

## A STUDY ON EMPLOYEES SATISFACTION TOWARDS LABOUR WELFARE MEASURES IN TAMIL NADU STATE TRANSPORT CORPORATION LIMITED, KUMBAKONAM

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### ABSTRACT

In the presence study to analyses the employees satisfaction towards labour welfare measures in Tamilnadu state transport corporation limited, Kumbakonam. The limitation of study 2014-2015. To analyses the Statistical Tool using Chi-square test. This study analyses the various dimensions of labour welfare measures that are administered to the labours. It highlights the perception and level of satisfaction of the labours regarding the various welfare measures and the methods to improve the welfare measures in Tamil Nadu State Transport Corporation, Kumbakonam.

**Key words:** Employees satisfaction, TNSTC, Kumbakonam

### INTRODUCTION

In India, the origin of human resource management can be traced in the 1970s, concern for welfare shifted towards higher efficiency, a change in professional values of human resource managers was visible. During the 1980s due to new technology and other environmental changes, Human Resource Development (HRD) became a major issue. During the 1990s, the overwhelming role of human factor in industry has been realized. Growing awareness about the significance of human side of organization has led to the development of human resource management as a distinct discipline. Focus on human values and a philosophical approach, are likely to provide this discipline the status of a profession. Thus,

the human resource function in India has grown through several stages, e.g., labour welfare, industrial relations, labour administration, personnel management and finally to human resource management and human relations and human resource development. HRM has come a long way from being just a support, hygiene related function to a strategic function.

Welfare includes anything that is done for the comfort and improvement of employees and it is provided over and above the wages. The welfare measures need not be in monetary terms only but in any kind/form. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Labour welfare entails all those activities of employer, which are directed towards providing the employees with certain facilities and services in addition to wages and salaries. The meaning of welfare Governmental provision of economic assistance to persons in need.

Transport plays a crucial role in the economic development of a nation and the social and cultural life of its people. It provides a vital link between production centers, distribution areas and the ultimate consumers. There are five principal modes of transportation in India, i.e., rail, road, air, ocean and inland water transport. In road Transport, the bus transport is the primary mode which provides effective link to each and every part of the country.



Tamil Nadu State Transport Corporation, Kumbakonam Division. This Corporation came into existence on 1st March, 1972 with its headquarters at Kumbakonam. The objective of the Corporation is to provide efficient, economical and coordinated transport facility to the public in the jurisdiction of Thanjavur, Nagapattinam and Thiruvarur Districts. Presently the Corporation is operating with a fleet strength of 1,246 buses in these districts. About five lakh rural passengers per day are benefited in Kumbakonam Division by this transportation. I have done the article at Tamilnadu state transport corporation Ltd, Kumbakonam region is as follows. Branches. The branches of the Kumbakonam region are, Kumbakonam (mofussil), Kumbakonam town 1, Kumbakonam town 2, Nannilam, Thanjavur (mofussil), Thanjavur, Mayiladudurai, Sirkali, Poraiyur, Chidambaram, Nagapattinam, Karaikkal, Thirutharaipoondi, Vedharanyam, Thiruvarur and Mannargudi, Peravoorani.

In the present study to analyse A Study On Employees Satisfaction Towards Labour Welfare Measures In Tamil Nadu State Transport Corporation Limited, Kumbakonam.

#### REVIEW OF LITERATURE:

Mills (1997) described human resources development approach as the process concerned with the organizing or re-organizing and designing or re-designing of line function, people and the machines involved in the production of goods and or services [1].

Guest, (2002) identified that job satisfaction as a key variable mediating or intervening any positive link between human resources (HR) practices and organizational performance [2]. Green, (2006) studied that in disparity, researchers suggested that in UK, the implementation of human resources practices has been related with higher levels of job intensity resultantly lowered the levels of job satisfaction.

According to Lau and Bruce (1998) Quality of Work Life is a dynamic multidimensional construct that currently includes such concepts as job security, reward systems, training and career advancement opportunities and participation in decision making. As such Quality of Work Life has been defined as the workplace strategies, operations and environment that promote and maintain employee satisfaction with an aim to improve working conditions for employees and organizational effectiveness for employers" [3].

Carla Cabarle, Lisa T. Stickney, (2011) the present paper investigation issues of "at the intersection: a cross-disciplinary exercise in employee selection" selection techniques and tools because all managers are likely to be involved with employee selection at some point in their careers. However, many managers have little experience with or knowledge of employee selection, and they are not likely to understand how it fits within the organization [4].

Asiya Chaudhay, Roohi Iqbal (2011) has made, "an empirical study on effect of welfare measures on employees' satisfaction in Indian Railways" Indian Railways are one of the biggest public sectors in the country and its employee's more than 13 lacs of people under different categories. It has separate department to deal with the employees' problems and tries to manage them effectively. From the very beginning of the industrial venture Employees has been an important factor of production. This paper is devoted to study on effect of welfare measures on employee's satisfaction in Indian Railways. Employees' welfare has acquired an important place in the modern commercial world. Even today nontechnical development has been able to undermine the place of labour in the industrial field [5].

Dharam Paul (2011) in his research work titled "Labour Welfare Policy & Administration In Haryana: A Study" The term 'Labour Welfare' is very comprehensive and includes various types of activities undertaken for the economic, social, intellectual or moral benefit or moral benefit of the labour community workers. With the rising tempo of Indian industrialization, labour administration has become an important part of a factory organization and, therefore, the importance of labour administration cannot be ignored from the point of view of employers in particular and the workers and the community in general. This requires the setting up of effective administrative machinery both at central and state levels to implement the legislative measures taken on matters connected with labour and to supplement the same Industry [6].

Vittal Dasa Prabhu and Murali (2006) in their article entitled "Human resource management for Truck Transport Industry" have studied current status of Transport Industry, Human productivity, Human resource planning, Job Analysis Recruitment, Development of Human resources, motivating of Human resources, Maintenance of a Human Resources, Safety and Health. They have concluded the methodology discussed regarding job evaluation; compensation & incentive administration can make the HRM effective [7].

Robert F. Wright (2007) in his article entitled "Effect of micromanagement on job satisfaction & productivity: A case study", he has studied to determine how competitive pressure and manager's growth, Needs and Strength (GNS) affect the degree to which a company micro managers its sales force. The degree of micro management may impact a person's autonomy, which interacts with his GNS, to determine his job satisfaction and productivity. He suggested that a strong correlation between the degree of micro managing and manager's GNS and a weak correlation between autonomy and job satisfaction, with the representative's GNS as an interactor. There was no correlation between competitive pressure and the degree of micro managing or



productivity and autonomy, with the representative GNS as an interactor [8].

Rama Satyanarayana et al (2012) made an attempt to study the “Labour Welfare Measures in Cement Industries in India” satisfaction levels of employees about labour welfare measures in KCP limited (Cement Division). For the purpose of the study, convenience random sampling method is adopted to carry out the study by the researcher. Out of 925 employees, 90 are selected covering almost all the departments. A questionnaire is used for present study to know the opinions of the employees on each statement. The results of the research reveal that majority of the employees are satisfied with all the welfare measures provided by the organization [9].

Venugopal & Bhaskar (2011), the article titled “Employee Welfare Activities With Respective Measures In Industrial Sector - A Study On Industrial Cluster At Chittor District” Employees in industrial cluster at Chittoor district are availing welfare measures such as recreational, medical, educational, housing, transportation, sanitation, safety and also statutory welfare measures such as Workmen Compensation, ESI, Sickness, P.F and Maternity benefits but these industries have to provide some more welfare facilities to their employees such as Gratuity, Pension, Welfare fund, so that they may retain the employees and their quality of work life [10].

Vijaya Banu et al. (2011), the research study title “a study on labour welfare measures in public sector Transport corporation” Labour Welfare Measure in Public Sector Transport Corporation throws light on welfare measures followed in Public Sector Transport Corporation. This study analyses the various dimensions of labour welfare measures that are perceived to the labours [11].

According to Lau and Bruce (1998) Quality of Work Life is a dynamic multidimensional construct that currently includes such concepts as job security, reward systems, training and career advancement opportunities and participation in decision making. As such Quality of Work Life has been defined as the workplace strategies, operations and environment that promote and maintain employee satisfaction with an aim to improve working conditions for employees and organizational effectiveness for employers” [3].

Malathi T and Paul Dhinakran D (2011) brought out a study on, “Employees’ Job Satisfaction towards HRM Practices in Tamil Nadu State Transport Corporation(Kumbakonam) LTD.” Job satisfaction is the most frequently used variable in an organization. Human beings strive to seek contentment in every aspect their working life. There are many ways attain satisfaction by an individual in general. It is a complex procedure to accurately measure the level of job satisfaction perceived by employees, particularly in TNSTC (Kumbakonam) Ltd. For the purpose of this study, 714 employees were selected from the organization by adopting the

proportionate stratified sampling method. This study discusses and analyses and analyses various components of the employees’ job satisfaction towards prevailing HRM practices in TNSTC (Kumbakonam) [12].

### **NEED FOR THE STUDY:**

In the presence study to analyses the One of the most important reasons for the study is low efficiency of labour. In India can be found in the miserable conditions under which workers are compelled to work in factories are many. Without providing congenial work environment in terms of physical amenities and psychological climate, a worker cannot commit himself to work and produce the expected result. A bad working condition not only affects the labour productivity but also causes frustration, ill health and work monotony. Therefore the management on its own interest of the welfare of the worker has to take measure to provide required amenities and improve working conditions. The facilities under labour welfare may include such services and amenities as subsidized canteens, rest houses, recreation facilities, housing sanitary, medical facility and transport etc. The responsibility of providing welfare facilities over and above these requirements, the management can also provide welfare facilities over and above these requirements. Therefore this study is conducted to ascertain the workers existing conditions, labour welfare facilities in the Tamilnadu State Transport Corporation in terms of sociodemocratic variables of the workers.

### **Scope of the study:**

To maintain employees safety and improvement of health employees.

The need for time on labours.

Taking all measures necessary for fulfillment of the above mentioned objectives.

### **OBJECTIVES OF THE STUDY**

To analyses the employee’s satisfaction towards labour welfare measures in TNSTC, KUM.

To identify the relationship between welfare facilities and demographical factors.

### **METHODOLOGY**

#### **Research Design**

This study describes the existing training program and procedures adopted in Employees Satisfaction towards Labour Welfare Measures and Recruitment Selection Process In Tamil Nadu State Transport Corporation Limited, Kumbakonam. So the research can adopt “Descriptive research design”. As for that the researcher has made an attempt to study different factors involved in selection process and its causal relationship with basic variables. The aim is to obtain complete and accurate information in the said studies. The research design must



make enough provision for protection and maximum reliability.

**Method of Sampling**

In this presence study, the researcher has chosen a method of design namely “probability sampling” which is relatively get in to descriptive research under this method, every element of population enjoy equal chance of being selected and also, the researcher has chosen a type of designing namely “simple or stratified random sampling” under this type, no specific principlebasis is followed with selection the sample element.

**Sample Design**

Collection of data from all possible respondents in a population of universe. It is called census method. This study has adopter this method of sampling. The researcher has collected the data from the sample size of 150 out of 150 populations. It is total population it is easy to conclude and analyze the data. For this study census method are used. To study the effectiveness of training and development in recruitment selection process in TNSTC, researcher has concentrated lower level of employees only. I have chosen the sample size (150) under lottery techniques with replacement method of sampling.

**Period of Study**

The study is confined from the year 2014-2015.

**Data Collection**

The primary data are those which are collected afresh and for the first time and those happen to be original in character. The major tool has used for collecting data in this study is an interview schedule. The schedule has been constructed with reference to different aspects influencing the welfare facilities in the TNSTC. The schedule has been designed to consist of two parts namely:

- Questions regarding personal data
- Questions regarding welfare facilities

In addition to the primary data collected through interview schedule the researcher has discussion with technical staff, clerical staff, supervisor etc. This helped the researcher to collected more valuable information.

There are several ways of collecting the appropriate data depends on cost, time and other resources.

**Statistical Tool**

Chi-square test

**Selected Respondents Demographic Profile**

**Gender**

Gender	No. of Respondents	Percentage
Male	122	81
Female	28	19
<b>Total</b>	<b>150</b>	<b>100%</b>

**Source: Primary Data**

**Age**

Age Less then & 30 years	9	6
30-40	32	21.13
40-50	63	42
50-60	46	30.7
<b>Total</b>	<b>150</b>	<b>100%</b>

**Source: Primary Data**

**Experience**

Year of Experience	No. of Respondents	Percentage
1-5	10	6
5-10	20	13
10-15	57	38
20& Above	63	43
<b>Total</b>	<b>150</b>	<b>100%</b>

**Source: Primary Data**

**Monthly Income**

Monthly Income	No. of Respondents	Percentage
Less than Rs. 10000	8	5.3
Rs 10000-20000	38	25.5
20000-30000	30	20
Above 50000	1	0.6
<b>Total</b>	<b>150</b>	<b>100</b>

**Source: Primary Data**

**RESULTS AND DISCUSSION**

The figure1 shows rating about rate of food in canteen 52% are satisfied, 29.3% of the respondents are in neutral, and 7.4% are highly satisfied and 6% are highly dissatisfied and 5.3% are dissatisfied. The table 1 shows rating about facilities of canteen 46% are satisfied, 34.8% of the respondents are neutral, and 6.6% are in dissatisfied and 4.6% are highly satisfied and 8% are highly dissatisfied. The fig 1 shows rating about canteen cleanliness 46.6% are satisfied, 36.6% of the respondents are in neutral and 6.6% are in highly satisfied and 5.6% are dissatisfied and 4.6% are highly dissatisfied. The table 1 shows rating about Quality of food in canteen 45.4% are satisfied33.4% of the respondents are neutral, and 8% are in dissatisfied and 8.6% are highly satisfied and 4.6% are highly dissatisfied.

The fig 2 shows rating about functioning of workers committee 40.6% are satisfied, 38% of the respondents are neutral, and 10.6% are in highly satisfied and 6.8% are dissatisfied and 4% are highly dissatisfied. The table 2 shows rating about provision of Welfare Facilities 42% are in satisfied, 38.7% are in neutral, 7.4 are dissatisfied, 7.3% are in highly satisfied, 4.6% are in highly dissatisfied. The fig 2 shows rating about Welfare Committee member are well concerned about the welfare



facilities to the employees 48% the respondents are satisfied, and 36.6% are in neutral and 6% are dissatisfied and 8% are highly satisfied, 1.4% are in highly dissatisfied.

The fig 3 shows rating about the Lighting and ventilation facilities in company 46.6% the respondents are satisfied are satisfied, and 37.3% are in neutral and 7.4% are dissatisfied and 8.7% are highly satisfied. The fig 3 shows rating about the Drinking Water facility in company 44.6% of the respondents are satisfied, and 30% are in neutral and 17.4 are highly satisfied and 8% are dissatisfied. The fig 3 shows rating about the sufficient room facility 42.6% are satisfied, 36.6 of the respondents are, and 8.6% are in dissatisfied and 4.6% are highly dissatisfied and 7.6% are highly satisfied. The fig 3 shows rating about the Loan facilities rendered by the company 41.5 are satisfied, 32% of the respondents are neutral and 12.6 are in dissatisfied 5.3% are highly dissatisfied and 8.6% are highly satisfied. The table 3 shows rating about the star insurance 38% the respondents are satisfied and 36% are in neutral and 18.6% are highly satisfied and 7.4% are dissatisfied.

The fig 3 shows rating about the festival allowance 43.4% of the responds are satisfied, and 32.6% are in neutral and 12.6 are dissatisfied and 5.4 are highly dissatisfied, are 6% highly satisfied. The table 3 shows rating about the satisfaction level of leave encashment 38% the respondents are satisfied, and 36.6% are neutral and dissatisfied d 12.6% are dissatisfied and 6.6% are highly satisfied, are 5.9% highly dissatisfied. The fig 3 shows rating about the satisfaction level of work environment 42% the respondents are satisfied, and 26% are in neutral and 13.4% are dissatisfied and 12% are highly satisfied, are 6.6% highly dissatisfied. The table 3 shows rating about the satisfied system of free family bus pass card 42.6%

the respondents are satisfied, and 28.6% are in neutral and 13.5% are highly satisfied and 12.7% are dissatisfied, are 2.6% highly dissatisfied. The table 3 shows rating about the satisfied with the house rent allowance 39% the respondents are satisfied, and 32% are in neutral and 16% are dissatisfied and 6.6% are highly satisfied, are 6% highly dissatisfied.

The fig 4 shows rating about the satisfied with the Medical facility 38% the respondents are satisfied, and 28% are in neutral 23.4% are dissatisfied and 6% are highly dissatisfied, are 4.6 highly satisfied. The fig 5 shows rating about the periodical Medical cheek up done to the employee hospital 44.6% the respondents are satisfied, and 31.3 are in neutral and 11.5% are dissatisfied and 10% are highly satisfied, are 2.6% highly dissatisfied. The fig 4 shows rating about the satisfied with the Medical Benefits and Equipment's 46% the respondents are satisfied, and 29.4% are in neutral and 14% are dissatisfied and 7.3% are highly satisfied, are 3.3 highly dissatisfied. The fig 4 shows rating about the seating facility 45.3% the respondents are satisfied, and 27.5% are in neutral and 19.3% are dissatisfied and 4.6% are highly satisfied, are 3.3% highly dissatisfied. The fig 4 shows rating about the satisfaction level of recreation facility 38.6% the respondents' neutral, and 29.3% are dissatisfied, 25.5% are in satisfied and 6.6% are highly dissatisfied.

The table 1 showed the no relationship between gender and rest Room facility. There is relationship between Gender and rest room facility.

The table 2 showed Chi-Square for 4 degree of freedom at 5% level of significance is 6.401. Therefore the null hypothesis is accepted. Thus it can be concluded that there is no significance relationship between gender and rest room facility.

Figure 1. Facilities of Canteen

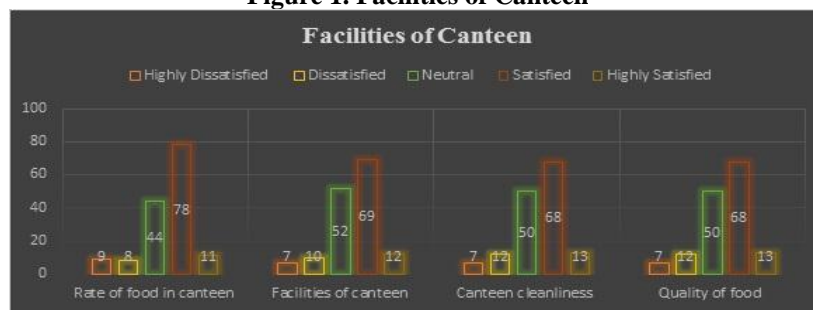
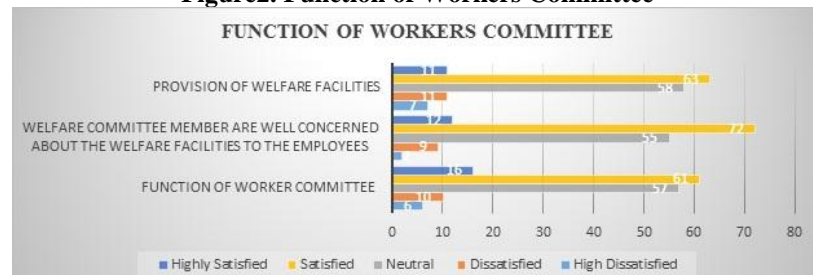
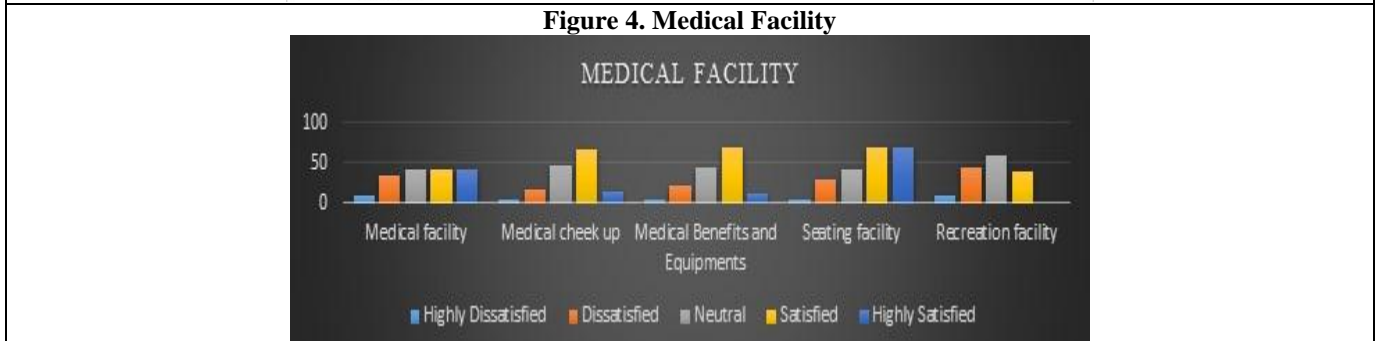
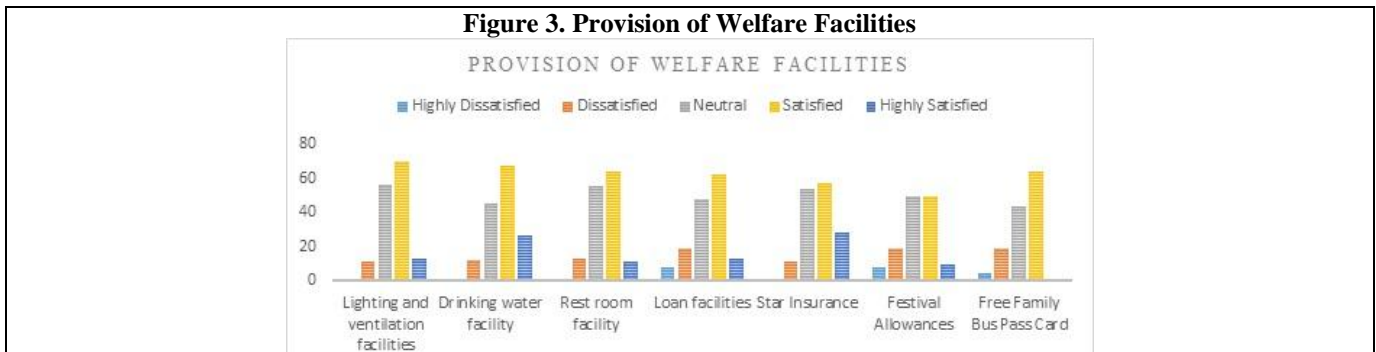


Figure 2. Function of Workers Committee





**Table 1. Relationship Between the gender and Rest Room Facility**

Gender	Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied	Total
Male	2	9	49	51	8	119
Female	5	4	6	13	3	31
<b>Total</b>	<b>7</b>	<b>13</b>	<b>55</b>	<b>64</b>	<b>11</b>	<b>150</b>

**Table 2. Chi-square Test**

	Value	Df	Asymp. Sig. (2-side)
Person Chi-Square	6.401	4	.171
Likelihood Ratio	5.397	4	.249
No of valid cases	150	-	-

**SUGGESTION**

Satisfied with facilities such as canteen services, canteen cleanliness, canteen quality of foods, drinking water, so the company is requiring maintaining the same level. Only few of the respondents are dissatisfied with the room facility, recreation facility of the company. So, among these facilities company take some improvement actions. The lighting facility, drinking water facility, washing facility, latrines and urinals facility. Among these facilities the TNSTC to be required to maintain the same level. thirty five of the respondents dissatisfied with the medical benefits and the first aid facilities by the company. In overall working environment the respondents having satisfaction level. But few of the respondents having the dissatisfaction. So the company be required to take some initiative decisions.

**CONCLUSION**

In the presence Study analyses the employees satisfaction towards labour welfare measures in Tamilnadu state transport corporation limited, Kumbakonam. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. In modern business environment, the company should retain the employees which will helpful to achieve their goal. It only acts vital role to create morale, satisfaction of the employees and retain them. The researcher concluded the employees of TNSTC are satisfied in statutory and non-statutory welfare. Some of the dissatisfaction level is identified in the areas of recreation facility and special reference to other hospitals. It is pointed and suggested with alternative to overcome the dissatisfaction level in the particular area.

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