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**CHAPTER-VII**

**OBSERVATIONS AND SUGGESTIONS**

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## CHAPTER-VII

### OBSERVATIONS AND SUGGESTIONS

This chapter deals with the observations and suggestions on the basis of analysis of information given in the previous chapters, while investigating the management and labour relations in Hindustan Gears Pvt.Ltd. The researcher has noticed the following facts regarding factory workers.

The age of the workers : This factory has given due preference to active and efficient workers while recruiting and retaining the workers in the factory, the data has revealed that majority i.e. (52.86%) of the workers were in the age group of 36-45 years and remaining workers (41.43%) were in the age group of 18-35 years, and few workers (5.71%) were in the age group of 46 and above.

In general, the proportion of workers 18-45 years was more (94.29%) compared to the age group about it (5.71%). It can be noted that this factory has given preference to young workers.

The marital status of the workers : It has been revealed that majority (92.86%) of the workers was married. Majority of the workers who were unmarried (71.43%) were in the age group of 18-25 years. Whereas majority of the workers who were married were at the 26 + above years age group. It can be maintained that these are the fresh recruits at the initial stage of their earning.

**Education of the Workers :** While conducting the investigation in respect of education, it is noted that majority (54.29%) of the workers were having up to primary levels of education, and remaining workers (40.00%) were having up to S.S.C. levels of education, few workers (4.28%) were having upto S.S.C. and above levels of education.

The relation between age and education revealed that the younger the workers, the better in their education. It can be concluded that there is significant relation between age and education. ✓

**Skill :** It can be shown that an absolute majority (55.72%) of the workers was belonging to semi-skilled category. And most of the workers (38.57%) were belonging to skilled category. Whereas unskilled workers (5.71%) were few as compared to skilled and semi-skilled workers. It can be concluded that the management of Hindustan Gears has recruited more number of workers from the skilled and semi-skilled category.

**Place of Residence :** As far as place of residence is concerned, in general the majority (55.72%) of the workers was belonging to local area and most (44.28%) of the workers were outsiders. It can be seen that this factory has given preference to local workers. ✓

Family Type : As far as the type of family the data revealed that the majority (92.86%) of the workers was having joint family system, and very few workers (7.14%) were having nuclear family system.

Work experience : As regards work experience of the workers it is observed that majority (94.28%) of workers has experiences between 5-15 years. It shows that low labour turn over. It has found that every worker has given various tests, such as an interview, skill test, and medical test.

Working conditions :

It is found that this factory has provided good working conditions to the workers such as ventilation, lighting, atmosphere. In respect of atmosphere it is observed that the atmosphere of factory is healthy. All (100.00%) workers expressed that this industry is free from dust, fume, gases and the smooke. The ventilation, lighting as satisfactory and normally devoid of dust, gases and smooke.

It is observed that factory has modern type of building and so proper ventilation is provided in every department.

As regards lighting it is observed that there is a sufficient and suitable lighting arrangement. The physical conditions of work place, in respect of health and sanitation are satisfactory. In general all (100.00%) workers in

industry feel satisfied with the conditions of work place. So it may be concluded that the working conditions in factory are healthy and satisfactory.

Welfare Facilities :

As regards canteen, rest room and rest pauses it is seen that the factory has provided canteen facilities with tea and eatbles at subsidized rates within the factory compound. It is observed that factory has given the rest house facilities to their workers and after five hours of work, workers get half an hour lunch time. It is seen that management has provided clean and cold drinking water to the workers so it may be maintained that factory has provided canteen, rest house and rest pauses to the workers. It means that all (100.00%) workers were having canteen, rest house ✓ and rest pauses facilities.

Social Security measure :

It is observed that management has provided social security measures to the workers. In respect of social security, management has provided medical facilities to the workers. Majority of the workers (64.29%) useful view that the management has provided the first aid and other medical ✓ facilities. It means that factory has taken care of workers' health.

It is observed that the factory has provided adequate safety equipments to the workers, for preventing accidents.

It is observed that the Provident Fund Act is applied to the industry. The rate of contribution to the Provident Fund is 8% over employees' contribution but the majority (92.85%) of the workers is partly satisfied with the rate of contribution.

In the investigation it was seen that the Gratuity Act is applied to the industry. In general all (100.00%) of the workers had been covered under the Gratuity Act 1972. It is observed that there is a provision of Bonus, the majority (64.29%) of the workers has been utilizing the amount of bonus for the purpose of festivals and remaining workers utilize the amount of bonus for the purpose of paying debts, marriage and saving purpose.

It is observed that there is provision of promotion majority (64.29%) of the workers had opinion that there is a little chance of promotion. Promotion is based upon seniority and skill. It means that workers are not satisfied about promotion.

Other Welfare Facilities :

It is observed that workers were allowed to work over time and they do get extra money for over-time.

It is observed that there is a provision for increments, increments are given as per rules of the company. Seniority and ability are also taken into consideration.

It is observed that there is a provision for weekly holiday; workers are having a weekly holiday. In the investigation it is observed that management has provided recreational facilities to the workers with adequate sports facilities, out-door and in-door games are available in the company. It was seen that the news papers and industrial magazines are kept for reading purposes in the factory.

In respect of cycle stand, it is observed that there is arrangement of cycle stand for parking the cycles of workers. It was seen that the leave facilities are given to the workers, they get leave with pay and also leave without pay. They get leave with wages at the rate of one month for a calender year.

It is observed that this factory works in three shifts, timings of shifts are as follows :

I Shift - 8.30 a.m. to 4.30 p.m.

II Shift - 4.30 p.m. to 1.00 (night)

III Shift - 1.00 (Night) to 8.30 a.m.

It is seen that the Employees State Insurance Act is not applicable in the factory because this factory is not situated within the corporation limit.

It is found that there is no workers' credit Cooperative Society.

It is seen that workers' education scheme is not being carried out in the industry. It is observed that the factory has not provided housing facilities to the workers. It is found that factory has not provided transport facilities to the workers.

Taking into consideration the working conditions and welfare facilities, it can be stated that the management of Hindustan Gears has provided maximum facilities to workers. In general, all (100.00%) workers in industry are satisfied with the working conditions and welfare facilities which they have got.

Trade Union :

It is seen that there is only one trade union named, "Engineering Kamagar Union". Majority of the workers, i.e. (95.71%) were the members of this union, while during investigation it is found that the workers are satisfied with the union activities majority (85.71%) of the workers had opinion ✓ that this union is taking active part in problem solving of the workers. It is observed that there was a strike in 1982, but it was settled through the agreement between management and union. About (85.71%) members had opinion that union objectives should be such as to improve human relations at work ✓ place and to render social services to the industrial workers.



Role of Management :

Taking into consideration the various aspects of labour management relations, it can be concluded that the factory is running smoothly, so far as industrial relations are concerned. As regards the role of personnel officer it is observed that personnel officer provides maximum welfare facilities to the workers such as statutory and non-statutory facilities i.e. Bonus, Increments, Promotions, Over-time, health and sanitation, Provident Fund, gratuity leave with pay, medical facilities, recreation facilities, rest house, etc.

It is observed that the workers are trying to obey the rules and regulation. Besides this certain disciplinary actions are taken against the worker, for their misconduct, so that discipline will be maintained in the factory.

As far as worker-worker relations are concerned it was seen that majority (92.86%) of the workers was having informal relation with other workers and that they were having friendly and co-operative relations both at the factory and outside the factory each worker thinks about others as friend and thus they are friends of each other.

As regards the worker-supervisor relations are concerned it was seen that majority of the workers (64.29%) was having informal relations with their supervisor. Supervisors are also treating the workers as their friends.

As far as management-workers relations are concerned it was seen that majority of the workers (95.71%) was having meeting relations with their management. As regards the frankness of management it is observed that majority (98.57%) of the workers thought that their management has free and frank at the time of social gathering.

Taking into consideration the various aspects of management. Labour relations can be concluded that this factory is working smoothly. The relation between management and workers, worker-supervisor and workers-workers are quite cordial and friendly.

So it can be concluded that the working conditions and labour welfare policies of the factory have been satisfactory. Management of Hindustan Gears has extended maximum welfare facilities to the workers without hesitation. So that the management workers relations in Hindustan Gears Pvt. Ltd., Oglewadi is quite cordial and friendly.

Suggestions :

The researcher has to make some suggestions for improvement of the healthy management workers relation in the factory.

i) The management of the factory should try its level best to provide housing facilities for their workers, because a housing facility will save the time of workers and will increase their efficiency.

ii) The management of factory should try its level best to provide transport facilities to their workers. Such a transport facility will save the time of workers and they will work very effectively and efficiently when they join their duties in time.

iii) The management should provide adequate medical facilities to their workers because there is no provision for periodical medical check-up of the workers.

iv) Management should introduce workers' education scheme in the factory.

v) Management should start fair price shop for their workers in the vicinity of the factory compound.

vi) Management should further extend library facilities to their workers.

vii) Management should establish a workers credit co-operative society in factory compound.

viii) Management should provide school facilities to the workers' children.

ix) Management should implement E.S.I. scheme in the factory.

x) Management should increase the rate of contribution to the Provident Fund upto 10%.