



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

PERCEPTIONS OF EMPLOYEES ON SETTLEMENT OF INDUSTRIAL DISPUTES AND STATUTORY, NON-STATUTORY WELFARE MEASURES IN SCCL - A STUDY

A. Ramya Sri

Research Scholar

Department of Commerce & Business Management

Kakatiya University, Warangal Urban (T.S.)

Dr. P. Amaraveni

Associate Professor

University College of Commerce & Business Management

Kakatiya University, Warangal Urban (T.S.)

Abstract

Good industrial relation is built-in mutual cooperation and common agreed approach between employers and employees which ensure uninterrupted production, reduced industrial dispute, and improvement in welfare measures, industrial unrest, strike, and lock outs. In this paper, an attempt has been made to know disputes settlement which leads to reduce disputes or conflicts between employer and employees, to be redressed, and to get improvement in employee welfare facilities at workplace in SCCL. A sample of 100 workers/employees was taken by using random convenience sampling method and data collected from the sample respondents by using a structured questionnaire. The collected data tabulated by using crosstabulation, ANOVA and Chi-Square test. It also comes to know disputes settlement which leads to reduce disputes or conflicts between employer and employees, to be redressed, and to get improvement in employee welfare facilities at workplace which affect the industrial relations of SCCL as whole.

Key words: IR, Industrial disputes settlement, Statutory welfare facilities, Non-statutory welfare facilities.

INTRODUCTION

The conflict of interest between management and labour is what leads to industrial disputes. The management has a goal of profit maximization and on the other hand the workers expect rise in salaries, security of job, and protection of their skills, improvement in their status and in the working conditions. Those who control the factors of production require strict administration, closer supervision, and maintenance of strict discipline and implementation of rules, code of conduct and code of discipline. Whereas the workers demand a share in capital, voice in management, freedom of expression, participation in management and dignity of employees. So, the people that control the factors of production and people that produce always have different or conflicting interest which gives birth to industrial disputes.

REVIEW OF LITERATURE

A numbers of research work have been done by eminent persons in the coal industry and dispute settlement and welfare measures.

1. Anjali Ganesh and Vijayi D. Souza (2008) in their article they felt that employees at NMPT are quite satisfied with the social security benefits provided by the organization. They also stated that the provision of welfare facilities and social security benefits has a greater influence on the working of employees through psychological and social satisfaction.

2. Meenakshi Garg, Pradeep Jain (2013) conducted a study to know the range of awareness for welfare measures among workers, the level of satisfaction among workers for labour welfare measures in textile industries of Punjab. Study found that a majority of respondents were aware of statutory welfare facilities. But female workers were less aware of the statutory welfare facilities so some steps must be engaged to make awareness among female workers on statutory facilities. Most of the workers highly benefited and satisfied with the Welfare measures provided by the textile industries.

3. Arul Edison Anthony Raj (2014) in this paper, the researcher identified that the industrial disputes affect the employee – employer relations in the organization both the private and public sectors. Now a days, Government of India, taking some effective measures to reduce the causes of industrial disputes, as compared the statistical reports shown during the year 1986 to 2005 the number of disputes was reduced as 1,458 to 227.

4. Dr. K. Vijayarani and Mr. G. Suresh (2015) this study identified that the employees working in the mines and thermal power station are more affected with the health facilities, and safety measurements for the workers provided by the corporation. The female employees are less satisfied, with the recreational facility and the crèches in the provided by the corporation.

5. R.Rathnamma and Dr.T.Rajendra Prasad (2017) the economic advancement of any nation is closely related to its industrial progress. Men, machine, materials are the most important factors for the growth of industries. Of these, the human factor stands foremost and constitutes the basis for successful working of any undertaking. Hence, maintenance of good labor management relations is essential, without which the industrial machinery will slow down and come to a grinding halt.

6. Arpit Patel, Archana Gohil and Heli shah (2017) held a study to analyze the employee's welfare measures and social security, the employee's level of satisfaction towards the Welfare Measures & Social Security. As per studies, it had been founded that there was no significant relationship between satisfaction level of employee who were at different age and designation level with welfare measures. By directing this review, we gathered that the greater parts of representatives working in designing unit were happy with compelling and sufficient welfare measures and government managed savings.

7. Dr Pranjol Protim Kakoty (2018) the paper aimed to discuss the methods of settlement of industrial disputes in the tea plantation sector of Assam in the post-independence period. The paper studies a number of industrial disputes taken place in Assam during the post-colonial period and method of conciliation to settle those by various authorities. The paper tries to focus on the role of the trade unions, management of tea gardens and the state government of Assam in the process of dispute settlement.

8. Ms.Maheshwari.B.P, Mrs Kavyashree M B (2021) the study was made over 100 employees working in various departments of the organization. Results of the study show that employees are satisfied with the grievance redressal mechanism used by the organization. Understanding the present system, suitable suggestions were provided for further improvements.

SCOPE OF THE STUDY

The current study is limited to one of the demographic elements called the category of work of the respondents in Bhadradi Kothagudem in Telangana State and it is confined to select aspects of IR such as industrial disputes settlement, statutory welfare and non-statutory welfare facilities at SCCL.

NEED OF THE STUDY

Continuation of harmonious industrial relations is a vital importance for the continued existence and development of the SCCL. Effective industrial relations are based on fair labour practices, proper execution of disputes settlement machinery, improvement in employee welfare measures including statutory and non-statutory facilities. Industrial growth is not possible without cooperation of labors and management. Therefore, it is the interest of all to reduce disputes or conflicts and maintain good relations between employees and employers, employers and employees. This study helps in understanding execution of disputes settlement, improvement in employee welfare measures in SCCL, Bhadradi Kothagudem, Telangana state. Hence, there is a need to study the IR in SCCL.

OBJECTIVES OF THE STUDY

1. To know about industrial disputes settlement, statutory welfare and non-statutory welfare facilities at SCCL.
2. To evaluate the perception of employees on disputes settlement, statutory welfare and non-statutory welfare facilities at SCCL.
3. To draw conclusions from the study.

RESEARCH METHODOLOGY

Primary data as well as secondary data is used for the study. Primary data was collected from 100 respondents, who were working in SCCL, Bhadradi Kothagudem, Telangana state. A random convenience sampling method was used to collect the data. These 100 employees were consisting of different age groups, gender, education, family size, category of work, length of service marital status. To analyze the collected data and to write interpretation Cross Tabulation and techniques like ANOVA and Chi-Square were applied with the help of SPSS 19 Version. Secondary data was collected from various books, journals, reports and website of SCCL. This study mainly focuses opinions of respondents on industrial disputes settlement, statutory welfare and non-statutory welfare facilities at SCCL.

LIMITATIONS OF THE STUDY

1. The current study is restricted to Category of work-wise analysis.
2. The current study is confined to the aspects of industrial relations such as industrial disputes settlement, statutory welfare and non-statutory welfare facilities.

SETTLEMENT OF INDUSTRIAL DISPUTES IN SCCL

Industrial disputes may arise out of economic, political, social or from socio - economic background. At the same time the attitude of the employers and employees is also responsible to a great extent. The factors leading to industrial disputes may be industry related, management related, government related or union related. The most common causes of industrial disputes such as Wages and Allowances, Personnel Policies, Retrenchment, Lay off, Leave and hours of work, Bonus, Indiscipline, Violence, and Inter Union rivalry, Non-implementation of awards or agreements, Non-fulfillment of demands, Workload, Work standards, Surplus labour, Working conditions, Change of manufacturing process, Violation of rules or codes, Shift working, Political motives, Closure or lockouts, Inability to communicate effectively, Refusal to recognize unions, Authoritarian or autocratic attitude of management, and Non-implementation of labour law. The Industrial Disputes Act, 1947 provides elaborated and efficient machinery for the peaceful and amicable settlement of the industrial disputes. They include:

1 Workers Committee (Sec 3)

A works committee consisting of representatives of employers and workmen engaged in the establishment, so however that the number of representatives of workmen or the committee shall not be less than the number of representatives of the employers. The representatives of the workmen engaged in the establishment and in the consultation with their trade union, if and registered under the Indian Trade Union Act, 1926.

2 Conciliation Officers (Sec 4)

A conciliation officer may be appointed for a specified industry in a specified area or for one or more specified industries and either permanently or for a limited period. In every industrial dispute, existing or apprehended, the conciliation officer shall hold the conciliation proceedings in prescribed manner. The conciliation officer for settling the dispute without delay shall investigate the dispute and may do all such things to make the parties to come fair and amicable settlement of dispute. The conciliation officer shall send a report on the settlement of the dispute to the appropriate Government together with a memorandum of the settlement signed by the parties to the dispute.

3 Board of Conciliation (Sec.5)

The Chairman is an independent person and other members are representatives of the parties to the dispute in equal numbers. If a settlement of dispute or of any of the matters in dispute is arrived at in the course of the conciliation proceedings the Board shall send a report thereof to the appropriate Government together with a memorandum of the settlement signed by the parties to the dispute. If no such settlement is arrived at, the Board shall as soon as practicable after the close of investigation send to the appropriate Government a full report on the steps taken by the Board for ascertaining the facts and circumstances relating to the dispute and for bringing about a settlement thereof Report shall also contain a full statement of such facts and circumstance and the reasons on account of which, in its opinion a settlement could not be arrived at. The board shall submit its report within 2 months of the date on which the dispute was referred to it or within such shorter period may be fixed by the appropriate Government.

4 Court of Enquiry (Sec. 6)

A court may consist of one independent person or of such number of independent persons as the appropriate Government may think fit and where a Court consists of two or more members, one of them shall be appointed as the chairman. Court shall not be able to act unless minimum number of members required to transact business quorum is present. Absence of chairman or any member or any vacancy of its member will not affect the validity of the proceedings of the Court if they are otherwise valid and regular.

5 Labour courts (sec.7)

A Labour Court shall consist of one person only to be appointed by the appropriate Government. The Labour Courts adjudicate the following disputes relating to matters specified in the second schedule such as the propriety or legality of an order passed by an employer under the standing order, the application and interpretation of standing orders, discharge or dismissal of workmen including reinstatement of or grant of relief to workmen wrongfully dismissed, withdrawal of any customary concession or privilege, Illegality or otherwise of strike or lock-out and, all matters other than those specified in the Third schedule.

6 Tribunals (Sec. 7A)

A Tribunal shall consist of one person only to be appointed by the appropriate Government. It shall discharge judicial functions, though it is not a court. Industrial tribunals have a wider jurisdiction than a labour court. It has jurisdiction over any matter specified in Second or Third Schedule. Matters specified under third schedule are wages, mode of payment, compensatory and other allowances, hours of work and rest intervals, leave with wages and holidays, Bonus, Profit sharing, Provident Fund and gratuity, classification by grades, rules of discipline, and nationalization.

7 National Tribunals (Sec. 7B)

The Central Government may by notification in the official gazette, constitute one or more National Tribunals for the adjudication of industrial disputes which in the opinion of the Central Government, involve questions of national importance or are of such a nature that industrial establishments situated in more than one state are likely to be interested in, or affected by such disputes. A national tribunal shall consist of one person only to be appointed by the Central Government. The duties of a National Tribunal are the same as those of as Labour Court or an Industrial Tribunal.

METHODS OF RESOLVING INDUSTRIAL DISPUTES

Every organization or management or the trade union has the right and freedom to choose anyone method to resolve the industrial disputes. What is important here is that Industrial disputes must be solved as early as possible, it must be settled at the level which it has occurred. Both the management and the union should change their attitude and keep their ego aside and resolve the disputes as early as possible. When disputes are not settled relations further become strained and complicated. There should be a win-to-win situation, if both management and unions are to be happy. If one wins and one loses relations do not and can never improve. Pending awards can lead to less productivity and losses for both employer and employees. Both the parties as far as possible should resort to negotiations instead of tribunals or conciliation.

1 Conciliation

The main objective of conciliation is to reunite the two conflicting groups in the industry to avoid further problems of production, disinterest and strained industrial relations. This method of resolving industrial disputes is adopted when the parties cannot reconcile their differences on their own and still want to avoid the problems of open conflict.

2 Mediation

Mediation is a method of settling industrial disputes with the help of an outsider. The mediator is very positive in its approach and also plays a positive role by collecting information from both the parties the management and the union, makes a proper assessment of their views and interest and on the basis of this offers suggestions for arriving at a solution or for making a proper compromise.

3 Arbitration

Arbitration is used when the parties fail to arrive at a settlement through the voluntary methods. Compulsory arbitration may be at times and under certain circumstances, necessary and desirable. The objective of state intervention in the field of industrial relations should be to do social justice and make the weaker party equally strong to enable it to settle its differences through negotiations and collective bargaining.

PERCEPTIONS ON SETTLEMEN OF INDUSTRIAL DISPUTES IN SCCL

Table-1
Tools for Disputes Settlement

Category of work	Mutual Agreement	Collective Bargaining	Labour Courts	Conciliation	Voluntary Arbitration	Total
Underground	2 (2.0)	3 (3.0)	1 (1.0)	7 (7.0)	7 (7.0)	20 (20.0)
Surface	4 (4.0)	6 (6.0)	3 (3.0)	15 (15.0)	16 (16.0)	44 (44.0)
Opencast	5 (5.0)	7 (7.0)	3 (3.0)	13 (13.0)	8 (8.0)	36 (36.0)
Total	11 (11.0)	16 (16.0)	7 (7.0)	35 (35.0)	31 (31.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 1, it is adopted to understand the difference between the categories of work with regard to ‘Tools for disputes settlement’. In underground, out of 20 respondents 7 respondents have said that Conciliation is the best tool for disputes settlement and 7 respondents have said that Voluntary Arbitration is best tool for disputes settlement. In surface, out of 44 respondents 16 respondents have said that Voluntary Arbitration is the best tool for disputes settlement and 15 respondents have said that Conciliation is the best tool for disputes settlement. And in opencast, out of 36 respondents 13 respondents have said that Conciliation is best tool for disputes settlement. Finally, it is found that the majority of respondents from three categories say that Conciliation and Voluntary Arbitration are the best tools for disputes settlement at SCCL.

Testing of Hypothesis -1

For the testing of hypothesis, the ANOVA test is applied and the null hypothesis has formulated as follows:

H01: There is no relationship between category of work and tools for disputes settlement.

Anova: Two-Factor Without Replication

Source of Variation	SS	Df	MS	F	P-value	F crit
Category of work	10.125	1	10.125	12.46154	0.0345646	10.12796
Tools for disputes settlement	152.375	3	50.79167	16.251282	0.0083251	9.276628
Error	24.375	3	8.125			
Total	186.875	7				

Source: Compiled data using SPSS

From the above ANOVA table, it is concluded that there is a relationship between category of work such as the underground, surface and opencast concerning about Tools for disputes settlement ($0.034 < 0.05$ -Reject H_0) and there is an association between the tools of dispute settlement such as Mutual Agreement, Collective Bargaining, Labour Courts, Conciliation, Voluntary Arbitration with reference to the Category of work. ($0.008 < 0.05$ - reject H_0).

REASONS FOR GRIEVANCE IN SCCL

A grievance arises when an employee goes through an unfair, unjust or inequitable situation or treatment at the workplace. This feeling grows over a period of time and leads to a complaint by the aggrieved employee. And if his/her complaint goes unheard or unattended for a long time it takes the form of grievance. Familiarity with different types of grievances can empower employers to devise clear grievance procedures, which can be disseminated to the workforce. The types of grievances raised in the workplace typically stem from interpersonal issues such as discrimination, bullying and harassment, as well as discontent regarding pay anomalies, cut in increment, suspension, delay in promotion, delay in educational allowances, other benefits, workload and working conditions.

PERCEPTIONS ON REASONS FOR GRIEVANCE

Table-2

Reasons for Grievance

Category of work	Pay anomalies	Cut in Increment	Suspension	Delay in promotion	Delay in educational allowances	Total
Underground	1 (1.0)	1 (1.0)	4 (4.0)	11 (11.0)	3 (3.0)	20 (20.0)
Surface	5 (5.0)	10 (10.0)	3 (3.0)	23 (23.0)	3 (3.0)	44 (44.0)
Opencast	3 (3.0)	3 (3.0)	4 (4.0)	23 (23.0)	3 (3.0)	36 (36.0)
Total	9 (9.0)	14 (14.0)	11 (11.0)	57 (57.0)	9 (9.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 2, it is adopted to understand the difference between the category of work with regard to ‘Reasons for Grievance’. In underground, out of 20 respondents 11 respondents have said that Delay in promotion is the reason for Grievance. In surface, out of 44 respondents 23 respondents have said that Delay in promotion is the reason for Grievance and 10 respondents of them have said that cut in increment is also the reason for Grievance. And in opencast, out of 36 respondents 23 respondents have said that Delay in promotion is the reason for grievance. Finally, it is found that the majority of respondents from three categories say that Delay in promotion and Cut in increment are the reasons for Grievance at SCCL.

Testing of Hypothesis -2

For the testing of hypothesis, the ANOVA test is applied and the null hypothesis has formulated as follows:

H02: There is no relationship between category of work and reasons for grievance.

Anova: Two-Factor Without Replication

Source of Variation	SS	Df	MS	F	P-value	F crit
Category of work	4.5	1	4.5	16.58537	0.0476484	10.12796
Reasons for Grievance	537	3	179	26.19512	0.0118380	9.276628
Error	20.5	3	6.833333			
Total	562	7				

Source: Compiled data using SPSS

From the above ANOVA table, it is concluded that there is a relationship between category of work such as the underground, surface and opencast concerning about Reasons for Grievance ($0.047 < 0.05$ -Reject H0) and There is an association between the reasons for grievance such as Pay anomalies, Cut in increment, Suspension, Delay in promotion, Delay in educational allowances with reference to the Category of work. ($0.011 < 0.05$ - reject Ho).

STATUTORY WELFARE FACILITIES IN SCCL

The statutory welfare benefits schemes include the following provisions:

- a. Drinking Water:** At all the working places safe hygienic drinking water should be provided.
- b. Facilities for sitting:** In every organization, especially factories, suitable seating arrangements are to be provided.
- c. First aid appliances:** First aid appliances are to be provided and should be readily assessable so that in case of any minor accident initial medication can be provided to the needed employee.
- d. Canteen facilities:** Cafeteria or canteens are to be provided by the employer so as to provide hygienic and nutritious food to the employees.
- e. Lighting:** Proper and sufficient lights are to be provided for employees so that they can work safely during the night shifts.
- f. Washing places:** Adequate washing places such as bathrooms, wash basins with tap and tap on the stand pipe are provided in the port area in the vicinity of the work places.
- g. Changing rooms:** Adequate changing rooms are to be provided for workers to change their cloth in the factory area and office premises. Adequate lockers are also provided to the workers to keep their clothes and belongings.
- h. Rest rooms:** Adequate numbers of restrooms are provided to the workers with provisions of water supply, wash basins, toilets, bathrooms, etc.

PERCEPTIONS ON STATUTORY WELFARE FACILITIES

Table – 3

Drinking water

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	0	0	1 (1.0)	15 (15.0)	4 (4.0)	20 (20.0)
Surface	2	3 (3.0)	2 (2.0)	32 (32.0)	5 (5.0)	44 (44.0)
Opencast	1 (1.0)	6 (6.0)	2 (2.0)	20 (20.0)	7 (7.0)	36 (36.0)
Total	3 (3.0)	9 (9.0)	5 (5.0)	67 (67.0)	16 (16.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 3, it is adopted to understand the difference between the category of work with regard to 'Drinking water'. In underground, out of 20 respondents 19 respondents have satisfied with Drinking water facility. In surface, out of 44 respondents 37 respondents have satisfied with Drinking water facility. And in opencast, out of 36 respondents 27 respondents have satisfied with Drinking water. Finally, it is found that the majority of respondents from three categories say that they satisfy with Drinking water facility at SCCL.

Testing of Hypothesis -3

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho3: There is no significant difference between the category of work with regard to Drinking water.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.549 ^a	8	.047
Likelihood Ratio	9.511	8	.031
Linear-by-Linear Association	2.479	1	.345
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .047 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to 'Drinking water' at SCCL.

Table – 4
Canteen Facility

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	0	1 (1.0)	2 (2.0)	5 (5.0)	12 (12.0)	20 (20.0)
Surface	1 (1.0)	2 (2.0)	3 (3.0)	11 (11.0)	27 (27.0)	44 (44.0)
Opencast	1 (1.0)	3 (3.0)	1 (1.0)	13 (13.0)	18 (18.0)	36 (36.0)
Total	2 (2.0)	6 (6.0)	6 (6.0)	29 (29.0)	57 (57.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 4, it is adopted to understand the difference between the category of work with regard to 'Canteen facility. In underground, out of 20 respondents 17 respondents have extremely satisfied with Canteen facility. In surface, out of 44 respondents 38 respondents have extremely satisfied with Canteen facility. And in opencast, out of 36 respondents 21 respondents have satisfied with Canteen. Finally, it is found that the majority of respondents from three categories say that they satisfy with Canteen facility at SCCL.

Testing of Hypothesis -4

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho4: There is no significant difference between the category of work with regard to Canteen facility.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.715 ^a	8	.042
Likelihood Ratio	4.128	8	.027
Linear-by-Linear Association	.549	1	.389
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .042 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to 'Canteen facility' at SCCL.

Table - 5

First Aid Facility

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	2 (2.0)	0	0	13 (13.0)	5 (5.0)	20 (20.0)
Surface	0	1	2 (2.0)	26 (26.0)	15 (15.0)	44 (44.0)
Opencast	4 (4.0)	1 (1.0)	0	18 (18.0)	13 (13.0)	36 (36.0)
Total	6 (6.0)	2 (2.0)	2 (2.0)	57 (57.0)	33 (33.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 5, it is adopted to understand the difference between the category of work with regard to ‘Canteen facility. In underground, out of 20 respondents 18 respondents have satisfied with First aid facility. In surface, out of 44 respondents 37 respondents have satisfied with First aid facility. And in opencast, out of 36 respondents 31 respondents have satisfied with First aid facility. Finally, it is found that the majority of respondents from three categories say that they satisfy with First aid facility at SCCL.

Testing of Hypothesis -5

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho5: There is no significant difference between the category of work with regard to First aid facility.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.889 ^a	8	.035
Likelihood Ratio	12.282	8	.139
Linear-by-Linear Association	.040	1	.842
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .035 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to ‘First aid facility’ at SCCL.

NON-STATUTORY WELFARE FACILITIES IN SCCL

Many non-statutory welfare benefits may include the following schemes:

- Medi-claim Insurance Scheme:** This insurance scheme provides adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.
- Free medical facility:** The health of workers is assumed of great importance in mining companies. As an ill-health of workers will lead to the downfall of production. It is compulsory to maintain the free medical facility for the workers, as on the time of work if any worker gets injured then the company is responsible for the medical charges.
- Free Children Education:** Under the welfare measures the company has to provide some facilities to the workers and their families, In that scheme, free children’s education is also involved, under this scheme the company is responsible for the educational expenses of the children of workers.
- Free housing/quarters:** Companies usually provide several facilities to their employees one of which is Accommodation for Residence of the Employee. Sometimes, this accommodation is given to the employee without any charge and in some cases, a nominal rent is received from the employee.
- Recreation facility:** Recreation is yet another important need to relieve the worker from daily routine and physical fatigue. It is used to keep the workers fit and active, by providing facilities such as games, clubs, excursion programs and encouraging workers talents in extracurricular activities.

f. Consumer Co-operative stores: A cooperative store is a retail unit owned and controlled by consumers. Any consumer can join the workers' cooperative store by buying its shares. Each member has only one vote irrespective of his shareholding. Members get a dividend in proportion to their shares held in the cooperative store. Cooperative stores are run by the workers themselves for their mutual benefits.

g. Credit Society: This society is formed to provide financial support to the members. The credit society accepts deposits from the members and grants them loans at reasonable rates of interest in times of need.

Table – 6
Free Medical Facility

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	3 (3.0)	1 (1.0)	1 (1.0)	11 (11.0)	4 (4.0)	20 (20.0)
Surface	3 (3.0)	4 (4.0)	2 (2.0)	20 (20.0)	15 (15.0)	44 (44.0)
Opencast	1 (1.0)	4 (4.0)	0	14 (14.0)	17 (17.0)	36 (36.0)
Total	7 (7.0)	9 (9.0)	3 (3.0)	45 (45.0)	36 (36.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 6, it is adopted to understand the difference between the category of work with regard to 'Free medical facility. In underground, out of 20 respondents 15 respondents have satisfied with First medical facility. In surface, out of 44 respondents 35 respondents have satisfied with First medical facility. And in opencast, out of 36 respondents 31 respondents have satisfied with First aid facility. Finally, it is found that the majority of respondents from three categories say that they satisfy with First medical facility at SCCL.

Testing of Hypothesis -6

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho6: There is no significant difference between the category of work with regard to Free medical facility.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.450 ^a	8	.046
Likelihood Ratio	9.460	8	.026
Linear-by-Linear Association	3.012	1	.383
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .046 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to 'First medical facility' at SCCL.

Table – 7

Free Children's Education

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	1 (1.0)	1 (1.0)	1 (1.0)	10 (10.0)	7 (7.0)	20 (20.0)
Surface	4 (4.0)	0	2 (2.0)	32 (32.0)	6 (6.0)	44 (44.0)
Opencast	1 (1.0)	6 (6.0)	2 (2.0)	17 (17.0)	10 (10.0)	36 (36.0)
Total	6 (6.0)	7 (7.0)	5 (5.0)	59 (59.0)	23 (23.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 7, it is adopted to understand the difference between the category of work with regard to 'Free children's education facility. In underground, out of 20 respondents 17 respondents have satisfied with free children's education facility. In surface, out of 44 respondents 38 respondents have satisfied with free children's education facility. And in opencast, out of 36 respondents 27 respondents have satisfied with free children's education facility. Finally, it is found that the majority of respondents from three categories say that they satisfy with free children's education facility at SCCL.

Testing of Hypothesis -7

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho7: There is no significant difference between the category of work with regard to Free children's education facility.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.210 ^a	8	.045
Likelihood Ratio	17.083	8	.029
Linear-by-Linear Association	.569	1	.451
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .045 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to 'Free children's education facility' at SCCL.

Table - 8

Free Housing

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	1 (1.0)	2 (2.0)	1 (1.0)	14 (14.0)	2 (2.0)	20 (20.0)
Surface	3 (3.0)	3 (3.0)	2 (2.0)	27 (27.0)	9 (9.0)	44 (44.0)
Opencast	0	6 (6.0)	2 (2.0)	18 (18.0)	10 (10.0)	36 (36.0)
Total	4 (4.0)	11 (11.0)	5 (5.0)	59 (59.0)	21 (21.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 8, it is adopted to understand the difference between the category of work with regard to ‘Free housing facility’. In underground, out of 20 respondents 16 respondents have satisfied with free housing facility. In surface, out of 44 respondents 36 respondents have satisfied with free housing facility. And in opencast, out of 36 respondents 28 respondents have satisfied with free housing facility. Finally, it is found that the majority of respondents from three categories say that they satisfy with free housing facility at SCCL.

Testing of Hypothesis -8

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho8: There is no significant difference between the category of work with regard to Free housing facility.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.065 ^a	8	.040
Likelihood Ratio	8.524	8	.024
Linear-by-Linear Association	.429	1	.372
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .040 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to ‘Free housing facility’ at SCCL.

Table – 9

Medi-claim Insurances

Category of work	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Total
Underground	1 (1.0)	1 (1.0)	0	14 (14.0)	4 (4.0)	20 (20.0)
Surface	3 (3.0)	5 (5.0)	4 (4.0)	18 (18.0)	14 (14.0)	44 (44.0)
Opencast	1 (1.0)	2 (2.0)	3 (3.0)	22 (22.0)	8 (8.0)	36 (36.0)
Total	5 (5.0)	8 (8.0)	7 (7.0)	54 (54.0)	26 (26.0)	100 (100.0)

Source: Compiled data using SPSS

From the above table – 9, it is adopted to understand the difference between the category of work with regard to ‘Medi claim insurances’. In underground, out of 20 respondents 18 respondents have satisfied with medi-claim insurances. In surface, out of 44 respondents 32 respondents have satisfied with medi-claim insurances. And in opencast, out of 36 respondents 30 respondents have satisfied with medi- claim insurances. Finally, it is found that the majority of respondents from three categories say that they satisfy with medi-claim insurances at SCCL.

Testing of Hypothesis -9

For the testing of hypothesis, the Chi-Square test is applied and the null hypothesis has formulated as follows:

Ho9: There is no significant difference between the category of work with regard to Medi claim insurances.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.258 ^a	8	.049
Likelihood Ratio	8.692	8	.027
Linear-by-Linear Association	.014	1	.384
N of Valid Cases	100		

Source: Compiled data using SPSS

For the above table, the chi-square test is applied and it is concluded that the chi-square value .049 is less than the significance value 0.05. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. Therefore, it is noticed that there is a significant difference between the categories of work with regard to ‘Medi-claim insurances’ at SCCL.

CONCLUSION

It can be concluded that the majority of respondents from underground, surface, opencast said that Conciliation and Voluntary Arbitration are the best tools for disputes settlement at SCCL. there is a relationship between category of work such as the underground, surface and opencast concerning about Tools for disputes settlement ($0.034 < 0.05$ -Reject H₀) and there is an association between the tools of dispute settlement such as Mutual Agreement, Collective Bargaining, Labour Courts, Conciliation, Voluntary Arbitration with reference to the Category of work. ($0.008 < 0.05$ - reject H₀). The majority of respondents from three categories say that Delay in promotion and Cut in increment are the reasons for Grievance at SCCL. there is a relationship between category of work such as the underground, surface and opencast concerning about Reasons for Grievance ($0.047 < 0.05$ -Reject H₀) and There is an association between the reasons for grievance such as Pay anomalies, Cut in increment, Suspension, Delay in promotion, Delay in educational allowances with reference to the Category of work. ($0.011 < 0.05$ - reject H₀).

It is found that the majority of the respondents from three categories say that they satisfy with Drinking water facility, Canteen facility and First aid facility at SCCL. There is a significant difference between the categories of work with regard to Drinking water, Canteen facility and First aid facility at SCCL.

The majority of the respondents from three categories say that they satisfy with Free medical facility, Free children's education facility, Free housing facility, and Medi-claim insurances at SCCL. There is a significant difference between the categories of work with regard to First medical facility, Free children's education facility, Free housing facility and Medi-claim insurances at SCCL.

BIBLIOGRAPHY

1. Anjali Ganesh and Vijayi D Souza (2008). "Social Security and Welfare Measures at New Mangalore Port Trust: A Case Study", The ICFAI Journal of Management Research, Hyderabad, Vol. VII, No. 8, pp. 44-60.
2. Arpit, P., Archana, G., & Heli, S. (2017). "A Study on Labour Welfare measures and Social security on Selected Engineering Unit of Ahmadabad". IBMRD's journal of Management & Research, 6 (1), pp.19-26.
3. Arul Edison Anthony Raj (2014). "A Study on Industrial Disputes and its Effects: Exceptional Reference to Indian Industries" Research Gate, Volume 1, Issue 3, pp. 1-8.
4. Arun Monappa, (2007), "Industrial Relations" 31st reprint, Tata MC Graw-hill, PP.30-57.
5. B.D. Sing (2008), "Industrial Relations and Labour Laws", Excel Books, New Delhi, PP. 295-328.
6. Dr Pranjol Protim Kakoty (2018). "Industrial Disputes and the Process of Settlement: A study in the Tea Plantation Sector of Assam", Journal of Emerging Technologies and Innovative Research (JETIR), Volume 5, Issue 12, pp.725-731.
7. Dr. Vijayarani, K., & Dr. Suresh, G. (2015). "Employees Welfare Measures towards Productivity of Neyveli Lignite Corporation limited", International Journal of Research and Analytical Reviews, 1 (29), pp.159-170.
8. Mamoria, Mamoria and Gankar (2010). "Dynamics of Industrial Relations" 13th revised edition, Himalaya publishing house. PP.257-289.
9. Minakshi, G., & Pradeep, J. (2013). "Evaluating Labour Welfare legislations and Measures- A Study of Cotton Textile Industry in Punjab", Universal Journal of Management, 1 (2), pp.97-102.
10. Ms. Maheshwari. B.P, Mrs Kavyashree M B (2021). "Employees Grievance Redressal Mechanism in a Manufacturing Industry", International Journal of Creative Research Thoughts (IJCRT), Volume 9, Issue 1, pp. 166-181.
11. R. Rathnamma and Dr. T. Rajendra Prasad (2017). "Industrial Disputes in India - An Analysis", Shanlax International Journal of Economics, Volume 5, Issue 3, pp. 31-38.
12. R.S Davar (2009). "Personal Management & Industrial Relations" Vikas Publishing House Pvt. Ltd, New Delhi. PP.297-330.

