# CHAPTER IV

# WORKING CONDITIONS AND WELFARE FACILITIES

## 4.1 INTRODUCTION

The present chapter deals with the analysis of data regarding working conditions, seasonal work, wage structure, off-seasonal activities, welfare facilities and workers relations with management in the sugar industry.

India is a developing country having agriculture as its main economic activity. Inspite of the process of economic development, industrialization and urbanisation, the percentage of unemployed youths is increasing day by day, because of increasing population in India. On the one side, the agro-based industries are providing employment opportunities to rural unemployed and diverting the agriculturists to practice commercial agriculture. The sugar industry is the leading industry operating as a growth centre for the overall development of its operational area. The industry provides the employment opportunities to ruralites. But on account of it seasonal character it has created a category of workers, which we call seasonal workers.[1] These seasonal workers get the work only in crushing season, and after that they are thrown out of the work during the off-season.

During the off-season, they faces a number of problems, because of no work. They have to search their livelihood for the off period. Some of the workers would work in agriculture, some of them would work elsewhere and some would run a small business and some would not get the work. Hence,

during the off-season period they have to take loans. Sometimes, even they cannot satisfy their basic necessities.

## 4.2 CATEGORIES OF WORKERS IN SUGAR INDUSTRY

The employees of sugar industry may be categorized into- 1) Operative Clerks or Administrative. 2) Supervisory and Professional staff and 3) Contract Workers.[2] Operative employees are again categorized into number of sub-groups like skilled, semi-skilled, highly skilled etc. The administrative staff is constituted with supervisory, executive, general administration and other technical and professional group employees. Both operative and administrative sections of work require contract labourers, particularly, during crushing season. These contract labourers are the seasonal workers.

### 4.2.1 DEFINITION OF SEASONAL WORKER :

Generally, `Season' means the period or periods of each year during which sugarcane is crushed and sugar is manufactured. Usually, the period between November and May is considered to be a season for the sugar industry in India.

Generally, `Seasonal worker' or `employee' is an employee who is appointed in writing by the managing Director to do seasonal work mainly, and / or also for the period necessary for cleaning and other routine work, either before and / or after the season.

The Bombay Industrial Relations Act., 1946 defines "Seasonal worker is a person who is employed for a hire or reward to do any work for more than half of the total number of days on which he actually worked during the year,

whose work is skilled unskilled, manual or clerical , in a scheduled employment in respect of which minimum rate of wages fixed.[3]"

The Second Wage Board of sugar Industry, 1970, defined. "The seasonal worker is a person who works more than half of the total number of days on which he actually works during the year.[4]"" "

### 4.2.2. SEASONAL WORKERS IN SHRI DOODHAGANGA-KRISHNA SAHAKARI SAKKARE KARAKHANE NIYAMIT, CHIKODI :

The employment composition in Shri Doodhganga-Krishna Sahakari Sakkare Karakhane Niyamit Chikodi is shown in the table No. 4.1.

| Categories of Workers | No. of Workers |
|---|---|
| I - Administrative and Executive : | |
| 1) Managerial - I | 3 |
| 2) Managerial - II | - |
| II - Supervisory : | |
| 3) Supervisory - A | 13 |
| 4) Supervisory - B | 14 |
| 5) Supervisory - C | 19 |
| III - Clerical : | |
| 6) Grade - I | 1 |
| 7) Grade - II | 14 |
| 8) Grade - III | 75 |
| 9) Grade - IV | 65 |
| IV - Operatives : | |
| 10) Highly-skilled | 12 |
| 11) Skilled - A | 51 |
| 12) Skilled - B | 47 |
| 13) Semi-skilled | 241 |
| 14) Un-skilled | 270 |
| Total | 825 |

Source: Official document of the factory.

Apart from these employees there are 322 daily wages workers, and 32 Apprentice Trainers and Consolidated (Technical and Professional) employees in the factory. Thus there are 1179 workers are working in the factory.

Most of the seasonal workers are engaged in jobs like sugar bagging, loading and un-loading sewing of bags, weight and transport, removal of press mud, helpers etc.

## 4.3 WORKING CONDITIONS:

The working condition referred as, "The condition under which a worker works influences on the health, efficiency. psychology and the quality of the work of the worker.[5]

The working conditions include cleanliness light, heat, ventilation, physical energy required, length of the work-day, irregularity of the work hours such as right shifts or the rotation of shifts, physical hazards, social group and managerial conditions that directly or indirectly influence the workers happiness, satisfactions or dis-satisfactions at work.[6]

It is said that environment creates a man, and if a environment is improved, the man also can be improved. The worker works hard only under healthy atmosphere. It stimulates the worker to work which leads to more amount of work. The pleasant atmosphere is to be maintained in the work place because small things like colour of the walls, placement of the machinery in the work place also affects the very psychology of the workers which ultimately leads to the lower output of work.

### 4.3.1 ADVANTAGES OF GOOD WORKING CONDITIONS

The advantages of good working conditions are as follows :

1) The healthy and bright working conditions improves the efficiency of the worker.

2) Good working conditions bring about stability of labour and increase their commitment of factory work

3) Better conditions of work contribute to a large measure in reducing the extent of absenteeism and labour turnover in industries.

4) The relations between employers and workers will also improve, if the working conditions are congential.

5) The workers do not suffer from occupational disease, if the better working conditions are available at the place of work.

In the absence of good working conditions the workers find themselves uncomfortable and naturally they feel that their job is boresome, and it makes them to become sluggish and find very different to pass the time.

### 4.3.2 WORKING CONDITIONS IN SUGAR INDUSTRY :

According to , the factories Act, 1948, the working conditions in sugar industry includes, the temperature, air movement, humidity, illumination (light), sanitation and ventilation etc.

**TEMPERATURE AND HUMIDITY :**

It is one of the important aspects of working conditions. The temperature inside the factory should be always maintained at a required level. During the hot season, the climatic conditions makes work unpleasant due to high temperature. Therefore, it is desirable to reduce the excessive

temperature by the provisions like exhaust fans, electric fans, air condition machines, air coolers etc. During cold season it is required to be kept warm by a suitable heating system.

**SANITATION :**

It includes the cleanliness inside the factory which includes among other things like, white washing heat, cleaning machines, proper arrangements and cleanliness of the latrines and urinals, drainage, outlets of water etc.

**VENTILATION:**

Ventilation is an essential factor to remove lassitude, discomfort and fatigue of the labour. So it is quite necessary to make an arrangement of ventilation system in the industry. The arrangement is to be made for both natural and artificial ventilation.

**LIGHT :**

The provision of adequate light is an important requirement in the industry. It helps to protect the eye-sight of the workers and which certainly increases their output. The natural light is to be derived from the windows or the roofs and the artificial lighting can be provided throughout electricity.

### 4.3.3. WORKING CONDITIONS IN SHRI DOODHAGANGA-KRISHNA SAHAKARI SAKKARE KARAKHANE NIYAMIT, CHIKODI

It is observed that, the factory has provided all facilities mentioned in the factory Act of 1948. For keeping the temperature at low, the electric fans have provided in the working rooms. Adequate and reasonable ventilators

have been provided for the circulation of fresh air in the factory. The sufficient and suitable lighting has been provided and maintained every part of the factory. The arrangements have also been made for the latrines and urinals by the factory.

### 4.3.4 WORKING CONDITIONS AND WORKERS OPINION:

The working condition includes ventilation, temperature , lighting sanitation, air-movement and humidity etc. Proper ventilation is very essential for checking the evil effects on general health of workers Reasonable temperature in work-room is quite basic from the point of view of the efficiency of the workers. In addition, adequate and suitable lighting in place of work is also necessary for the workers. It protects the eye-sight of the workers. Thus, the physical environment in which workers work plays a critical element in determining his efficiency in man-machine system.

Taking into consideration these things the information was collected regarding conditions of work whether they were satisfactory or not. The data regarding this is presented in Table No. 4.2

TABLE NO : 4.2 WORKING CONDITIONS AND WORKERS OPINION.

| Working Conditions | Workers Opinion | | Total |
|---|---|---|---|
| | Satisfactory | Not Satisfactory | |
| Temperature | 72 (98.63) | 1 (1.36) | 73 (100) |
| Air-movement | 72 (98.63) | 1 (1.36) | 73 (100) |
| Ventilation | 73 (100) | - | 73 (100) |
| Humidity | 73 (100) | - | 73 (100) |
| Sanitation | 64 (87.67) | 9 (12.32) | 73 (100) |
| Light | 67 (91.78) | 6 (8.21) | 73 (100) |

The table reveals that, majority of workers consider that, conditions at the work place were satisfactory. The factory has a modern type of building. The data shows, the temperature, air-movement, ventilation and humidity arrangements were good, so the respondents were satisfactory. There are some windows and fans which help to make air clean and fresh. As regarding to sanitation majority of workers were satisfied, and only few were not satisfied. About lighting in the factory, management has provided and maintained sufficient and suitable lighting. There are glazed windows and tube lights are adopted for lighting in the workroom.

## 4.4 WAGES:

Majority of the industrial disputes in India centres around the issue of wages. Wages means, the amount paid periodically, especially by day or week for work ofa worker. While stating the importance of wages, C.B. Mamoria and S. Mamoria writes, "The expectation of the working class is that, it should be given fair, adequate and just wage which should be sufficient to meet their basic and some other needs. When the expectation is not fulfilled, discontent is the result, production fall, efficiency, decreases, productivity is reduced and discipline is thrown to the winds".[7]

### 4.4.1 DEFINITION OF WAGE :

Bhagoliwal, T.N. defines, wage as, "a remuneration paid by a employer for the services of a worker who is engaged by the hour, days, week or fortnight."[8]

Thus, the wges are the payment made to the employees as a compensation for the services rendered by them to the organization. It is paid under contract by an employer to a worker for service rendered. Thus, wages constitute a contract income between employers. and employees.

### 4.4.2. METHODS FOR FIXING THE WAGE CLASSIFICATION :

The Central Wage Board for Sugar Industry has classified the workers into four categories on the basis of wages. They are---

1) Unskilled employee is one who does a work that involves the simple duties , which requires the exercise of little.
2) Semi-skilled employee is one who has sufficient knowledge of that trade or work to be able to do simple work with the help of simple tools and machines.
3) Skilled employee is one who is capable of working independently efficiently and accurately.
4) Highly-skilled employee is one who is capable of doing high degree of precision work. He must be capable to organizing day to day work. [9]

### 4.4.3 WAGES OF SEASONAL WORKERS IN SHRI DOODHA GANGA-KRISHNA SAHAKARI SAKKARE KARAKHANE, NIYAMIT, CHIKODI.:

In this factory, the wages are paid according to the Wage Board Rules. In this factorty two methods of wage payment are followed, firstly, the monthly wage payment for skilled and permanent workers, and secondly, daily wages to the workers appointed temporarily.

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### 4.4.4 MONTHLY WAGES AND WORKERS OPINION :

The sugar industry in India has applied the time wage payment method to their workers. But the seasonal workers get their wage according to the work done in the day or week. So it will be worthwhile to understand about their wages and opinion about the wages.

The monthly wage and the opinion of seasonal worker is shown in Table No. 4.3.

TABLE No. 4.3 Monthly Wages and workers opinion about wages

| Monthly Wages | Workers Opinion | | Total |
|---|---|---|---|
| | Satisfactory | Not Satisfactory | |
| Rs.600-1000 | - | 25 (100) | 25 (100) |
| Rs.1001-1500 | - | 6 (100) | 6(100) |
| Rs.1501-2000 | - | - | - |
| Rs.2001-2500 | - | - | - |
| Rs.2501-3000 | 9 (69.23) | 4 (30.76) | 13(100) |
| Rs.3001-3500 | 24 (82.75) | 5 (17.24) | 29(100) |
| Total | 33 (45.20) | 40 (54.79) | 73 (100) |

The table clearly shows, majority of workers were not satisfied with their wages, and remaining workers were satisfied. The trend shows that, the workers having less wages were not satisfied, whereas the workers having higher wages were satisfied.

## 4.5 LABOUR WELFARE:

Labour welfare is one major aspect of national programmes towards bettering the lot of labour and creating a life and work environment for this

class of population. Welfare has been described as a total concept. It is desirable state of existance involving the physical, mental, moral and emotional well-being. All these four elements together constitute the structure of welfare on which totality is based.

### 4.5.1 DEFINITION:

Generally, labour welfare refers to the measures and activities undertaken by state, employers and associations of workers for the improvement of workers standard of life and for the promotion of their economic and social well-being , are labelled as `welfare work'.

Bhagoliwal, T.N. defines, labour welfare as, "work for improving the health, safety, general well-being and the industrial efficiency of the worker beyond the minimum standards laid down by the Factories Act and other labour legislation"[10]

The Encyclopedia of Social Sciences defines, as, "the voluntary efforts of the employers to establish with the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the customs of industry and the conditions of market."[11]

According to the report of Labour Investigation Committee, 1940, "anything done for the intellectual, physical moral and economic betterment of the workers whereby the employers or by the Government or by other agencies, over and above what is laid down by law or what is normally accepted as a part of the contractual benefits for which the workers may have bargained."[12]

The committee on labour welfare, 1969 defined as " Labour welfare work includes such services as facilities and amenities as adequate canteen, rest and recreational facilities, sanitary, medical facilities, arrangements for accommodation of workers employed at distance from their home and such other services amenities and facilities including social security measures as contribute to an improvement in the conditions under which workers are employed."[13]

### 4.5.2 NECESSITY OF LABOUR WELFARE :

Labour welfare has become a necessity due to nature of industrial system. The approach of this problem is different from country to country according to the degree of development in a particular country. However, the need of welfare is realised.

In India, labour welfare measures are required, because country is passing through a transitional phase when rural and agriculture based society has changing into an urban and industry based society. It would be made easier for a workers to adjust himself to a new way of life. Therefore, the need was emphasized by the constitution of India.

### 4.5.3 WELFARE FACILITIES IN SUGAR INDUSTRY:

The Factories Act, of 1948, has provided a number of facilities to labourers in sugar industry. The main provisions of the Act are a) regarding saftey guarding of machines, b) provisions regarding health and cleanliness, c) Drinking water, d) Washing and latrine facilities, e) lunch rooms and rest-rooms, f) first aid and dispensary facilities in all factories employing more than 500 workmen g) Welfare officer, where more than 500 workmen are employed h) provision of spittoons, i) rest of half an hour after a maximum of

5 hours of work, j) Ventilation and temperature to be maintained at standards prescribed by State Governments, k) adequate light to be provided, and l) Canteen facilities.

### 4.5.4 LABOUR WELFARE FACILITIES IN SHRI DOODHGANGA-KRISHNA SAHAKARI SAKKARE KARAKHANE NIYAMIT, CHIKODI:

The following labour welfare facilities are provided in Shri Doodhaganga-Krishna Sahakari Sakkare Karakhane Niyamit, CHIKODI:

The following labour welfare facilities are provided in Shri Doodhaganga-Krishna Sahakari Sakkare Karakhane Niyamit, Chikodi. The facilities can be grouped as under :

a) Statutory Welfare facilities.

b) Non-statutory welfare facilities.

c) Voluntary welfare facilities.

### A) STATUTORY WELFARE FACILITIES:

The following are the important statutory facilities provided by the factory.

1) Medical facility :

The factory is having a well established hospital. IT is providing first aid facility to the employees. The free treatment is provided to the factory workers and their family members.

2) Washing and bathing facility:

The factory has provided suitable, facility of washing and bathing for the use of workers. For this purpose, four bathrooms are provided for the use of workers.

3) Canteen facility :

The factory has constructed a well furnished building for canteen, in which the cheap and clean food is provided to the workers.

4) Drinking water facility:

In each and every department of the factory, there is sufficient supply of drinking water. The mud pots are also provided to each and every departments of the factory. Besides this, the factory has provided a filter plant of water for clean and pure water.

5) Latrines, Urinals and Lavatories:

A number of latrines, urinals and lavatories has been provided by the factory for the use of workers of the proper maintaining and keeping it in a hygienic condition, the sweepers have been appointed by the factory.

6) Uniform facility:

The factory has made a provision of the facility of providing uniforms to the needy workers. The workers of the Electrical Department will get the facility of shoes, goggle, and handgloves etc.

But this facility is restricted only to the permanent and some of the seasonal permanent workers.

## B) NON-STATUTORY WELFARE FACILITIES :

The factory has provided the following nonstatutory facilities for the workers of the factory.

1) Educational Facilities :

As regarding the educational facilities, the factory is having a primary school, as well as high-school. The factory also assists financially, to the children of shareholders and workers who are taking education outside the factory.

2) Rest-room facility :

The factory is having a rest-room facility, but there is no provision of special rest-room.

3) Recreational Facilities :

For the recreation of workers, factory has provided a number of recreational facilities like T.V., sports materials, library with a reading room etc. They celebrates the various festivals on the factory site and conducts yearly a sports to encourage the workers.

4)Housing Facility :

The factory has provided the housing facility to the needy permanent as well as seasonal permanent workers. These are well equipped with electricity, sufficient water, ventilation and T.V. channels etc.

## C) VOLUNTARY WELFARE FACILITIES :

The following are the important voluntary welfare facilities provided by the factory. These are:

1) Consumer's Co-operative Society :

A consumer co-operative society was established at the sight of the factory to provide essential commodities to members employee in a reasonable price.

2) Workers Co-operative Credit Society :

This factory has its co-operative credit society for helping the needy workers in the form of loans to its members.

Apart from above welfare facilities, the factory has undertaken social security measures for its workers, like Provident Fund and Gratuity, Life Insurance Scheme, Family Pension Scheme and the payment of Bonus etc.

### 4.5.5 WELFARE FACILITIES AND WORKERS OPINION

The labour welfare is concerned with the worker," to work in better and more congenial surroundings, and also to live in a more meaningful manner, physical social and moral and intellectual."[14]

Shri Doodhganga-Krishna Sahakari Sakhare Karakhane Niyamit, Chikodi has provided the welfare facilities such as, canteen, rest-room, educational, recreational and medical facilities etc. Taking into consideration all these facilities, the information was collected regarding these facilities to see whether the workers were satisfied or not. the data regarding this is presented in the table No. 4.4

TABLE NO 4.4 WELFARE FACILITIES AND WORKERS OPINION

| Welfare Facilities | Workers Opinion | | Total |
|---|---|---|---|
| | Satisfactory | Not Satisfactory | |
| Medical | 17 (23.28) | 56 (76.71) | 73 (100) |
| Canteen | 24 (32.87) | 49 (67.12) | 73 (100) |
| Rest-Room | 13 (17.80) | 60 (82.19) | 73 (100) |
| Recreational | 73 (100) | - | 73 (100) |
| Fair-price Shop and Concessional Rate Sugar | 71 (97.26) | 2 (2.73) | 73 (100) |

The table indicates that, most of the workers were not satisfied about the welfare facilities prevailing in sugar factory, except the recreation and fair price shop and concessional rate sugar facilities. As about medical facilities majority of workers were not satisfied. The workers commented that, "oftenly the doctor will be absent, scarcity of medicine and the non-effective treatment of the doctor."

As regarding canteen facility, majority of workers were not satisfied. The workers told about this facility, that ," the items in the canteen are not cheap and not of good quality. The canteen is always un-clean.

As concerned to rest-room facility, majority of workers were not satisfied. They commented about this facility that,"the present rest-room is just like a godown of materials, in which the material is spread everywhere. In rest-room no facilities are available.

As about recreational facilities, all the workers were satisfied. Because factory had provided all types of recreation to the workers.

As regarding the facility of fair-price shop and concessional rate sugar facility, majority of workers were satisfied and only few were not-satisfied.

### 4.5.6 EDUCATIONAL FACILITIES:

There is a primary school and high-school at the factory site. But many of the seasonal workers coming daily from their villages, and it is difficult of their children both economically and for convenience purpose to attend it. So, the children of seasonal workers do not get the benefit of educational facilities provided by the factory. As regarding educational facilities, majority of the workers feel that, as a social obligation, the factory should make provision for education of their children for higher level. Some of them feel that, the factory should provide school uniforms and textbooks to their children and few of them feel that, factory should make the provision of payment of termfee to their children.

### 4.5.7 WORKERS OF LIBRARY USERS AND NON-USERS

As noted earlier in table No. 3.1, majority of workers were literate. So, it was assumed that, because of high percentage of literacy most of the workers were using the library facility. On this basis, the question was asked to know whether they were using library or not.

The collected data indicates that, majority of the workers 51(69.86) were not using library and remaining 12(30.13) were using the library. This shows the lack of interest of workers in reading habit.

### 4.5.8 HOUSING FACILITY :

According to the Wage Board, factory has to make provision of the residence of seasonal workers. Accordingly, the factory has built up well equipped quarters for the factory workers.

But only the seasonal permanent workers were getting the advantage of this housing facility, and all of the (42 workers) were satisfied about this facility.

### 4.5.9 FACILITY OF PROVIDENT FUND AND ALLOWANCES

The data shows that, about the provision of provident fund, the factory provides this facility only to the seasonal workers who were permanent. Out of 73 respondents only 42 respondents were getting this facility.

As about various allowances like the washing allowance, travelling allowance house-rent allowance (to those who could not get the benefit of housing facility, provided by the factory) etc. can get only by the seasonal permanent workers.

### 4.5.10 FACILITY OF BONUS :

"Bonus in an exgratia payment made by an employer to his employee as a mark of good will which is necessary for better working".[15] The collected data shows that, all the workers, seasonal permanent and seasonal temporary were getting the benefit of bonus. During 1994-95 and 1995-96, the factory has paid 15% of bonus to workers of the factory

## 4.6 OFF-SEASON :

The sugar industry in India, is seasonal in nature. It operates only for a six or seven months in a year. On account of its seasonal nature it stops its crushing for remaining six or five months which we called "Off-season".[16] Thus, off-season is a period in which the crushing of sugarcane is stopped and the workers of the factory are thrown out of the work for remaining six months in a year.

During the off-season period, the seasonal workers of the factory could not get the work, but they get the retention allowances. It is only paid to the workers who are seasonal permanent. Retention allowance is a compensation paid to workers of sugar industry during off-season period. The seasonal workers are deprived of work and salaries during off season. To assist the workers financially and to keep them in touch with industry, such provision is made.

The Second Wage Board of Sugar Industry has paid the amount in two instalments, first at the beginning of the off-season. The skilled workers are paid 50 per cent of amount of their total salary, semi-skilled 25 percent and unskilled are paid 11 percent of their total salary.

The Third Wage Board of Sugar Industry, 1989 has paid the retention allowances to the seasonal workers is as follows:

The skilled workers are paid 50 per cent of their total salary, semi-skilled 30 percent, and unskilled are paid to the 20 percent of their total salary.[17]

During the off-season some of the seasonal workers get the work in the factory itself for cleaning and over hauling of machines. The remaining workers work in agriculture, some work elsewhere, some indulge in small business and some remains unemployed. During this period they suffers a lot. Some could not get the work and they takes the loan from various sources.

### 4.6.1 OFF-SEASONAL ACTIVITIES AND RETENTION ALLOWANCES:

Seasonal workers are employed only in crushing season of the factory. During off-season period they could not get the work. The seasonal permanent workers only can get the retention allowances to maintain the continuity of attachment of the workers to the factory. On this background, the question was asked to understand their off-seasonal activities and the retention allowances they get.

The data indicates that 14 workers were getting retention allowance of Rs.850/- per month, 11 workers were getting retention allowance of Rs.1200/- per month, and 17 workers were getting retention allowance of Rs.1800/-per month. The 31 workers who were seasonal temporary were not getting any retention allowance.

The data also shows that, during the off-season period 55 workers work in agriculture , 11 workers work at some other places, 5 workers run business and 2 workers remains unemployed.

### 4.6.2. WORKERS AMOUNT OF LOAN AND SOURCE OF LOAN

As noted earlier in table no.4.3 shown that, majority of workers were not satisfied about their wages. On this background, it was assumed that,

workers must be taking loan at the time of difficulties. To know this, the question was asked about their amount of loan and their source of loan The data regarding these aspects are presented in Table No.4.5

Table No. 4.5 WORKERS AMOUNT OF LOAN AND SOURCE OF LOAN

| Source of Loan | Amount of Loan (in Rs.) | | | | | Total |
|---|---|---|---|---|---|---|
| | 1000 to 5000 | 5001 to 10,000 | 10,001 to 15,000 | 15001 to 20,000 | More than 20,000 | |
| Friends | 1 (50.00) | 1 (50.00) | - | - | - | 2(100) |
| Relatives | 6 (66.66) | 3 (33.33) | - | - | - | 9(100) |
| Banks | 3 (30.00) | 6 (60.00) | - | - | 1 (10.00) | 10(100) |
| Bhishi | 7 (35.00) | 9 (45.00) | 4 (20.00) | - | - | 20(100) |
| Co-op.Society | - | 5 (41.66) | 2 (16.66) | 3 (25.00) | 2 (16.66) | 12(100) |
| Total | 17(32.07) | 24(45.28) | 6 (11.32) | 3 (5.66) | 3 (5.66) | 53(100) |

As from the table, majority of workers had taken the loan. Amongst these workers, majority of them had taken loan in the range of Rs.1000 to Rs. Rs.10,001 and above.

The trend indicates that, majority of the workers had taken loan from the source of Bhishi Mandal's in the range of Rs.1000/- to Rs.10,000, and few had taken in the range of Rs.10,001 to Rs.15,000. As from co-operative society majority had taken a loan in the range of Rs.5001 to Rs.20,000 and above.

The trend also shows, as from banks, majority of workers have taken the loan in the range of Rs.1000 to Rs.10,000. Only few had taken the loan Rs.20,000 and above. As from relatives, most of them had taken a loan of Rs.1,000/- to Rs.10,000. Only few of them had taken from their friends in the

range of Rs.1,000 to Rs.10,000/-. Out of total 73 respondents only 20 workers have not taken the loan.

Thus, for less amount of loan the workers had approached friends, relatives, banks and Bhishi's and for large amount of loan they had utilized the sources of Bank, Bhishi and co-operative society.

Majority of workers 39/67 (58.20) repay their loan from agricultural income, 11/67 (16.41) repay by the source of other means and only 3/67 (4.47) workers repay they their loan from salary and bonus.

## 4.7 INDUSTRIAL RELATIONS :

The term "industrial relations" denotes, "relations of all those associated with production work including the industry, agriculture, mining commerce, finance, transport and other services. The main aspects are the establishment of conditions under which the proceeds of the work are divided as dividends,salaries and wages between the shareholders, employers, managements and work people of various grades, i.e. manual clerical and technical".[18]

Industrial relations are multi-dimensional in nature and are concerned with the many problem's which the employer - employee relations entail. Agnihotri states. that, "the term industrial relations explains the stem directly or indirectly from union employer relationship".[19]

The importance has been attached to workers management relations, because "Communication is now being increasingly recognised the most important tool of management for promoting co-operative attitudes in employees and inculcating in them a sense of team spirit. Communication

should function as a two way process similarly information about the progress of work and other significant occurrences is passed to management."[20]

### 4.7.1 FACTORS DETERMINING INDUSTRIAL RELATIONS :

The following are some of the important factors which determine the industrial relations in India. These factors are :

1) Institutional factors, such as labour legislation, state policy relating to labour and industry, extent and state of trade unions and employer's organizations and the type of social institutions.

2) Economic features meaning thereby the nature of economic organization in which capitalist, socialist, individual, company or Government ownership are included, capital structure including the technology, the sources of demand and supply in the labour market the nature and composition of labour force etc.

### 4.7.2 INDUSTRIAL RELATIONS IN SHRI DOODHAGANGA-KRISHNA SAHAKARI SAKKARE KARAKHANE NIYAMIT, CHIKODI :

The present position of worker's management relations in the factory were satisfactory and cordial.

The workers, in every factory, are having relations with management. The worker management relations are based on knowing whether the workers meet to the management. That is why the question was asked that, whether they meet to the management and do they get the co-operation by the management. The data regarding this are presented in Table No. 4.6

TABLE No. 4.6: MEETING RELATIONS AND CO-OPERATION BY MANAGEMENT

| Meeting Relations | Co-operation by Management | | Total |
|---|---|---|---|
| | Yes | No | |
| Yes | 60 (98.36) | 1 (1.63) | 61 (100) |
| No | 12 (100) | - | 12 (100) |
| Total | 72 (98.63) | 1 (1.36) | 73 (100) |

The table clearly indicates that, majority of workers have meeting relations with the management. Only few workers have no meeting relations with the management. The table also indicates co-operation by management by all the workers with the exception of one worker.

### 4.7.3 WORKERS SATISFACTION ABOUT THEIR SERVICE

The personal opinion of the workers about their satisfaction are the most important, as this throws light on the administration of the factory. Hence, the question was asked about their satisfaction. The data on this aspect are presented in table No. 4.7

TABLE NO. 4.7 WORKERS SATISFACTION ABOUT THEIR SERVICE :

| Workers Attitude | No. of Respondents | Total |
|---|---|---|
| Satisfied | 58 (79.45) | 58 (100) |
| Not-satisfied | 15 (20.54) | 15 (100) |
| Total | 73 (100) | 73 (100) |

The data in table clearly indicates that, majority of the workers were satisfied about their service and few were not satisfied about their services.

### 4.7.4 WORKERS OPINION ABOUT FACTORY ADMINISTRATION

The question was also asked about workers opinion about factory administration. The collected data shows that, the workers had the positive attitude towards the factory administration. All the workers told that, "all the administrative body is co-operative. They personally enquires about the problems of workers and immediately takes a step to solve these problems."

### 4.7.5. SUGGESTIONS OF THE WORKERS :

The data is also collected regarding their personal suggestions, if any.

Most of the workers feel that, it is necessary to increase the wages of the workers. As compared to the work in the factory, the rate of wages is very low. Even the workers could not satisfy their basic needs. So, the management have to take a immediate step to increase the wages of the workers.

Most of the workers feel that, night shift should not be imposed to those who are above 45 years of age. Because it will affects to the health and effeciency of the workers.

Most of them feel that, after the retirement or accidental death whichever the case, the successor should be employed by the factory.

Most of the workers suggested that, the seasonal temporary workers are not getting the dress facility, the facility of co-operative credit society and other facilities. The management have to provide such facilities to the seasonal workers, as the permanent workers have.

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