Impact of the welfare measures of the employees with their industrial relations in Transport Corporation, Thanjavur district

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Abstract: Welfare measures can take on both statutory and non-statutory forms. Statutory regulations compel employers to offer specific benefits to their employees beyond their regular wages or salaries. A study conducted on Labor the Public Sector Transport Corporation's Welfare Measures provide insight into the welfare policies implemented by this company. This research scrutinizes the various aspects of labor welfare measures provided to the workforce. It also addresses the laborers' perceptions and satisfaction levels regarding these welfare measures and suggests ways to enhance them within the Tamil Nadu State Transport Corporation. Industries in rural areas are more susceptible to labor-related issues. To mitigate these problems, it's imperative to prioritize employee health, safety, and welfare measures. Management must ensure that the facilities promised to employees are effectively delivered. This analysis aims to prevent potential by encouraging the use of personal protective equipment, ports and docks may reduce accidents and injuries. In rural industries, all levels of management must give paramount importance to welfare, health, and safety. They should engage with workers on-site to address their concerns and observe work processes and equipment. It's crucial to establish clear lines of responsibility from top to bottom in each workplace, ensuring that workers are informed about who is responsible for various health and safety matters. These efforts ultimately enhance workers' quality of life by alleviating their financial burdens. The workplace should offer essential amenities to meet the basic needs of employees. In this current study, we investigate how employee welfare facilities affect a manufacturing organization's productivity. Employees are the backbone of any organization and should benefit from various plans such as pension schemes, children's education support, and insurance. Moreover, the company's policies play a significant role in reducing social issues among employees, like substance abuse. In conclusion, while employees generally find the company's welfare facilities satisfactory, there is room for further improvement. Such improvements can boost efficiency, effectiveness, and productivity, helping the organization achieves its goals.

Index Terms - *Safety, Security, Welfare Measures, Awareness, Disputes, Chi-square Test*

INTRODUCTION

In the framework of economic growth and industrial development, labour welfare is essential. It is an essential component of labour relations, offering workers something more than a competitive wage to make them happy. With the growth of industrialization and mechanization, its significance has increased. A content and happy workforce is an invaluable asset for a nation's industrial prosperity. Labor welfare essentially serves as the caretaker of personnel, specifically focusing on preserving employee health and attitudes, thereby contributing to overall employee morale.

In the framework of industrial growth and the economy, labour welfare is essential. It is an important component of labour relations since it gives workers something more to be satisfied with than a competitive wage. Its importance has grown as industrialization and automation have expanded. A nation's industrial prosperity greatly benefits from having a happy and pleased workforce. Labor welfare basically acts as a personnel custodian, emphasising the preservation of workers' health and attitudes in order to boost workers' morale in general.

In essence, there is a balance between creating and maintaining functions within employee services, with the primary focus on nurturing a positive attitude among employees towards their work and work environment. Welfare measures have a profound impact on workers' feelings and support the preservation of industrial harmony. An important determinant of the condition of industrial relations is labour welfare. In addition to boosting morale and loyalty, welfare measures play a crucial role in reducing absenteeism and labor turnover in industries. Anything that enhances working and living conditions for employees, fosters their adaptability to their roles, and keeps them content, will diminish their desire or need to seek employment elsewhere. Therefore, It is anticipated that fostering a more fulfilling work environment for employees will be a top concern in the field of personnel in the future.

NEED FOR THE STUDY

Welfare measures are more important when considering the low living standards that the Indian working class faces. As a result, they make up a large portion of governmental programmes meant to improve population well-being. These measures are specifically tailored to establish a comfortable living and working environment for the working class. As previously mentioned, the directive principles outlined in our constitution strongly emphasize the importance of ensuring fair and decent working conditions for an important group in society.

STATEMENT OF THE PROBLEM

A nation's transportation system has a big say in how it develops in the future. "In essence, the strong foundation of transportation underpins the entire structure of industry and trade." Transportation is important in other aspects of economy as well. Industrial relations and the provision of labour welfare services are essential for achieving the aforementioned goals through transportation. Unfortunately, the labour welfare facilities were hindered by the process of globalisation and the implementation of New Economic Policy, which resulted in a gap in industrial relations. In India, especially in Tamil Nadu, the issue of loss was present in the transportation industry. As a result, there are now fewer labour assistance facilities. Furthermore, the administration has made the decision not to fill the open positions from the past. As a result, the amount of work that has to be done has increased. The current labour force became worn out in the middle of a labour welfare facility deficit. A vacuum in industrial relations has also resulted from the Trade Union's inability to take any action. With specific reference to Tamil Nadu State Transport Corporation, Kumbakonam Division, it is imperative to examine the labour welfare facilities and the state of industrial relations in this context.

OBJECTIVES OF THE STUDY
- ➢ To know the respondents' personal, social and work characteristics.
- ➢ To examine the association between the demographic variable and work variables of the respondents.

HYPOTHESES

H_a1.   There is an association between Communication mode and Working Region

H_a2.   There is an association between Dispute Reason and Working Region

LIMITATIONS OF THE STUDY

The researchers limited the sample quantity to 387 employees from transport corporations in Thanjavur District due to time and cost constraints for their exploratory research study. They employed a Proportionate random sampling technique to gather responses from these employees, and therefore, the limitations associated with this sampling method also apply to the study. In the future, this research could be expanded to explore other uncharted sectors within special economic zones, potentially investigating the relationship between labor welfare measures and their impact on employee performance.

REVIEW OF LITERATURE

Yedama (2021) discussed the various forms of employee welfare measures, which can be either mandated by law or voluntarily provided by employers. These measures go beyond regular wages or salaries and aim to enhance the well-being of workers, indirectly relieving their financial burdens. The workplace should offer essential amenities to fulfill the basic needs of employees. The study they conducted focused on how these welfare facilities impact the efficiency of employees in manufacturing organizations. Employees are crucial to an organization, and they should benefit from plans such as pensions, children's education support, and insurance. Additionally, such policies help reduce social issues like substance abuse among employees. While the study found that employees were generally pleased with the social services their companies offer, there is still room for improvement to enhance efficiency, effectiveness, and productivity in achieving organizational goals.

Balaji (2019) investigated worker satisfaction with labour welfare programmes in a few Chennai, Tamil Nadu, manufacturing enterprises. Their study approach was exploratory and descriptive, and they employed a non-random convenience sampling technique to gather employee opinions using a structured questionnaire consisting of two sections. Multiple statistical approaches were used to examine the data, including weighted average mean score, Independent Samples t-test, factor analysis, percentage analysis, and Analysis of Variance (ANOVA). According to the findings, there are three independent factors that can be used to explain employee satisfaction with welfare measures. The most prominent of these factors is the Amenities Satisfaction Factor (ASF), which is followed by the Environment Satisfaction Factor (ESF) and the Monetary Satisfaction Factor (MSF). The researchers came to the conclusion that in order to increase employee happiness, welfare, health, and safety measures are prioritised by employees.

Supriya Bhagat (2015) aimed to research medium-scale mandatory welfare measures industries, particularly in the Nashik MIDC area. Statutory welfare measures are mandatory provisions that companies must provide to their laborers. The study examined aspects such as cleanliness, seating amenities, urinals, illumination, drinking water, first aid, and safety precautions. The results suggested the need for improvements in these facilities, with a particular focus on cleanliness, urinals, and safety measures.

Meenakshi Garg and **Dr. Pradeep Jain (2013)** conducted an investigation on the effects of worker welfare policies on job satisfaction and productivity in Punjab's cotton textile sector. Their objective was to assess awareness and satisfaction levels regarding welfare measures under the ESI Act of 1948 and to examine non-statutory welfare benefits provided to workers for job satisfaction. The results of the study indicated that enhancing employee welfare benefits could increase worker satisfaction, efficiency, and productivity. Employees expressed high satisfaction with facilities provided under the ESI Act of 1948, leading to increased job satisfaction.

RESEARCH METHODOLOGY

The process for accomplishing goals through data collection is outlined in the methodology. Primary or secondary sources may be used to collect this data. Original information original information refers to information collected either through personal experience or surveys. It is original in nature and acquired for the first time. In this study, primary data was obtained by directly engaging with technical team employees and administering face-to-face questionnaires. Conversely, secondary data is gathered from already-existing

sources, like textbooks, annual reports, print media, and websites. This research focuses on understanding employees' opinions regarding labor welfare measures in the transport corporation and how these measures impact employee motivation and industrial relations. The study is empirical in nature. The survey included 407 out of 4066 technical team workers in the Thanjavur Transport Corporation.

In earlier sections of the paper and research investigated current hypotheses and empirical findings across various industries. In this part, the emphasis is on employee welfare facilities and industrial relations within the Transport Corporation. The researcher formulated hypotheses and conducted tests to achieve the study's objectives. The researcher collected data using a survey-based questionnaire, with the questionnaire items derived from the literature review. These items were pre-tested by five experts, including three from the industry and two from academia, to ensure content validity, face validity, linguistic validity, and practical relevance. To collect data, questionnaires were distributed via personal email and WhatsApp. Out of 407 questionnaires distributed, 392 were received, and 387 were filled out correctly and used for further analysis.

ANALYSIS AND INTERPRETATIONS
PERCENTAGE ANALYSIS

Table 1
Percentage Analysis

Table 1 provides insights into various aspects related to a group of 387 respondents. It is divided into several categories, each of which represents a different characteristic or response from the participants. In the "Education" category, it is evident that 25.3% of the respondents hold a degree, 51.2% has an ITI (Industrial Training Institute) background, and 23.5% fall into the "Other" category. The "Marital status" category shows that 50.4% of the respondents are single, while 49.6% are married. Under "Type of Family," 49.1% of respondents belong to joint families, and 50.9% belong to nuclear families. Regarding "Income," the table illustrates that 13.7% of respondents have an income below 20000, 32.8% fall within the 20000-30000 income range, 36.7% earn between 30000-40000, and 16.8% have an income above 40000.In the "Age" category, 17.8% are in the age group of 23-30, 33.3% consist of those aged 31 to 40., 33.3% are in the 41-50 age group, and 16.8% are above the age of 50.The "Years of work experience" section reveals that 16.3% have less than 2 years of work experience, 28.2% have 2-5 years, 38.1% have 5-10 years, and 17.5% With over ten years of professional experience. In the "Working region" category, it shows the distribution of respondents across different regions, with percentages for each region."Policy Awareness" indicates the sources of policy information for the respondents, with corresponding percentages. The "Participation with" category provides information about the extent of participation in various aspects of decision-making, with percentages for each type.

Particulars	No. of. Respondents	Total Percentage
Education		
Degree	98	25.3
ITI	198	51.2
Other	91	23.5
Total	**387**	**100%**
Marital status		
Single	195	50.4
Married	192	49.6
Total	**387**	**100%**
Type of Family		
Joint	190	49.1
Nuclear	197	50.9
Total	**387**	**100%**
Income		

below 20000	53	13.7
20000-30000	127	32.8
30000-40000	142	36.7
above 40000	65	16.8
Total	**387**	**100%**
Age		
23 – 30	69	17.8
31 – 40	129	33.3
41 – 50	129	33.3
Above 50	60	16.8
Total	**387**	**100%**
Years of work experience		
Less Than 2 Years	41	16.3
2-5 Years	71	28.2
5-10 Years	96	38.1
Above 10 Years	44	17.5
Total	**387**	**100%**
Working region		
Kumbakonam	36	9.3
Trichy	89	23.0
Karur	81	20.9
Pudukottai	73	18.9
Karaikudi	70	18.1
Nagapattinam	38	9.8
Total	**387**	**100%**
Policy Awareness		
Circulars	51	13.2
Notice boards	98	25.3
Meetings	95	24.5
Friends	101	26.1
Trade unions	42	10.9
Total	**387**	**100.0**
Participation with		
Information Sharing	42	10.9
Joint Administration	96	24.8
Joint Decision Making	100	25.8
Joint Consultation	104	26.9
Collective Bargaining	45	11.6
Total	**387**	**100.0**
Mode of communication		
One way	176	45.5
Two way	211	54.5
Total	**387**	**100.0**

Effective feedback system		
Yes	189	48.8
No	198	51.2
Total	**387**	**100.0**
Cordial relationship b/w mgmt. & union		
Yes	182	47.0
No	205	53.0
Total	**387**	**100.0**
Disputes arisal		
Yes	185	47.8
No	202	52.2
Total	**387**	**100.0**
Reason for disputes		
Poor working conditions	52	13.4
Negligence of the performance	107	27.6
Differences arising on the major decisions	94	24.3
Poor wages	87	22.5
Non recognition of unions	47	12.1
Total	**387**	**100.0**
Labour welfare facilities		
Yes	180	46.5
No	207	53.5
Total	**387**	**100.0**

Duration of working hours per day		
8 hours	31	12.3
9 hours	85	33.7
10 hours	99	39.3
More than 10 hours	37	14.7
Total	**252**	**100%**

"Mode of communication" illustrates the preference for one-way or two-way communication among the respondents, with corresponding percentages."Effective feedback system" indicates that 48.8% of respondents believe there is an effective feedback system, while 51.2% believe there isn't. In the "Cordial relationship between management and union," 47.0% of respondents perceive a cordial relationship, while 53.0% do not. The "Disputes arisal" category reveals that 47.8% of respondents have experienced disputes, while 52.2% have not."Reason for disputes" shows the various reasons for disputes among respondents, with percentages for each reason. In "Labour welfare facilities," 46.5% of respondents have access to welfare facilities, while 53.5% do not. This table offers comprehensive a summary of the responders' characteristics, perceptions, and experiences in various areas, allowing for analysis and understanding of the given data.

Table 2

Descriptive Statistic - Mean, Standard Deviation & Validity Measures

Statistic	$\bar{X}^{(1)}$	Median	Mode	S.D.[2]	Var[3]	Skew[4]	SE[5]	Kurt[6]	SE[7]
Age	2.47	2	2[a]	0.958	0.918	0.02	0.124	-0.938	0.247
Education	1.98	2	2	0.7	0.489	0.025	0.124	-0.948	0.247
Marital status	1.5	2	2	0.501	0.251	-0.016	0.124	-2.01	0.247
Type of family	1.51	2	2	0.501	0.251	-0.036	0.124	-2.009	0.247
income	2.57	3	3	0.926	0.858	-0.076	0.124	-0.836	0.247
working region	3.43	3	2	1.49	2.22	0.117	0.124	-1.036	0.247
Facility Awareness	1.97	2	2	0.699	0.489	0.039	0.124	-0.946	0.247
Measure Awareness	2.96	3	4	1.216	1.478	-0.004	0.124	-0.997	0.247
Participation	3.04	3	4	1.191	1.418	-0.042	0.124	-0.942	0.247
Mode of Communication	1.55	2	2	0.499	0.249	-0.182	0.124	-1.977	0.247
Effective feed back system	1.51	2	2	0.501	0.251	-0.047	0.124	-2.008	0.247
Cordial Relationship	1.53	2	2	0.5	0.25	-0.12	0.124	-1.996	0.247
Arise of Disputes	1.52	2	2	0.5	0.25	-0.088	0.124	-2.003	0.247
Reasons of disputes	2.92	3	2	1.234	1.522	0.107	0.124	-1.002	0.247

Note: (1)$\bar{X}$ - Mean; (2) S.D. – Standard Deviation; (3) Var – Variance; (4) Skew – Skewness; (5) SE – Standard Error of Skewness; (6) Kurt – Kurtosis; (7) SE – Standard Error of Kurtosis.

From the table 2, we found that the mean, median and mode values of all the variables. The skewness and kurtosis of all the variables are valued between +1 and -1.

Chi-square Test on Communication mode and Working Region

Null Hypothesis: There is no correlation between the working region and the manner of communication.
A Different Hypothesis: The Working Region and Communication Mode Are Associated

Table 3

Chi-square and Cross Tabulation for Communication mode and Working Region

Crosstab								
Pearson Chi square value	0.042	working region						Total
		Kumbakonam	Trichy	Karur	Pudukottai	Karaikudi	Nagapattinam	
Mode of Communication		15	43	31	40	31	16	176
one way		21	46	50	33	39	22	211
two way Total		36	89	81	73	70	38	387

To investigate the relationship between Communication mode and Working Region, chi-square is tested. Here the Communication mode and Working Region have been measured in a nominal scale.

There is a correlation between communication style and working region, according to a chi-square test run at the five percent significance level. A p-value of less than 0.05 is required. Since the P value is 0.042, the alternate hypothesis is approved and there is a connection. 4.966 is the Pearson Chi-Square value.

Chi-square Test on Dispute Reason and Working Region

Null Hypothesis: Dispute Reason and Working Region are not related.
Option 2: There is a correlation between Working Region and Dispute Reason.

Table 4
Chi square test and Cross Tabulation for Dispute Reason and Working Region

Crosstab								
Pearson chi-square value 0.044		working region						Total
		Kumbakonam	Trichy	Karur	Pudukottai	Karaikudi	Nagapattinam	
Reasons of disputes	poor working conditions	2	9	9	13	11	8	52
	negligence of the performance	15	23	31	15	18	5	107
	differences arising on the major decisions	8	27	16	24	10	9	94
	poor wages	6	22	14	12	23	10	87
	non recognition of unions	5	8	11	9	8	6	47
Total		36	89	81	73	70	38	387

To investigate the relationship between Dispute Reason and Working Region, chi-square is tested. Here the Dispute Reason and Working Region have been measured in a nominal scale.

It is found that there is a correlation between Dispute Reason and Working Region using the chi-square test at the five percent significance level. A p-value of less than 0.05 is required. Since the P value is 0.044, the alternate hypothesis is approved and there is a correlation. 31.053 is the value of the Pearson Chi-Square.

FINDINGS

The study collected data from 387 technical team workers in the Thanjavur Transport corporation to understand their opinions regarding labor welfare policies and how they affect employee motivation and industrial relations. The findings reveal various characteristics and perceptions of the participants. Notably, most of those surveyed (51.2%) have an Industrial Training Institute (ITI) background, 50.4% are single, and 50.9% belong to nuclear families. In terms of income, 36.7% earn between 30000-40000, and 33.3% fall into the 31-40 age group. Moreover, 38.1% have 5-10 years of work experience, and 46.5% have access to the wellbeing of labour facilities. The study also examined associations between multiple elements, such as communication mode and working region, dispute reason and working region, policy awareness and working region, cordial relationship and working region, facilities awareness and working region, welfare facilities and working region, dispute arisal and working region, effective feedback system and working region, and participation and working region.

SUGGESTIONS

The findings suggest that there is an association between communication mode and working region. This indicates that organizations should consider tailoring their communication methods based on the working regions of their employees. Employers can use this insight to develop more effective communication strategies to meet the specific needs of different regions.

The study shows an association between dispute reasons and working regions. Companies should pay attention to these factors and work towards addressing the root causes of disputes in different regions. It is

essential to implement conflict resolution mechanisms and strategies tailored to the specific needs of each area.

While the study did not find an association between welfare facilities and working regions, organizations should still focus on providing consistent labor welfare facilities to all employees. Ensuring equitable access to these facilities can improve employee satisfaction and contribute to better industrial relations.

CONCLUSION

The study provides valuable insights into the characteristics and perceptions of technical team workers in the Thanjavur Transport Corporation, shedding light on various aspects of their lives and work experiences. The research also highlights associations between different factors and working regions. The findings emphasize the importance of tailoring communication strategies and addressing dispute reasons based on working regions. Overall, these findings can guide organizations in improving employee relations and satisfaction, which is vital for a productive and harmonious work environment. While some associations were observed, further research may be needed to delve deeper into the complexities of these relationships and their implications for labor welfare and industrial relations in the transport corporation.

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