBRARY :

There are library in factory which is not only staff

members. I found very few workers are visited to library.

22. SPLITTONS :

The spittons are available in appropriate places. These are clean and hygienic condition. I found these are maintained clean and proper condition.

23. WASHING ACCOMODATION :

There are separate washing accomodation for the use by worker. Company has provided sufficient accomodation and good condition. I observed these are not satisfactory clean the toilets and washing place are not satisfactory conditions.

24. CYCLE SHEDS :

The company has provided cycle sheds in factory premises. The factory also ensure the safety of the vehicles through guards and watchman.

25. LOCKER :

Company has provided locker. I observed this is good facilities to the worker. These are not provided to all workers. But these are distributed one locker for two or three worker.

26. WORKING CONDITION :

I found company have provided good working condition, good working condition improve production and productivity and moral of employees. I observed cleanliness lighting, ventilation

and temperature are provided properly. By and large factory is well lighted ventlated. I observed all the departments are having adequate number of in lets and out lets for fresh air. I found factory attempts to achive and maintain required temperature in all the departments in the factory, i.e. all aspects of working condition factory has provided are better working condition. I also found factory has provided boots and eye glass so as to avoid of prevent any damage.

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C O N C L U S I O N S

1) AGE :

It is found that the majority of the workers i.e. 93 % workers in the company belong to 25 to 40 years group. It means the company is having young and efficient working force. Because efficiency depends upon age, so it can be concluded that factory is having efficient working force.

2) EXPERIENCE :

It is found that 91 % of workers in this factory are having the experience of 5 to 30 years. Not only this but 30 % of workers are having the experience of 20 to 25 years. So it can be said that a company has experienced working force.

3) EDUCATION :

It is found that 78 % workers in this company have completed the primary and secondary education, However only 12.5 % of workers have taken the technical education i.e. I.T.I. etc. Therefore, it can be said that the large number of workers do not have such technical education, but as the nature of the work number of work is manual. The necessity of technical education is negligible.

4) NATURE OF SERVICE :

It is found that all workers in the company are permanent. While collecting data no body respondents has

told that his service is of temporary nature. Therefore it can be concluded that all the workers in this factory are permanent.

5) SALARY :

It is found that 61.33 % of workers are getting salary in between Rs. 901 to Rs. 1100/- and only 37.33 % of workers are getting salary in between 701 to 900/-.

6) HOSPITAL FACILITIES :

It is found that 84 % of workers are of opinion that Hospital facilities provided by the company is satisfactory. Only 16 % of workers are not satisfied within Hospital facilities so it can be said that company has provided hospital facility to the worker.

7) Latrines and Urinals :

It is found that 81 % of workers are of opinion that Latrines and urinals facility provided by company is satisfactory only 19 % of workers are not satisfied with latrines and urinals facilities. So it can be said that company has provided latrines and urinals facilities to the workers satisfactorily.

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8) DRINKING WATER :

It is found that 98 % of workers are satisfied with drinking water facilities and 2 % of worker are not satisfied with this provision. It is said that company had provided cold drinking water as per rule of factory Act.

9) REST ROOM & SITTING ARRANGEMENT :

Though the company had provided the rest-room facility, It is found that 44 % of worker are satisfied with the facility but majority of workers i.e. 56 % of workers are not satisfied with the facility. They are of the opinion that the rest-room facility is not adequate for all the workers.

10) First aid provision :

It is found that 97 % of workers are satisfied with the first aid facility provided by the company. And 3 % of worker are not satisfied with the first aid facility is provided by company. It is said that company had provided this facility and workers are happy with first aid facility.

11) SAFETY EQUIPMENT :

It is found that 87 % of workers are said safety equipment are provided. And 13 % of workers are told safety equipment are not provided. It can be said that majority of workers are provided by safety equipment, where it is necessary.

12) SAFETY TRAINING TO THE WORKERS :

It is found that 80 % of worker said safety training is provided by factory. And 20 % of workers said that they are not provided safety training. It is said that company has provided safety training to his workers according to factory Act.

13) SAFETY COMMITTEE :

It is found that 56 % of worker are satisfied with working of the safety committee. And 44 % of workers are not satisfied with working of safety committee. Therefore, it can be concluded that the safety committee is not working properly because 44 % of workers have shown their dissatisfaction about its working.

14) CAUSE OF ACCIDENTS :

It is found that 85 % of workers are of the opinion that accident are to be occurred due to negligence of workers and 14 % worker are of the opinion that accidents take place due to lack of defective safety equipment. Therefore, it can be said that the major cause of accident is negligence of worker.

15) SUPPLY OF UNIFORM :

The company has provided the uniforms to 32 % workers only and 68 % of worker said that company has not been providing uniform. So it can be said that uniform has been not provided large number of workers.

16) CANTEEN :

It is found that 80 % of workers are satisfied with cleanliness of canteen and lunch room, but 20 % of workers are not satisfied with this. Therefore, it can be concluded that company has been trying to maintain cleanliness and lunch room.

17) TAKING MEALS IN THE CANTEEN IF PROVIDED SUBSIDISED
RATE OF BEST QUALITY :

It is found that 84 % of worker shown their willingness if company provide best quality meals in subsidised rate. And 16 % of workers are not interested in the meals provided by company. It can be said that if company has provided best quality meals in subsidised rate. Majority of workers are willing to get it.

18) QUALITY OF LUNCH IN CANTEEN :

It is found that 60 % of workers are satisfied with the quality of the lunch supply by canteen. However 40 % of workers are not satisfied with the quality of the food supply by the canteen. It is say that quality of lunch is good, but due to large number of worker it is impossible to maintain good quality.

19) PROVIDENT FUND SCHEME :

The company has been providing the facility of provident fund to its employees. The research worker found that all the workers are taking the benefits of this scheme. All the respondents found satisfactory with this provident fund facility.

20) GRATUITY SCHEME :

It is found that 75 % of workers are satisfied regarding Gratuity scheme and 25 % of workers are not

satisfying about this scheme. It is said that majority of workers are give good opinion about gratuity, which is implimented in company. But those who have shown dissatisfaction about this scheme are of opinion that rate of gratuity per month should be increased.

21) WORKERS COMPENSATION ACT 1923 :

It is found that 34 % of worker have expressed good opinion about the workers compensation Act 1923 and 66 % of worker gave negative opinion regarding this. It is said that majority of workers are not happy with existing compensation Act, because of various defects.

22) WORKING HOURS AND CONDITION OF FACTORY :

It is found that 88 % of worker, are given positive answer regarding working hours and conditions of factory and 12 % of workers had given negative answer.

It is said that majority of workers had satisfied regarding working hours and condition of factory.

23) HOUSING FACILITIES :

The research worker found that the company has not provided a Housing facilities to the workers though it is providing only same facility to the Administrative staff.

As the majority of worker working in this company are coming from village around the company. So it is not necessary to provide them Housing facilities to the worker, because

native places of these workers are not away more than 10 k.m. from the place of factory.

24) DISTANCE BETWEEN FACTORY AND RESIDENCE :

It is found that 95 % of workers are residing with 1 to 10 K.M. range. It is said that majority of workers are nearest village from the factory also. Factory has been given preference to the people where in factory is situated.

25) MODE OF CONVEYANCE :

It is found that 80 % worker prefer come to by Bicycle and 10 % are come to factory by foot. And 10 % of worker are coming by Bus, or Railway or by own vehicals. So it is said that majority of worker are use by Bicycle as mode of conveyance.

26) RECREATION :

It is found that factory has provided recreation facilities to the worker and all the workers are getting recreation facilities.

27) TRAINING AND EDUCATION OF WORKERS :

It is found that 88 % i.e. 66 respondents have good opinion regarding workers training and education provided by company. And 12 % i.e. 9 workers have given negative answer. It is said that company had provided education and training facilities to its workers and majority of workers are satisfied.

28) TRADE UNION :

It is found that 60 % i.e. 45 workers have shown their opinion in favour of Trade union. And 40 % i.e. 30 respondents are not satisfied. It is said that majority of workers are satisfied about Trade unions working, which is approved by company.

29) CO-OPERATIVE SOCIETIES :

It is found that 99 % i.e. 74 workers are getting benefits from co-operative societies. And 1 % workers are not taking benefits from co-operative societies. It is said that majority of workers are member of co-operative society and they are taking benefits for example - loan, food, and other facilities at concessional rate.

30) MANAGEMENT :

It is found that 90 % i.e. 67 % respondents have good opinion about management of company. And 10 % i.e. 8 workers had negative opinion. It is said that majority of workers are satisfied about the management of company.

31) WELFARE FACILITIES SUGGESTION :

It is found that 54 % i.e. 40 respondents have suggestion with welfare facilities provided by company they are suggest some suggestion regarding overall facilities. And 46 % i.e. 35 respondents are not willing to suggests about welfare facilities. They are satisfied with over all facilities. It is said that majority of worker are suggested with reference to welfare facilities.

S U G G E S T I O N S

I have studied welfare facilities provided by Kirloskar Brothers Ltd., Kirloskarwadi and come to the conclusion that the by and large workers are satisfied with the welfare facilities. However, I want to make certain suggestion so as to increase the efficiency and boost the moral of the workers in general. It is said that there is co-operation between the welfare facilities moral and overall efficiency of the organisation. Welfare facilities help increase high moral and overall efficiency of the organisation. Its leads the secure and maintain better and/good relations with workers and management, which is the key of industrial peace.

While studying the welfare facilities, I came to know that there are certain difficiencies through minor one they should not be neglected. I want to suggest some improvement in the welfare amenties. These improvement will help to increase the efficiency of worker and also have some positive effect of organisation. These suggestion are based on the present position in the companys observation,opinion survey and data. Interprea- tion. I have to make the following suggestion in this behalf for the kind consideration of the management.

(1) REST - ROOM & SETTING ROOM :

There should be a modification and improvement in rest-room and sitting room. The present rest-room is not adequate for worker. So company should provided sufficient chairs and banches for sitting arrangement.

(2) CANTEEN :

The company has been providing the canteen facility to workers at concessional rate. However, the quality of the food and snacks should be improved. The service provided by the canteen boys in also not satisfactory. Therefore, the works committee has to provide more attention towards the quality of food supplied service rendered by the canteen.

(3) MAINTANCE OF FIRST AID :

Though the company has provided the first aid boxes to the each departments. These first aid boxes are not well equipped with medicine etc. Therefore, it can be suggested that the company should provide enough attention towards it, not only this but daily visit of medical assistant to each and every departments is necessary.

(4) DINNING HALL :

The cleanliness of dinning hall is of more importance in view of the health of the workers. As the number of workers is large, it is difficult to maintain the cleanliness. Therefore, company must give attention towards it. It is also necessary

to create the awareness among the worker about the cleanliness.

(5) SAFETY COMMITTEE :

As regards safety of the workers the company has provide more attention towards the safety, the company has been providing safety equipment, safety training, the accidents are taking place. Therefore, in order to minimise the accident and educate the workers the company had to provide more attention.

(6) HOUSING ACCOMMODATION :

The majority of worker of the company are from the surrounding village. But % of worker are coming from more than 15 K.M. of distance. Therefore, it is necessary to providing the housing facility to them. So it can be suggested that the factory should make the provision of houses for the worker. Who really needs this facility.

(7) WASHING FACILITIES :

Company should give more attention towards washing facilities. Though the company has provided such facilities, but it must be clean the toilets and washing places.

(8) E.S.I. :

E.S.I. Scheme should be applicable if possible.

(9) TRAINING EDUCATION :

The company runs a training centre in order to provide training education to worker. The worker are also satisfied

with this facility. However the workers are not satisfied with the selection procedure of the training education. At present 50 workers are the period of three month for training. But this selection is made on the recommendation of the authorised union. The union recommended the names of those workers who are in favour of the union. So the workers are not happy with this selection procedure.

Therefore, it can be suggested that this selection procedure can be changed. The selection can be made as the seniority basis.

(10) ADULT EDUCATION PROGRAMME :

As a 8 % of worker are illiterate, the company should made some provision for their education. In this connection adult education programme can be executed by the company.

(11) RECREATIONAL FACILITIES :

Management should provide sufficient recreational facilities for its workers.

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