

CHAPTER - VI.

SOCIAL WORK IN INDUSTRY

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CHAPTER- VI.

SOCIAL WORK IN INDUSTRY

The present chapter deals in the first part with theoretical background of social work in industry, in the second part deals with the responses of the retired textile workers in Solapur.

Social work as a service to mankind & its root found in the history of civilization. Social work as an occupation is known for some time, but social work as a profession is of recent origin. Religious teachings is the main inspiration of social work.

Social work as part of welfare services for industrial workers in the community has been developed by management over past several years. However, social work as a part of the industrial structure operating on the shop floor is of recent origin. The development of industrial social work in every country is largely influenced by the historical, social, economical and cultural forces operating at a specific point of time. The extent of its practice in industry depends upon the level of industrialization, composition of labour force, availability of material, human resources, entrepreneurial leadership and most important of all, the social policy of the country.¹

HISTORICAL BACKGROUND :

Very few information available about personnel social work either in Western Europe or in the U.S. in the 19th century or ever in the first decade of the 20th century. It was Henry Ford who established separate department in his motor car plant with the responsibility of rendering individualised advice to workers on personal and work related problems and to help them in a health legal and family matters.

After the First World war some companies employed social workers to render advice and assistance to the workers. The principal ones among them were the Metropolitan L.I. Company, Western Electric Company, Hawthorn etc. Many studies made during this period showed that there existed a close correlation, between the efficiency of an employee and his social personal problems outside his work situation. Here a reference may be made of the famous study carried out at Hawthorne workers of Western Electric Company in 1927. Studies had revealed the importance of informal organisations, attitude of the workers towards the plant, moral and above all the importance of human relations in industry.

In Europe the concept of Industrial social Service began to be gradually integrated with the national social policy. The ideological consideration

underlying this movement was that the Social Welfare Services should, on the one hand, admit individuals groups and communities for participation in the production of material and cultural goods of a society at a certain state of development and on the other hand given them the opportunity to benefit from it.

In collaboration with the Technical Assistance office of the United Nations, Geneva, the International Federation Organised two International study Groups on the function and working methods of the personnel social worker. The study Groups were held in September 1967 at Zurich (Switzerland) and in March 1959 at Dortmund (West Germany). The report of these study Groups formed the basis for development of the concept of Industrial Social Work.²

In Britain, the concept of social work in Industry had a gradual evolution. It was only during 1890-1913, certain welfare activities were undertaken by some enlighten employers.

OBJECTIVE OF INDUSTRIAL SOCIAL WORK :

1. To assist individuals and groups to identify and resolve or minimize their problems arising out of disequilibrium between themselves and their environment.

2. To identify potential areas of imbalance between individuals or groups and the environment to prevent the occurrence of disequilibrium.
3. To seek identify and strengthen the maximum potential in individuals groups and communities.
4. To enhance the problem solving and coping Capacities of employee in Industry.³

AREA OF INTERVENTION :

The major emphasis is on the handling of the problems of absenteeism, indebtedness, alcoholism and work adjustment of industrial employees. The main thrust is towards integration of social work skills in helping individuals employees or groups in adopting to problems arising from their work situations. It also involves handling of problems of workers arising out of mal adjustment and inter-group relationship. In addition to employee counselling, it also encompass, Community welfare work with the border objective of ameliorating the evil effect of industrialization and urbanisation.

LABOUR WELFARE AND SOCIAL WORK PRACTICE :

Labour Welfare includes both social and economic contents of welfare, social welfare is primarily concerned with the solution of various

problems of the weaker sections of society. Labour Welfare is a part of social welfare, conceptually and operationally. It covers broad field and can notes a state of well being, happiness satisfaction conservation and development of human resources.

The total concept is desirable state of existence involving physical mental, moral and emotional well being. These four elements together constitutes the structure of welfare on which its totality is based.

Labour welfare implies the setting up minimum desirable standards and provision of facilities like health, food, clothing, housing, medical assistance, education, insurance job, security, recreation etc. such facilities enables the worker and his family to lead a good work life, family life, and social life. Labour Welfare also operates to neutralise the harmful effect of large scale industrialisation.

SOCIAL WORK PRACTICE :

Social work practice like the practice of all professions. Social work practice in industrial organisation is within the administrative purview of personnel or labour welfare department. Social work in industry is attached to implementation of

various programmes and activities considered important by the top management.

For effective discharge of social work functions, it is absolutely essential for the management to give the social worker a reasonable amount of authority and status in keeping with structure of the organisation. The threat to the profession of social work in an industry lies in the fact that it operates in a secondary setting, having welfare oriented functions which are not associated with the profit making goal of industry.

TECHNIQUES & METHOD OF SOCIAL WORK PRACTICE IN INDUSTRY :

The three importance methods of practice are a) Case work, b) group work, c) community organisations,⁴ are variedly used as methods in Industrial Social Work by industrial social worker.

Case work technique has been used for helping individuals and families of workers on one to one relations. Case work serves personality of worker by effecting better adjustment between worker and social environment around him.

Group work is used for personal & social needs of the workers through their participation in group activities in mills or organisations.

Community organisation helps the industrial houses to identify the needs and aspirations of worker and it helps to initiate co-operative efforts.

COUNSELLING IN INDUSTRY :

The counselling process can include following purviews in its practice.

- i) Disturbance in family relationship.
- ii) Dissatisfaction with present job salary.
- iii) Demotion and Down-grading.
- iv) Dissappointment and frustration over lack of advancement in the company.
- v) Diseases illnesss or concern over health.
- vi) Disturbance and breakdown in relations with fellow employees and with supervisors.
- vii) Disabilities in measuring up the company requirements.
- viii) Disturbance in general personality (mood, feelings, alcoholism, irresponsible attitude).

In this way counselling play vital role in industrial social work practice.⁵

RETIRED WORKERS NEED FOR SOCIAL WORK PRACTICE :

When we think in terms of need of social work practice for the retired workers intially what we find that there is total absence of such practice by industrial houses in Solapur.

Master servant relationship comes to an end with the retirement of worker. The owner or management does not have any humanistic attitude towards the workers after their retirement.

A person who spends his more than 50 years of life for the cause of production and at an end what he gets nothing except his fund amount and gratuity. No consideration has been given to his sacrifice of his valuable period of life which he spends for industry.

Once employee retired from the service of industry is not bothered about his future and devotion of his past. Hence, how to develop the sense of belongingness in the mind of worker. Social work practice after retirement is need to be developed for this achievement of belongingness. Industries should held responsibility of welfare in his perspective retired life. It would enable the houses to attract other worker & will be helpful in maintaining industrial harmony.

In an industry cost of depreciation of machine is calculated but cost of workers valuable life which he spent for industry is not at all calculated. There should be equal consideration to his life as well as machines.

Feelings of insecurity is created in the minds of workers prior to two years of retirement because they know about their future and automatically their efficiency shall be decreased. By putting workers in best position after retirement we may avoid this loss on the part of society.

In the light of this theoretical background an attempt has been made here to analyse the responses of the retired textile mill workers in Solapur regarding social work practice in the respective mills.

TABLE - 49.OPINION OF THE RESPONDENT REGARDING WELFARESERVICES AFTER RETIREMENT

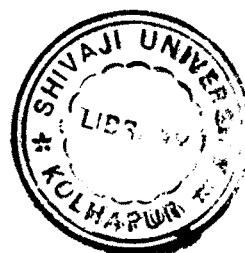
Nature of services	No. of respondents
Advice for investment of money	22 (36.67%)
Advice for family life	12 (20%)
No response	26 (43.33%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-49 gives opinion of the respondents regarding welfare services of the trade union for the retired workers.

It is seen from the above table that out of the total sampled respondents nearly 36.67 per cent of the respondents were of the opinion that their trade unions should provide the welfare services like advice for the investment of money after retirement, 20 per cent of the respondents were of the opinion that they should be provided service like advice for family life after retirement and 43.33 per cent of the respondents have not at all responded.

A majority of the retired textile workers (56.67%) were of the opinion that their trade unions



should provide the services like advice for investment of money and advice for family life after the retirement which would help the workers for wise investment and planned family life. But a considerable no. of workers (43.33%) have not at all responded. It shows their pessimistic attitude towards the activities and services of the trade union.

It is crystal clear that the trade unions in these respective industrial organisations have not taken interest and professional approach for helping their members till they are alive.

TABLE - 50.

OPINION OF THE RESPONDENT REGARDING TRADE UNION

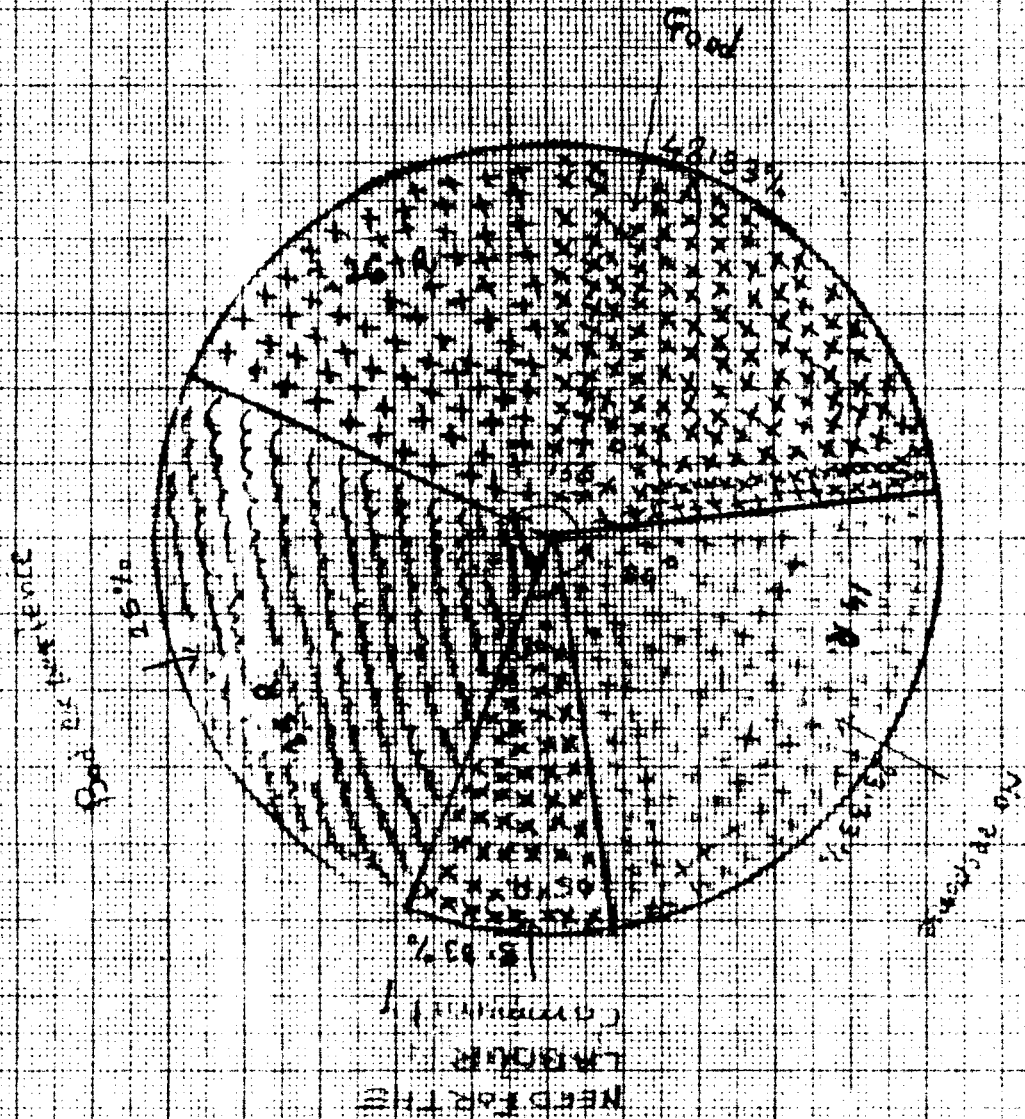
Opinion	Respondents
Good	26 (43.33%)
Bad experience	15 (25%)
Need for the Labour Community	05 (8.33%)
No response	14 (23.33%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-50 shows opinion of the respondents regarding trade union.

Table 50 — OPINION OF THE RESPONDENT
REGARDING TRADE UNION

R = Respondents
 circle = 5.2 cm.



The above table indicates that 43.33 per cent of the sampled respondents were of the opinion that the trade unions are good, 25 per cent of the respondents were of the opinion that they had bad experience about the trade unions, 8.33 per cent of the respondents were of the opinion that the trade unions were the need of the workers and the remaining 23.33 per cent of the respondents did not respond at all.

A majority of retired textile workers i.e. 51.66 per cent were of the opinion that the trade unions were good and needed for the workers. It shows that the retired textile workers, were aware about the importance and use of the trade unions. But a considerable figure of the retired textile workers had told that they had the bad experience about the trade unions.

It shows clearly that the trade unions are not having professional approach and they are not functioning well. It may be because of lack of social work approach.

TABLE - 51.

OPINION REGARDING PROFESSIONAL COUNSELLING
SERVICES OF TRADE UNION

Counselling services	No. of respondents
Rendered counselling services	20 (33.33%)
Did not render services	10 (16.67%)
No response	30 (50%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-51 depicts the opinion of the respondents regarding counselling services of trade union.

It is seen from the above table that 33.33 per cent of the sampled respondents were of the opinion that their trade unions were rendering counselling services, 16.67 per cent of the workers were of the opinion that their unions were not rendering counselling services. Where as 50 per cent of the respondents have not at all responded.

It is found that half of the retired textile workers were of the opinion that their trade unions were rendering the counselling services. But half of the retired textile workers were kept quite. This may be because of the workers may not be interested in giving the realistic information.

It seems that the unions are unable to take the members in their confidence for helping them to help themselves. It may be because of lack of training in social work.

TABLE - 52.SATISFACTION OF THE RESPONDENTSREGARDING INDUSTRIAL LIFE.

Satisfaction	No. of respondents
Satisfied	46 (76.67%)
Not satisfied	11 (18.33%)
Partially satisfied	03 (5%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-52 shows satisfaction of the respondents regarding industrial life.

It is seen from the above table that 76.67 per cent of the sampled respondents were of the opinion that they were satisfied in their industrial life. 18.33 per cent of the respondents were of the opinion that they were not satisfied with the industrial life where as 5 per cent of the respondents were of the opinion that they were partially satisfied in their industrial life.

It is found that a overwhelming majority (76.67) per cent of the respondents were satisfied in their industrial life only a small per cent of the respondent were not satisfied with industrial life. It may be due to their bad experience.

SATISFACTION OF THE RESPONDENT

Table No. 52

REGARDING INDUSTRIAL LIFE

R. = Respondents
Circle = 52 cm.

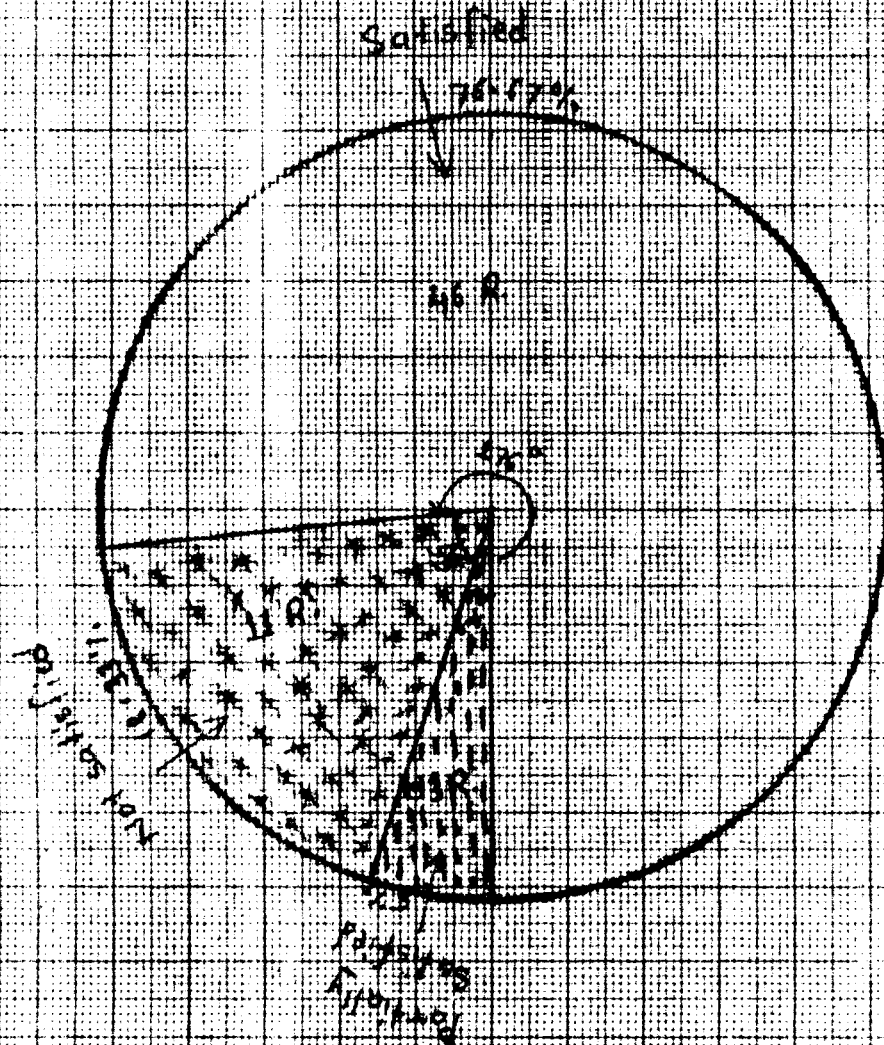


Table No. 52.

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TABLE - 53.OPINION OF THE RESPONDENTS REGARDING INDUSTRIAL LIFE

Industrial life	No. of respondents
Pleasure	49 (81.66%)
Good	04 (6.67%)
So-So	04 (6.67%)
Bad	03 (5.00%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-53 gives opinion of the respondents regarding their industrial life.

The above table indicates that nearly 81.66 per cent of the sampled respondents were of the opinion regarding the industrial life that it was a pleasure, 6.67 per cent of the respondents were of the opinion that their industrial life was good and another 6.67 per cent of the respondents were of the opinion that their industrial life was So-So and the remaining only 5 per cent of the respondent were of the opinion that the industrial life was bad.

A overwhelming majority of the reitred textile workers were of the opinion that their industrial life was pleasure.

It seems that these workers are not having more expectations desires due to which they were quite happy in their industrial life.

TABLE - 54.

PARTICIPATION IN WELFARE ACTIVITIES OF
LABOUR WELFARE CENTRE

Participation	No. of respondents
Participated	51 (85%)
Not participated	05 (8.33%)
No response	04 (6.67%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-54 shows participation of the respondents in welfare activities in labour welfare centre in Solapur.

It is seen from the above table that nearly 85 per cent of the sampled respondents were participated in the welfare activities of the labour welfare centre, 8.33 per cent of the workers were not participated in any labour welfare activities of the labour welfare centre.

It is found that a overwhelming majority of the respondents i.e. 85 per cent were participated in welfare activities of the labour welfare centre. It may be because of their awareness that they contribute to the labour welfare centre from their salary and they might have thought of taking benefit of it.

TABLE - 55.PROFESSIONAL COUNSELLING SERVICES OF THE MANagements

Counselling services	No.of respondents
Provided	16 (26.67%)
Not-provided	40 (66.67%)
No response	04 (6.66%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

Table-55 indicates the professional services provided to the workers during their service period.

It is seen from the above table that 26.67 per cent of the sampled respondents were responded that the professional counselling services to the workers were provided by the their respective managements where as 66.67 per cent of the respondents opined that they were not provided any type of professional counselling services by their respective management. But 6.66 per cent of the respondents were not at all responded.

A majority of the respondents opined that the professional counselling services were not provided by their management it may be because of either the business of the officers in their routine and schedule administrative work or may be because of their

Table 55 PROFESSIONAL COUNSELLING

SERVICE OF THE MANAGEMENT

R = Respondents
Circle = 542.6 cm

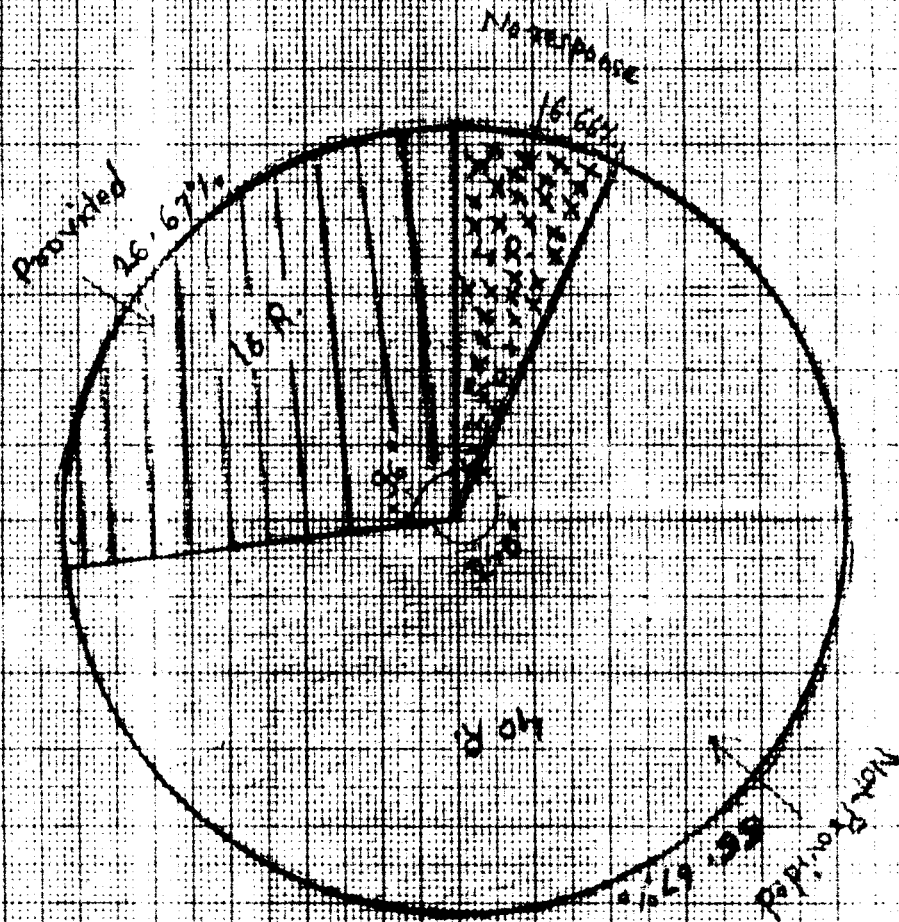


Table NO. 55.

DATE

unwillingness to do such additional work. It may also be the very reason that there were no persons appointed by the management to deal with the professional counselling services.

Therefore, it is concluded that the retired textile workers were not getting any facility of professional counselling services by their respective management.

TABLE - 56.

OPINION OF THE RESPONDENTS REGARDING INDUSTRIAL MANAGEMENT

OPINION	NO. OF RESPONDENTS
Human relations to be maintained even after retirement.	12 (20%)
Community services to be rendered	24 (40%)
Family counselling services centre to be set up.	16 (26.67%)
No response	8 (13.33%)
Total	60 (100%)

NOTE : Percentages have been given in the brackets.

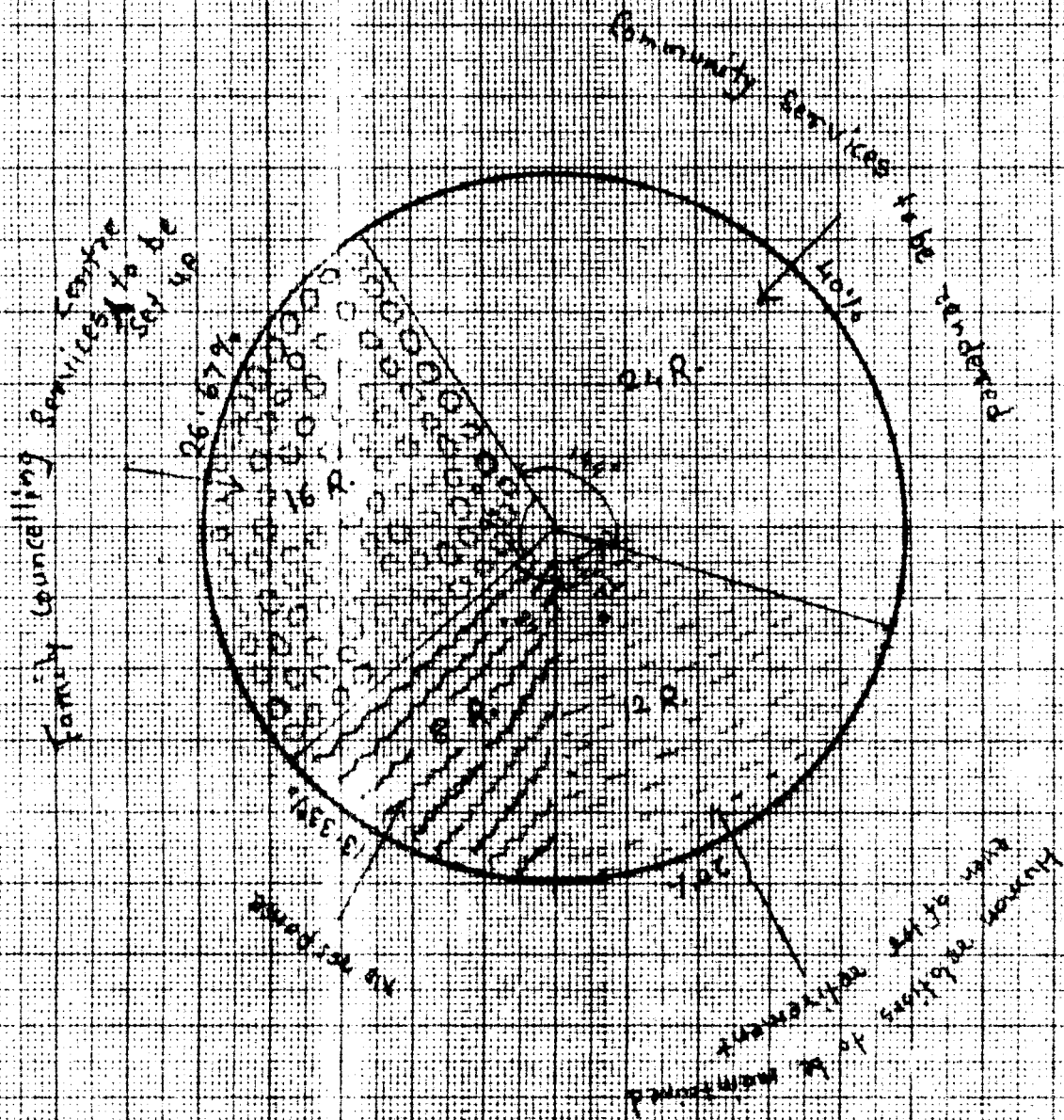
Table-56 shows opinion of the respondents regarding management.

The above table indicates that 20 per cent of the sampled respondents were of the opinion that the human relations had to be maintained by the management

Table 56

OPINION OF THE RESPONDENT
REGARDING INDUSTRIAL MANAGEMENT

R = Respondent
Circle = 5.2. Cm.



even after the retirement, 40 per cent of the respondents were of the opinion that the community services had to be rendered by the management and 26.67 per cent of the respondents opined that family counselling services centres were to be set up by the management and the remaining 13.33 per cent of the respondents were not at all responded.

A over whelming majority of the respondents i.e. 86.67 per cent were of the opinion that their management had to take the activities like maintenance of human relations after retirement, community services, family counselling services to the workers.

It appears that the workers need the services like counselling and maintenance of human relations even after their retirement.

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