

**A STUDY ON EMPLOYEE SAFETY AND WELFARE MEASURE IN ETA
STAR PROPERTY DEVELOPERS LTD, CHENNAI**

A PROJECT REPORT

Submitted by

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Reg. No. 0820400048

In partial fulfilment of the requirements
for the award of the degree

Of

MASTER OF BUSINESS ADMINISTRATION

KCT Business School

Department of Management Studies

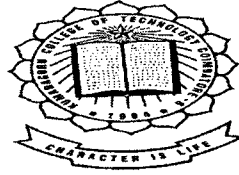
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**DEPARTMENT OF MANAGEMENT STUDIES
KUMARA GURU COLLEGE OF TECHNOLOGY (AUTONOMOUS)
COIMBATORE**

BONAFIDE CERTIFICATE

Certified that this project titled “**A STUDY ON EMPLOYEE SAFETY AND WELFARE MEASURE IN ETA STAR PROPERTY DEVELOPERS LTD, CHENNAI**” is the bonafide work of **Mr. J. SIVAMANIKANDA SELVAN** (Reg No: 0820400048) who carried out this project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

Mr.C.Ganeshmoorthy
Faculty Guide

Prof.Dr.S.V.Devanathan
Director

Evaluated and viva-voce conducted on11.09.2009.....

Examiner I
Examiner II

TO WHOMSOEVER IT MAY CONCERN

I hereby certify that Mr. SIVAMANIKANDA SELVAN. J (Regn. No 0820400048) Postgraduate MBA Student of KCT BUSINESS SCHOOL has successfully completed his project under the title "A STUDY ON EMPLOYEES SAFETY & WELFARE MEASURES" IN ETA STAR PROPERTY DEVELOPERS LTD, Chennai in the HR Department during the period June 2009 to July 2009.

This commitment and dedication shown in completing the Project is excellent. We wish the success in all his future endeavours.

For ETA STAR PROPERTY DEVELOPERS.LTD.

(H.ABDUL ALIM)
General Manager - HR



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I thank the GOD, Almighty for his blessings bestowed upon me, which gave strength, confidence and health for completing this project.

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DECLARATION

I hereby declare that the dissertation entitled "**A STUDY ON EMPLOYEE SAFETY AND WELFARE MEASURES AT ETA STAR PROPERTY DEVELOPERS LTD, CHENNAI**". Submitted for the **MASTER OF BUSINESS ADMINISTRATION** degree is my original work and the dissertation has not formed the basis for the reward of any Degree, Associate ship, Fellowship or any other similar titles.



J.SIVAMANIKANDA SELVAN

EXECUTIVE SUMMARY

The project has been undertaken to study the level of satisfaction and morale regarding the Employee Safety and welfare in ETA Star Property Developers Ltd., Chennai.

The Primary objective of the study is to study the safety and welfare activities provided to the employees. Secondary objective of the study is to identify the ways to improve the welfare policy and schemes in the organization.

To conduct the study a sample size of 100 was selected in consultation with the external guide of the company. With the help of a questionnaire primary data was obtained and through statistical tools like the Chi-Square, percentage method, suitable suggestions were made to the company.

After the study it is been found the employees are satisfied with the various facilities like canteen facilities, safety training, medical benefits, educational facilities, workers skill development, relationship with workers.

The organization that will truly excel today and in the future will be the employee welfare activities. Therefore, it should be given more importance by the organization. so the researcher is interested to take up this topic “the employee welfare” to do the project work.

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CHAPTER 1

INTRODUCTION

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INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Employees are important stakeholders – Employees who can carry out their missions and fulfill their roles, with the aim of contributing to the enhancement of the company's enterprise value, thereby winning society's trust. In order to have a solid organization which attracts and inspires employees like these to actively contribute to the company with their best efforts, skills and abilities, to establish effective systems for performance evaluation and compensation, human resources development and staff deployment.

Furthermore, our welfare and benefits systems is designed to provide an environment in which employees can enjoy fulfilling lives both at work and at home, and make the most of their abilities. While providing a workplace where employees can focus on their work without distractions, the welfare and benefits system also helps keep them in the best of health, and serves as a safety net, giving employees a stronger feelings of security.

We have introduced a system for job evaluation, as well as performance appraisals. In this, expectations regarding employees' work and performance are clearly stated based on a job grading system, and fair and reasonable work and performance evaluations are conducted.

EMPLOYEE SAFETY AND WELFARE

The oxford dictionary defines employee safety and welfare as efforts to make life work living for employee. Employee safety and welfare is also understood to mean such “such services, facilities and amenities, which may be established in, or in the vicinity of, understandings to enable persons employed there in to perform their work in healthy and congenial surroundings and provide them with amenities conducive to good health and morals”. So employee safety and welfare promotes the well being of workers in a variety of ways. Any voluntary service will come under the preview of employee welfare if it aims at helping the worker to work better and in more congenial surrounding and also it live better in a more meaningful manner, physically, socially, morally, economically, and intellectually.

IMPORTANCE OF EMPLOYEES:

Appraisals and compensation (based on an employee's Responsibilities and Performance) that is fair and reasonable.

- Variable compensation that adequately rewards an employee's Performance based on management by objectives.
- Competitive compensation that reflects corporate performance as a leading company.
- Staff assignments based on a rational organization plan that maximizes corporate and department performance.
- Realizing appropriate placement and skill matching from various perspectives and multiple factors based on performance and competencies
- Providing employees with the opportunity to select roles those are appropriate and take into consideration their ambitions, based on a clear career plan.
- Designing measures to support career building and development of, competencies, based on responsibility and self-development.
- Promoting individual growth of employees by education minded managers with coaching skills.
- Offering active career-development opportunities to employees who continuously achieve a strong performance and improve their competence.
- Building a system that helps employees lead fulfilling lives at work and at home.

➤ Improving and maintaining workplace safety and the physical and mental health of employees. Creating a safety net to enable employees to comfortably focus on work

1.2 REVIEW OF LITERATURE:

Prof. Dileep Kumar M., Symbiosis (SCMHRD, SCDL), IIIT, SCMLD, SBS
Deshkal Society in their online article (2004) it is reported that:

1. Being part of *unorganized sector of laborers*', they lose in bargaining for fair wages. They are not paid minimum wages; even the agreed wages are not paid in time. Even after the construction work is over, substantial due remains with the builders or the contractors, who are always on the look for devouring these due wages.
2. Moreover, their working time and hours are not well regulated. They do not get overtime rates for excess work. They work under very hazardous conditions. The working conditions and the facilities provided at the sites are far from satisfactory. Safety conditions and measures are hardly met. In case of accident, there is, in general, no provision for financial and medical aid. It is up to the workers themselves to arrange for the treatment. There is no scheme like ESI coverage for them. In the extreme cases like death, no body owns the responsibility.
3. Apart from these, there is no recreational facilities, no availability of drinking water, toilets, canteens etc.

Safety climate in industrial organizations: Theoretical and applied implications.

Zohar, Dov *Journal of Applied Psychology*. Vol 65(1), Feb 1980, 96-102.

Abstract

A 40-item measure of organizational climate for safety was constructed and validated in a stratified sample of 20 workers from each of 20 industrial organizations in Israel. This measure of climate reflects employees' perceptions about the relative importance of safe conduct in their occupational behavior. It can vary from highly positive to a neutral level, and its average level reflects the safety climate in a given company. It is shown that there was an agreement among Ss' perceptions regarding safety climate in their company and that the level of this climate was correlated with safety program effectiveness as judged by safety inspectors. The 2 dimensions of highest importance in determining the level of this climate were Ss' perceptions of management attitudes about safety and their own perceptions regarding the relevance of safety in general production processes. It is proposed that organizational climate, when operationalized and validated as demonstrated in this article, can serve as a useful tool in understanding occupational behavior.

Identifying elements of poor construction safety management in China

Construction is one of the most hazardous industries due to its unique nature. Measured by international standards, construction site safety records in China are poor. This paper aims to examine the status of safety management in the Chinese construction industry, explore the risk-prone activities on construction sites, and identify factors affecting construction site safety. The findings reveal that the behavior of contractors on safety management are of grave concern, including the lack of provision of personal protection equipment, regular safety meetings, and safety training. The main factors affecting safety performance include 'poor safety awareness of top management', 'lack of training', 'poor safety awareness of project managers', 'reluctance to input resources to safety' and 'reckless operations'. The study also proposes that the government should play a more critical role in stricter legal enforcement and organizing safety training programs.

Work reorganization in an era of restructuring: Trends in diffusion and effects of employee welfare

High Performance Work Organizations (HPWOs) took root in the early 1990s but then faced an environment of organizational turmoil and restructuring. This paper, drawing on a second-round survey of employers that replicated and extended a 1992 survey, addresses two questions: whether HPWO practices continued to spread, and whether their productivity and quality gains redounded to employees' benefit. The results show that HPWO practices continued to diffuse

at a rapid rate between the 1992 and 1997 survey dates, although more slowly for self-managed teams than for other practices. With regard to the second question, however, the author finds that adoption of HPWO practices in 1992 was associated with increased layoff rates in subsequent years and no compensation gains. In addition, HPWO practices are linked to employment reorganization, such as reductions in contingent and managerial employment.

Cooperative Unionism and Employee Welfare

Michael R. White , University of Westminster - Policy Studies Institute
Industrial Relations Journal, Vol. 36, No. 5, pp. 348-366, September 2005

Abstract:

Using British national survey data, this article assesses the impact of unions on management practices to reduce labour costs, implement high-performance work systems, and make employee welfare provisions. Relative to non-union workplaces, those with unions are found to have practices which are consistent with 'mutual gains' outcomes.

Safety climate, safety management practice and safety performance in offshore environments Kathryn Mearns, Sean M. Whitaker and Rhona Flin

Industrial Psychology Group, Department of Psychology, University of Aberdeen,
Aberdeen, Scotland AB24 2UB, UK, **Safety Science**
Volume 41, Issue 8, October 2003, Pages 641-680

Abstract

Safety climate surveys were conducted on 13 offshore oil and gas installations in separate years ($N=682$ and 806 , respectively), with nine installations common to both years. In addition, data on safety management practices were collected by questionnaire from senior management on eight installations in each year. The associations between management practices and climate scores with official accident statistics and self-reported accident involvement were tested via a series of hypotheses. Associations were found between certain safety climate scales and official accident statistics and also the proportion of respondents reporting an accident in the previous 12 months. Proficiency in some safety management practices was associated with lower official accident rates and fewer respondents reporting accidents.

Best practices in safety management for conventional civil construction industry in Malaysia

Ahmad, Rosli (2008). **Master's thesis**, Universiti Teknologi Malaysia.

Abstract:

For the past few years, poor safety records in the conventional civil construction industry has tarnished its reputation and image. In addition to that, better safety management and practices in the oil and gas construction industry as compared to conventional civil construction industry are primely due to contractual requirements and consistent drives by the clients/project owners. Hence, the aim of this study is to justify best safety practices in the oil and gas construction industry that can be adopted for the conventional civil construction industry. A total of 100 sets of questionnaire were prepared and distributed to targeted respondents from construction companies ranging from CIDB Grade G1 to G7 around localised areas such as Johor Bahru, Kuala Lumpur and part of Selangor. The feedbacks from 83 respondents were analysed using frequency and relative index analysis. Based on the survey findings, it shows an excellent trend in basic practices of construction safety management. Conversely, it shows very low commitment and concern on the importance of ERT in handling emergency situations. Finally, only 52.61% (slightly more than half) of the surveyed safety

management practices implemented in the conventional civil construction industry. Overall the respondents' perceptions are in the 'agree' and 'strongly agree' categories for the levels of key elements surveyed. Whereas they perceived '5-Excellent' and only '3-Good' for levels of overall safety management and practices in oil and gas and conventional civil construction industries respectively. The six (6) interview respondents have also given the similar ratings. There is a strong need for the company management to implement the improvement measures in order to further improve the construction safety management. The respondents also tend to 'strongly agree' that implementing all the proposed measures can improve the construction safety management, safety investment is a viable and worthy effort and safety indicators implementation is low. Among recommended safety best practices are guiding policies, certifications, good HSE plannings, programs, rules and practices, safety indicators and safety campaigns and celebrations.

Abstract:

This paper reports a major survey of the safety climate in Hong Kong's construction industry. The UK's Health and Safety Executive's (HSE) safety climate survey tool was used to evaluate the safety climate of the Hong Kong construction projects. Data were collected from 317 safety personnel who had been involved in different construction projects in Hong Kong and descriptive statistics were generated to indicate the percentages of favourable and

unfavourable responses which provided a descriptive analysis for the safety attitudes of three levels of construction personnel (senior management, supervisory staff and frontline workers). The result of this study showed that the factor of competence received most favourable replies in Hong Kong. However, great disparity was found in the factor of personal roles: over 70% of the surveyed managers and supervisors understood their personal status in the importance health and safety, while only 58% of the surveyed workers recognized their role. **The role of national culture in determining safety performance: Challenges for the global oil and gas industry**

Kathryn Mearns^a and Steven Yule^a

^aIndustrial Psychology Research Centre, School of Psychology, University of Aberdeen, UK, Volume 47, Issue 6, July 2009, Pages 777-785 , Occupational Accidents and Safety: The Challenge of Globalization / Resolving multiple criteria in decision-making involving risk of accidental loss

Abstract

This paper addresses the issue of occupational safety and how the process of globalisation can potentially influence the attitudes, beliefs and behaviour of disparate 'national' workforces working across the globe for the same multi-national company. The paper reviews published literature on cross-cultural

differences in attitudes, perceptions and beliefs regarding safety and presents details of a study examining the relationship between Hofstede's [Hofstede, G., 1984. Culture's Consequences; International Differences in Work-Related Values, Abridged edition. Sage Publications, London, Hofstede, G., 1991. Culture and Organisations; Software of the Mind. McGraw Hill, Maidenhead] cultural values dimensions (i.e., Power Distance, Individualism/Collectivism, Masculinity/Femininity); safety climate (perceived management commitment to safety) and risk-taking behaviour in workforce members of a multi-national engineering organisation operating in six countries. The results suggest that more proximal influences such as perceived management commitment to safety and the efficacy of safety measures exert more impact on workforce behaviour and subsequent accident rates than fundamental national values.

Critical success factors influencing safety program performance in Thai construction projects

Thanet Aksorn,^a and B.H.W. Hadikusumo^{aa} Construction Engineering and Infrastructure Management, School of Civil Engineering, Asian Institute of Technology, Pathumthani, Thailand ,Volume 46, Issue 4, April 2008, Pages 709-727 ,Construction Safety

Abstract

It is well known that construction projects have many work-related accidents and injuries. In recent year, to overcome such safety problems, safety program implementation has been given significant consideration as one of the effective methods. In order to effectively gain from safety programs, factors that affect its implementation need to be studied. This paper identified 16 critical success factors (CSFs) of safety programs from safety literature and previous research and these were thereafter validated by construction safety professionals. The study was conducted through questionnaire surveys with 80 respondents from medium and large-scale construction projects taking part. The survey intended to assess and prioritize the degree of influence of those success factors have on the safety programs as perceived by the respondents. The result showed that the most influential factor is management support. Furthermore, using factor analysis, the 16 CSFs could be grouped into four dimensions: worker involvement, safety prevention and control system, safety arrangement, and management commitment. In order to validate the findings, three case studies were further conducted to test the effect of those success factors on construction safety performance

1.3 OBJECTIVES:

1. Primary Objectives:

- To study on employee safety and welfare measures at ETA Star property developer Ltd, Chennai.

2. Secondary Objectives:

- To study present employees welfare schemes & programmes.
- To study the employees satisfaction & morale towards welfare facilities provided to employees
- To study the existing physical working condition.
- To give necessary suggestion to improve the welfare facilities.
- Welfare and benefits system serves as a safety net, giving employees a
- stranger feeling of security.

1.4 SCOPE OF THE STUDY

The Scope of the project can include:

- Building a system that helps employees lead fulfilling lives.
- Improving and maintain workplace safety and the physical and mental health of the employees.
- Creating a safety net to enable employees to comfortably focus on work.
- Granting benefits at the time of need to the Beneficiaries.
- To aid and promote educational and vocational learning facilities/activities for the Beneficiaries.
- To advance as a loan or stipend or grants to the Beneficiary for the purpose of education at approved institutions as per criteria laid down by the Board of Trustees.
- Taking all measures necessary for fulfillment of the above mentioned objectives.

RESEARCH METHODOLOGY

Research is common parlance refers to a search for knowledge. Research is an art of scientific investigation. It is an inquiry especially through search for new facts in any branch of knowledge.

3.1 Research design:

Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research design that will be used for the study is descriptive research design as its explain the fact and state of affair.

3.2 Sample design

Population Size :

140 Workers had taken for population

Sample size :

100 samples taken for the study.

Sample techniques:

The proposed study comes under convenience sampling which is a simple Random sampling method.

➤ **Sampling Unit:**

There are around 350 workers, in ETA Star property developer ltd, Chennai. 246 male and 104 female employees are working in the company.

3.3 Methods of data collection

The data for this study has been collected from both primary and secondary data sources.

Primary data:

Primary data will be collect through questionnaire that will ask to employees

Secondary data:

The secondary data are those which have already been passed through the statistical process, the proposed study also make use of secondary source of data collection in the form of company journals, magazines, records, websites and other relevant sources.

The researcher classified the data into primary data and secondary data, questionnaire is used for the collection of primary data, the investigator has to analyzed by using the following tools.

➤ **Percentage Analysis:**

The expression of data in terms of percentage is one of the simplest statistical devices used in economic statistics, the percentage of aiding comparison. Percentage refers to a special kind or ratio; it is used to make comparison between two or more series of data. They can be used to compare the relative items, the distribution of two or more series of data. The algebraic notation is used for calculation.

1.5 LIMITATIONS

Though the project was done in a systematic and planned manner, there were a few hurdles that could not be overcome. These constitute the limitations of the project. Care was taken that the below limitations did not affect the project results as much.

- Time constraint was the biggest limitation, the project had to be completed within 3 months and hence the sample size had to be lesser.
- Area selection had to be done on a random basis. Convenience was also considered. Hence there were a few areas that could not be studied.
- Data has been collected from particular department.
- The questionnaire alone was not sufficient to gather data, therefore secondary data were also used that has taken more time to gather needed data.
- The respondents are very busy employees, they are in hurry and unable to spare time to the researchers at times.

CHAPTER 2

ORGANIZATION PROFILE

CHAPTER 2

INDUSTRY PROFILE

Construction projects ETA star property developers Ltd. is a **construction industry** is one of the most booming industries in the whole world. This industry is mainly an urban based one which is concerned with preparation as well as construction of real estate properties. The repairing of any existing building or making certain alterations in the same also comes under **Construction Industry**. This industry can be categorized into three basic categories namely

- Construction involving heavy and civil engineering the construction of large projects such as bridge, road, etc comes under this category.

- General construction
The construction works that involve building of real estate ones such as residential or commercial real estate assets, etc.

- Involving specially trades
Construction works that involve building up of specialized items namely, electric related works, works on woods, etc.

It is generally being observed in the all round the globe in the **Construction Industry** that the contractor individual or organization involved in the construction process specializes in any one of the above mentioned categories. **Construction Industry** is a booming industry and remains so with the continuation of the development process especially in the developing countries. With the process of development, the migration of people takes place from the rural to urban areas. This phenomenon is most significantly observed in the “Asian Tiger” countries, China and India. Thus, the **Construction Industry** is also on a rise in such countries.

The growth rate of **Residential Construction Industry** is highly correlated with the economic growth of the economy. Economic growth makes people to migrate from the rural to urban areas for the search of a better. This phenomenon is glaring in China. At present, the government of China is taking certain steps for cooling off the over-heated economy but the **Residential construction** is expected to grow at a far accelerated pace from the mid 2008. This prediction is done with much conviction by the analysts on the basis of the continuing strong performance of the economy along with high rate of migration of people from the country sides to the urban localities. This migration is creating increased need for their residence which is again increased need for their

residence which is again increasing the propensity for **Residential Construction Industry**.

Currently, the construction of the dwelling houses are facing grave problem in United States of America. The main reason behind such a down turn lies in the over production and the consequent glut that has occurred in the residential real estate market. The situation has worsened due the fall significantly in United States and this trend is expected till the third quarter of 2007. From the last quarter of 2007, this trend in Residential Construction Industry is going to see a reversal and the market would stabilize around in India Residential Construction Industry is going through a boom and is expected to continue for some time from now. But in the very recent past this industry has observed a partial slow down. The reason behind such a situation can be attributed to the decision of the Indian apex bank (Reserve Bank of India) to raise the interest rate of the housing loans.

COMPANY PROFILE

ETA Star Properties

Today, ETA Star Property is developing over 30 millions of square feet of premium property in countries across the Middle East and South-East Asia, including UAE, India, Sri Lanka, Pakistan and Turkey. That translates into thousands of beautiful homes and living communities, as well as, world-class business and commercial developments across the globe - all superb investment opportunities, which are fast reshaping the urban skyline.

All ETA Star Property projects have unique design features, high quality finish, world-class amenities and the backing of the multi-billion dollar ETA Ascon Group. A rare promise to keep in today's swarming real estate market, every ETA Star Property property is on schedule and construction is progressing at an aggressive pace. Forever in pursuit of better customer service, ETA Star Property introduces revolutionary and innovative investment opportunities for their customers with unique partnerships with leading financial institutions across the world; be it a unique Bizort or the region's first condo-offices.

With the robust backing of the ETA ASCON and Star group, ETA Star Property has the advantage to source all areas of expertise in-house, from conceptualizing, designing to construction and property management. Each division boasts of seasoned professionals and apart from an experienced team of in-house architects, ETA Star Property also works with renowned architects and building specialists bringing the best of technology to developing properties.

ETA Ascon Star Group

Associated Construction & Investments Company LLC (ASCON), the civil arm of the successful ETA-ASCON Group, was incorporated in 1973 to undertake civil engineering projects in Dubai. The ETA-ASCON Group has over the last three decades expanded and diversified into a wide array of activities apart from developing a nationwide presence in the entire UAE and other parts of the world. Today, the group turnover is in excess of US \$6.0 billion for the year ending 2007 and it employs a workforce of more than 60,000 people. Ascon has at present jobs in excess of AED 6.0 billion with over 15000 employees of whom 1550 are professionals in such disciplines as Engineers, Surveyors, Planners, Project Managers, Construction Managers and Cost Control Engineers, who have considerable experience of working in the following countries Viz... South Africa,

England, U.A.E, Philipines, India and other Asian countries. The company has successfully undertaken several key core construction projects significantly contributing to the infrastructure development in the region.

The projects that have been undertaken thus far amply exhibit the company's versatility. Such projects include hotels, commercial and residential buildings, Luxury villas, shopping malls, educational and sports facilities to petrochemical plants, flour and sugar mills, airport assignments, multi-storey parking structures, educational institutions and sub-stations. ASCON is accredited with ISO 9001 certified by LRQI, for its quality management system.

The company's run of versatility doesn't end with different type of construction projects alone. Today, ASCON through it's affiliate companies has a wide range of business interests. It covers engineering and construction, manufacturing and assembling, maintenance and service and real estate development.

Ascon's affiliate ETA Mechanical Engineering, set up in 1976, is an ISO 9002 certified leader in steel fabrication which has completed several mega projects in the region while another ISO 9002 certified affiliate ETA Profiles fabricates supplies and erects aluminum and steel profiles for roof and wall claddings. This division has also commenced the production of over 100MT/ day of cut and bend reinforcement steel up to 32mm diameter. Another affiliate which became a runaway success since its launch in 1994 is the ASCON Marble and Granite Division which has not only established itself as a reliable source of these stones

in the region but also caters to the entire gamut of industry needs such a cutting, grinding, polishing and finishing, all under one roof. Complimenting to its success this division has completed the most prestigious conference palace hotel stone A new division of the group called Ascon Road Construction was started in January 2000 and it has already undertaken several road and infrastructure works and service road projects in addition to asphalt car parks, footpaths and associated works. At present are carrying out traffic Diversion to Dubai Metro. Another affiliate, ASCON Leisure Division, commenced operations in 2001. It provides children's play equipment, static and interactive equipment, floating jetties, pleasures moorings and marinas, spas, sauna and steam and sporting tracks and related equipment like tracks, courts, pools lockers etc.

The booming real estate sector in the UAE could not be left unnoticed and the now burgeoning empire soon set up ETA Star Property Developers in 2004. This division primarily develops and markets its own residential and commercial projects including its maiden venture called the 'Belvedere' in the Dubai Marina and other developments in Jumeirah lake towers and DIFC.

It also provides a host of services in the market. Theses services include development consultancy, feasibility studies, leasing and property trading. In 1994 the company set up it foothold in Bangalore and later Chennai. Through ETA Construction India Private Limited, an enterprise which has already

completed several important projects in India and also participates in Real Estate Development in Bangalore and Chennai.

The conglomerate has also embarked upon construction projects in Sri Lanka through Ascon Construction Private Limited, Colombo. This company set up in 1988 is already working with the Board of Investment of Sri Lanka to develop a 3 acre plot with shops and apartments. Although the entire conglomerate has been successfully achieving the goals that it has set for itself, it does not believe in resting on its laurels. In an attempt to build a brighter future for its stakeholders, the group continues to find ways and means enhancing its performance.

CHAPTER 3

DATA ANALYSIS & INTERPRETATION

CHAPTER 3

DATA ANALYSIS AND INTERPRETATION

Table No: 3.1

Table showing Age of the Respondent in the company

Particulars	No. Of respondents	Percentage
<20	14	14.0
20-30	24	24.0
30-40	34	34.0
40-50	17	17.0
>50	11	11.0
Total	100	100.0

Interpretation:

The table above shows that majority of the employees(34%) belong to the age group of 30-40. About 14% of the employees are under the age of 20,24% are from the age group 20-30, 17% of the respondents are from the age group 40-50 and the remaining 11% of the employees are above the age of 50.

Chart No:3.1

Charts showing Age of the respondents in the company

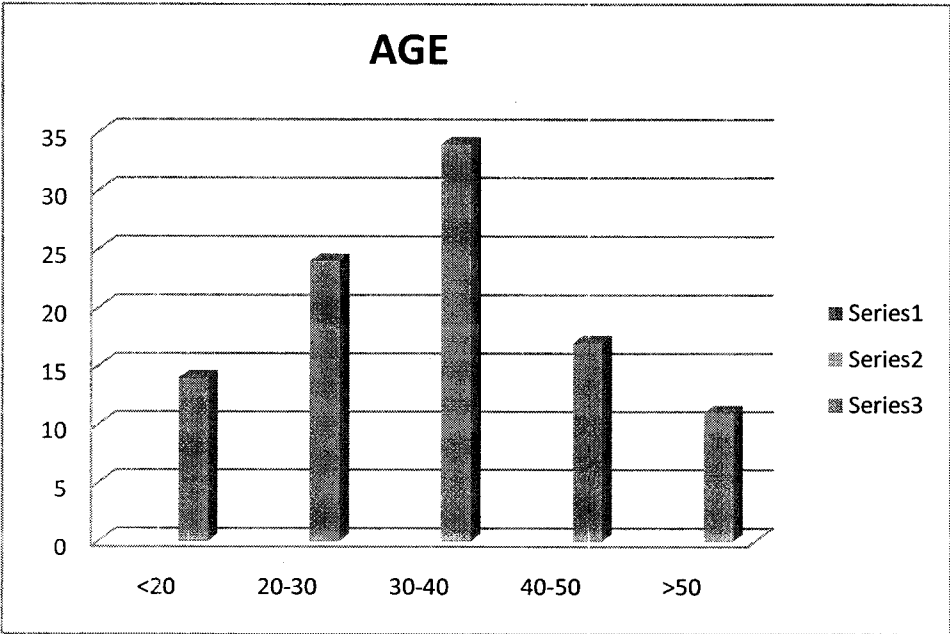


Table No: 3.2

Table showing Gender of the respondents in the company

particulars	No of Respondents	percentage
male	73	73.0
female	27	27.0
Total	100	100.0

Interpretation :

From the above table, it is identified that 73% of the respondents are male and the remaining 27% of the respondents are female. Because Males are comfortable with the construction works.

Chart No: 3.2

Charts showing Gender of the respondent in the company

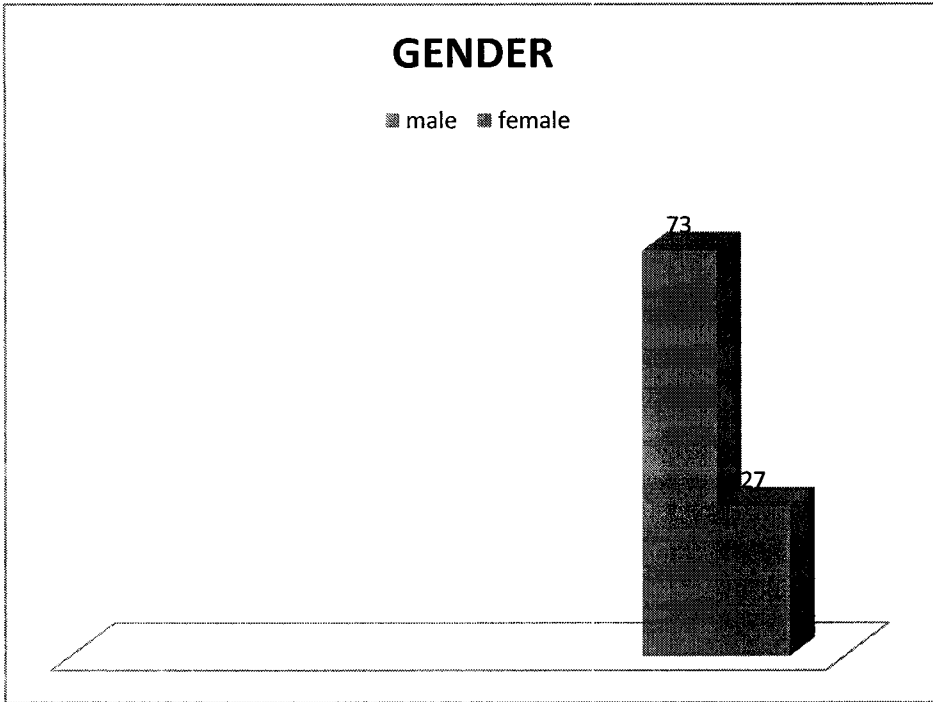


Table No: 3.3

Table showing Education Qualification of the respondents in the company

Particulars	No of Respondents	Percentage
SSLC	41	41.0
HSC	26	26.0
UG	15	15.0
PG	18	18.0
Total	100	100.0

Interpretation:

The table 3.3 shows the educational qualification of the employees. Majority of the respondents have done the SSLC, 26% of them have completed HSC, 15% are under graduates and 18% of the respondents are post graduates.

Chart No: 3.3

Charts showing Education Qualification of the Respondent in the company

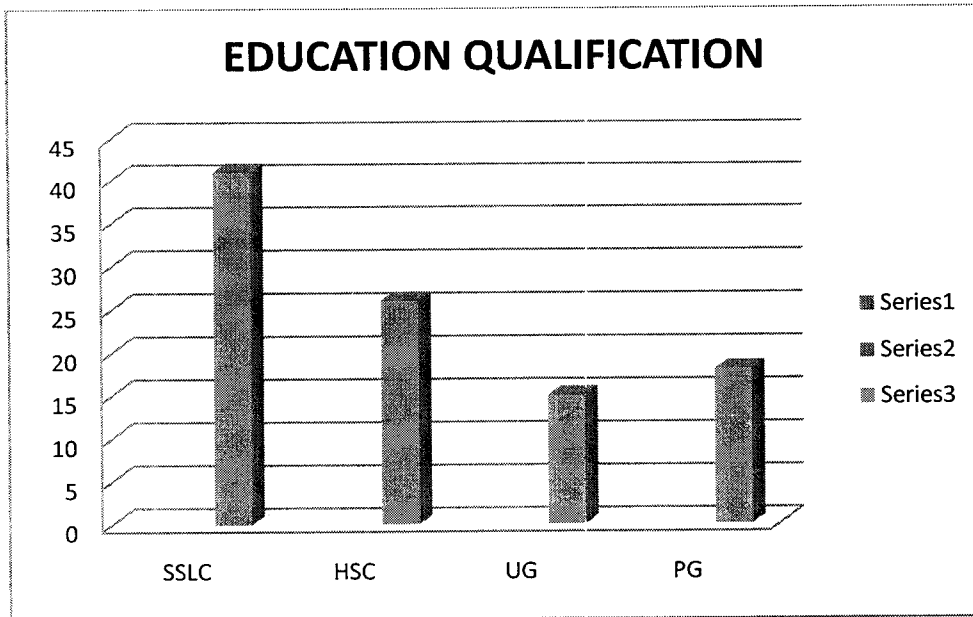


Table No: 3.4

Table showing Monthly Income of the Respondent in the company

Particulars	NO of Respondents	Percentage
<4000	22	22.0
5000-9000	12	12.0
9000-12000	21	21.0
12000-15000	27	27.0
>15000	18	18.0
Total	100	100.0

Interpretation:

The table 3.4 shows the income level of the employees. Majority of the respondents are from the income level Rs.12000-15000,22% of the employees are in the income level less than 4000, 21% of the employees are earning around Rs.9000-12000, 18% of the employees are in the income level above 15000.

Chart No: 3.4

Charts showing Monthly Income of the Respondent in the company

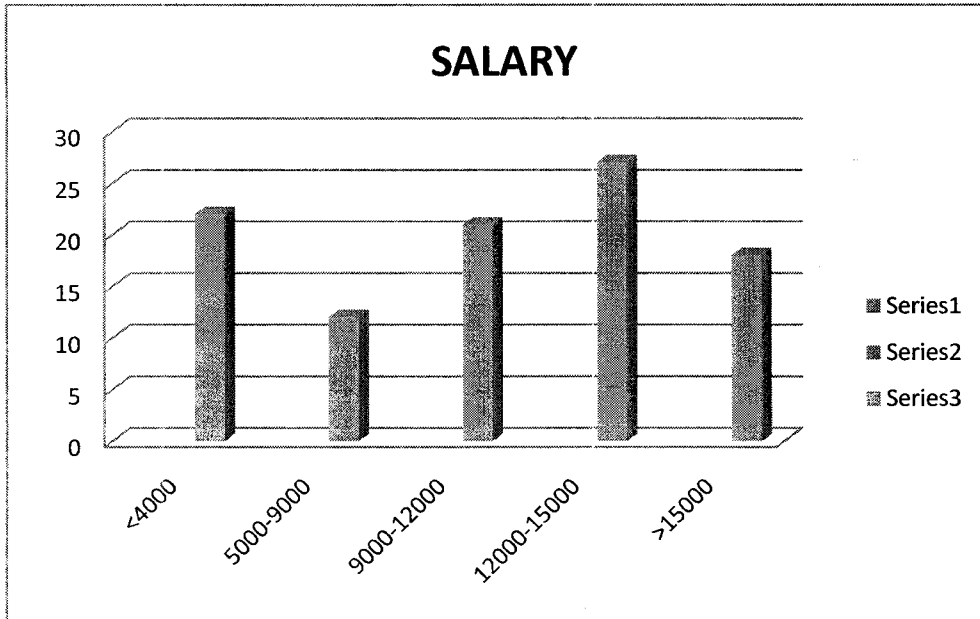


Table No: 3.5

Table showing Safety Protection provided of the Respondent in the company

Particulars	No of Respondents	Percentage
HELMET	10	10.0
GLOVES	15	15.0
SHOES	10	10.0
ALL THE ABOVE	39	39.0
OTHERS	26	26.0
Total	100	100.0

Interpretation:

The above table shows that the employees of the organization are given with helmet, gloves and shoes. 26% of the employees are provided with other safety measures. 10% of employees are provided with helmet, 15% of the respondents are provided with gloves and 10% of the employees provided with shoes.

Chart No: 3.5

Charts showing Safety Protection provided of the Respondent in the

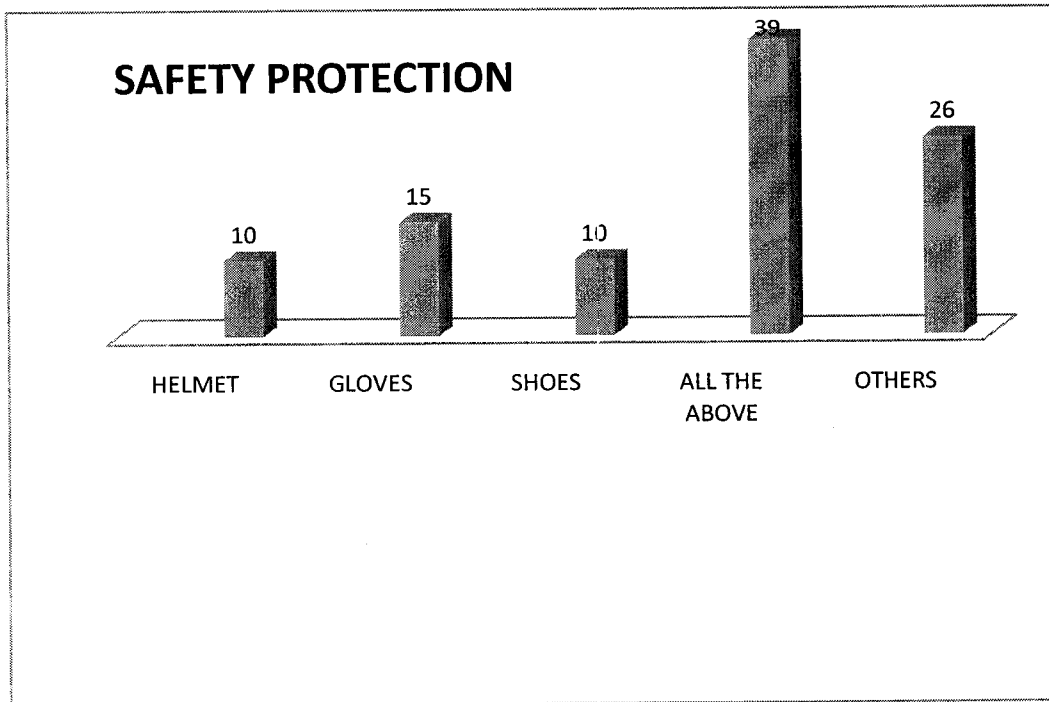


Table No: 3.6

Table showing Protective Measures for the Respondent in the company

Particulars	No of Respondents	Percentage
HIGHLY SATISFACTORY	20	20.0
SATISFACTORY	20	20.0
NEUTRAL	41	41.0
DISSATISFACTORY	14	14.0
HIGHLY DISSATISFACTORY	5	5.0
Total	100	100.0

Interpretation:

The above table reveals that most of the employees(41%) are in neutral state regarding the opinion about the safety measures. About 20% of the employees are highly satisfactory, another 20% of the employees are satisfied with the measures, 14% are dissatisfied and remaining 5% are highly dissatisfied about the safety measures.

Chart No: 3.6

Charts showing Protective Measures for the Respondent in the company

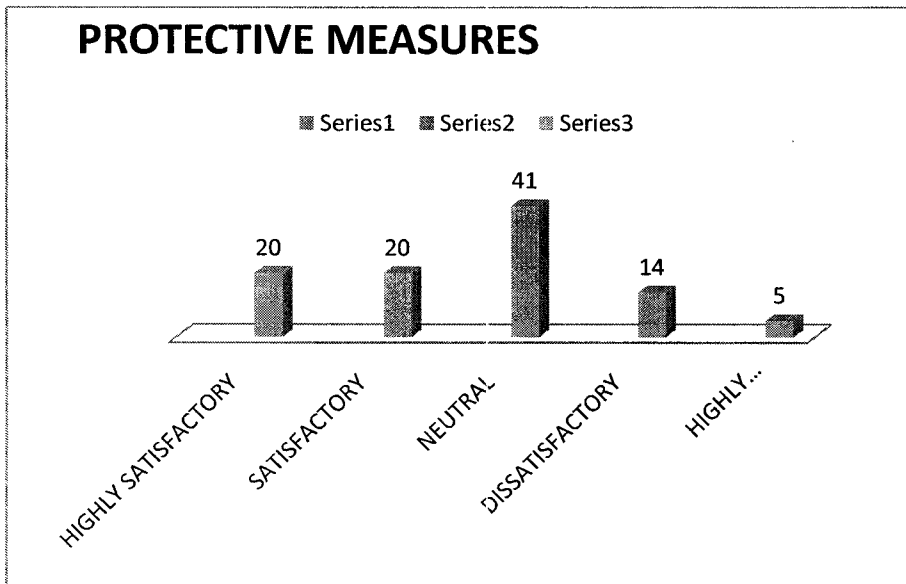


Table No: 3.7

Table Showing Respondent Opinion On Health and Medical facilities in the company

Particulars	No of Respondents	Percentage
EXCELLENT	14	14.0
VERY GOOD	35	35.0
GOOD	15	15.0
FAIR	13	13.0
POOR	23	23.0
Total	100	100.0

Interpretation:

The table shows the health and medical facilities provided by the organization. 35% of the employees are feeling that the facilities provided are very good, 23% feel that it is poor, 15% feel it is good, 14% feel that the facilities are excellent and the remaining feel that it is fair.

Chart No: 3.7

Chart Showing respondent opinion on Health and Medical facilities in the company

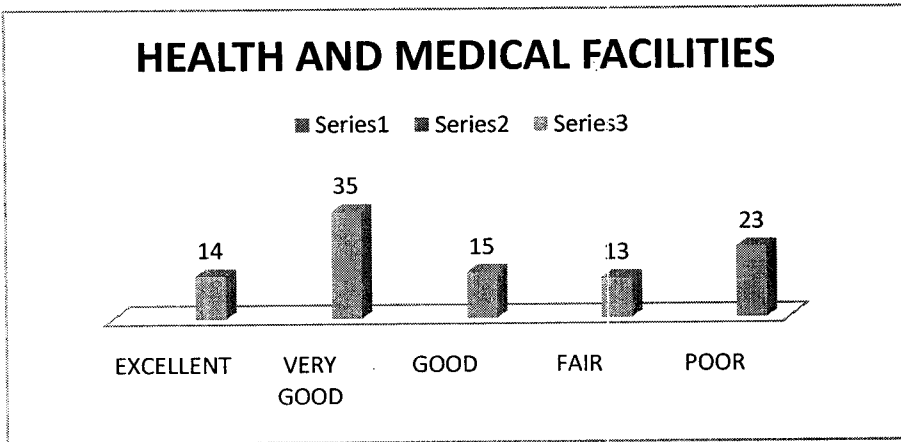


Table No: 3.8

Table showing Respondent opinion on Mediclaim Reimbursement in the company

Particulars	No of Respondents	Percentage
HIGHLY SATISFACTORY	5	5.0
SATISFACTORY	18	18.0
NEUTRAL	31	31.0
DISSATISFACTORY	29	29.0
HIGHLY DISSATISFACTORY	17	17.0
Total	100	100.0

Interpretation:

The table shows the satisfaction level of the medical reimbursement. 31% and 29% of the employees are neutral and dissatisfied about the medical reimbursement provided. 18% are satisfied, 17% are highly dissatisfied and 5% are highly satisfied.

Chart No: 3.8

Chart Showing Respondents opinion on Medclaim Reimbursement in the

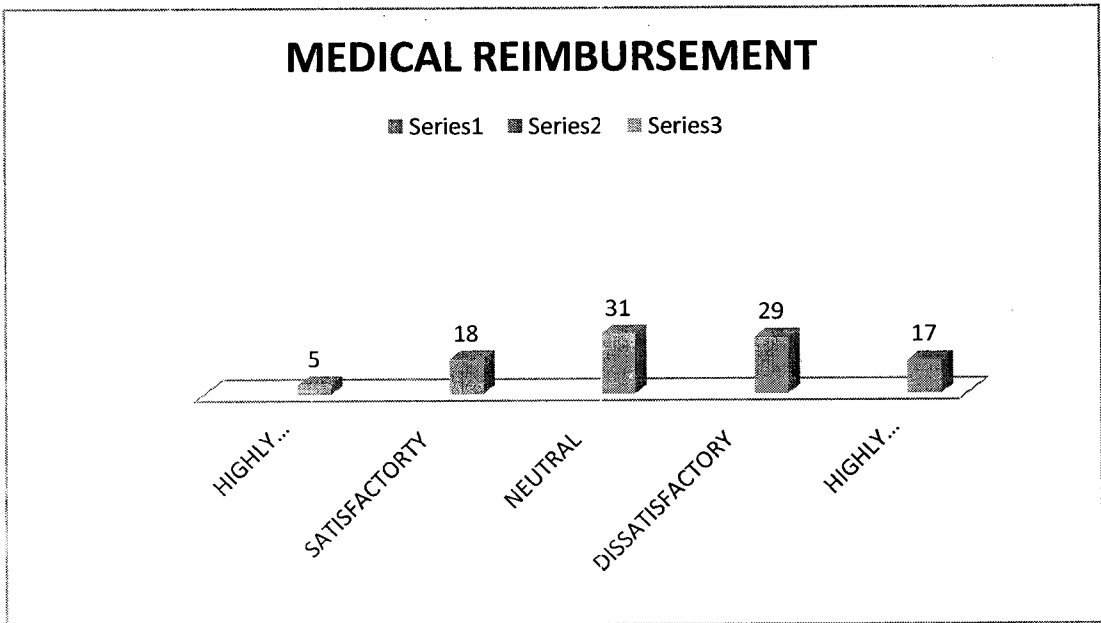


Table No:3.9

Table showing Respondents opinion on the Personal Accident Insurance policy in the company

Particulars	No of Respondents	Percentage
HIGHLY SATISFACTORY	13	13.0
SATISFACTORY	20	20.0
NEUTRAL	12	12.0
DISSATISFACTORY	36	36.0
HIGHLY DISSATISFACTORY	19	19.0
Total	100	100.0

Interpretation:

The table shows that majority of the employees(36%) are dissatisfied with the policy,20% are satisfied, 19% are highly dissatisfied,13% are highly satisfied and 12% are neutral about the policy.

Chart No: 3.9

Chart showing Respondents opinion on the Personal Accident Insurance policy in the company

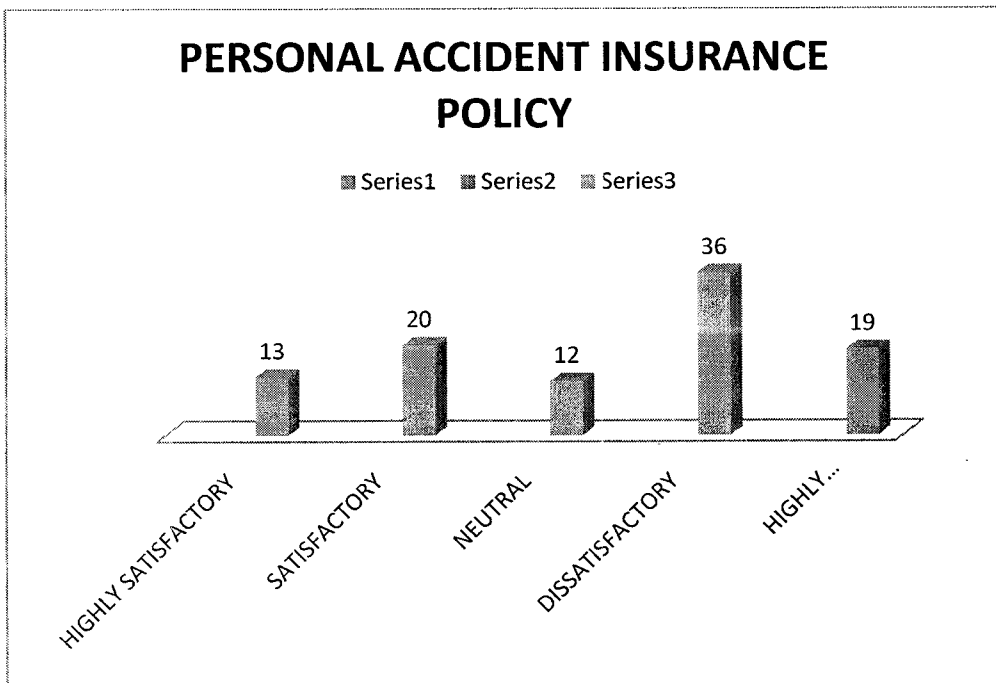


Table No: 3.10

Table showing the Satisfaction level for mediclaim insurance of the Respondents in the company

Particulars	No of Respondents	Percentage
HIGHLY SATISFACTORY	18	18.0
SATISFACTORY	15	15.0
NEUTRAL	23	23.0
DISSATISFACTORY	28	28.0
HIGHLY DISSATISFACTORY	16	16.0
Total	100	100.0

Interpretation:

The majority of the employees(28%) are dissatisfied with the med claim insurance. 23% of the employees are neutral,18% are highly satisfied, 16% are highly dissatisfied and 15% are satisfied.

Chart No: 3.10

Chart showing the Satisfaction level for mediclaim insurance of the Respondents in the company

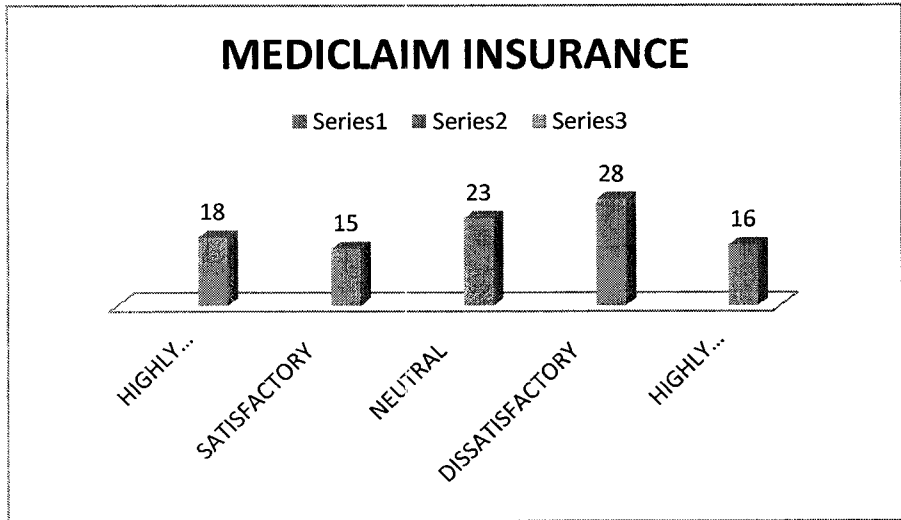


Table No: 3.11

Table showing Respondents on Opinion on incentives in the company

Particulars	No of Respondents	Percentage
EXCELLENT	8	8.0
VERY GOOD	20	20.0
GOOD	27	27.0
FAIR	28	28.0
POOR	17	17.0
Total	100	100.0

Interpretation:

The above table shows the opinion of the employees on incentives where 28% of the respondents are feeling fair about it, 27% feeling good about the incentives, 20% of the employees are feeling very good about the incentive plan, 17% of them it is poor and the remaining(8%) feel excellent about the incentive plan.

Chart No:3.11

Chart showing Respondents on Opinion on incentives in the company

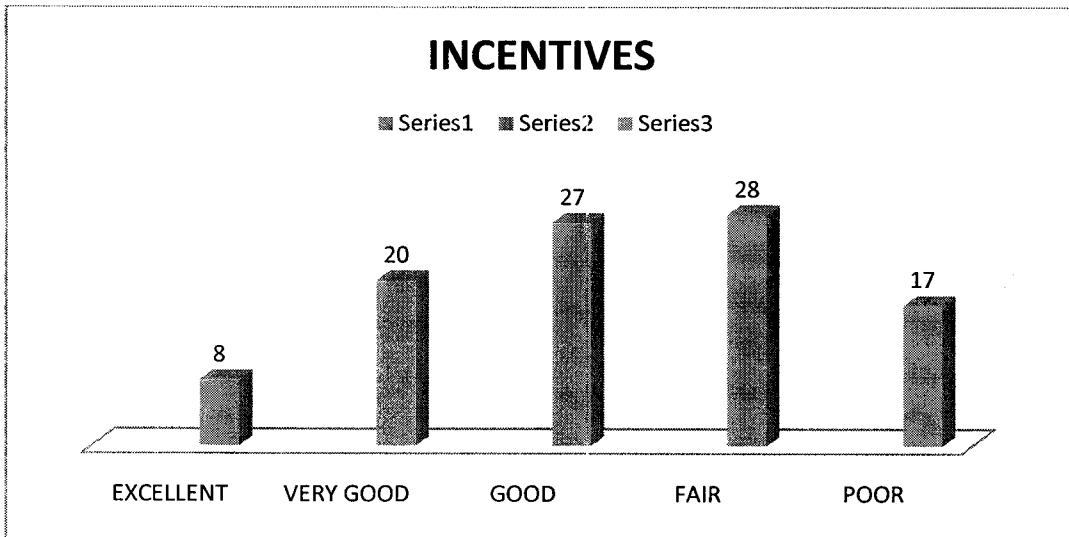


Table No:3.12

Table showing Satisfaction levels for Leave encashment of the respondents in the company

Particulars	No of Respondents	Percentage
EXCELLENT	13	13.0
VERY GOOD	23	23.0
GOOD	19	19.0
FAIR	27	27.0
POOR	18	18.0
Total	100	100.0

Interpretation:

The table shows the opinion of the employees regarding the leave encashment.27% of the employees feel that leave encashment is fair, 23% feel it is very good, 19% feel it is good, 18% feel it is poor. The remaining 13% feel that the leave encashment is excellent.

Chart No: 3.12

Chart showing Satisfaction levels for Leave encashment of the respondents in the company

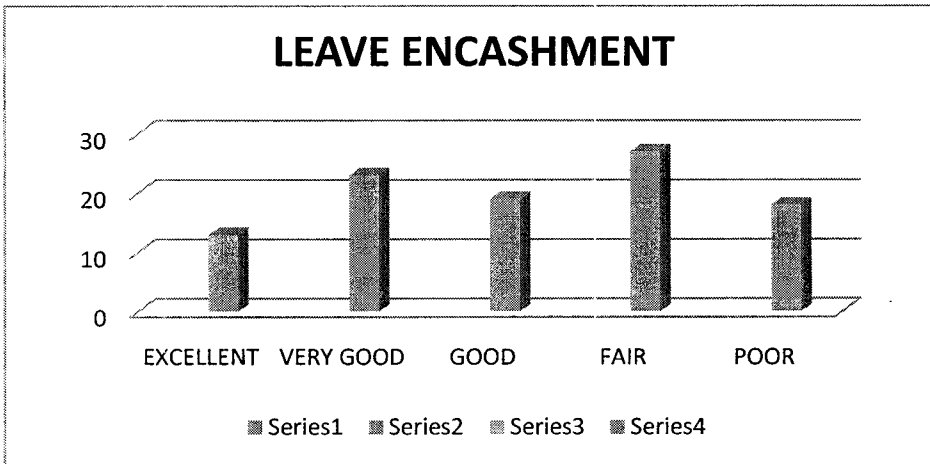


Table No: 3.13

Table showing Respondents are satisfied with Mobile handset purchase in the company

Particulars	No of Respondents	Percentage
EXCELLENT	10	10.0
VERY GOOD	14	14.0
GOOD	22	22.0
FAIR	38	38.0
POOR	16	16.0
Total	100	100.0

Interpretation:

The table reveals the response for the mobile handset purchase to the employees where 38% feel that it is fair, 22% feel it is good, 16% feel that it is poor, 14% feel it is very good and 10% feel that it is excellent.

Chart No: 3.13

Chart showing Respondents are satisfied with Mobile handset purchase in the company.

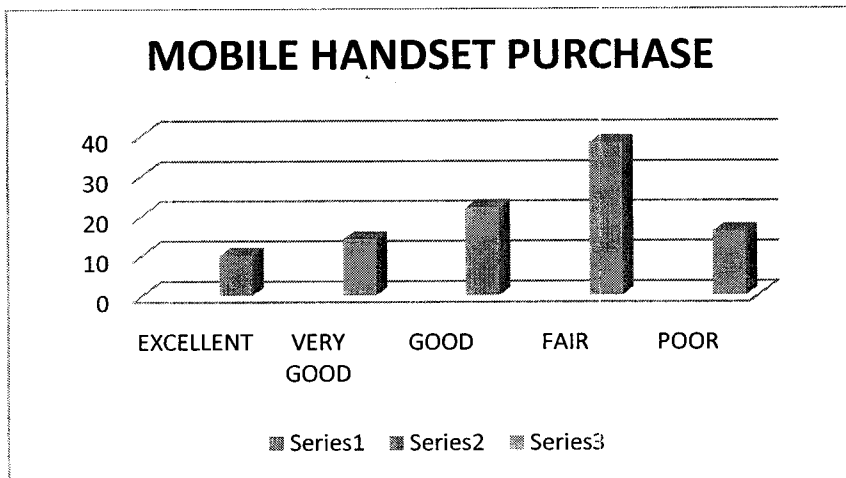


Table No: 3.14

Table showing Respondents opinion on Mobile bill reimbursement in the company

Particulars	No of Respondents	Percentage
EXCELLENT	17	17.0
VERY GOOD	18	18.0
GOOD	24	24.0
FAIR	27	27.0
POOR	14	14.0
Total	100	100.0

Interpretation:

The table shows the mobile bill reimbursement policy for the employees. 27% of the employees feel that it is fair, 24% feel that it is good, 18% feel that it is very good, 17% feel that it is excellent and 14% feel it is poor.

Chart No: 3.14

Chart showing Respondents opinion on Mobile bill reimbursement in the company

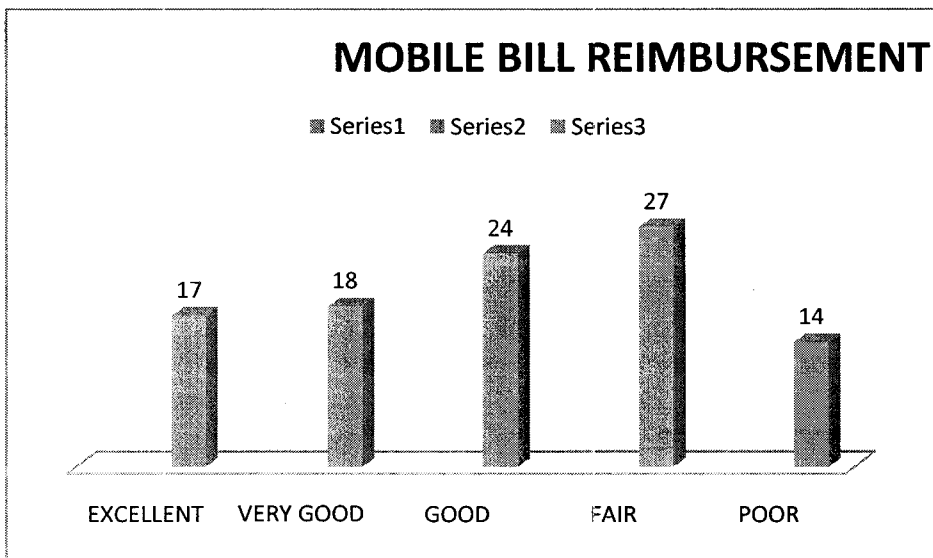


Table No: 3.15

Table showing Respondents are Satisfied level of conveyance in the company

Particulars	No of Respondents	Percentage
EXCELLENT	12	12.0
VERY GOOD	19	19.0
GOOD	27	27.0
FAIR	26	26.0
POOR	16	16.0
Total	100	100.0

Interpretation:

The table shows the 27% of the employees feeling good about the conveyance, 26% feel it is fair ,19% feel it is very good, 16% it is poor and remaining 12% feel it is excellent.

Chart No: 3.15

Chart showing Respondents are Satisfied level of conveyance in the company

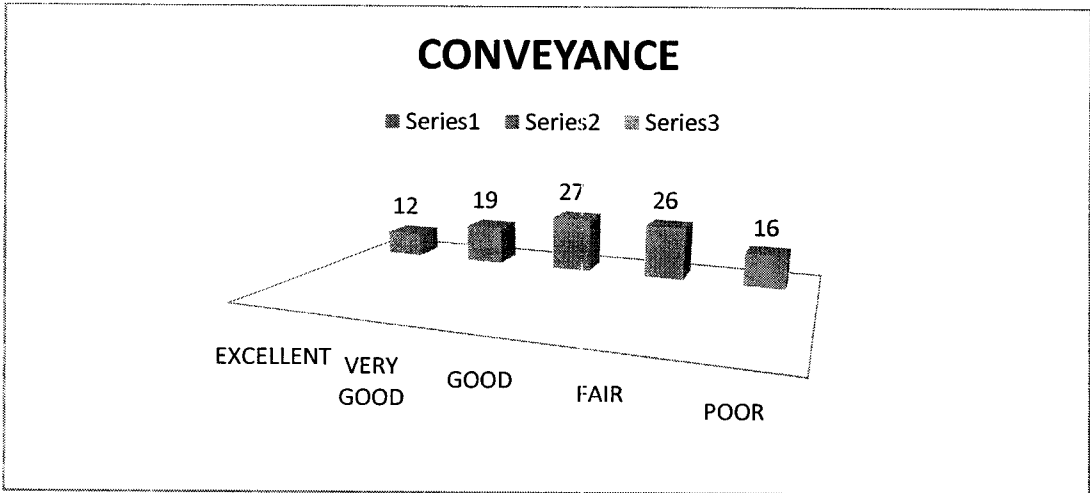


Table No: 3.16

Table showing Respondents Opinion on loan policy in the company

Particulars	No of Respondents	Percentage
EXCELLENT	10	10.0
VERY GOOD	10	10.0
GOOD	29	29.0
FAIR	32	32.0
POOR	19	19.0
Total	100	100.0

Interpretation:

The table shows that majority of the employees (32%) feel fair about the loan policy, 29% feel it is good, 19% feel it is poor, 10% feel it is excellent and the remaining 10% feel like it is very good.

Chart No: 3.16

Chart showing Respondents Opinion on loan policy in the company

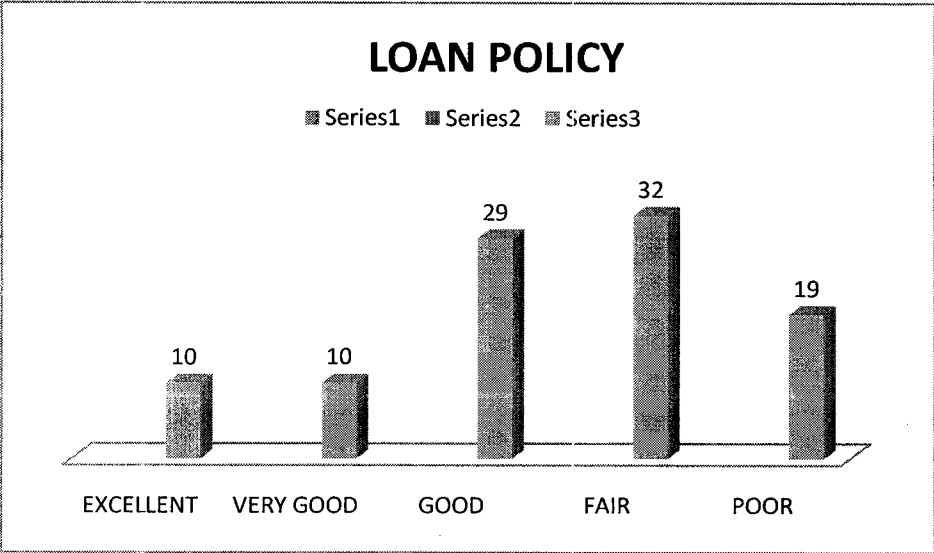


Table No: 3.17

Table showing Respondents opinion on recreation facility in the company

Particulars	No of Respondents	Percentage
EXCELLENT	9	9.0
VERY GOOD	15	15.0
GOOD	32	32.0
FAIR	31	31.0
POOR	13	13.0
Total	100	100.0

Interpretation:

The majority of the employees(32%) feel the facilities are good, 31% feel it is fair, 15% feel it is very good 13% it is poor and 9% feel it is excellent.

Chart No: 3.17

Chart showing Respondents opinion on recreation facility in the company

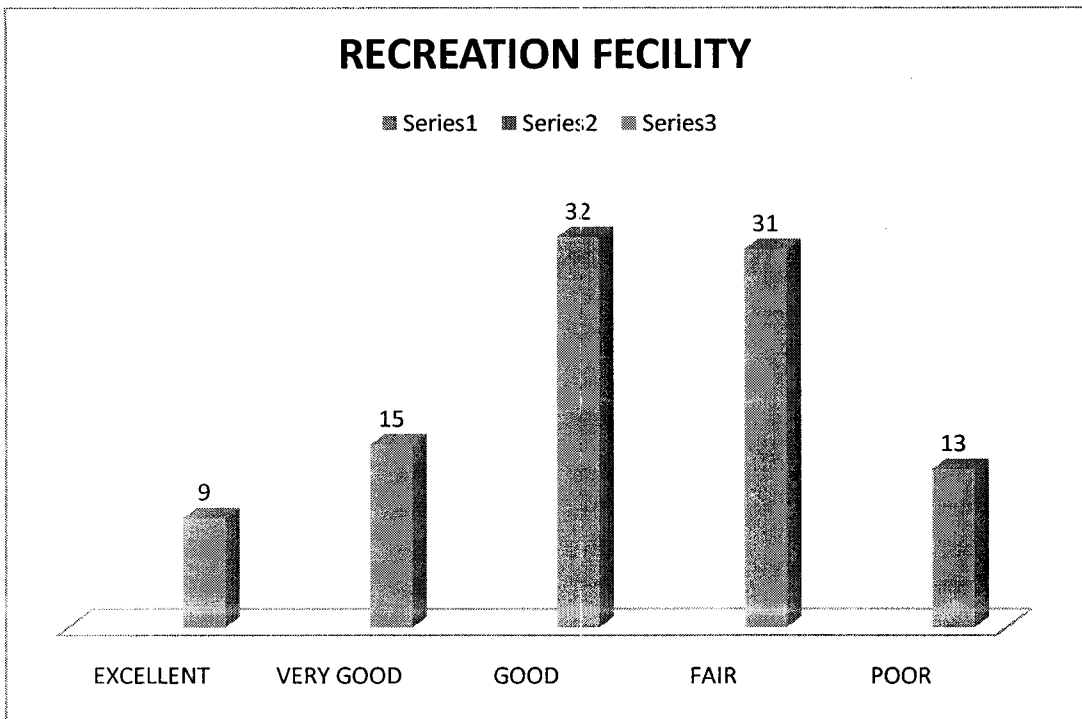


Table No: 3.18

Table showing Canteen facilities in the company

Particulars	No of Respondents	Percentage
EXCELLENT	5	5.0
VERY GOOD	27	27.0
GOOD	35	35.0
FAIR	21	21.0
POOR	12	12.0
Total	100	100.0

Interpretation:

The table shows the opinion of the employees about the canteen facilities. 35% feel it is good, 27% it is very good, 21% feel that it is fair, 12% it is poor and remaining 5% feel it is excellent.

Chart No: 3.18

Chart showing Canteen facilities in the company

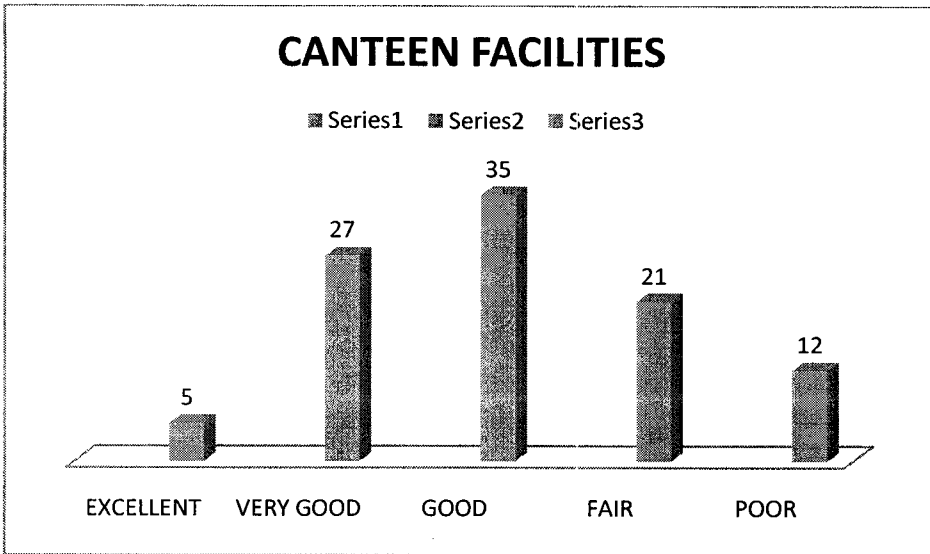


Table No: 3.19

Table showing Effectiveness of training conducted in the company

Particulars	No of Respondents	Percentage
EXCELLENT	39	39.0
VERY GOOD	21	21.0
GOOD	14	14.0
FAIR	13	13.0
POOR	13	13.0
Total	100	100.0

Interpretation:

The majority of the employees felt the training is excellent, 21% feel it is very good, 14% feel it is good, 13% feel it is fair and 13% feel it is poor.13% of people satisfied and 13% of people are not satisfied with the effective training. So the company should given the effective training to the employees

Chart No:3.19

Chart showing Effectiveness of training conducted in the company

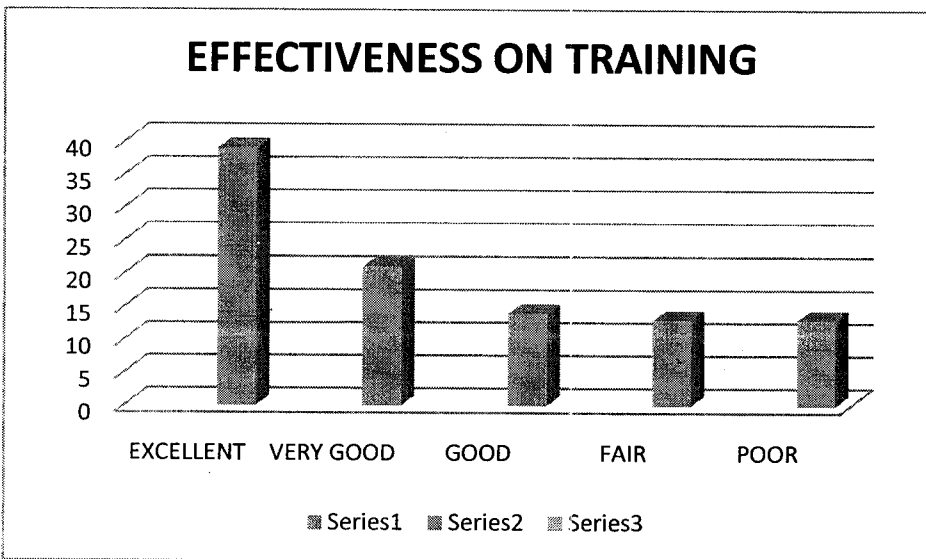


Table No: 3.20

Table showing Respondents satisfied with Welfare measures in the company

Particulars	No of Respondents	Percentage
EXCELLENT	42	42.0
VERY GOOD	23	23.0
GOOD	12	12.0
FAIR	11	11.0
POOR	12	12.0
Total	100	100.0

Interpretation:

The table shows the response about the welfare measures available in the organization. 42% feel that it is excellent, 23% feel it is very good, 12% feel it is good, 12% feel it is poor and 11% feel it is poor. 11% of people are not satisfied with welfare measure in the company. So the company have to take step to satisfy the customer needs.

Chart No: 3.20

Chart showing Respondents satisfied with Welfare measures in the company

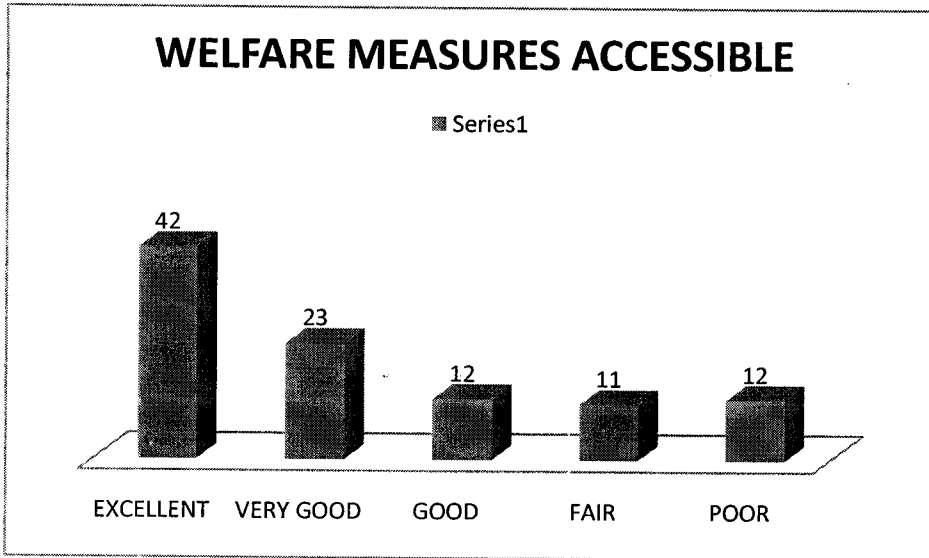


Table No: 3.21

Table showing Respondents are Satisfied with welfare provided in the company

Particulars	No of Respondents	Percentage
EXCELLENT	46	46.0
VERY GOOD	14	14.0
GOOD	15	15.0
FAIR	13	13.0
POOR	12	12.0
Total	100	100.0

Interpretation:

The majority of the employees are satisfied(46%),15% feel it is good, 14% feel it is very good, 13% feel it is fair and the remaining feel it is poor.12% of people are not satisfied with the welfare measure taken by company. So the employee are expecting to improve the welfare measure from the company

Chart No: 3.21

Chart showing Respondents are Satisfied with welfare provided in the company

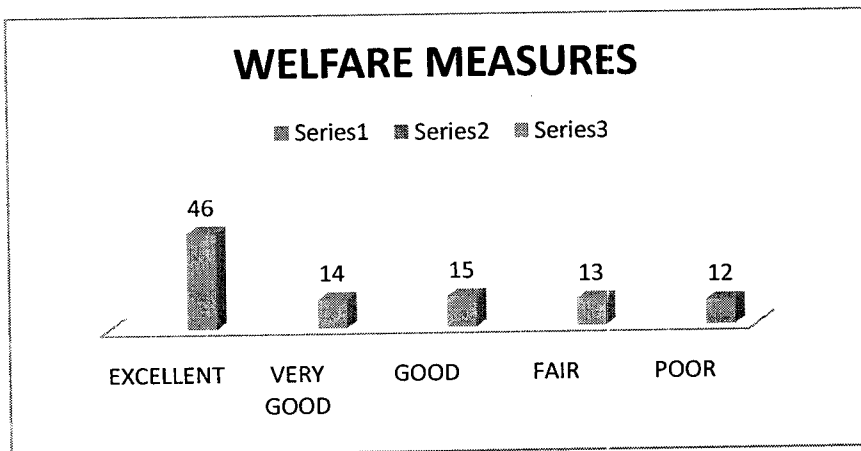


Table No: 3.22

Table Showing Respondents Opinion on leave travel allowance in the company

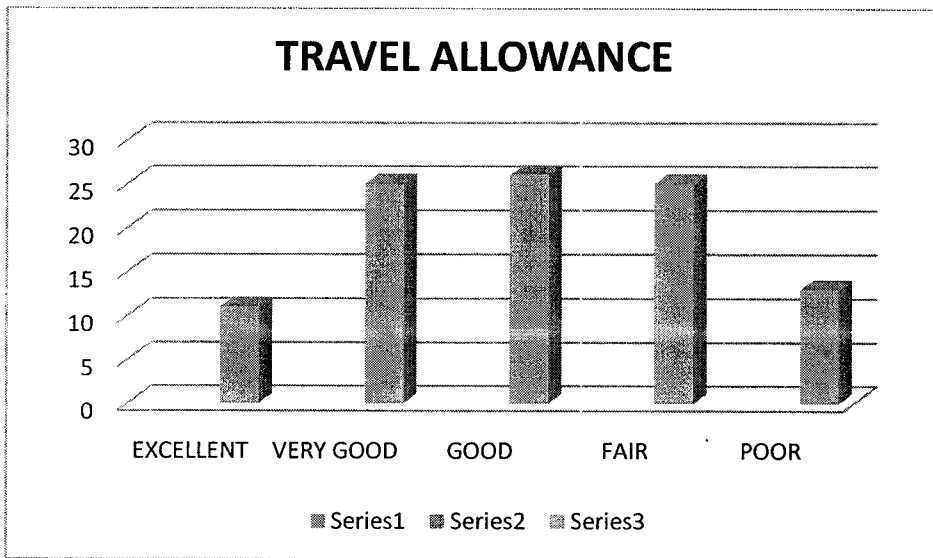
Particulars	No of Respondents	Percentage
EXCELLENT	11	11.0
VERY GOOD	25	25.0
GOOD	26	26.0
FAIR	25	25.0
POOR	13	13.0
Total	100	100.0

Interpretation:

The majority of the employees feel good about the travel allowance, 25% feel it is very good, 25% it is fair, 13% it is poor and 11% feel it is excellent. In 13% of people are not satisfied with travel allowance. So the company can satisfied the employees needs

Chart No: 3.22

Chart Showing Respondents Opinion on leave travel allowance in the company



STATISTICAL TOOLS

CHI SQUARE ANALYSIS

To analyze the influence of the age over the satisfaction level of recreation facilities provided in the company, Chi-square test was conducted at 5% significance level. For this purpose the following hypothesis is formulated.

Table No 4.23

Age of workers and Recreation facilities provided by the organization

Age and Satisfaction Level Of Recreation Facility Provided Cross tabulation							
		Satisfaction Level Of Recreation Facility Provided					
		EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	Total
Age	<20	2	0	5	4	3	14
	20-30	2	5	10	7	0	24
	30-40	2	7	5	15	5	34
	40-50	3	1	6	3	4	17
	>50	0	2	6	2	1	11
Total		9	15	32	31	13	100

It is inferred that 14% of the respondents are from the age group below 20 years. Majority of the respondents (34%) are from the age group 30-40 years. About 24% of the respondents are from the 20-30 age group and about 17% of the respondents are from the age group 40-50 and remaining 11% of the respondents from the age above 50.

Chi-square analysis:

Calculated value = 21.13

Degree of freedom = 16

Table value = 26.296

Significant result = significant at 5% level

Interpretation:

It is found from the above table that the chi-square value is lesser than the table value. Hence null hypothesis is accepted. So, we conclude that age of the employees and the recreation facilities provided by the organization are independent factors.

CHAPTER 4

CONCLUSIONS

CONCLUSION

FINDINGS

- It seems that most of the respondents are male respondents
- The respondents have strongly agreed their superiors have good communication method to pass the message to their workers
- The respondents agree that free exchange of information and idea all employees must aware of the system.
- The respondents have an honest and timely feedback to employee concern.
- The respondents' agree that the awareness of interdependency between department.
- The respondents feel that the experts, experienced person and peers in the organization share their knowledge with them.
- Above 35% of the respondents feel that they are not satisfied with Canteen food and of the respondents feel that they are satisfied with Health and Medical facilities.
- Above 26% of the respondents are satisfied with allowances given by the company.
- Above 46% of the respondents are happy with their welfare facilities in the company

SUGGESTIONS

- Already the researcher has found the presence of employee Safety and Welfare in ETA Star property developers Ltd, Chennai.
- The organization can take step to bring good communication method to pass the message to the workers. This will help the management to create a skillful workforce.
- More awareness towards free exchange of information and ideas all employees must get in regular basis.
- The organization experts, experienced persons and peers of the organization can share their knowledge with the employee regular basis.
- The organization can take step to improve allowances and additional benefits.
- The organization can provide freedom to the middle level employees to communicate their ideas with the top-levels management.
- Health and Medical examination program can be improved in a regular basis.
- The company may reduce the price of the food provided by the canteen to the employees.
- The Company should take step to improve safety training program.
- The organization can take steps to improve educational program.

CONCLUSION

From the research and researcher has concluded that is the presence of employee Safety and Welfare in ETA Star property developers Ltd. The researcher has given suggestion, improvement to be made on Welfare policy and schemes.

To improve the job satisfaction and Welfare facilities provided to Employees. The corporation which is able to quickly observe and the innovate their work will be able to change their work practices to perform better in the changing environment. Thus the organization that will truly excel today and in the future will be the organization of the employee Safety and Welfare facilities.

ANNEXURE

ANNEXURE

A STUDY ON EMPLOYEE SAFETY AND WELFARE MEASURES AT ETA STAR PROPERTY DEVELOPERS LTD CHENNAI.

1. Name:

2. Age

(a) < 20 (b) 20-30 (c) 30-40 (d) 40-50 (e) >50

3. Gender:

(a) MALE (b) FEMALE

4. Your Designation:

5. Educational qualification.

(a) SSLC (b) HSC (C) UG (d) PG

6. Your monthly salary

(a) <4,000 (b) 5,000-9,000 (c) 9,000-12,000 (d) 12,000-15,000

(e) >15,000

SAFETY MEASURES

7. What are the safety protections provided to safeguard you in hazardous place?

(a) Helmets (b) Gloves (c) shoes (d) all the above (e) others

8. What is your satisfaction level about the protective measures taken by your company?

(a) Highly satisfactory (b) satisfactory (c) Neutral

(d) Dissatisfactory (e) highly dissatisfactory.

9. What is your opinion about Health and medical facilities given by your company?

(a) Excellent (b) Very good (c) Good (d) Fair (e) Poor

10. How much you satisfied with medical reimbursement given by your company.

(a) Highly satisfactory (b) satisfactory (c) Neutral

(d) Dissatisfactory (e) highly dissatisfactory.

11. How much you satisfied with Group personal accident insurance policy given by your company.

(a) Highly satisfactory (b) satisfactory (c) Neutral

(d) Dissatisfactory (e) highly dissatisfactory.

12. How much you satisfied with Mediclaim insurance policy given by your company.

(a) Highly satisfactory (b) satisfactory (c) Neutral

(d) Dissatisfactory (e) highly dissatisfactory.

WEALFARE MEASURES

13. Your opinion on incentives given by the company.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

14. Your view on the leave encashment.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

15. Your opinion on the leave travel allowance.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

16. How far you have been satisfied on mobile hand set purchase reimbursement.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

17. Your view on the mobile bill reimbursement.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

18. Your level of satisfaction on the conveyance given is.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

19. Your opinion on the loan policy of the company.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

20. Your satisfaction level on recreation facility provided.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

21. Your opinion on canteen facilities.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

22. The effectiveness on training given by the company.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

23. How far the welfare measures are accessible.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

24. Your overall level of satisfaction regarding welfare measures provided by the company is.

(a)Excellent (b) Very good (c) Good (d) Fair (e) Poor

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