

## **A Study on Labour Welfare Measures in Tamil Nadu State Transport Corporation, Villupuram Division**

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**ABSTRACT :** This paper analyses the Labour Welfare facilities provided in the State Transport corporation, Villupuram Division of Tamil Nadu. With the help of the sample respondents from the SETC, the labour welfare measures provided to the employees have been analysed and necessary solution has also been provided.

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### **I. INTRODUCTION**

The Human Resource is the potential of any country and the economic development of any nation depends on the effective mobilization of these resources. In order to make this resource effectively, the government of India has set up an Independent Ministry of HRD to improve the development of human resource. Labour, is a factor of production has certain characteristics apart from others assets like capital and land. And at the same time transport plays vital role in economic development. The attitude of a labour towards his work holds the key performance and unless a labour is enthusiastic, committed and devoted. Labour marks a distinction from other factors of production on two counts.

- a) Management, Supervision, organization, co-ordination and such other functions owe their origin to labour.
- b) Unlike capital, which is a depreciating asset, labour is an appreciating asset, contributing more and more to productivity with the advancement inexperience and expertise.

### **II. STATEMENT OF THE PROBLEM**

Transport development plays a vital in the context of economic development. For further development, the corporation has to provide the labour welfare facilities pointed out in the labour law. Once the labours are satisfied with the facilities provided to them, automatically the output from the workers will be a tremendous one. But after the globalization process and the New Economic Policy, the Government of India, particularly the Government of Tamil Nadu neither their fill up the existing vacancies nor increase the number of labour vacancies. This not only affected the labour welfare facilities and also increased the burden of the present labours. In this context, it is necessary to study the labour welfare facilities available in the Tamil Nadu State Transport Corporation. This study analyses the various dimensions of labour welfare measures that are perceived by the labours. It highlights the perception of the labours regarding the various welfare measures provided to them. This study suggest suitable recommendations to improve labour welfare Measures in public sector transport corporation.

#### **Specific Objective of the Study**

To study the satisfaction level of individual labour welfare schemes, family welfare schemes offered by Public Sector Transport Corporation.

**Review of Literature:** Binoy Joseph, Joseph Injodey and Raju Varghese ( 2009) <sup>1</sup>studied in the article points out that the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of workers' conditions.

**Rick Csiernik's** article explores labour welfare in Canada across three distinct periods of occupational assistance: welfare capitalism that began with the Industrial Revolution and persisted through the depression of the 1930s; occupational alcoholism programming that emerged during World War II and the typically unreported domestic labour strife of the 1940s, lasting through the postwar economic boom into the 1960s; and the employee assistance programming era with the introduction of the broad-brush approach

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to workplace-based assistance that also witnessed organised labour in Canada provide fundamental supports to workers that were originally introduced by workplace owners during the welfare capitalism period, though now to benefit workers rather than to control them.

**John Creedy and Guyonne Kalb** in their paper examines the computation of welfare measures for use with labour supply

**Karl Aiginger** reassesses the relative impact of labour market regulation on economic performance. Inflexible labour markets combined with high welfare costs are often thought to be the main cause of low growth in Europe. The main result is that regulation impacts on growth, the impact of regulatory change is, however, less easy to demonstrate. The impact of macroeconomic policy can be demonstrated first by the more growth oriented monetary and fiscal policy in the US and the success of some European countries in bringing private and public costs in line with productivity and tax revenues. However, boosting investment into future growth by encouraging research, education and technology diffusion seems to be the most important determinant of performance.

**Ann Davis, Lucy Gibson** describes a process through which organizations might seek to implement interventions relating to employee well-being. Emphasizes the importance of a comprehensive needs assessment both in obtaining the breadth of information needed to design appropriate interventions and also in providing baseline information against which to evaluate programme effectiveness. Discusses factors, which influence the type of intervention appropriate for a particular situation and highlights their design implications. Finally, provides guidance on programme implementation and evaluation, and discusses some of the advantages and disadvantages of different approaches to tertiary welfare provision.

### **III. RESEARCH METHODOLOGY**

The scope of the study is to find out how far the existing welfare measures cater the needs of employees of Public Sector Transport Corporation. The study will be able to throw light on the dark spots where it needs some sort of improvement in the welfare schemes that have been implemented. The purpose of the study is to measure the labour's attitude regarding the welfare measures provided in Public Sector Transport Corporation. The study is based on primary data; questionnaire method was followed. Stratified random sampling method is taken from 20 employees have been taken from 5 departments Commercial & Operation Department, Personnel Department, Material Department, Industrial Relations Department and in Technical Section. The term welfare suggests many meanings such as the state of well-being, health, happiness and development of human resources. The concept of welfare has been described as a total concept. It is a descriptive state of existence involving physical, mental, moral and emotional well-being. All these four elements together constitute the structure of welfare on which its totality is based. Welfare work refers to, "the efforts on the part of employers to improve within the existing industrial system, the conditions of employment in their own factories".

Labour welfare as efforts to make life worth living for workmen.

"Welfare is fundamentally an attitude of mind on the part of the management influencing the methods by which management activities are undertaken."

The encyclopedia of social sciences- Labour welfare is the voluntary efforts of employer to establish within the existing industrial system and sometimes living and cultural conditions of the employee beyond what is required by law.

### **IV. LABOUR WELFARE MEASURES:**

The State Transport Undertakings are implementing the following welfare measures for the welfare of the workers and their families

- [1] Due weight age to experience
- [2] Free Travel passes to the children of the employee
- [3] Subsidized canteen facilities
- [4] Education allowances
- [5] Allowances with wages
- [6] Reimbursement of legal fees
- [7] Providing uniforms to employees
- [8] Family Benefit Fund
- [9] Loan for Marriages

- [10] Steering Allowance
- [11] Voluntary Retirement Scheme
- [12] Leave benefits
- [13] Holiday Homes
- [14] Special Health Fund Scheme
- [15] Preferential Admission in Medical College, Engineering College and Polytechnics run by the Institute of Road Transport for the children of employees
- [16] The Pension Scheme for Transport employees
- [17] Employees' Post-Retirement Benefit Fund Scheme
- [18] Funeral expenses.

**Need of Labour Welfare**

Labour welfare has become essential because of the very nature of the industrial system. The approach to this problem of movement differs from country to country according to the degree of development in a particular country. However, the need for labour welfare in some way or the other is realized all over the world because of the socio-economic conditions and problems, which the industrial society has thrown up.

**Table 1: Age of the Employees**

Age	%	Income of the employees	%	Educational qualification of the employees	%	Working Experience	%
26 to 35 Years	29.0	Below 5000	5.0	Non Technical	2.0	6 to 10years	9.0
36 to 45 Years	37.0	6000 to 8000	63.0	Diploma	34.0	11 to 15years	54.0
46 and above	34.0	Above 9000	32.0	Graduate	64.0	16years and above	37.0
Total	100.0		100.0		100.0	Total	100.0

**Source: Computed**

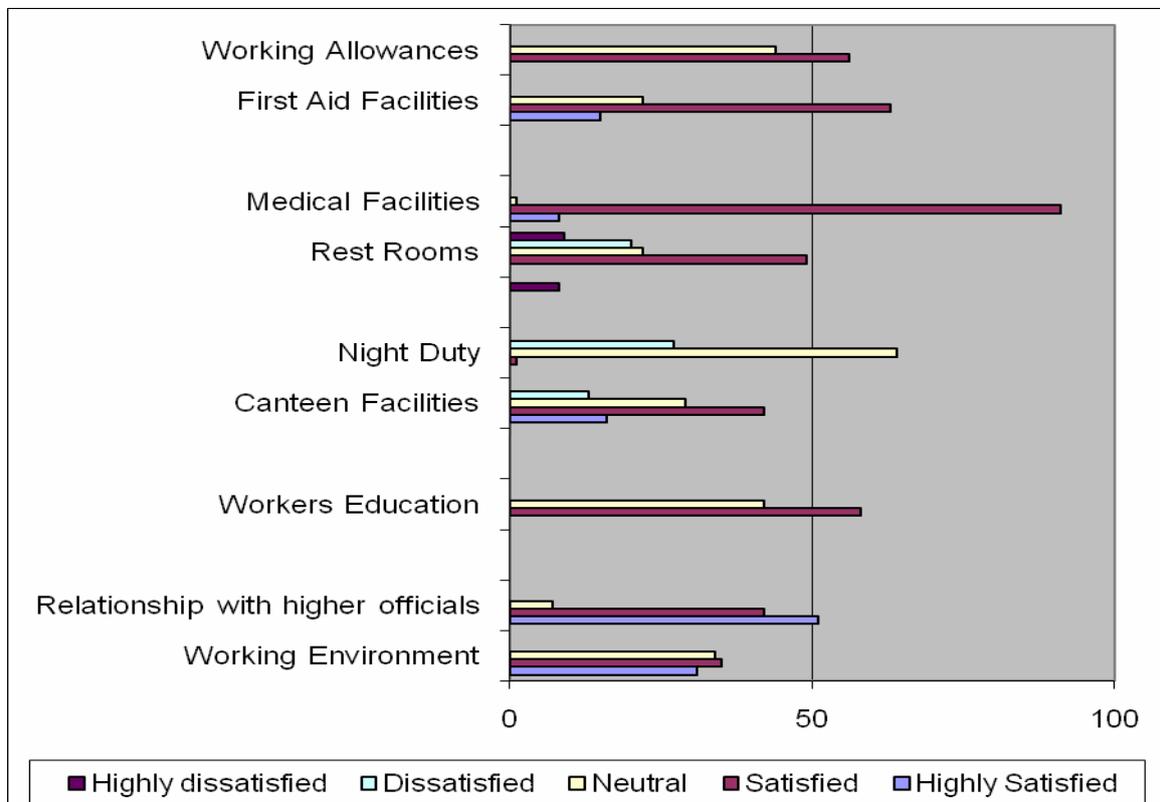
Public Sector Transport Corporation is a corporation where more than 7000 employees were working, in that 29% of the respondents fall under the age of 26 to 35 years; 37% of the respondents fall under the age 36 to 45 years and 34% of the respondents fall above 46 years. The transport corporation is offering a huge package of salary to all employees and it has been found that 5% of the respondents income was below 5000 and 63% of the respondents income was 6000 to 8000 and 32% of them was getting income of above 8000. Public Sector Transport Corporation is a corporation where more than 7000 employees were working and most of them were educated to some extent. In that 2% of the respondents were qualified under non-technical level .34% of them were diploma graduates and 64% were graduated. All the employees in the corporation were experienced at least for 5 years. In that 9% of the respondents were having 6 to 10 years of experience; 54% of them were having 11 to 15 years of experience and 37% were having more than 16 years of experience.

**Table: 2 Satisfaction Levels of Employees towards Individual Welfare Measures Provided in Public Sector Transport Corporation**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Working Environment	31	35	34	-	-
Relationship with higher officials	51	42	7	-	-
Workers Education	-	58	42	-	-
Canteen Facilities	16	42	29	13	-
Night Duty	-	1	64	27	8
Rest Rooms	-	49	22	20	9
Medical Facilities	8	91	1	-	-
First Aid Facilities	15	63	22	-	-
Working Allowances	-	56	44	-	-

Source: Computed

**Chart: 1 Satisfaction Level of Employees towards Individual Welfare Measures**



The Transport Corporation offers many welfare measures to their employees and labours and they were aware of those welfare measures. It has been found that all the 100% of the respondents were aware of the welfare measures in Public Sector Transport Corporation. Along with the Public Sector Transport Corporation, the Labour Welfare Board also provides welfare measures to the employees and labours and they are aware of those measures.

It has been observed that 99% of the respondents are aware and 1% of them are not aware of the welfare measures provided by the Tamil Nadu Labour Welfare Board. It has been observed that 31% of the respondents fall under highly satisfied working environment; 35% of them fall under satisfied level and 34% of them fall under neutral level. It has been observed that 51% of the respondents were highly satisfied with the relationship with their higher officials; 42% of them fall under satisfied level and 7% of them fall under neutral level. The welfare measures were provided in two different ways. Individual measures and Family welfare measures. It has been observed that 58% of the respondents are satisfied with the workers education welfare measure and 42% of them fall under neutral level Data has been collected to know the satisfaction of services provided in canteen. It has been observed that 16% of the respondents are satisfied with the canteen facility; 42% of them fall under satisfied level; 29% of them fall under neutral and 13% of them falls under dissatisfied level. It has been observed that 1% of the respondents are satisfied with night duty; 64% of them fall under neutral level; 27% of them fall under dissatisfied level and 8% of them fall under highly dissatisfied level. It has been observed that 49% of the respondents are satisfied with rest room facility; 22% of them fall under neutral level; 20% of them fall under dissatisfied level and 9% of them fall under highly dissatisfied level.

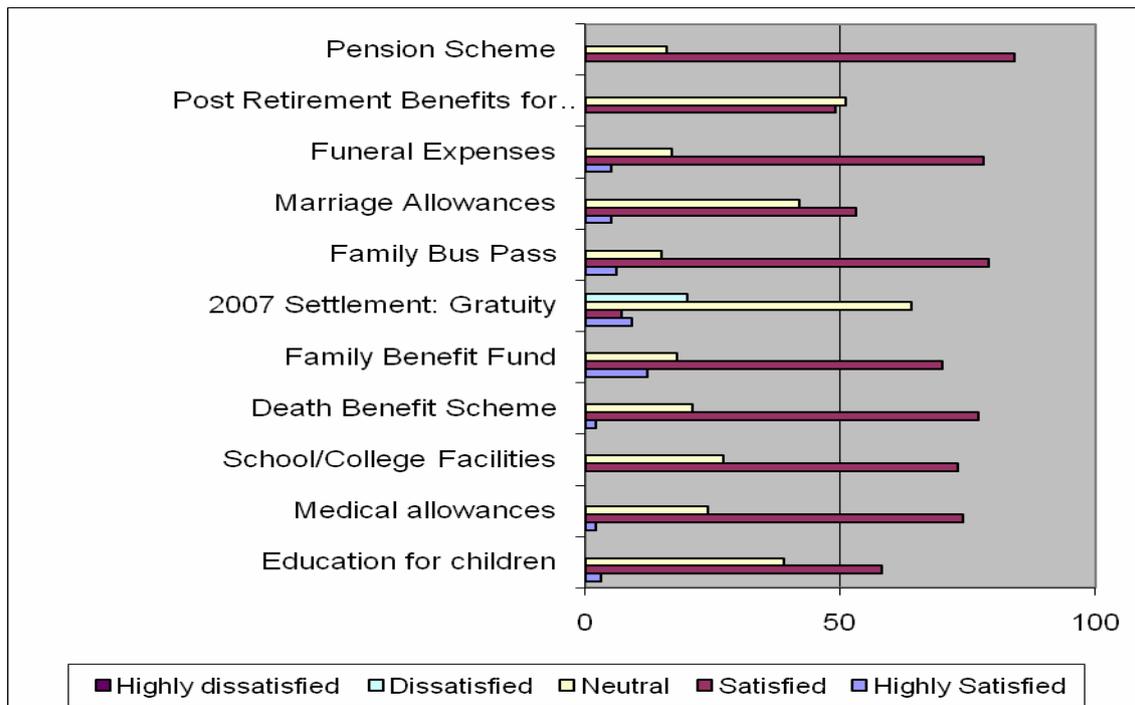
It has been observed that 8% of the respondents were highly satisfied with medical facilities; 91% of them fall under satisfied level and 1% of them fall under neutral level. It has observed that 15% of the respondents were highly satisfied with first aid facilities; 63% of them fall under satisfied level and 22% of them fall under neutral level. Primary Data has been collected to know about the Working Allowances. It has been observed that 56% of the respondents were satisfied with their working allowances and 44% of them fall under neutral level. The satisfactory level of Family Welfare measure has been discussed in the following tables.

**Table: 3 Satisfaction Levels of Employees towards Family Welfare Measures Provided in Public Sector Transport Corporation**

	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dis satisfied</b>	<b>Highly dissatisfied</b>
Education for children	3	58	39	-	-
Medical allowances	2	74	24	-	-
School/College Facilities		73	27	-	-
Death Benefit Scheme	2	77	21	-	-
Family Benefit Fund	12	70	18	-	-
2007 Settlement: Gratuity	9	7	64	20	
Family Bus Pass	6	79	15	-	-
Marriage Allowances	5	53	42	-	-
Funeral Expenses	5	78	17	-	-
Post Retirement Benefits for employees		49	51	-	-
Pension Scheme		84	16	-	

**Source: Computed**

**Chart: 2 Satisfaction Levels of Employees towards Family Welfare Measures**



The State Government is offering many welfare measures for the employee’s children. It has been observed that 3% of the respondents were highly satisfied with education for children; 58% of them fall under satisfied level and 39% of them fall under neutral level. Public Sector Transport Corporation offers separate medical allowances for their employees. It has been observed that 27% of the respondents were highly satisfied with medical allowances; 74% of them fall under satisfied level and 24% of them fall under neutral level. The employee’s children were allowed to do their studies on special concession. It has been observed that 73% of the respondents were satisfied with their school /college facility and 27% of them fall under neutral level It has been found that 2% of the respondents were highly satisfied with death benefit scheme; 77% of them fall under satisfied level and 21% of them fall under neutral level. Public Sector Transport Corporation also offers family benefit fund to their employees. It has been found that 12% of the respondents were highly satisfied with family benefit fund; 70% of them fall under satisfied level and 18% of them fall under neutral level. Along with these welfare measures The State Government also specifies some welfare measures to be followed according to 2007 Settlement. It has been discussed below. The first welfare measure that is to be discussed in 2007 settlement is Gratuity. It has been found that 9% of the respondents were satisfied with gratuity; 7% of them fall under neutral level; 64% of them fall under dissatisfied level and 20% fall under highly dissatisfied level. Public Sector Transport Corporation offers free bus pass to its employees and their family members. It has been found that 6% of the respondents were highly satisfied with family bus pass; 79% of them fall under satisfied level and 15% of them fall under neutral level. Marriage Allowances are also provided to employee’s children. It has been found that 5% of the respondents were highly satisfied with marriage allowances; 56% of them fall under satisfied level and 42% of them fall under neutral level. It has been found that 5% of the respondents were highly satisfied with funeral expenses; 78% of them fall under satisfied level and 17% of them fall under neutral level. As other job security measures; Public Sector Transport Corporation also offers Post Retirement benefits and Pension schemes to their employees. It has been discussed in the following tables. It has been found that 49% of the respondents were satisfied with post retirement benefits and 51% of them fall under neutral level. Pensions are provided to employees for those who have worked for a long period in the corporation. It has been found that 84% of the respondents were satisfied with pension scheme and 16% of them fall under neutral level.

**SWOT Analysis**

<p><b>Strength</b></p> <ul style="list-style-type: none"> <li>• The strength of the Public Sector Transport Corporation is its huge network of operations in some districts.</li> <li>• Public Sector Transport Corporation is a corporation where more than 7000 employees were working.</li> <li>• It offers many welfare measures where it is not there in private transport corporation.</li> </ul>	<p><b>Weakness</b></p> <ul style="list-style-type: none"> <li>• As Public Sector Transport Corporation is a huge corporation it is difficult to co-ordinate all employees and workers.</li> <li>• The buses were not properly maintained compared to private transport corporations.</li> </ul>
<p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>• As they have a huge network they can utilize the human resources it to a possible extent.</li> <li>• Government of Tamil Nadu provides many concessions to transport Corporation; if it uses those opportunities it will lead to profit for the Government and to the corporation.</li> <li>• Using the funds the corporation may provide Deluxe and Ultra Deluxe buses to the public for long distance travel.</li> </ul>	<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>• There were more than 10 leading private transport corporation in Tamil Nadu.</li> <li>• The corporation has to retain the public and compete with them.</li> <li>• The Private corporations provide many route buses than the Government; so they have to compete with them.</li> </ul>

**Findings**

- [1] It was found that under working experience, majority of the respondents had 11 to 15 years of experience.
- [2] It was found that under the satisfaction of welfare measures of Public Sector Transport Corporation majority of the respondents belong to neutral level and some of them were highly satisfaction.

It was found that majority of the respondents were satisfied with working environment.

- It was found that majority of the respondents were dissatisfied with the service provided in the canteen.
- It was found that majority of the respondents were dissatisfied with the night duty.
- It was found that majority of the respondents were dissatisfied with the rest room facilities.
- In 2007 settlement majority of the respondents were dissatisfied in the implementation gratuity.
- 89% of the respondents said that workload is very high.
- 65% of the respondents said that the leave facility is at moderate level.
- It has been observed that 46% of the respondents were highly satisfied with the job 43% of the respondents were satisfied with their job and 11% of them were at neutral level.

**V. CONCLUSION**

Through the research, it is suggested that the Government should take a keen interest to fill up the vacancies to share the work among them as the employees felt that the workload is very high. Some of the welfare measures like housing facilities; loan facilities, Rest Room facility, Housing Facilities and Gratuity should be incorporated along with welfare measures in order to satisfied employees and so the job performance can be improved. The corporation should take necessary steps to improve these measures. By doing this the employee can do their job more effectively and efficiently.

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