

CHAPTER - III : STATISTICAL TABLES, ANALYSIS AND
INTERPRETATION

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INTERPRETATION

A : RELATED TO LABOUR WELFARE OFFICER

CHAPTER - IIISTATISTICAL TABLES, ANALYSIS & INTERPRETATION OF DATA :

The present chapter deals with the analysis and interpretation of data :

TABLE NUMBER - I

A table showing the "Age Composition of the Welfare Officers"

Age group (In years)	Number of Respondents	Percentage
25 - 30	4	26.67
30 - 35	7	46.67
35 - 40	2	13.33
40 - 45	2	13.33
TOTAL :	15	

From the above table it can be revealed that :-

- i) 4 respondents (26.67%) are in the age group of 25 - 30 years.
- ii) 7 respondents (46.67%) are in the age group of 30 - 35 years.
- iii) 2 respondents (13.33%) are in the age range of 35 - 40 years.
- iv) While remaining 2 respondents are in the age group of 40 - 45 years.

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TABLE NUMBER - IINTERPRETATION :

Thus it appears that "majority of the Welfare Officers are in the age group of 25 - 35 years," so it can be concluded that the managements are interested to recruit young, energetic and efficient Welfare Officers.

Table Number :- I) -

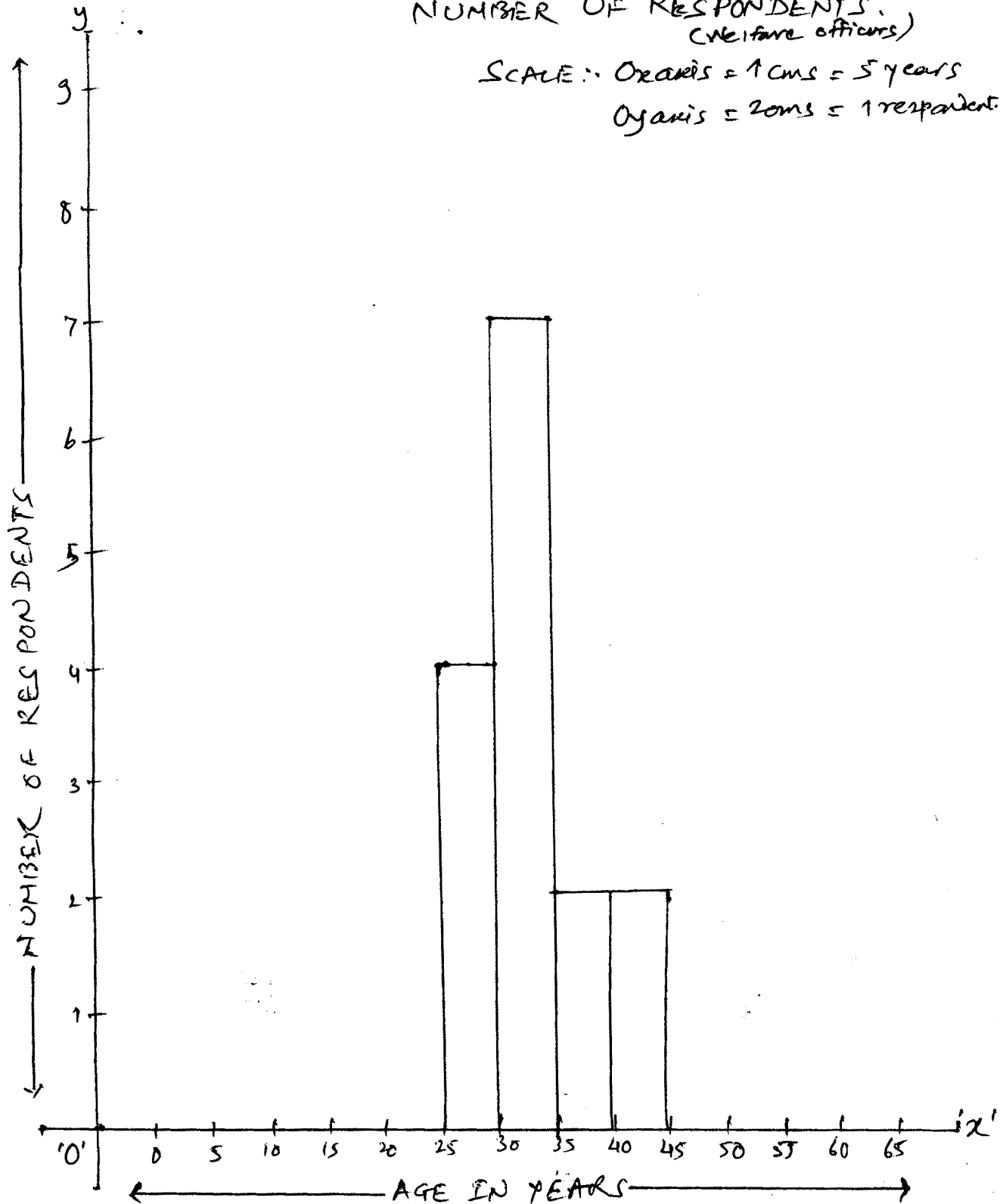
HISTOGRAM SHOWING AGE COMPOSITION

AND

NUMBER OF RESPONDENTS.
(Welfare officers)

SCALE :: Ordinate = 1 cms = 5 persons

Abcissa = 2 cms = 5 years



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TABLE NUMBER - II

A table showing "designation of the respondents".

Designation	Number of Respondents	Percentage
Personnel Officer	1	6.67
Chief Labour Officer	2	13.33
Labour & Welfare Officer	9	60.00
Assistant Labour Welfare Officer	2	13.33
Additional Labour Welfare Officer	1	6.67
TOTAL :	15	

It is revealed from the above table that :

- i) 9 respondents (60%) were given the designation as "Labour and Welfare Officer";
- ii) 2 respondents (13.33%) have Chief Labour Officer as their designations in their respective industries.
- iii) 13.33% respondents i.e. 2 respondents have got the designation as "Assitant Labour Welfare Officer".
- iv) One respondent has been given the designation as "Personnel Officer" and
- v) the other one as "Additional Labour Welfare Officer" in their respective organization.

INTERPRETATION :

Thus it appears that majority of the respondents were given designation as, "Labour & Welfare Officer". As "protection is given to Labour Welfare Officers & they cannot be readily dismissed or discharged" and the respondents are interested to protect their service by this protection clasue; they have insisted on this designation.

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Table Number - (E) -

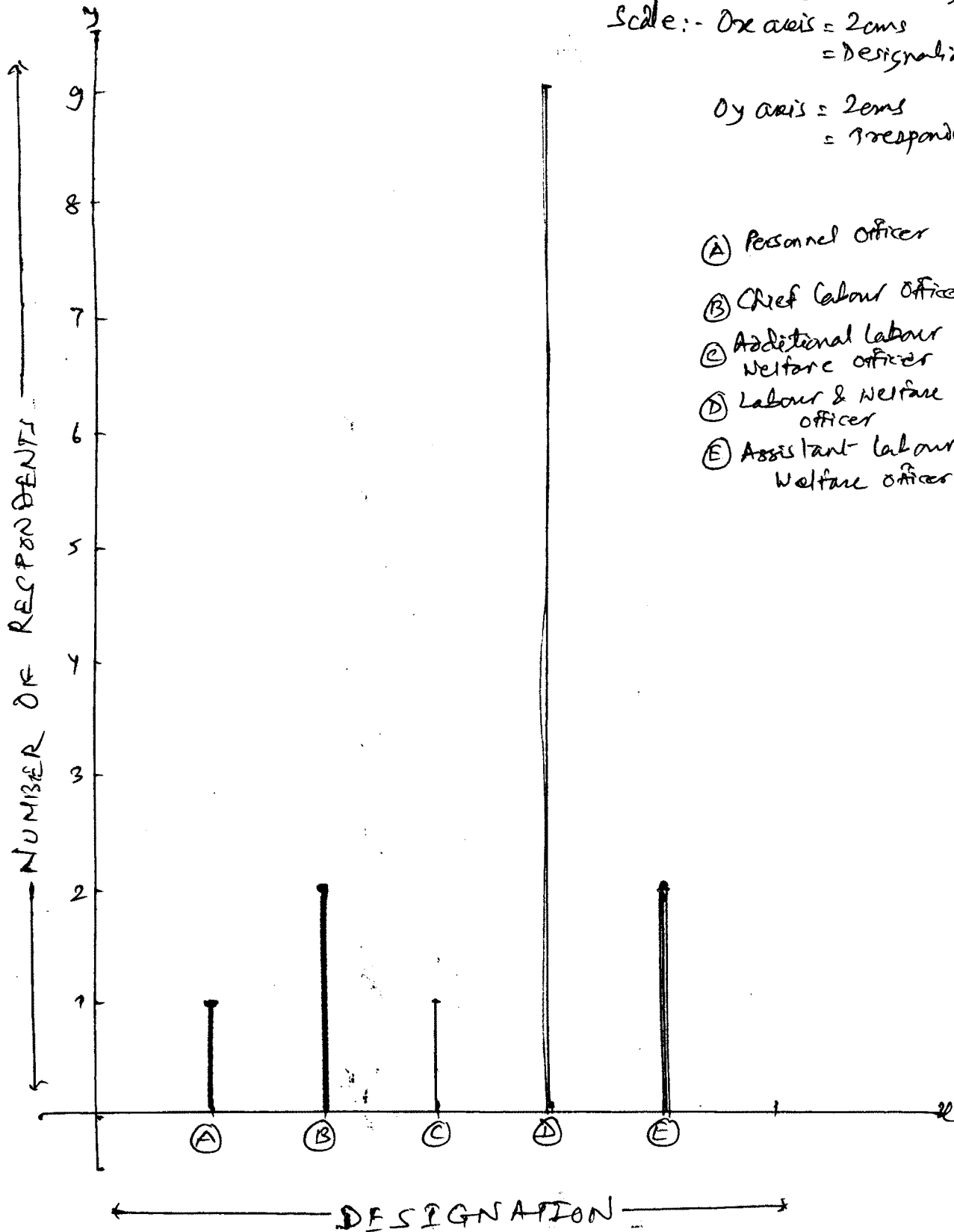
LINE GRAPH SHOWING DESIGNATION & NUMBER

OF RESPONDENTS:-
(Welfare officers)

Scale:- Ox axis = 2cms
= Designation

Oy axis = 2cms
= 1 respondent

- (A) Personnel officer
- (B) Chief Labour Officer
- (C) Additional Labour Welfare officer
- (D) Labour & Welfare officer
- (E) Assistant-Labour Welfare officer.



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TABLE NUMBER - III

A table showing "length of service" of the respondents :

Length of service (in years)	Number of Respondents	Percentage
0 - 5	5	33.33
5 - 10	6	40.00
10 - 15	3	20.00
15 - 20	1	6.67
TOTAL	15	

From the above table one can reveal of the total 15 respondents as follows :

- i) 33.33% i.e. 5 respondents have rendered their service in 0 - 5 years,
- ii) 40% i.e. 6 respondents have to length of service of 5 - 10 years,
- iii) 3 respondents (20%) are in the range of 10-15 years service,
- iv) while 1 respondent has rendered service in the range of 15 - 20 years.

INTERPRETATION :

In general it appears that, majority of the Welfare Officers rendered their services between 0-10 years means the employment turnover is more and new recruitment is continuously going on; it seems that the chances of upgradation in the hierarchy of the management structure in the same industry, are less.

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Table Number :- (III) -

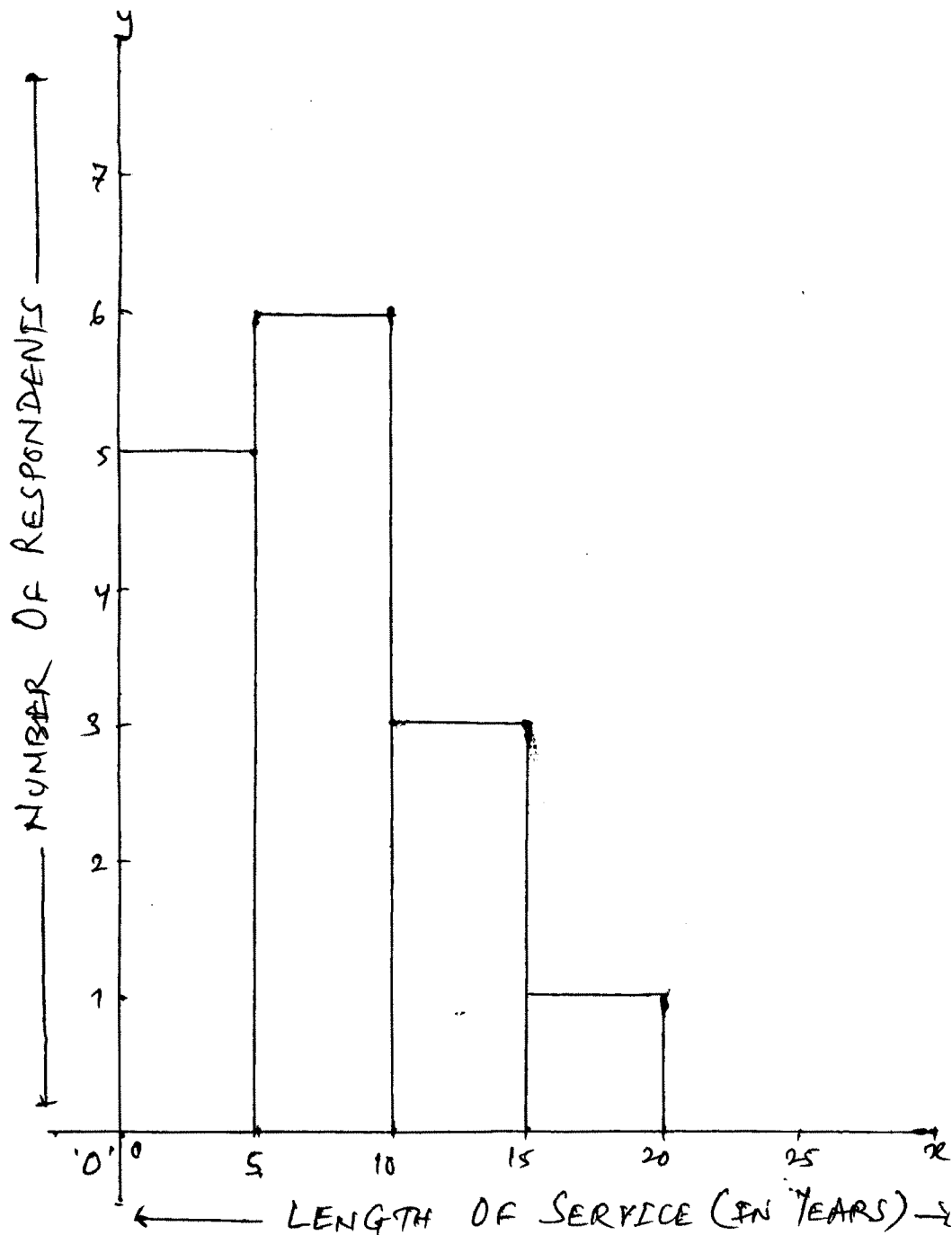
Histogram Showing : "Length of Service (in years)"

And

Number of respondents. (We have officers)

Scale :- Ox axis = 2cms = 5 years

Oy axis = 2cms = 1 respondent



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TABLE NUMBER - IV

A table showing Educational Background of the respondents :

Educational Qualification	Number of Respondents
i) Graduate	-
ii) Post graduate	14
iii) Post graduate + Diploma	1
TOTAL	15

From the above table it can be seen that :

Almost all the respondents i.e. 14 respondents (93.33%) were educated upto post graduation in Social Work and the remaining of respondent (6.67%) had done post graduation and diploma course in Social Work.

INTERPRETATION :

Thus it appears almost all the respondents were educated upto post graduation, because, "post graduation in Social Work is an essential qualification for the appointment of Welfare Officers in the Industries according to the Factories Act 1948".

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TABLE NUMBER - V

A table showing opinion of the respondents regarding illtreatment to the workers :

Designation of the Respondents	Opinion		Total
	Yes	No.	
Personnel Officer	-	1	1
Chief Labour Officer	-	2	2
Labour & Welfare Officer	2	7	9
Assistant Labour Welfare Officer	-	2	2
Additional Labour Welfare Officer	-	1	1
TOTAL	2	13	15

From the above table it can be seen that :

Of the total (15) respondents nearly 13 respondents had expressed their opinion that the officers of the Welfare Department donot give illtreatment to the workers, but the remaining 2 respondents expressed that officers of the Welfare Department give illtreatment to the habitually defaulter workers; but it is not harsh one.

INTERPRETATION :

Thus it can be concluded that, majority of the respondents i.e. officers of the Welfare Department donot give illtreatment to workers, as they are aware that "humanitarian touch" is the "only and likely" solution to every problem of the workers.

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TABLE NUMBER - VI

A table showing the friendly treatment or otherwise given by the respondents to the workers :

Designation	Response		Total
	Yes	No	
Personnel Officer	1	-	1
Chief Labour Officer	2	-	2
Labour & Welfare Officer	9	-	9
Assitant Labour Welfare Officer	2	-	2
Additional Labour Welfare Officer	1	-	1
TOTAL	15		15

From the above table it can be revealed that, all the respondents had expressed their opinion regarding their treatment to the "workers as a friend only".

INTERPRETATION :

It is seen that all the respondents were of the opinion that, "they treat the workers as a friend in their respectative organizations, as it will create good, cordial and healthy atmosphere resulting in harmonious Industrial Relations and Industrial peace within the organization.

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TABLE NUMBER - VII

A table showing opinions of the respondents regarding their rapport with the workers :

Designation of the Respondents	Opinions			Total
	Yes	50%	No	
Personnel Officer	1	-	-	1
Chief Labour Officer	2	-	-	2
Labour & Welfare Officer	8	1	-	9
Assistant Labour Welfare Officer	2	-	-	2
Additional Labour Welfare Officer	1	-	-	1
TOTAL	14	1	-	15

It can be seen from the above table that nearly 14 14 respondents - 13.67% - had expressed their opinion regarding their rapport with the workers as good one.

And the remaining one respondent had expressed his opinion regarding his rapport with the workers as 50%.

INTERPRETATION :

Thus it can be concluded that majority of the respondents were of the opinion that their rapport with workers is good one, as rapport is the bridge between the two gulfs i.e. the workers and the management and if it is maintained in smooth and good manner result will be harmonious relations and industrial peace and achieving of maximum production goal within the organization.

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TABLE NUMBER - VIII

A table showing opinion regarding discipline among the workers :

Respodnets Designation	Opinion		Total
	Yes	No.	
Personnel Officer	1	-	1
Chief Labour Officer	2	-	2
Labour & Welfare Officer	9	-	9
Additional Labour Welfare Officer	1	-	1
Assistant Labour Welfare Officer	2	-	2
TOTAL	15		15

From the above table it can be concluded that all the respondents expressed their opinion regarding the discipline among the workers in their respective organization as "most disciplined".

INTERPRETATION :

It can be concluded that, all the respondents were of the opinion that the workers are most disciplined in their respective organizations. As "Discipline and Safety First" is the important "Motto" considered in every organization and also observed by the researcher.

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TABLE NUMBER - IX

A table showing opinion of the respondents regarding management policies :

Designation of the Respondents	Opinion		Total
	Yes	No	
Personnel Officer	1	-	1
Chief Labour Officer	2	-	2
Labour & Welfare Officer	9	-	9
Assistant Labour Welfare Officer	2	-	2
Additional Labour Welfare Officer	1	-	1
TOTAL	15	-	15

It is seen from the above table that, all the respondents expressed their opinion regarding the management policies as framed with the advice of the respondents in their respective organizations.

INTERPRETATION :

It can be said the knowledge and experience of the officers of Labour Department is utilized while preparing the management policies, also while preparing such policies the workers are considered as "human beings" in their respective organizations.

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TABLE NUMBER - X

A table showing opinion of the respondents about "Canteen Facility" provided in the organization (Considering previous 5 years)

Opinion of the Respondents	Canteen run by					
	A) Management	%	B) Contractor	%	C) Labour Co-op. Society	%
Good	8	53	5	33	5	27
Not so good	4	27	4	27	3	20
Bad	3	20	6	42	8	53
Total	15	-	15	-	15	-

From the above table it can be revealed that when the :

A) Canteen run by Management :

8 respondents (53%) informed that the foodstuffs are adequate and proper services are maintained at work place;

27% i.e. 4 respondents expressed the foodstuffs are not so good;

And 3 respondents expressed the service and foodstuff provided are Bad and improvement must be done immediately.

B) Canteen run by contractor :

33% respondents i.e. 5 Welfare Officers inform the facility run by contractor is good one;

4 respondents said the foodstuffs are not so good;

And 42% i.e. 6 respondents said the foodstuff is Bad and the service is not adequate at work place.

C) Canteen run by Labour Co-operative Society :

Majority of the respondents i.e. 8 (53%) expressed that "canteen should not be run by Labour Co-operative Society", as they lack in art of management of canteen and cannot provide food food and proper services.

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TABLE NUMBER - XINTERPRETATION :

It can be concluded that the management can run the canteen in a proper manner with providing proper and nutritious food at subsidized rates at workplace with "no profit no loss" base.

Canteen run by contractor is only with, "profit motive" and cannot provide the adequate foodstuffs as per requirements.

The Labour Co-operative Society cannot run the canteen properly because lack in art of management within themselves.

So canteen run by management on "no profit no loss base" will create good, cordial relations as it is a meeting place of workers and workers and workers and management people and canteen can be an asset for the management.

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TABLE NUMBER - XI

A table showing opinion of the respondents regarding type of Welfare facilities to the workers :

Designation of the Respondents	Opinion		Total
	Statutory facilities	Non-statutory facilities	
Personnel Officer	1	-	1
Chief Labour Welfare Officer	2	-	2
Labour & Welfare Officer	9	-	9
Assistant Labour Welfare Officer	2	-	2
Additional Labour Welfare Officer	1	-	1
TOTAL	15	-	15

From the above table it can be revealed that, almost all respondents informed that, all Statutory Welfare facilities are provided to the workers in their respective organizations.

At the same time the respondents expressed they are trying to convince the management to provide "non-statutory welfare facilities such as, Housing, Credit Co-operative Society, Grain Shop, Recreational Hall, Circulation Library, Transport etc." for the betterment of Labour force.

INTERPRETATION :

Hence it can be concluded that implementation of Statutory Welfare facilities under the Factories Act of 1948, is carried out thoroughly in the organization means implementation of necessary enactment is carried. However, unless the non-statutory Welfare facilities are also extended to workers, we can not say that the Welfare officers have become successful in making their employers sufficiently enlightened.

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TABLE NUMBER - XII

A table showing opinions of Welfare Officers regarding putting the problems of workers before management.

Designation of the Respondents	Opinion		Total
	Yes	No	
Personnel Officer	1	-	1
Chief Labour Officer	2	-	2
Labour & Welfare Officer	9	-	9
Assistant Labour Welfare Officer	2	-	2
Additional Labour Welfare Officer	1	-	1
TOTAL	15	-	15

From the above table it can be concluded that all the respondents had expressed their opinion, that they put the problems of the workers before the management for their consideration and convince them how the problems are important and what solution can be given to the same and also try to solve the problems of the workers in order to help them.

INTERPRETATION :

In general, it can be said, all the respondents were of the opinion that they raise the genuine problems of the workers before the management of their respective organisation, so one can say that the officers of the Welfare Department are keeping touch with the workers and trying to solve the problems i.e. these officers proving more as "Labour Welfare Officers" than "Employers Welfare Officers".

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TABLE NUMBER - XIII

A table showing opinion of the respondents regarding charges against officers of the personnel department :

Designation of the Respondents	Opinions			Total
	Correct	Not correct	50% correct	
Personnel Officer	-	1	-	1
Chief Labour Officer	-	2	-	2
Labour Welfare Officer	2	7	-	9
Assistant Labour Welfare Officer	2	-	-	2
Additional Labour Welfare Officer	-	-	1	1
TOTAL	4	10	1	15

From the above table it can be seen that, out of 15 respondents 4 respondents i.e. 26.64% had expressed their opinion regarding the charge the officers being the people of management is correct.

10 respondents i.e. 66.66% had expressed their opinion regarding the charge against officers as people of management is not correct and the remaining one respondent expressed that the charge against officers of the personnel department as people of management is 50% correct .

INTERPRETATION :

Thus it can be concluded that, majority of the respondents were of the opinion, that the officers of the personnel department are middlemen, but not people of the management. They work for the betterment of the workers of their organisation.

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TABLE NUMBER - XIV

A table showing the Role of the respondents during strike and lockout period :

Designation of the Respondent	Role		Total
	Partial	Impartial	
Personnel Officer	-	1	1
Chief Labour Officer	-	2	2
Labour and Welfare Officer	-	9	9
Assistant Labour Welfare Officer	-	2	2
Additional Labour Welfare Officer	-	1	1
TOTAL		15	15

From the above table it can be concluded that, all the respondents (Table 15) expressed that they played an "impartial role" during the strike and lockout period in their respective organizations.

INTERPRETATION :

In general it can be concluded that the respondents played an impartial role during the strike and lockout period and tried to help the parties to come to a peaceful settlement means these respondents are abiding to their duties as mentioned in the Factories Act 1948.

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TABLE NUMBER - XV

A table showing function performed by the respondents in their factory :

Functions performed by the respondents	Number of respondents	Percentage
Personnel	1	6.67
Welfare	2	13.33
Personnel & Industrial Relations	3	20.00
Personnel & Welfare	9	60.00
TOTAL	15	

From the above table it can be concluded that, 6.67% respondents perform functions of personnel officers only; 13.33% respondents perform functions of Welfare Officer only; 3 respondents i.e. 20% perform the functions as Personnel and Industrial Relations officer in their factory; Where as 60% of the respondents perform functions as Personnel and Welfare Officer.

INTERPRETATION :

It can be concluded that, majority of the respondents perform functions as "Personnel and Welfare Officers" in their factories. As majority of the respondents are designated as "Labour and Welfare Officers", they are performing the duties as "Labour Welfare Officers" instead of "Employers' Welfare Officer".

But, the managements are found restricting and channelizing the function of Welfare Officers as per their requirements.

Table Number :- X8) -

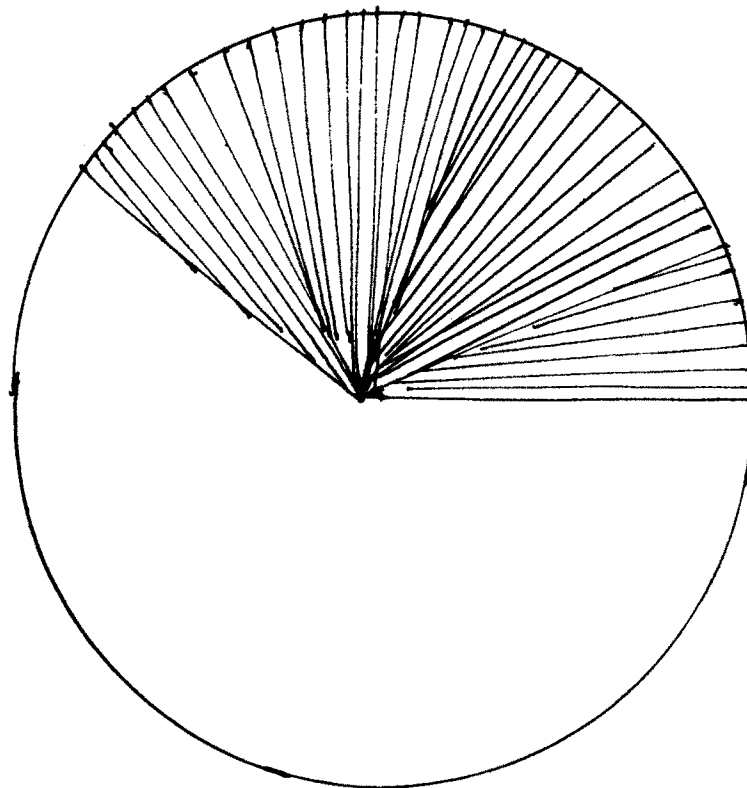
CIRCLE GRAPH SHOWING

Pie Chart

THE FUNCTIONS PERFORMED

By THE RESPONDENTS
(Welfare Officers)

SCALE :- 1 respondent
= 24 degrees.



PERSONNEL

LABOUR WELFARE

PERSONNEL & INDUSTRIAL
RELATIONS

PERSONNEL &
WELFARE

CHAPTER - III : STATISTICAL TABLES, ANALYSIS AND
INTERPRETATION

B : RELATED TO WORKERS

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TABLE NUMBER - 1

A table showing the "Age Composition" of the workers :

Age (In years)	Number of respondents
20 - 25	20
25 - 30	15
30 - 35	11
35 - 40	09
40 - 45	21
45 - 50	09
50 - 55	10
55 - 60	05
TOTAL	100

From the above table it can be revealed that :

20% workers belong to age group of 20 - 25 years;

15% workers belong to age group of 25 - 30 years;

11% workers belong to age group of 30 - 35 years;

09% workers belong to age group of 35 - 40 years;

21% workers belong to age group of 40 - 45 years;

09% workers belong to age group of 45 - 50 years;

10% workers belong to age group of 50 - 55 years;

05% workers belong to age group of 55 - 60 years;

INTERPRETATION :

The above analysis shows the numerical dominance of age group between 40 - 45, among the workers. Older workers are stabilized and do not want to leave their organizations; perhaps for domestic reasons also.

The younger group of Workers between 20 to 35 is also dominant. Management must have done their recruitment with an eye on expansion of the organization. Such a group is perhaps best suited to opine on the role of "Welfare Officer" in industry.

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TABLE NUMBER - 2

A table showing the relation between Education and Experience of the workers :

Experience (In years)	Education					Total
	A	B	C	D	E	
0 - 5	3	11	7	1	4	26
5 - 10	7	9	3	1	3	23
10 - 15	16	6	8	-	2	32
15 - 20	4	4	3	-	-	11
20 - 25	5	1	2	-	-	8
TOTAL	35	31	23	2	9	100

Foot Note : A = Illiterate , B = Primary, C = Secondary,
D = Collegiate, E = Technical.

The above table reveals that :

Experience :

26% workers are in the length of service 0 - 5 years, out of which 3% illiterate, 11 % are primary, educated, 7% are Secondary educated, 1% relates to collegiate, 4% are technically educated.

23% workers are in the Experience range of 5 - 10 years; out of which 7%, are illiterate, 9% are primary educated, 3% are secondary educated, 1% relates to collegiate and 3% are technically educated;

32% workers are in the range of 10 - 15 years of experience, out of which 16% relates to illiterate class, 6% are primary educated, 8% are secondary educated and 2% are technically educated.

11% workers belong to 15 - 20 years of Experience, out of which 4% are illiterate, 4% belong to primary education, and 3% are secondary educated;

8% belongs to experience range of 20 - 25 years of which

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TABLE NUMBER - 2

5% are illiterate, 1% is primary educated; 2% are secondary educated.

Education :

35% workers are illiterate of which, 3% has rendered services in the year range of 0-5 years, 7% has rendered services in the year range of 5 to 10 years, 16% has rendered services in the year range of 10 to 15 years, 4% has rendered services in the year range of 15 to 20 years, 5% has rendered services in the year range of 20 to 25 years,

31% workers belong to primary education of which, 11% are in the year range of services 0 - 5, 9 % are in the service range of 5 - 10 years, 6% belong to 10 - 15 years of service range, 4% belongs to 15 - 20 years of service and 1% belongs to 20 -25 years of service;

23% belong to secondary education group out of which, 7% are in year range of 0 - 5 years of service, 3% belong to service range of 5 - 10 years, 8% belong to service range 10 - 15 years, 3% belong to service range of 15 - 20 years, 2% has rendered services in 20 - 25 years.

2% belong to collegiate level education, where 1% rendered services upto 5 years and 1% in the range of 5 - 10 years of service.

9% are technically educated and of which 4% are in the service range of 0 - 5 years; 3% are in the service range of 5- 10 years 2% belong to 10 - 15 years of service range.

INTERPRETATION :

Majority of the workers belong to service range of 10 - 15 years and are illiterate. Being illiterate to join new industries is not practically possible for them, so also the retainment policy followed by the organisational management makes them difficult to leave the organisation where they are rendering services in the range of 10-15 years, so the "Labour turnover in not more", so far as some groups of workers are concerned.

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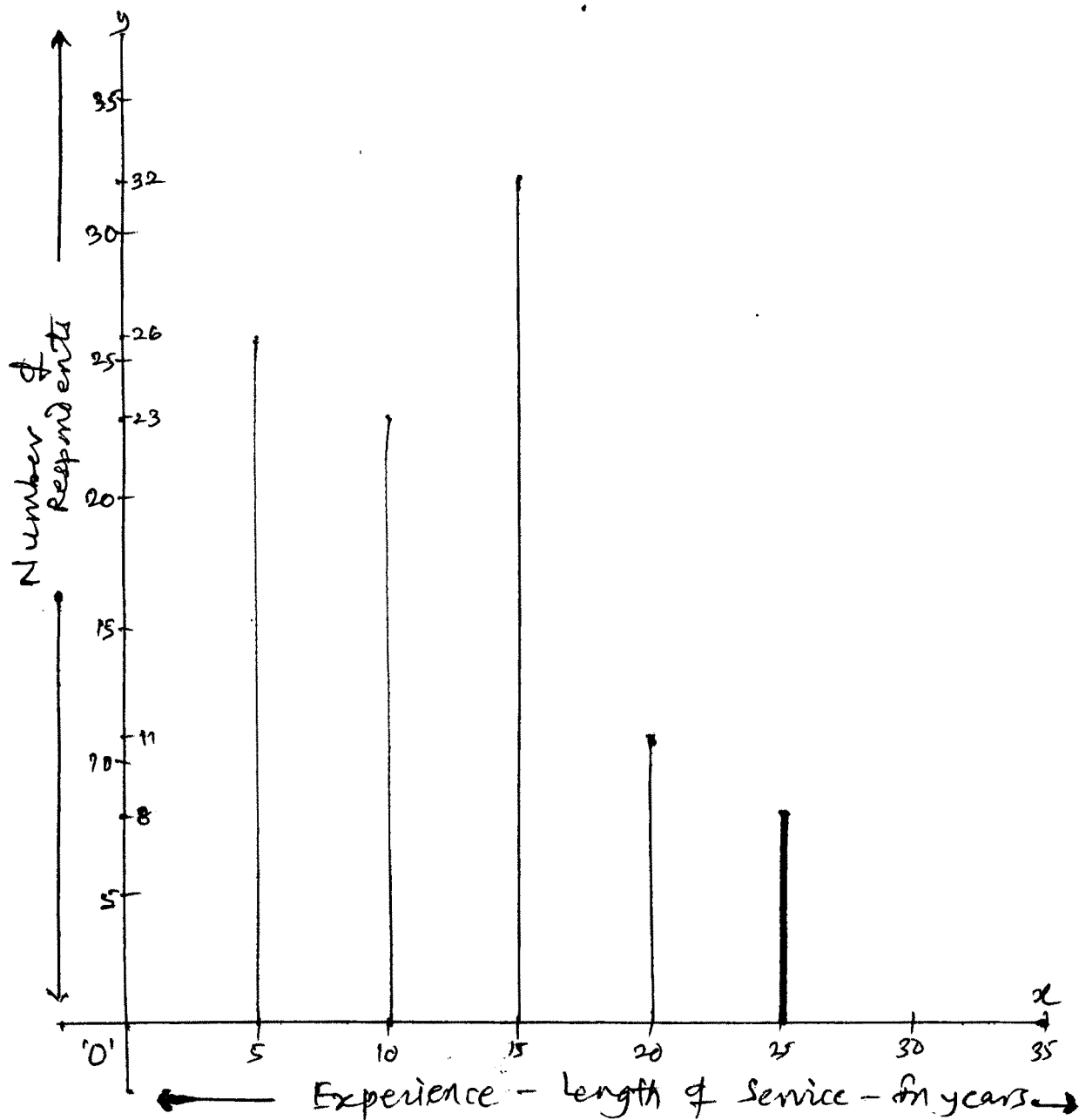
Page Number: (2) -

Line Graph showing :- Length of Service (Experience)
and

Number of Respondents: (Workers):

Scale :- On axis = 2cms = 5 years
length of Service

On axis = 2cms = 5 respondents.



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TABLE NUMBER - 3

A table showing distance between workplace and residence of the respondent and way of conveyance to join the workplace:

Distance between workplace & residence of respondent (In Kilometers)	Type of vehicle for joining workplace	Number of Respondents
0 - 2	Bi-cycle	38
2 - 4	Light Vehicle	35
4 - 6	Transport facility of SMT & MSRTC	27
TOTAL	-	100

The above table reveals that :- 38% workers are living away from workplace in the range of 0 - 2 kilometers and the conveyance used to reach the workplace is "Bi-cycle".

35% workers are living away in the range of 2 - 4 kilometers and are using "light vehicle having Horse Power below 50 cc such as Suvega, Luna, Laxmi, TVS 50 etc.

27% workers are using the means of conveyance of Solapur Municipal Transport (SMT) and Maharashtra State Road Transport Corporation (MSRTC) Bus service and are living 4 - 6 Kilometers away from the workplace.

INTERPRETATION :

Majority of the workers are staying away in the range of 0 - 2 kilometers from workplace and are using means of conveyance "Bi-cycle", at the same time it can be seen use of light vehicle i.e. machanization has been started and workers are found using light vehicles below 50 cc; such as Suvega, Luna, Laxmi, TVS 50 etc.

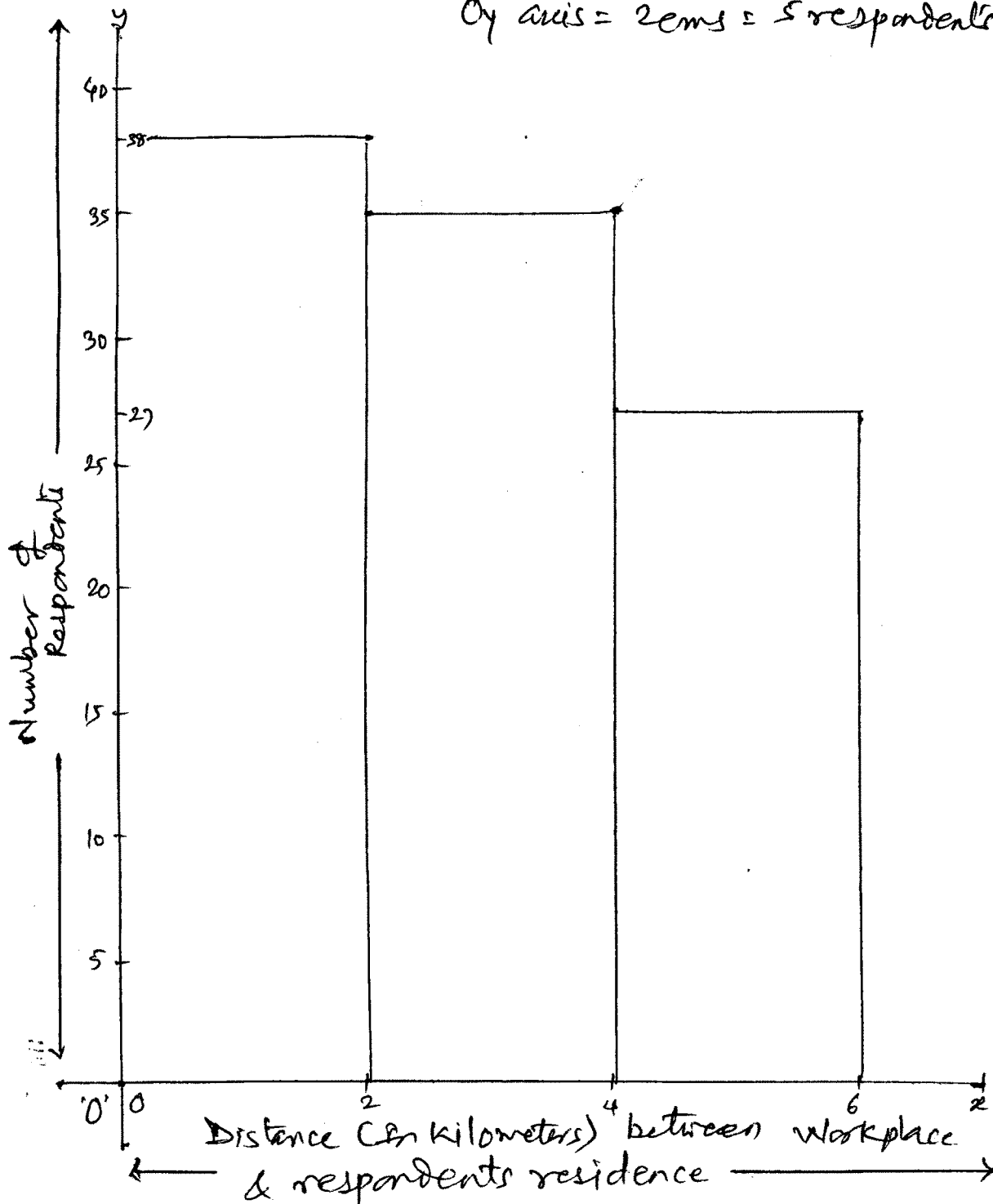
It is expected that workers coming from long distances must coming in closer contact with the Welfare officer because of their difficulties. Their opinions will throw more light on the performance of Welfare Officers.

Table Number: - 3)

Histogram showing :- Number of ^{Workers} Respondents & Distance (in Kilometers) of Workplace ~~between~~ & respondents residence

Scale = Ox axis = 1 cm = 2 Kilometers

Oy axis = 2 cm = 5 respondents



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TABLE NUMBER - 4

A table showing participation of respondents in various committees for Welfare of the workers :-

Name of the Committee workers participated in	Number of Respondents
Canteen Committee	26
Works Committee	20
Health Committee	21
Joint Committee	18
Safety Committee	15
TOTAL	100

From the above table it can be revealed that :-

26% respondents belong to canteen committee,
 20% belong to works committee,
 21% belong to Health committee,
 18% belong to Joint committee,
 15% belong to Safety committee.

INTERPRETATION :

It is seen that considerable number of workers have participated in one or other committee of management in the organization for the Welfare of the workers and their lies the success of the Welfare officer as "stimulant".

Table Number: A) -

BAR DIAGRAM (GRAPH) SHOWING:-

"TYPES OF COMMITTEES AND

NUMBER OF RESPONDENTS:-

(Workers)

Scale: Ox axis = 2cms = Committee

Oy axis = 2cms = 5 respondents



(A) Canteen Committee



(B) Works Committee



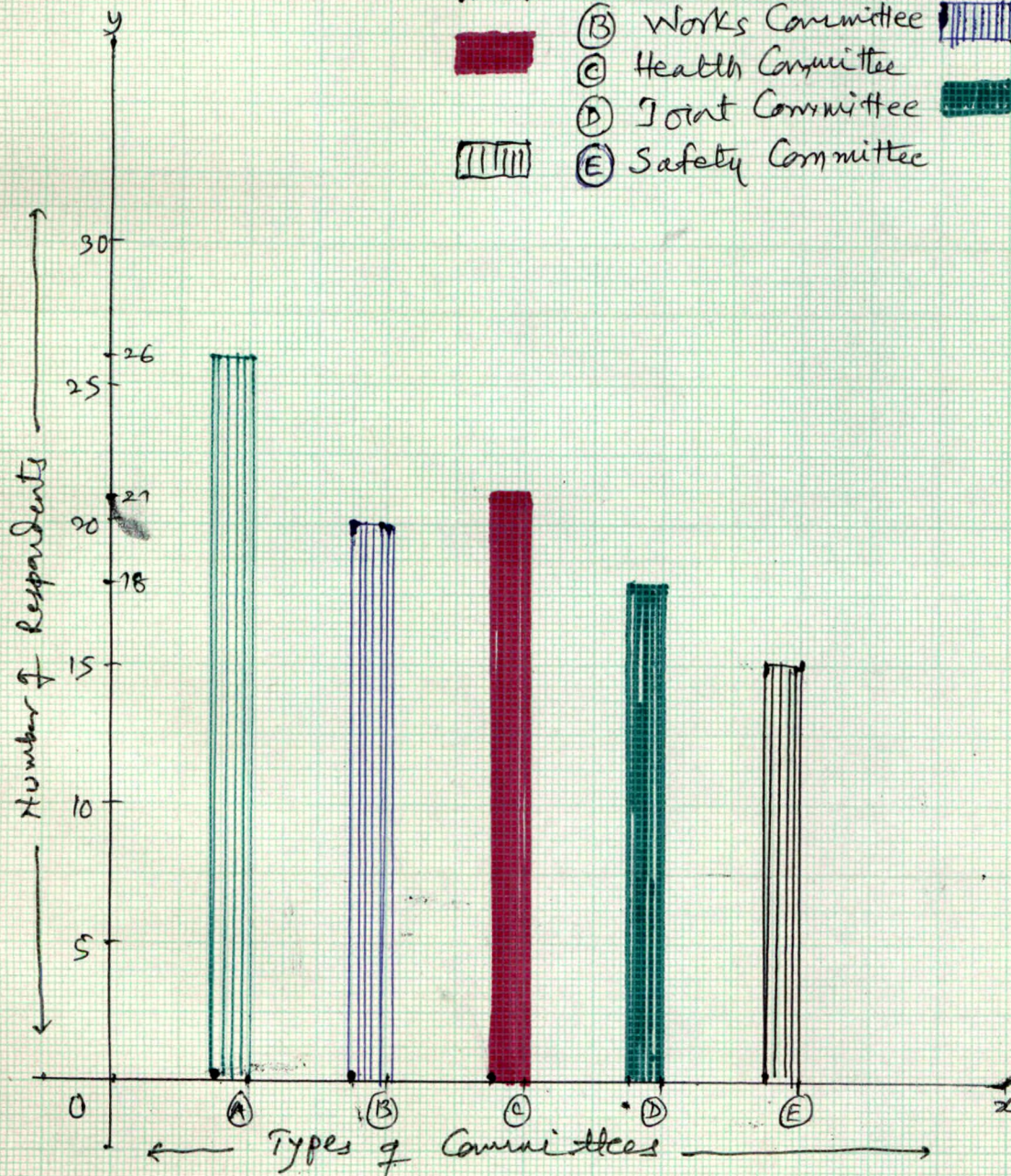
(C) Health Committee



(D) Joint Committee



(E) Safety Committee



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TABLE NUMBER - 5

A table showing relation between Age & Education of the workers :-

Education	Age (In years)								Total
	I	II	III	IV	V	VI	VII	VIII	
Illiterate	2	3	5	5	13	6	3	2	35
Primary	4	2	2	5	5	3	7	3	31
Secondary	9	7	4	1	2	-	-	-	23
Collegiate	1	-	-	-	1	-	-	-	2
Technical	4	3	-	2	-	-	-	-	9
TOTAL	20	15	11	9	21	9	10	5	100

Foot Note : I = 20-25 years, II = 25 - 30 years, III = 30 - 35 years,
 IV = 35-40 years, V = 40 - 45 years, VI = 45 - 50 years,
 VII = 50-55 years, VIII = 55 - 60 years.

Education :

35% belongs to illiterate category out of which :

2% belong to age range of 20-25 years,
 3% belong to age range of 25-30 years,
 5% belong to age range of 30-35 years,
 1% belong to age range of 35-40 years,
 13% belong to age range of 40-45 years,
 6% belong to age range of 45-50 years,
 3% belong to age range of 50-55 years,
 2% belong to age range of 55-60 years.

31% belongs to primary education of them :

4% are in the age group of 20-25 years,
 2% are in the age range of 25-30 years,
 2% are in the age range of 30-35 years,
 5% are in the age range of 35-40 years,
 5% are in the age group of 40-45 years,
 3% are in the age group of 45-50 years,

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TABLE NUMBER - 5

7% are in the age range of 50-55 years,
3% are in the age range of 55-60 years.

23% workers are educated upto secondary level : of that,
9% are in the age group of 20-25 years,
7% are in the age group of 25-30 years,
4% are in the age group of 30-35 years,
1% are in the age group of 35-40 years,
2% belongs to age group of 40-45 years.

2% belongs to collegiate level education of which :
1% are in the age range 20-25 years,
1% in the age range of 40-45 years,
9% are technically educated of which :
4% are in the age group of 20-25 years,
3% are in the age group of 25-30 years,
2% relates to 35-40 years.

Age Composition :

20% belongs to age group of 20-25 years of which :
2% are illiterate,
4% are primary,
9% relates to Secondary Education,
11% belongs to collegiate education &
4% are technically educated.

15% workers belong to age group of 25-30 years of which
3% are illiterate,
2% are primary educated,
7% are Secondary educated,
3% are Technically educated.

11% workers are in the age group of 30-35 years of which
5% are illiterate,
2% are primary educated,
4% are Secondary educated

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TABLE NUMBER - 5

9% are in the age group 35-40 years out of which;

1% is illiterate,

5% are primary educated,

1% is secondary educated,

2% are technically educated,

21% are in the age group of 40-45 years of which,

13% are illiterate,

5% belongs to primary education,

2% are secondary educated,

1% educated upto college level.

9% are in the age range of 45-50 years of which;

6% are illiterate,

3% are primary educated,

10% are in the age group of 50-55 years of which,

3% are illiterate,

7% are primary educated.

5% workers are in the age group of 55-60 years out of which;

2% are illiterate,

3% are primary educated.

INTERPRETATION :

Majority of workers (35%) are illiterate and 31% are educated only upto primary level. Nearly 45% of them belong to "40 and above" group in age. This specifies the "problem area" for Welfare Officers because such workers may not understand the rules and regulations of the Factory and may also run into bad habits, which require "case study approach" by Welfare Officers.

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TABLE NUMBER - 6

A table showing the opinion of the Respondents towards solution of their factory problems by the Labour Welfare Officers.

Opinion of the Respondents on solution of factory problems	Number of Respondents
Satisfactory	70
Not satisfactory	20
Partially satisfactory	10
TOTAL	100

It can be concluded that :

70% workers have satisfactory opinion towards getting solution on their factory problems from the Labour Welfare Officer.

20% respondents are not satisfied with the solution given by the Labour Welfare Officer on their factory problems.

10% workers are partially satisfied with the solution given by the Labour Welfare Officer on their factory problems.

INTERPRETATION :

Majority of the workers (70%) feels that the Labour Welfare Officer as one of the important elements in the organizational set-up and can advise without bias to their factory problems, at the same time other 10% are partially satisfied (may be the beginners), where as 20% respondents are not satisfied with the advise of Labour Welfare Officer on their factory problems. It may be concluded that they may be either members of trade unions or persons prejudiced about the working of officers of Welfare department; for some individual reasons.

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TABLE NUMBER - 7

A table showing the mode of help rendered by the Welfare officer to the workers :

Mode of help rendered by the Welfare Officer	Number of Respondents
Counselling	26
Helping to workers to adjust with the work environment	29
Helping the workers to know about their rights and privileges.	45
TOTAL	100

The above table reveals that :

26% workers informed the Labour Welfare Officer helps them by way of counselling.

29% said the Labour Welfare Officer helps them by way of advising in adjustment with the work environment and

45% workers informed that the Labour Welfare Officer makes them aware about their rights and privileges.

INTERPRETATION :

Majority of the workers (45%) informed that the Labour Welfare Officer is helpful and makes the workers aware about their rights and privileges, it is a remarkable work carried out by the officers of Welfare Department. As majority of the workers are illiterate, this indicates that the officers are "Labour Welfare Officers" in real sense of the term.

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TABLE NUMBER - 8

A table showing number of workers approaching the Labour Welfare Officer for their critical family problems :

Remarks by the Workers	Number of Respondents
Approaching/Seeking the advice of the Labour Welfare Officer	72
Not approaching/not seeking the advice of the Labour Welfare Officer	28
TOTAL	100

The above table reveals that :

72% workers are approaching/seeking the advice of the the Labour Welfare Officer for solution on their critical family problems;

28% workers are not approaching or seeking advice of the Labour Welfare Officer on their family problem (critical ones)

INTERPRETATION :

Majority of the workers (72%) are in need of advice of the Labour Welfare Officer on their critical family problems, as they feel that the Labour Welfare Officer as one of the important elements for solution of their problems.

It seems that the Labour Welfare Officers are keeping individual relations with the workers and solving the critical family problems. The welfare Officers having basic training in social work techniques can apply all their skill in such problems.

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TABLE NUMBER - 9

A table showing the workers knowledge regarding Disputes in their factory within previous last 5 years :

Respondents knowledge/opinion regarding Disputes in their organization	Number of Respondents
Yes - It took place	69
No - It didnt took place	09
Donot know	22
TOTAL	100

Above table reveals that :

69% workers were aware of the disputes that arose in their factory within past 5 years;

09% of the workers have no knowledge about the disputes that arose in their factory within last 5 years and

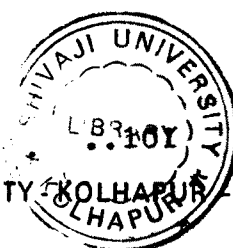
22% workers answered about disputes in their factory within past 5 years as "Donot Know".

INTERPRETATION :

It can be concluded that majority of the workers (69%) are aware of the disputes in their factory within past 5 years and are interested to know the causes/reasons of Disputes that took place in their organization.

It is one of the duties of Labour Welfare Officer "to advise workers against going on illegal strike", so that workers will not go on illegal strike again.

The respondents who expressed "Donot Know" about Disputes, are probably new recruits within the organizations.



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TABLE NUMBER - 10

A table showing opinion of the workers regarding "reasons of the Disputes within last 5 years in their factory".

Reasons of the Disputes	Number of Respondents
Bonus	73
Wages	69
Working Conditions	10
Any other	20

It can be seen that out of sampled population :

73% Workers informed reason for Dispute as "Bonus",

69% workers informed the reasons of Disputes as "Wages",

10% workers reported "Working Conditions" as the reason of the Disputes,

20% respondents have informed that in addition to above reasons of Disputes other reasons like period of

permanency, promotion, transfers, lack of quality/quantity of foodstuffs, non provision of drinking water have also created disputes in the last 5 years in their organisation.

INTERPRETATION :

It seems that the major reason of the Dispute is "Bonus" and once it is given according to the Bonus Act 1965, there is always demand to increase the amount of Bonus. Also majority of the workers are illiterate and feels that the Labour and Welfare Officer, the middleman or management person to solve such disputes; actually it is his duty "to watch industrial relations with a view us using his influence to prevent industrial disputes arising between the factory management and workers and in event of a dispute having arisen, to help to bring about a settlement by a persuasive efforts".

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TABLE NUMBER - 11

A table showing the opinion of the respondents regarding the formulation of Labour policies :

Opinion of the workers	Number of workers
Only management formulates the Labour policies	39
With consultation of the Labour Welfare Officer the management formulates the Labour policies	52
Donnot know	09
TOTAL	100

The above table shows that :

39% workers are of the opinion that "Labour policies" are being framed by the management only;

52% workers informed that management formulates the "Labour policies" with consultation of Labour Welfare Officer and

09% respondents are not knowing anything about the formulation of "Labour policies".

INTERPRETATION :

It can be concluded that majority of the workers (52%) are of the opinion that the Labour policies are being framed with consultation of Labour Welfare Officer. Workers are aware of the fact, that management is interested to utilize the knowledge and experience of Labour Welfare Officer.

Where as 39% workers who expressed "only management formulates the Labour policies" may have bias about the working of Labour Welfare Officers in their organizations or they may be members of trade unions who are rivals of such officers.

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TABLE NUMBER - 12

A table showing the "Role of the labour Welfare Officer according to the workers in the dispute situation".

Remarks of the respondents about the "Role of Labour Welfare Officer in the dispute situation"	Number of workers
Towards management side	19
Towards workers side	12
Indifferent Role	23
Conciliatory Role	46
TOTAL	100

It can be concluded from the above table that :

19% workers informed that in the dispute situation the role of Labour Welfare Officer is towards management side;

12% workers are of the opinion that in the dispute situation the role played by the Labour Welfare Officer is towards workers' side;

23% workers described the role of Labour Welfare Officer as indifferent one; and

46% workers expressed the role of the Labour Welfare Officer as "Conciliatory role" in the dispute situation.

INTERPRETATION :

It can be concluded that the role of Labour Welfare Officer is "Conciliatory role" in the dispute situation which is a good indication that the role played by these officers is to bring the disputant parties to a peaceful settlement and achieve industrial peace to reach production target within the organization.

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Table number :- 12) -

Histogram showing :- Role of the Welfare officer in disputed situation & opinion of the Respondents (Number of Respondents) <Workers> :-

