

CHAPTER - IV : FINDINGS, CONCLUSIONS AND SUGGESTIONS

CHAPTER - IV : FINDINGS, CONCLUSIONS

A : RELATED TO LABOUR WELFARE OFFICERS

CHAPTER - IVFINDINGS, CONCLUSIONS, AND SUGGESTIONS

In the last chapter the researcher has presented the data in the form of tables with analysis and interpret interpretation.

Now the researcher is submitting here the findings, conclusions & suggestions :

FINDINGS AND CONCLUSIONS : RELATED TO WELFARE OFFICERS :A/ BIO-DATA :I) Age Composition :

It appears that majority of the respondents are in age group of 25-30 years.

II) Designation of the Respondents :

Majority of the respondents was given designation as "Labour and Welfare Officer".

III) Length of Service :

In general it appears majority of the respondents rendered their services between 0-10 years.

IV) Educational background :

All the respondents were educated upto post gradua 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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B/ ATTITUDE OF THE OFFICERS FOR THE RAPPORT :

V) Rapport with the workers :

Majority of the respondents expressed that their rapport with the workers was good one.

C/ WAYS OF FORMING THE HARMONIOUS RELATIONS WITH THE WORKERS :

VI) Illtreatment to workers :

Majority of the respondents i.e. officers of the Welfare Department donot give illtreatment to workers.

VII) Friendly Relationship with the workers :

It is seen that all the respondents were of the opinion that, "they treat the workers as a friend in their respective organizations".

D/ WORKERS AWARENESS ABOUT RELATIONSHIP :

VIII) Discipline among the workers :

All the respondents were of the opinion that the workers are must disciplined in their respective organizations.

E/

IX) Charges against Officers as people of management :

Majority of the respondents were of the opinion that the officers of the Welfare Department are middlemen but not people of management.

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F/ WELFARE FACILITIES TO THE WORKERS :X) Opinion of the respondents about canteen facility :

It can be seen that the canteen can be run by the "management" on "no profit no loss basis" only.

XI) Welfare facilities to workers :

It can be concluded that implementation of statutory Welfare facilities are carried out thoroughly in the organizations.

G/ WELFARE OFFICER AS A MIDDLEMAN :XII) Genuine problems are put in front of Management :

The officers of Welfare Department try their best to raise the genuine problems of workers in front of management.

XIII) Management policies are framed with the advice of Labour Welfare Officer :

The knowledge and experience of the Welfare Officers of Labour Department is utilized while preparing management policies.

H/ GRIEVANCE SETTLEMENT ROLE :XIV) Role of the respondents during strike and lockout Period :

It can be revealed that the respondents played an important role during the strike and lockout period and try to help the parties to come to a peaceful settlement.

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I/ GENERAL :

XV) Functions performed by the respondents :

Majority of the respondents perform functions as
"Personnel and Welfare Officers" in their factories.

CHAPTER - IV : FINDINGS, CONCLUSIONS

B : RELATED TO WORKERS

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FINDINGS AND CONCLUSIONS : RELATED TO WORKERS :A/ BIO-DATA :1) Age Composition :

It is clear that majority of the respondents belong to age group of 40 - 45 years.

2) Relation between Experience and Education :

Majority of the respondents belong to service range of 10 - 15 years and is illiterate.

3) Distance between workplace and residence of respondents and mode of conveyance to join workplace :

Majority of the respondents (38%) are staying away in the range of 0 - 2 Kilometers from workplace and are using mode of conveyance as "Bi-cycle".

4) Relation between Age and Education of the workers :

Majority of the workers (35%) are illiterate and are in the age group of 40 - 45 years.

B/ WELFARE OFFICER AND COUNSELLING :5) Participation of workers in various committees :

It is seen that considerable number of respondents have participated in one or other committee of the management in the organization for the Welfare of the workers.

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6) Opinion of the workers towards solution of their factory problems :

Majority of the respondents (70%) feels that the Labour Welfare Officer as one of the important elements in the organizational setup and can advise without bias about their factory problems.

7) Mode of help rendered by the Welfare Officer :

Majority of the respondents (45%) informed that the Labour Welfare Officer is helpful and makes the workers aware about their rights and privileges.

8) Solution on critical family problems :

Majority of the respondents (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 of their family.

C/ WELFARE OFFICER AND MANAGEMENT :9) Respondents knowledge of Disputes :

Majority of the workers (69%) are aware of the disputes in their factory within last 5 years and are interested to know causes/reasons of the disputes that took place in their organization.

c/

10) Reasons of Disputes within last 5 years :

It seems that the major reason of the Dispute is "Bonus".

11) Opinion of the respondents regarding the formulation of Labour policies :

It can be concluded that majority of the workers (52%) is of that opinion that the Labour Policies are being framed with consultation of Labour Welfare Officer.

12) Role of Labour Welfare Officer according to workers in the dispute situation :

It can be concluded that the role of Labour Welfare Officer is "conciliatory role" in the dispute situation.

CHAPTER - IV : SUGGESTIONS

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SUGGESTIONS :

1. Though the duty of Welfare Officer is to be an impartial, it is noticed that he is always the man of management because he is paid by the management. So, the researcher is of the opinion that, for the Welfare officer to be able to function in an impartial manner, the posts of Labour Welfare Officers in private sector should be created, recruited, paid directly by the Government.
2. Though the Factories Act ordains, "to employ a Labour Welfare Officer after every 500 workers in industry," the researcher is interested to suggest that, "after 250 workers one Labour Welfare officer be employed, so that the workload will be comparatively less and the officer may work efficiently".
3. It is noticed in certain industries the Welfare Officers are participating in disciplinary action against workers, but as per the law and rules he does not have the right to participate in Disciplinary action; therefore, Welfare Officers should not be allowed to participate in Disciplinary action, this will avoid the violation of law.

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4. Due to protection by law the Labour Welfare Officer cannot be readily dismissed or discharged by the employer. But whenever such action becomes necessary employer has to explain to the Commissioner of Labour, about the grounds of proposed action. The Commissioner, after making such enquiry as he deems fit, will advise the employer on the proposed action. If due to honest difference of opinion, the Commissioner does not approve the action of management, it will create a nasty situation; as the employer and Labour Welfare Officer who dislike each other are forced to work together. The employer pays for the services of the unwanted officer whom he dislikes or hates. So also, even not having adequate knowledge and efficiency, the Labour Welfare Officer may become a burden, on industry. So, this protection may be removed.

5. Majority of Workers is illiterate and poor. Therefore, they are ignorant about the amenities provided to them. They also lack co-operative spirit and do not participate in Welfare schemes. To educate them, "Adult Education Programme" should be started in the factories under the supervision of Labour Welfare Officer.

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6. If one will go through the list of duties to be performed by the Welfare Officer one can notice it is an unintelligent combination of personnel and industrial relations functions with the functions of the Welfare Officer. It easily leads to making the job of Welfare Officer disputable. So the researcher is of that opinion that this 3 fold combination of duties must be separated to make the Welfare Officer to work efficiently.
7. Though the job of Welfare Officer is lower in order of the management structure, it will be worthwhile if the management will offer promotion and open out prospects for Welfare Officer, a Welfare Officer could become in time a Personnel Officer in the organization he has served, as he has gathered worthwhile experiences and given a good account of himself. He will be an asset to industry.
8. The researcher got information and was asked to inform to the management, that; "either provide housing to workers who are living too away from the workplace or transport facility of the organization at regular timings covering all respondents to reach the workplace in time".

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