

## CHAPTER ONE

### INTRODUCTION AND METHODOLOGY

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## INTRODUCTION AND METHODOLOGY

### 1.1 INTRODUCTION

In the social science research, the time has come to study in depth any subject at micro level. This observation holds true even in the selection of the title and the theme of the present dissertation.

The title of the selected problem is:

*A Study of the Impact of Social Security-cum-Labour Welfare Measures on Production, Absenteeism and Attitudes of the Industrial Workers in K.S.R.T.C., Regional Workshops, Hubli.*

The Regional Workshops, Hubli - a potential motor-vehicle reconditioning centre of Karnatak State Road Transport Corporation is basically a labour-intensive Unit. The need and significance of the chosen subject with reference to the Regional Workshops, Hubli, are quite obvious from the point of view that on one side it conducts certain hazardous industrial activities and on the other side it is set rapid strides of prosperity.

### 1.2 STATEMENT OF THE PROBLEM

Speedy industrialisation of the Indian economy has been one of the foremost objectives of the Five Year Plans. In perception of this well-cherished objective, the Government has been exerting utmost efforts in mobilising resources into the channels of production. Labour being the key and potential of all the resources, the Government has been very

keen<sup>in</sup> stimulating his productive efficiencies.

Unfortunately the industrial life is blessed with several tranquilities, hazards and mishaps like, - income, occupational and natural insecurities. In order to champion all such insecurities, to ensure safe, secured and better quality of life to the industrial toiling masses, it has been engineering and implementing several social security-cum-welfare measures. Yet a thinking is nurtured in some quarters that nothing short of a Beveridge Plan will solve the problem of soial security in India.

Looking into the significance and importance, several research studies were conducted to project the impact of social security and welfare measures on labour productivity and absenteeism. An effort is made in the present study to analyse social security-cum-labour welfare programmes and their effects among others on production, absenteeism and attitudes of the workers engaged in K.S.R.T.C., Regional Workshops, Hubli.

Karnatak State Road Transport Corporation is the fourth biggest transport undertaking in India. It has been rendering invaluable public utility services in the realm of passenger road transportation.

The Regional Workshops, Hubli, is the most resourceful wing of the K.S.R.T.C. catering to the requirements in respect of reconditioned assemblies and vehicles. It has about 1,400 employees on its roll. The Unit has implemented social security schemes coupled with labour welfare programmes.

### 1.3 OBJECTIVES OF THE STUDY

The present study is undertaken with a view to attaining the following objectives:

1. To know various social security and labour welfare measures made available to the employees of the Regional Workshops;
2. To explore and analyse the impact of social security measures on production, absenteeism and attitudes of the workers; and
3. To explore the impact of labour welfare measures on production, <sup>Productivity</sup> absenteeism and attitudes of the workers.

### 1.4 SCOPE AND LIMITATIONS

The study concerned is an empirical study based on primary and secondary data. K.S.R.T.C. is a vast and fastly growing organisation. It has in its lap both operation and production Units. Being the second biggest State Transport Undertaking in South India, it has developed two Production Units based at Bangalore and Hubli. The study on hand has concentrated on the Regional Workshops, Hubli, only.

The selected study is first of its kind in the R.W.H. It serves as the basis for further useful research as far as Social Security and Welfare Measures and their impact on production etc. in the Workshops. This study is believed to stimulate the galaxy of researchers to probe

deeper into the problem.

It may be pointed out here that, very often the micro studies of this nature are considered to be insufficient for drawing any generalisations. Endorsing with this view, however, it may be noted that, this is essentially a 'CASE STUDY' and as such the conclusions of this study may be applicable to the other organisations with similar circumstances.

### 1.5        **METHODOLOGY**

This is an explorative study. It is, therefore, to assimilate first hand information and to conduct trust-worthy investigation, an exhaustive schedule was tailored. The schedule is displayed in the appendix. It was used to interview the workers.

The selection of interviewees was carried out essentially under the framework of Random Sampling Method. The Regional Workshops is a well-knit and well-threaded Unit of 12 Shops/Sections like:

- 1 Coach Shop;
- 2 Engine Shop;
- 3 Chassis Shop;
- 4 Machine Shop;
- 5 Electrical Shop;
- 6 Upholstry Section;
- 7 Glass Section;
- 8 Carpentry Section;
- 9 Paint Shop;
- 10 Tyre Retreading/Resoling Shop, etc.

To give a proper representation to all these Shops, samples were picked

up on the basis of Shops/Sections, strength and different categories of workers. Thus Multi-Sampling Procedure was subscribed to. Practically almost all shops/sections have been functioning in two shifts, while the Tyre Retreading/Resoling Shop functions in triple shifts. To have a proper feel of their problems/prospects interviews were conducted even during night shift. In all 100 workers were interviewed. The detailed procedure of sampling has been given at the appropriate place in this Report.

Having contacted the Administrative, Supervisory and Managerial staff to procure the authentic material, the Secondary data was procured through various Administrative Reports, Brouchers and the Official Record Books.

These efforts were supplemented by on-the-spot observations too. Discussions were held with Administrative, Supervisory and the Managerial staff including Labour Welfare and Personnel Officer.

## **1.6 CONCLUSION**

Conclusively, in this Chapter, an attempt is made to project a broad outline of the present work with its objectives and methodology. The study comprises the following CHAPTERS

### **CHAPTER ONE: INTRODUCTION AND METHODOLOGY**

The chapter commences with a brief Introduction followed by the statement of the problem, Objectives of the study, scope

and limitations, Methodology being followed and the concluding remarks.

## **CHAPTER TWO: THEORETICAL BASE OF THE STUDY**

It deals with a brief review of literature on Social Security and Labour Welfare Measures, their definitions, significance and importance. It also discusses the various amenities extended to labour by the Government of India, State Governments, Employers and the Trade Unions in the realm of social security and labour welfare activities.

## **CHAPTER THREE: A BRIEF REVIEW OF SOCIAL SECURITY AND LABOUR WELFARE ACTIVITIES IN K.S.R.T.C., AND REGIONAL WORKSHOPS, HUBLI**

It covers in its lap a brief review of various Social Security and Labour Welfare Measures extended by the Karnatak State Road Transport Corporation to its employees. There is detailed discussion on the extension of these amenities by the Corporation to its employees in the Regional Workshops, Hubli. Further, an attempt is made to link Social Security and Welfare Measures with production, absenteeism and attitudes of the workers.

## **CHAPTER FOUR: A BRIEF REVIEW OF ESTABLISHMENT, ACTIVITIES AND GROWTH OF KARNATAK STATE ROAD TRANSPORT CORPORATION AND REGIONAL WORKSHOPS, HUBLI**

The chapter incorporates the discussion on the establishment,



early history, growth and various activities carried out by the Corporation and the Regional Workshops, Hubli. It also discusses the planning and execution of Social Security and Labour Welfare Schemes in R.W. Hubli.

#### **CHAPTER FIVE: IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE**

##### **MEASURES ON PRODUCTION , PRODUCTIVITY**

In the light of primary and secondary data collected, the impact of social Security and Welfare Activities on the production of R.W.H. is focussed.

#### **CHAPTER SIX: IMPACT OF SOCIAL SECURITY-CUM-LABOUR WELFARE**

##### **MEASURES ON ABSENTEEISM**

This chapter sets spotlight on the impact of these measures on the absenteeism of the R.W.H. employees.

#### **CHAPTER SEVEN: IMPACT OF SOCIAL SECURITY-CUM-WELFARE**

##### **MEASURES ON ATTITUDES OF THE WORKERS**

In its broad wings, the chapter discusses the impact of these provisions on the attitudes of the R.W.H. employees towards work, management and the concern. This discussion is built in the frame-work of Primary and Secondary data.

#### **CHAPTER EIGHT: FINDINGS, CONCLUSIONS AND SUGGESTIONS**