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**A STUDY ON THE IMPACT OF WELFARE MEASURES ON
WORKERS MORALE WITH SPECIAL REFERENCE TO
SANGEETH TEXTILES LIMITED, ANNUR.**

SUMMER PROJECT REPORT

Submitted to the
Faculty Of Management Sciences, Anna University
In partial fulfillment of the requirement
For the award of the degree of
MASTER OF BUSINESS ADMINISTRATION

By

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October 2006
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BONAFIDE CERTIFICATE

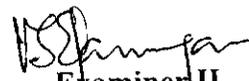
Certified that this project titled '*A STUDY ON THE IMPACT OF WELFARE MEASURES ON WORKERS MORALE WITH SPECIAL REFERENCE TO SANGEETH TEXTILES LIMITED, ANNUR*' is the bonafide work of **Mr. K.S.PRATHAPRAJ (71205631039)** who carried out this research under my supervision. Certified further that to the 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.


.....
Faculty Guide


Prof. S. GANESAN
Director

Evaluated and viva-voce conducted on.....*14/11/06*.....


Examiner I


Examiner II

DECLARATION

I, hereby declare that this project report entitled as “*A Study on the impact of welfare measures on workers morale*” of Sangeeth Textiles Limited, Coimbatore has been undertaken for academic purpose submitted to Anna University in partial fulfillment of requirements for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of Mr. B.Subramani during the academic year 2006 – 2007.

I also declare hereby, that the information given in this report is correct to the best of my knowledge and belief.

Place: Coimbatore

Date : 14/11/06

K.S-Prathapraj
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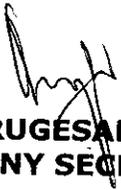
31st Oct 2006

CERTIFICATE

This is to certify that K.S PRATHAPRAJ (Reg.No.71205631039) M.B.A student of Kumaraguru College of Technology, Coimbatore has successfully completed his project work entitled **"A STUDY OF THE IMPACT OF WELFARE MEASURES ON WORKERS MORALE WITH SPECIAL REFERENCE TO SANGEETH TEXTILES LIMITED"** as part of his course in our Company for the period from July'2006 to August'2006

He has evinced keen interest in absorbing the nature, concept and functions of our Organisation and his conduct and character were GOOD during the period.

FOR SANGEETH TEXTILES LIMITED


(B.MURUGESAN)
COMPANY SECRETARY

ACKNOWLEDGEMENT

I would like to thank **Prof. K.Arumugam**, Correspondent, for his guidance and encouragement to complete my project work.

I express my profound gratitude to all those who have helped me in the preparation of this project work. I extend my hearty thanks to the Principal **Prof. Joseph V. Thanikal**, for his guidance and encouragement to complete my project work.

I would like to thank **Prof. S.Ganesan**, Director, KCT Business School, for giving encouragement to complete the project work.

I am highly indebted to my guide **Mr.B.Subramani**, Senior Lecturer, KCT Business School, who evinced keen interest and spending his valuable time and providing guidance that has resulted in the present form.

I extend my hearty thanks to **Shri E.N.Ramasamy**, Managing Director, Sangeeth Textiles Ltd, for granting me permission to do the project work in their esteemed concern.

Finally, I thank my friends and parents for their continuous support and encouragement without which the project could not have been a success.

EXECUTIVE SUMMARY

This project work is done in “SANGEETH TEXTILES LIMITED” near Annur. This mill is a large scale unit comprising of 36000 spindles. About 340 workers were working in the organization out of which 118 are permanent. The project is undertaken to study how the welfare measures boost the morale of the workers.

The welfare measures that were taken for the study includes canteen facilities, medical facilities, housing facilities, wages and incentives, legal assistance, safety training programme, drinking and washing facilities and management involvement.

The pilot survey was done by taking 12 samples. Survey on 100 permanent workers was done and the necessary data was collected by distributing Questionnaires among them. Analysis of the data is done by using percentage analysis, Average score analysis and by using simple statistical testing tool called t-Test.

The study helps to know the satisfaction level of the workers and their expectations about the welfare measures offered. Two personnel from the management also have given their opinion regarding the welfare measures offered. The comparison between their opinion and worker’s opinion is also done. Based on the findings suitable suggestions and conclusion were given.

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CHAPTER I

1.1 BACKGROUND OF THE STUDY

The study is based on the welfare measures offered by Sangeeth Textiles to its workers. The welfare measures that has been taken for study includes Canteen facilities, housing facilities, medical facilities, safety training programmes, wages, bonus, incentives, rest room facilities, transport facilities, drinking water facilities, insurance facilities and management's involvement.

The study is purely based on the opinion collected from 100 permanent workers who possess minimum 10 years of experience in the firm the study is relevant only to Sangeeth Textiles. The means of data collection used for this study is Questionnaire distribution. Two personnel from management also gave their unbiased opinion about the welfare measures offered. The study gives an idea about the satisfaction level of the workers and what are all the expectations of the workers that need to be addressed.

1.2 OBJECTIVES OF THE STUDY

The Primary Objective of the study is to analyze how far the welfare measures satisfy the workers.

The Secondary Objectives are

1. To analyze the extent of satisfaction due to the existing welfare measures.
2. To find out the various expectations of the workers on the welfare measures offered.
3. To study the opinion of the management on the various welfare measures offered.
4. To offer suggestions to the organization based on the findings of the study.

1.3 SCOPE OF THE STUDY

The study on welfare measures provides an attempt to know the extent of Satisfaction of the workers towards those measures offered by Sangeeth Textiles Ltd, Annur.

The study would provide an idea about the various expectations of the workers on the Welfare Measures offered and suggest the necessary changes to be done. The study also helps you to get the opinion of the management about the various welfare measures offered.

1.4 RESEARCH METHODOLOGY

Research can be defined as a systematic and purposive investigation of facts with an object determining cause and effect relationship among such facts. Research Methodology is a way to systematically solve the research problem. It is the sciences of studying how a research is done. The researcher has explained the methods and steps adopted for achieving the purpose of the study and to arrive at a meaningful conclusion.

Research Design

Research design can be defined as the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance in research purpose with economy in procedure. It constitutes the blue print for the collection, measurement and analysis of data.

The project work was based on descriptive study. Descriptive research is description of the state of affairs, as it exists at present. The main characteristics of this method are that the researcher has to control over variables.

Data Collection

The primary data is collected for the study. Questionnaire method is used to receive the information from the respondents.

Sampling Design

A sampling design is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure the research would adopt in selecting item for the sample.

Sampling Unit

Sampling unit number in Sangeeth textiles limited is 340 workers

Sampling Size

The sampling size was 100 respondents.

Sampling Method

Simple random sampling method was adopted for collecting the data from the respondents.

Tools for Analysis

Percentage analysis method

Average score analysis method

t-Test method

1.5 LIMITATIONS OF THE STUDY

- ✓ The study is limited only to Sangeeth Textiles Ltd , Annur
- ✓ The findings of the study is applicable only to Sangeeth Textiles Ltd and similar type of mills and it cannot be generalized
- ✓ The study period is restricted to 2 months only
- ✓ The sample size is restricted to only 100 Samples.

1.6 SCHEME OF CHAPTER

Chapter I deals with introduction of the study, objectives of the study, scope of the study, research methodology and limitations of the study.

Chapter II gives an idea about the spinning mill and profile of the Sangeeth textiles.

Chapter III deals about the macro micro analysis of the textile industry and its contribution to our economy.

Chapter IV comprises of data analysis and interpretation part for the study it furnishes all the details about the various statistical tools used.

Chapter V gives an idea about the finding suggestion and conclusion of the study followed by annexure and bibliography.

CHAPTER II

COMPANY PROFILE

***AN OVERVIEW OF SPINNING MILL
INDUSTRY AND PROFILE OF
SANGEETH TEXTILES LTD, ANNUR***

ABOUT A SPINNING MILL

In a spinning mill raw materials like cotton, polyester, viscose are processed individually or in blended form. Normally the yarn is produced for the consumption either for the weaving requirement or for knitting requirement. Special types of yarns are produced for exclusive use in industrial applications like filters tyre cords, hoses etc.

Mixing

The different variety of cotton were mixed as per the count requirements. The bale form is converted into loose cotton. The Blendomat role over the cotton mixes and sucks the larger coarser impurities. It is then passed on to Blow room line.

Blow Room

The Blow Room line removes the weak fibers and other impurities that escape the mixing process. A contamination picker reduces the contamination level in the cotton mix. This is then proceeds into the Carding process.

Carding

The purpose of carding is fiber individualization. The lap form feed is converted into sliver lap form. Trash and short fibers were removed. This is achieved by feeding the lap sheet canal converting the fibers into form of rope collected in canes. This form is called sliver. There were 22 carding machines in operation in the unit.

Drawing

The carded Sliver is passed through two passage of frame and then fed into simplex. The purpose of Drawing is doubling the slivers and drafting the same into one sliver with standard unit length and weight. It helps in maintaining the uniformity.

Simplex

The purpose of this process is to convert the sliver into Rove form. It is nothing but gently twisting the sliver form. Here the level of twist is 1.2 TPI Totally 10 latest Simplex machines were used in the unit to perform the above operations.



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Ring Spinning

The Roving form is fed into the Ring frames where the roves were spun as per the count requirements. The yarn corresponding to the respective count is obtained. It is wound on a package called Ring Cops. There are 20 long and 32 Short frames deployed in the department.

Cone Winding

The yarn is then fed into a cone winding machine. It cuts the yarn uniformly and wounds them on cones. Each cone is then packed properly as per the standard weight using palette

2.2 COMPANY PROFILE – SANGEETH TEXTILES LTD, ANNUR

Sangeeth Textiles Limited is situated in the outskirts of Coimbatore in the village of Ellapalayam near Annur. It is one of the well-known companies in textiles particularly in the manufacturing of yarn in the textile city. Moreover this company is an ISO 9002 registered firm and also obtained certification from Netherlands.

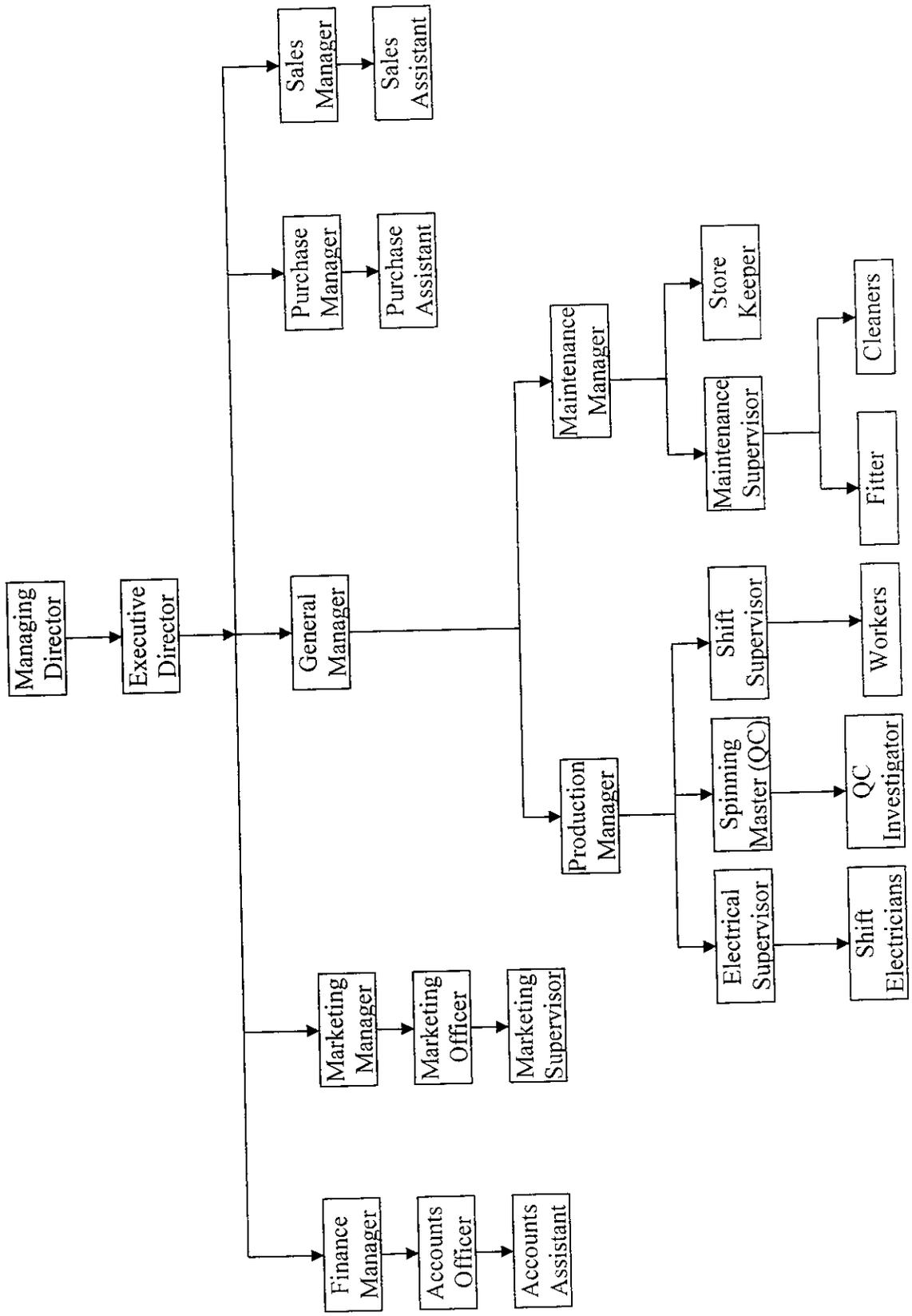
Sangeeth Textiles was started in the year 1983 and has gained rich experience over past two decades in spinning cotton yarn . Indigenous and imported machines have been installed and are periodically updated to state of the art technology. The vast experience and modern machines used in the base for producing consistent quality of yarn.

The firm is specialized in manufacturing various types of yarns. The company has an authorized share capital of Rs.500 lakhs and paid up capital of Rs 225 lakhs with the promoters financing most of the share capital.

The promoters had embarked in textiles by starting the ginning activities in the year 1969 their perfect vision, stewardship, indefatigable hard work has brought the group to the present level, having five well equipped units within the shortest span.

The growth of the company has been taking place at a regular pace. The unit was incorporated with an initial capacity of 6000 spindles. The present installed capacity is 36420 spindles comprising of 20 long frames and 32 short frames.

ORGANIZATION STRUCTURE OF SANGEETH TEXTILES



TECHNOLOGICAL STRENGTH

The unit is well equipped with all the infrastructure to satisfy the demands of the customers in time. The company has installed modern machineries for producing quality yarn. To take part in the national power generation , the company has introduced wind energy by installing wind turbine.

EXPORT MARKET

Sangeeth Textiles Ltd has been concentrating on export market to a greater extent and exports its quality yarn products to over 20 countries across Europe, Asia and America . Exports constitute 70% of the total sales done by the firm. The international buyers include Korea, Taiwan, Hong Kong, Japan, Europe, Canada, Malaysia, Philippines, Dominican Republic, Brazil, Turkey, Italy, Bangladesh, Germany, Russia, Sri Lanka, Switzerland, and United Kingdom.

DOMESTIC MARKET

Sangeeth Textiles Ltd has sales depots located at Tirupur, Erode, Somanur, Karur, Mumbai and Kolkata. The company concentrates on consignment sales to about 30% and 40% to domestic markets. The company is mainly concentrating to increase sales year after year.

SANGEETH'S STRENGTH

Product pricing is always competitive because of bulk purchasing power of raw materials at the light season and prices aided by the company's rich experience to Ginning.

Product mix ranging from 100% cotton grey and Melange yarn in various counts as per customer's requirements.

Effective handling of customers needs and demonstrating unique service to the customers.

Quality is almost priority to the requirements of end use of yarn.

FEATURES OF SANGEETH

- ✓ Public limited company, closely held shares.
- ✓ A corporate group under an experienced management adopting
- ✓ Annual Turnover US \$ 33 Million
- ✓ Relationship with bankers and statutory authorities are prudent, setting the bench mark
- ✓ Functional heads discharges their duties and responsibilities and aid in developing specialized skill at every stage

SANGEETH GROUP OF COMPANIES

Sangeeth Textiles Ltd, Annur

Sri Mookambiga Spinning Mills Ltd, Dindigul

CAV Cotton Mills Ltd, Dindigul

Sri Vasudeva Textiles Ltd Unit-I , Coimbatore

Sri Vasudeva Textiles Ltd Unit-II , Coimbatore

CHAPTER III
MACRO MICRO ANALYSIS

MACRO-MICRO ANALYSIS

The Indian industry as a whole is growing through one of its most buoyant phases, with growth rate going up from 5.8% in 2002-03 to 7% in 2003-04 and 8% in 2004-05. The textile sector has contributed significantly to this growth. The Textile sector is one of the leading sectors with an 18.2% growth in 2004-05. Cotton textiles also posted a 7.7% growth both achieving the highest growth rate in five years.

The developed countries have in the past been sourcing majority of their requirements from China. But due to various reasons, the outlook towards India has changed and more large volume buyers from US and EU have started looking at India as a viable alternative source for supplies.

The textile economy requires to grow at the rate of 14% for India to achieve an economic growth rate of 8.5% annually. Government of India has also set an ambitious export target of US \$50 billion for the sector by the year 2010 against the current annual exports of over US \$17 billion.

Exports of All commodities vis-à-vis Textiles / Clothing

Year	All Commodities (In US \$ Million)	Textiles & Clothing	% Share
2002-2003	52370.00	12444.94	23.76
2003-2004	63622.50	13532.04	21.27
2004-2005	83501.56	14020.95	16.79
2005-2006	102710.02	17884.87	17.41

EXPORTS OF TEXTILES AND CLOTHING

Value US\$ Million

Sector	2004-2005	2005-2006	Growth (%)
Readymade Garments	6558.67	8200.08	25.03
Cotton Textiles	3792.81	4865.87	28.29
MMF Textiles	1961.92	2152.70	9.72
Others	1977.55	2666.22	43.82
Total	14020.95	17884.87	27.56

Source: Business Line, 19th September 2006

Exports in the year 2005-06 have registered a commendable growth of 27.56% over 2004-05. Current growth is mainly driven by sharp increase in exports of cotton textile products and apparel (by more than 28% and 25% respectively). In the coming years too, similar trend is expected to continue with growth coming from garments and home textiles. Apparel and cotton textile sector together have contributed almost 73% to the total textiles and clothing exports in the year 2005-06. Combined share increases even further, to around 86%, if Handicrafts, jute and coir products are excluded from the total exports.

COTTON TEXTILES – A STAR PERFORMER

Exports of cotton textiles have recorded an excellent growth of 28.29 percent in the year 2005 – 06 over the previous year. It may be noted from the Table below that such a high growth has been possible on account of sharp increase in exports of home textiles followed by cotton yarn.

Products	2004-2005	2005-2006	Growth (%)
Yarn	1144.58	1458.08	27.39
Fabrics	927.23	1012.64	9.15%
Made-ups	1720.50	2395.15	39.21
Total	3792.81	4865.87	28.29

Value US\$ Million

Notably, cotton textile is the only sector, other than apparel, carpet and other floor coverings, whose performance has surpassed the target fixed for the year 2005-2006.

Indian textile industry is well known in the global market and expected to do well in the coming years too. But the real challenge lies in maintaining its position over a period of time. Sustaining the impressive rate of growth over the years, particularly in a fiercely competitive market, can only be possible if India is able to readjust itself to the changing market dynamics with strategies refined with the same alacrity, if not a shade quickly.

CHAPTER IV
DATA ANALYSIS AND INTERPRETATION

AGE:

The table 4.1 describes the age wise distribution of the respondents selected for the study. The age of the respondents are classified as 20-30 yrs, 30-40 yrs, 40-50 yrs and above 50 yrs.

Table 4.1: Age wise distribution of the Respondents

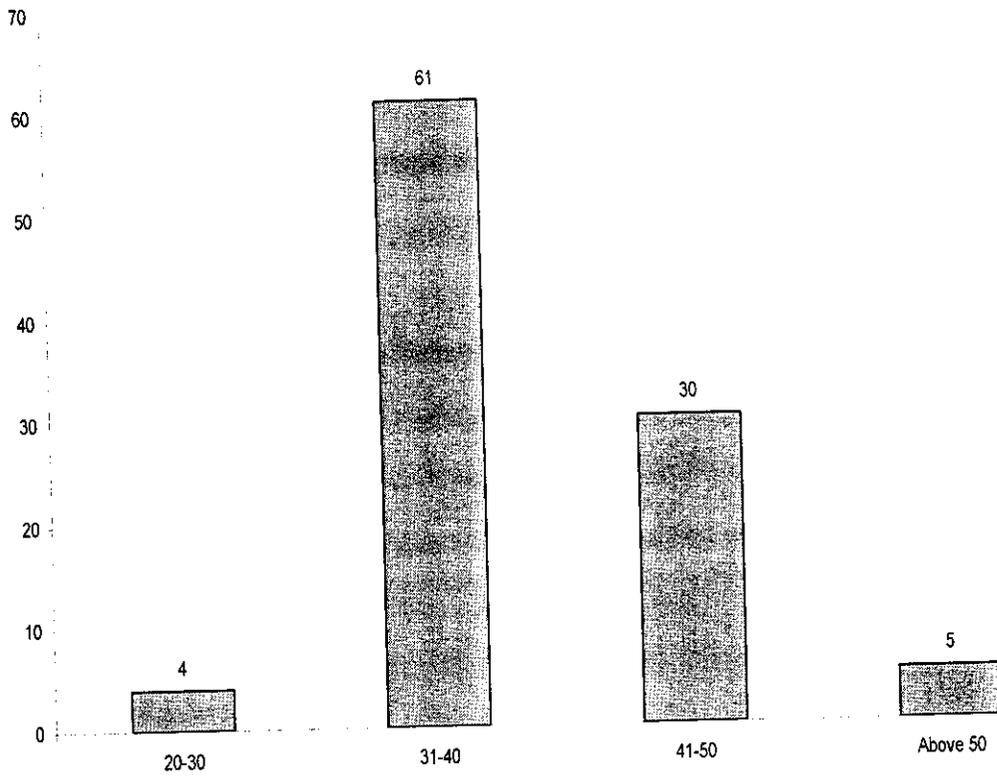
Age (yrs)	No. of respondents	Percentage
20-30	4	4
31-40	61	61
41-50	30	30
Above 50	5	5
Total	100	100

INFERENCE:

It is found from the above table that 61 percent of the respondents are in the age group of 31-40 yrs, 30 percent are in 41-50 yrs, 5 percent are in above 50 yrs and the rest of the respondents are in the other category.

It is concluded that the majority (61 percent) of the respondents are in the age group of 31-40 yrs.

Chart no.1
Number of Respondents in Age-wise
(in %)



DEPARTMENT:

The table 4.2 describes the department wise distribution of the respondents selected for the study. The department of the respondents is classified as Auto Coner, Blow room, Carding, Comber, Drawing, Electrical, Maintenance, Mixing, Packing, Simplex and Spinning.

Table 4.2: Department wise distribution of the Respondents

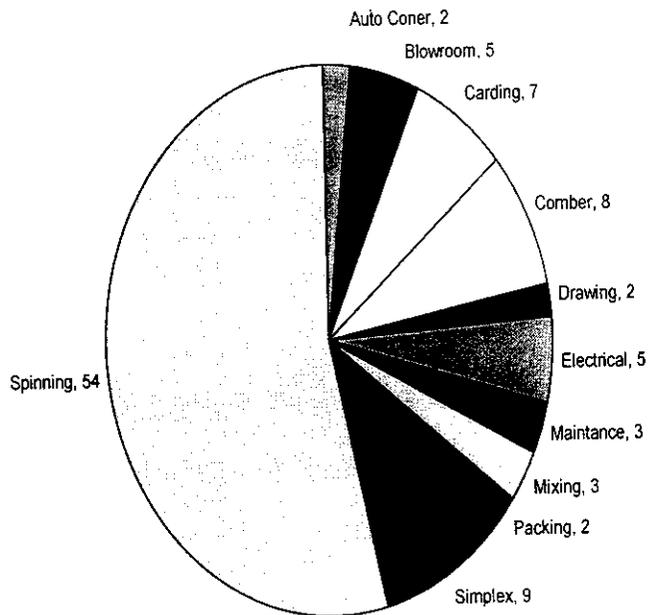
Department	No. of respondents	Percentage
Auto Coner	2	2
Blow room	5	5
Carding	7	7
Comber	8	8
Drawing	2	2
Electrical	5	5
Maintenance	3	3
Mixing	3	3
Packing	2	2
Simplex	9	9
Spinning	54	54
Total	100	100

INFERENCE

It is found from the above table that 54 percent of the respondents are in the department spinning, 9 percent are in simplex, 8 percent are in comber and the rest of the respondents are in the other departments.

It is concluded that the majority (54 percent) of the respondents are

Chart no.2
Number of Respondents in Department-wise
(in %)



DESIGNATION:

The table 4.3 describes the designation wise distribution of the respondents selected for the study. The designation of the respondents is classified as Bobbing carrier, Cleaner, Electrician, fitter, gm, maintenance, mechanic, mixer, operator, packer, pm, sider and tender.

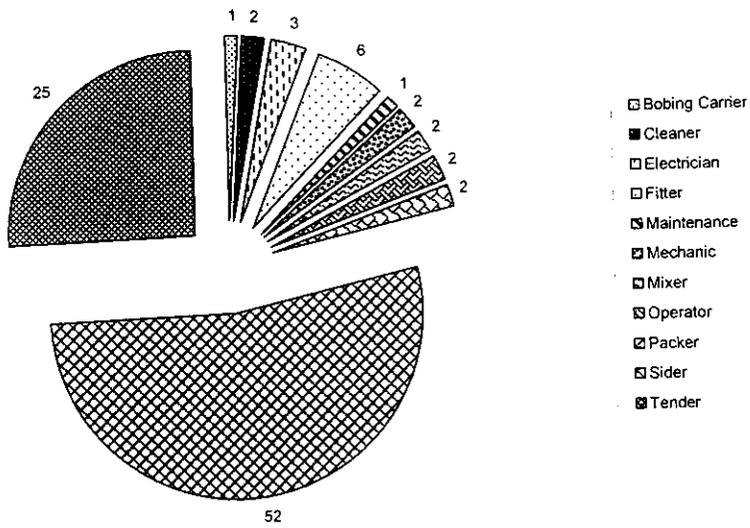
Table 4.3: Designation wise distribution of the Respondents

Designation	No. of respondents	Percentage
Bobbin Carrier	1	1
Cleaner	2	2
Electrician	3	3
Fitter	6	6
Maintenance	2	2
Mechanic	3	3
Mixer	2	2
Operator	2	2
Packer	2	2
Sider	52	52
Tender	25	25
Total	100	100

INFERENCE

It is found from the above table that 52 percent of the respondents are in the designation bobbing carrier, 25 percent are in tender, 6 percent are in fitter and the rest of the respondents are in the other designation. It is concluded that the majority (52 percent) of the respondents are in the

Chart no.3
Number of Respondents in Designation-wise
(in %)



EXPERIENCE:

The table 4.4 describes the experience wise distribution of the respondents selected for the study. The experience of the respondents is classified as Up to 10 yrs, 11-15 yrs and above 15 yrs.

Table 4.4: Experience wise distribution of the Respondents

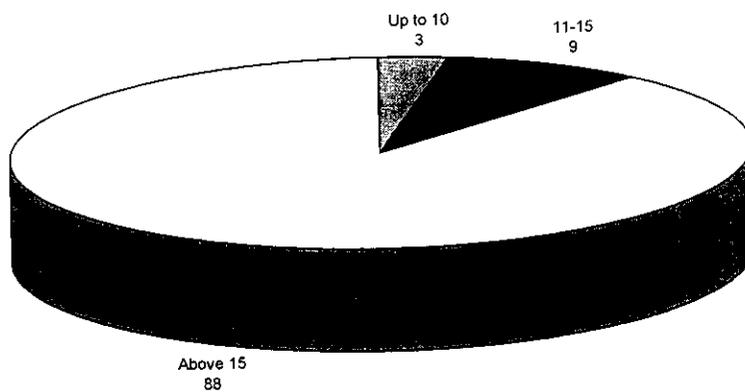
Experience	No. of respondents	Percentage
Up to 10 yrs	3	3
11-15	9	9
Above 15	88	88
Total	100	100

INFERENCE

It is found from the above table that 88 percent of the respondents are in the experience of above 15 yrs, 9 percent are in 11-15 yrs and 3 percent of the respondents are in up to 10 years category.

It is concluded that the majority (88 percent) of the respondents are in the experience of above 15 yrs.

Chart no.4
Number of respondents in Experience-wise
(in %)



OTHER FACTORS:

The table 4.5 describes the level of satisfaction in other factors by the respondents selected for the study. The other factors are classified as canteen, housing, medical, training program, wages, bonus, Attn. incentive, rest rooms, transport, legal asst., drink, wash, company clinic, provisions, insurance and management involvement and the satisfaction levels are highly satisfied(HS), satisfied(S), Neutral(N), dissatisfied(DS), highly dissatisfied(HDS).

Table 4.5: Level of satisfaction in other factors of the Respondents

Factors	HS	%	S	%	N	%	DS	%	HDS	%
Canteen	1	1	5	5	91	91	3	3	0	0
Housing	0	0	10	10	44	44	46	46	0	0
Medical	1	1	50	50	48	48	1	1	0	0
Training Program.	95	95	4	4	1	1	0	0	0	0
Wages	1	1	4	4	75	75	20	20	0	0
Bonus	0	0	4	4	83	83	13	13	0	0
Attn. Incentive	0	0	8	8	59	59	33	33	0	0
Rest Rooms	2	2	24	24	54	54	20	20	0	0
Transport	69	69	24	24	3	3	3	3	0	0
Legal Asst.	12	12	70	70	14	14	3	3	0	0
Drink, Wash	90	90	10	10	0	0	0	0	0	0
Company Clinic	6	6	32	32	59	59	3	3	0	0
Provisions	44	44	46	46	10	10	0	0	0	0
Insurance	0	0	55	55	45	45	0	0	0	0
Mgmt. Involvement	26	26	56	56	18	18	0	0	0	0

INFERENCE

It is found from the above table that the level of satisfaction, highly satisfied has 95 percent of respondents in training program, 90 percent of respondents in drink and wash and 69 percent of respondents in transport, satisfied has 70 percent of respondents in legal assistance, 56 percent of respondents in management involvement and 55 percent of respondents in insurance, neutral has 91 percent of respondents in canteen, 83 percent of respondents in bonus and 75 percent of respondents in wages, dissatisfied has 46 percent of respondents in housing, 33 percent of respondents in attn. incentive and 20 percent of respondents in wages and rest rooms, highly dissatisfied has 0 percent of respondents.

It is concluded that the majority (95 percent) of the respondents are in training program has highly satisfied level of satisfaction.

Chart no.3
 Respondents with Highly satisfied
 Opinion (in %)

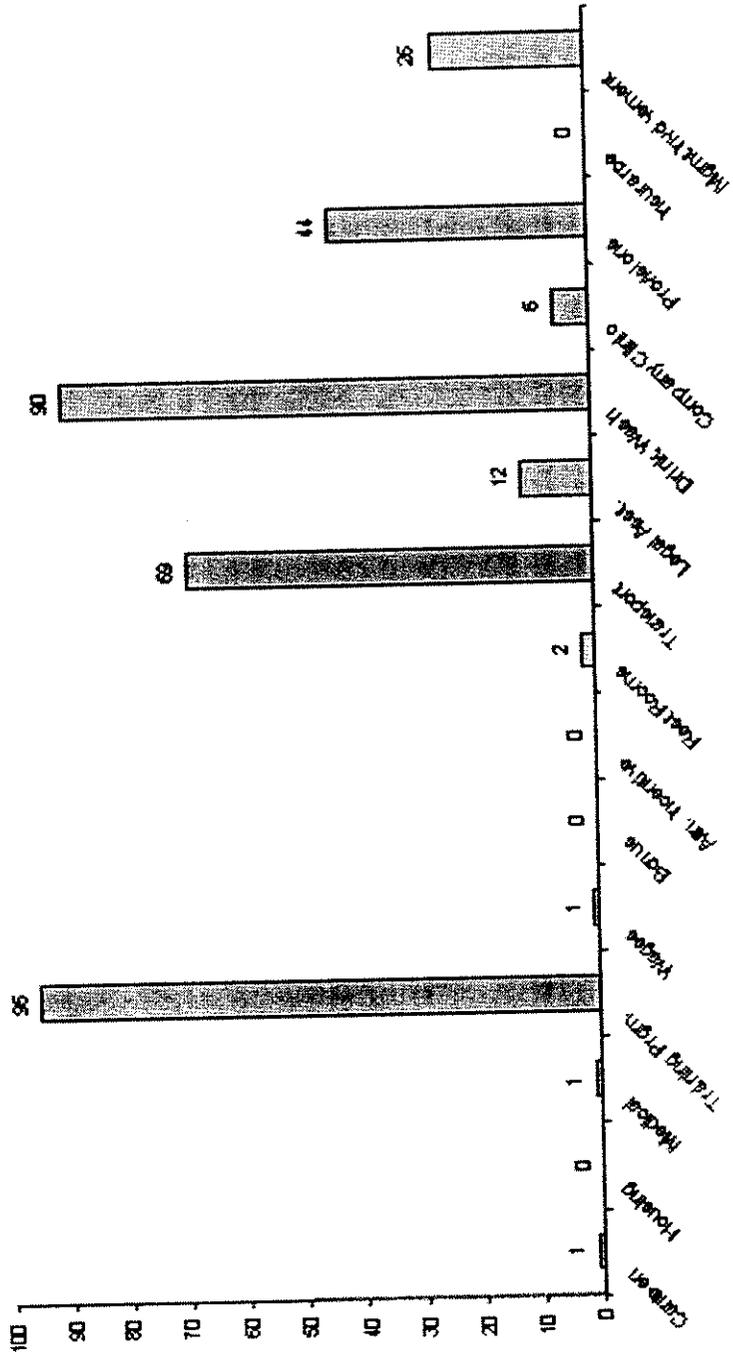


Chart no.6
Number of Respondents with satisfied
(in %)

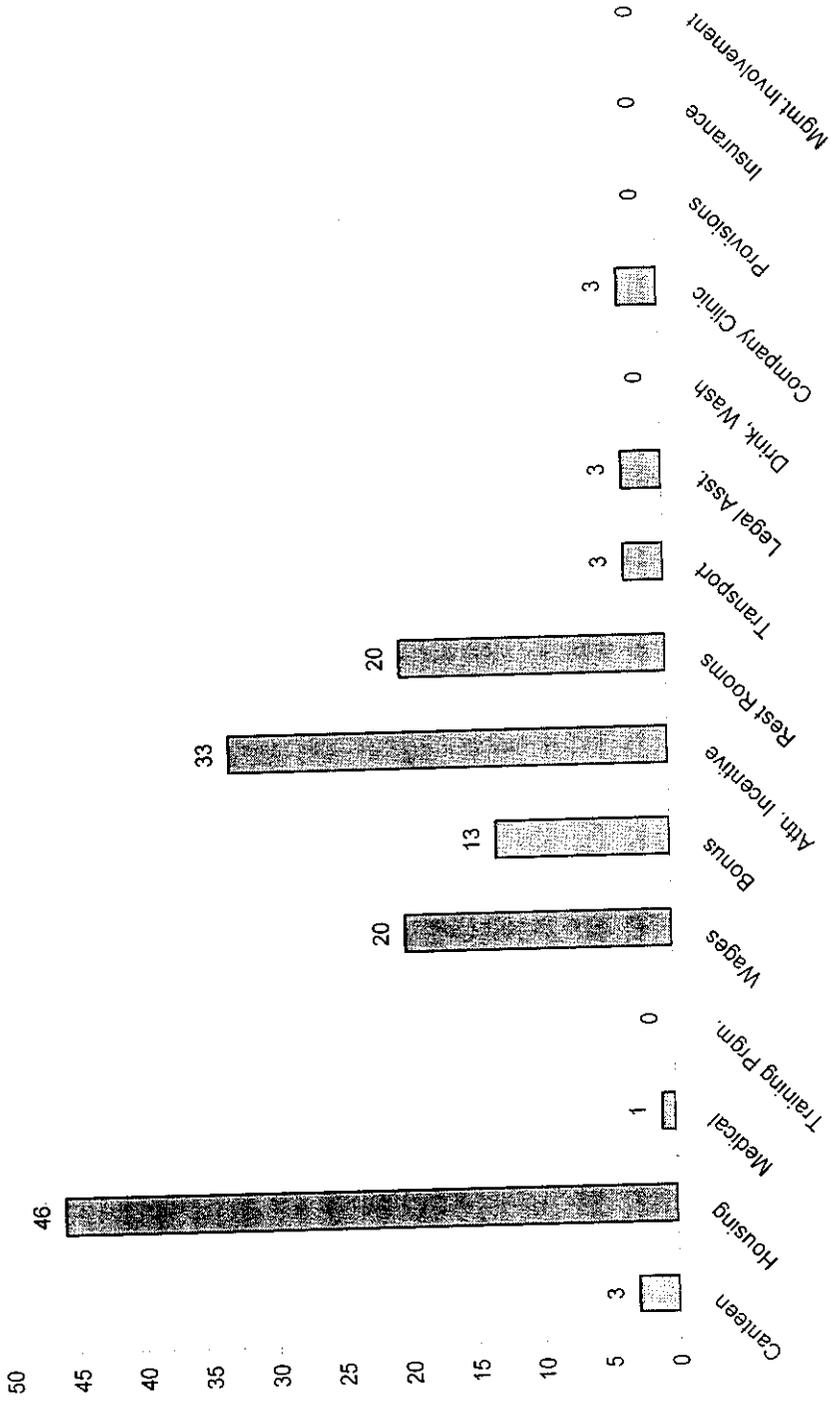
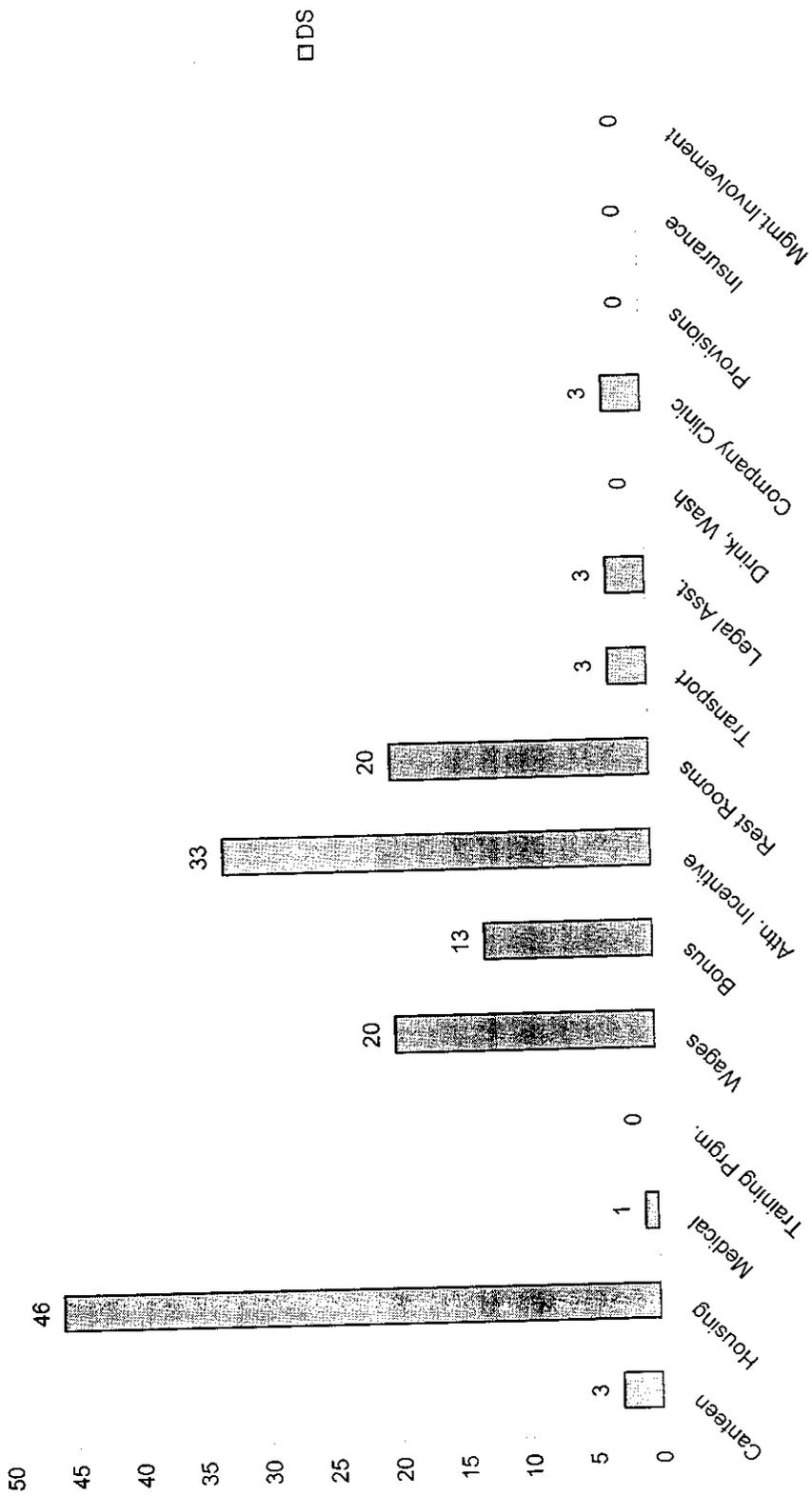
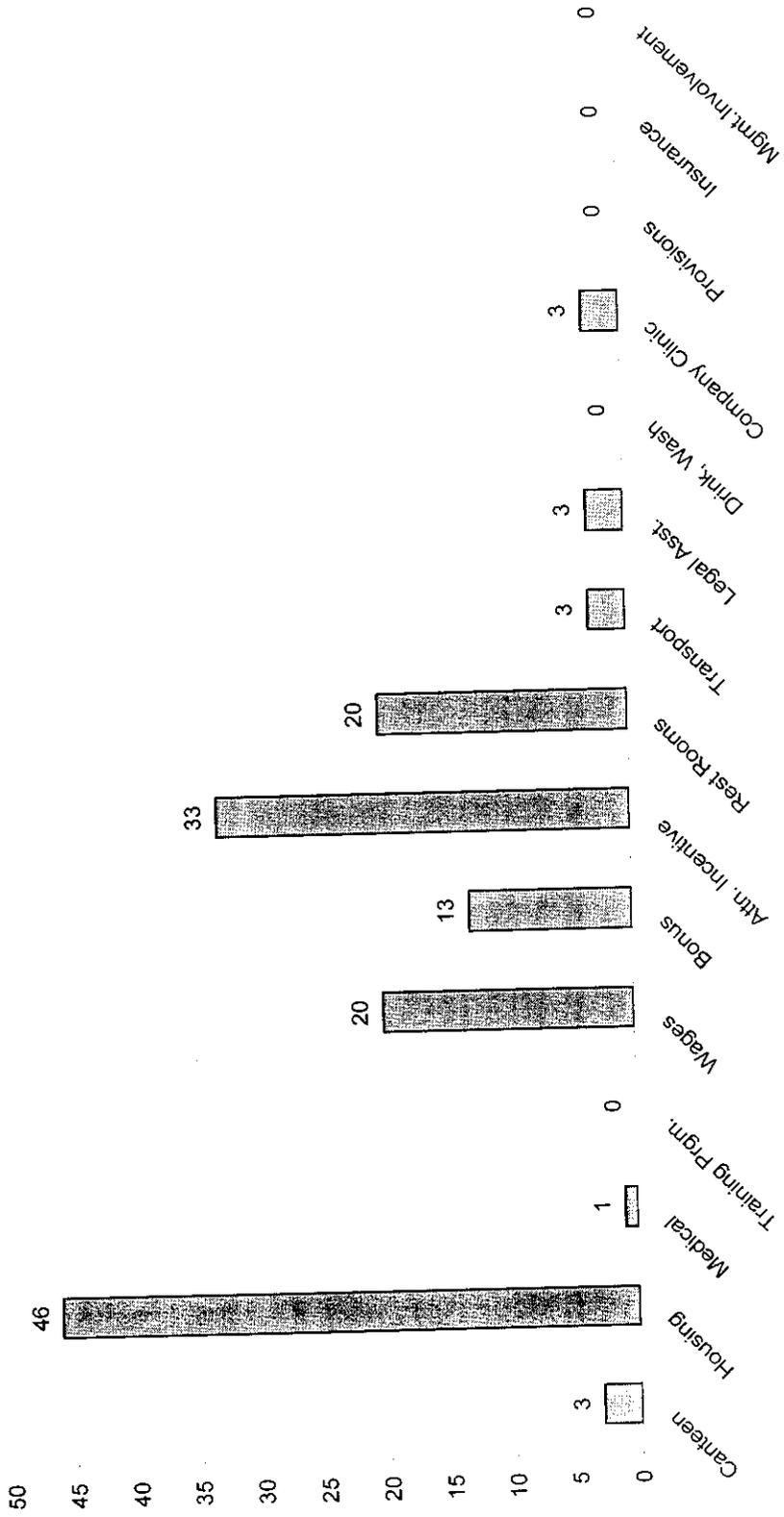


Chart no.7
Number of Respondents with Neutral
Opinion(in %)



□ DS

Chart no.8
Number of Respondents with Dissatisfied
Opinion (in %)



***WEIGHTED AVERAGE
SCORE ANALYSIS***

Average score analysis is mainly used to determine the level of satisfaction of the different category of respondents on the various factors considered for study. The opinion of the respondents were put under 5 point scaling similar to Likert's scaling. Score 5 was given to highly satisfied, score 4 for satisfied, score 3 for neutral, score 2 for dissatisfied and score 1 for highly dissatisfied. Based on the consolidated opinion of the respondents the level of satisfaction of the different category of respondents was ascertained. The results are given in the following tables with suitable interpretations.

LEVEL OF SATISFACTION: AGE

Canteen Facilities

The table describes age-wise distribution of respondents on the level of satisfaction with the canteen facilities.

Table 4.6: Weighted Average Score Analysis - Canteen Facilities

Age	HS	S	N	DS	HDS	Total	weighted Average Score
20-30	0	0	4	0	0	4	3.00
31-40	1	5	54	1	0	61	3.10
41-50	0	0	30	0	0	30	3.00
Above 50	0	0	3	2	0	5	2.60
Total	1	5	91	3	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are neutral with the canteen facilities, 5 and 1 respondents respectively are satisfied and highly satisfied with the canteen facilities. Further it is found from the table that the respondents in the age group of 31-40 yrs are having high level of satisfaction, just above neutral (3.10) and other respondents are neutral with the canteen facilities.

Housing Facilities

The table describes age-wise distribution of respondents on the level of satisfaction with the housing facilities.

Table 4.7: Weighted Average Score Analysis – Housing Facilities

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	0	0	1	3	0	4	2.25
31-40	0	6	32	23	0	61	2.72
41-50	0	4	9	17	0	30	2.57
Above 50	0	0	2	3	0	5	2.40
Total	0	10	44	46	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are dissatisfied with the housing facilities, 10 and 44 respondents respectively are satisfied and neutral with the housing facilities. Further it is found from the table that the respondents in the age group of 31-40 yrs are having high level of satisfaction, above dissatisfied near to neutral (2.72) and other respondents are dissatisfied with the housing facilities.

Medical Facilities

The table describes age-wise distribution of respondents on the level of satisfaction with the medical facilities.

Table 4.8: Weighted Average Score Analysis - Medical Facilities

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	0	1	3	0	0	4	3.25
31-40	0	25	35	1	0	61	3.39
41-50	1	21	8	0	0	30	3.77
Above 50	0	3	2	0	0	5	3.60
Total	1	50	48	1	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the medical facilities, 1 and 48 respondents respectively are highly satisfied and neutral with the medical facilities. Further it is found from the table that the respondents in the age group of 41-50 yrs are having high level of satisfaction, above neutral near to satisfied (3.77) and other respondents are above neutral with the medical facilities.

Safety Training Program

The table describes age-wise distribution of respondents on the level of satisfaction with the safety training program.

Table 4.9: Weighted Average Score Analysis - Safety Training Program

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	4	0	0	0	0	4	5.00
31-40	57	4	0	0	0	61	4.93
41-50	29	0	1	0	0	30	4.93
Above 50	5	0	0	0	0	5	5.00
Total	95	4	1	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the safety training program, 1 and 4 respondents respectively are neutral and satisfied with the safety training program. Further it is found from the table that the respondents in the age group of 20-30 yrs and above 50 yrs are having high level of satisfaction, highly satisfied (5.00) and other respondents are near to satisfied with the safety training program.

Wages

The table describes age-wise distribution of respondents on the level of satisfaction with the wages.

Table 4.10: Weighted Average Score Analysis – Wages

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	0	0	4	0	0	4	3.00
31-40	1	4	44	12	0	61	2.90
41-50	0	0	25	5	0	30	2.83
Above 50	0	0	2	3	0	5	2.40
Total	1	4	75	20	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are neutral with the wages, 1 and 4 respondents respectively are highly satisfied and satisfied with the wages. Further it is found from the table that the respondents in the age group of 20-30 yrs are having high level of satisfaction, neutral (3.00) and other respondents are above dissatisfied with the wages.

Transport

The table describes age-wise distribution of respondents on the level of satisfaction with the transport.

Table 4.11: Weighted Average Score Analysis – Transport

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	1	3	0	0	0	4	4.25
31-40	43	13	3	2	0	61	4.59
41-50	24	6	0	0	0	30	4.80
Above 50	1	2	0	2	0	5	3.40
Total	69	24	3	4	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the transport, 3 and 24 respondents respectively are neutral and satisfied with the transport. Further it is found from the table that the respondents in the age group of 41-50 yrs are having high level of satisfaction, above satisfied near to highly satisfied (4.80) and other respondents are just above satisfied and above neutral with the transport.

Legal Assistance

The table describes age-wise distribution of respondents on the level of satisfaction with the legal assistance.

Table 4.12: Weighted Average Score Analysis - Legal Assistance

	HS	S	N	DS	HDS	Total	Weighted Average Score
0	0	4	0	0	0	4	4.00
0	9	39	12	1	0	61	3.92
0	3	26	1	0	0	30	4.07
ve	0	1	2	2	0	5	2.80
al	12	70	15	3	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the legal assistance, 12 and 15 respondents respectively are highly satisfied and neutral with the legal assistance. Further it is found from the table that the respondents in the age group of 41-50 yrs are having high level of satisfaction, just above satisfied (4.07) and other respondents are satisfied, neutral and dissatisfied with the legal assistance.

Drink and Wash

The table describes age-wise distribution of respondents on the level of satisfaction with the drink and wash.

Table 4.13: Weighted Average Score Analysis - Drink and Wash

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	4	0	0	0	0	4	5.00
31-40	52	9	0	0	0	61	4.85
41-50	29	1	0	0	0	30	4.97
Above 50	5	0	0	0	0	5	5.00
Total	90	10	0	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the drink and wash and 10 respondents are satisfied with the drink and wash. Further it is found from the table that the respondents in the age group of 20-30 yrs and above 50 yrs are having high level of satisfaction, highly satisfied (5.00) and other respondents are satisfied near to highly satisfied with the drink and wash.

Management Involvement

The table describes age-wise distribution of respondents on the level of satisfaction with the management involvement.

Table 4.14: Weighted Average Score Analysis - Management Involvement

Age	HS	S	N	DS	HDS	Total	Weighted Average Score
20-30	0	4	0	0	0	4	4.00
31-40	13	32	16	0	0	61	3.95
41-50	9	20	1	0	0	30	4.27
Above 50	4	0	1	0	0	5	4.60
Total	26	56	18	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the management involvement, 26 and 18 respondents respectively are highly satisfied and neutral with the management involvement. Further it is found from the table that the respondents in the age group of above 50 yrs are having high level of satisfaction, above satisfied (4.60) and other respondents are satisfied and neutral with the management involvement.

LEVEL OF SATISFACTION: EXPERIENCE

Canteen Facilities

The table describes experience-wise distribution of respondents on the level of satisfaction with the canteen facilities.

Table 4.15: Weighted Average Score Analysis - Canteen Facilities

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	0	3	0	0	3	3.00
11-15	0	1	8	0	0	9	3.11
Above 15	1	4	80	3	0	88	3.03
Total	1	5	91	3	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are neutral with the canteen facilities, 1 and 5 respondents respectively are highly satisfied and satisfied with the canteen facilities. Further it is found from the table that the respondents in the experience of 11-15 yrs are having high level of satisfaction, just above neutral (3.11) and other respondents are neutral with the canteen facilities.

Housing Facilities

The table describes experience-wise distribution of respondents on the level of satisfaction with the housing facilities.

Table 4.16: Weighted Average Score Analysis - Housing Facilities

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	0	0	3	0	3	2.00
11-15	0	3	6	0	0	9	3.33
Above 15	0	7	38	43	0	88	2.59
Total	0	10	44	46	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are dissatisfied with the housing facilities, 10 and 44 respondents respectively are satisfied and neutral with the housing facilities. Further it is found from the table that the respondents in the experience of 11-15 yrs are having high level of satisfaction, just above neutral (3.33) and other respondents are dissatisfied with the housing facilities.

Medical Facilities

The table describes experience-wise distribution of respondents on the level of satisfaction with the medical facilities.

Table 4.17: Weighted Average Score Analysis - Medical Facilities

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	0	3	0	0	3	3.00
11-15	1	4	3	1	0	9	3.56
Above 15	0	46	42	0	0	88	3.52
Total	1	50	48	1	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the medical facilities, 1 and 48 respondents respectively are highly satisfied and neutral with the medical facilities. Further it is found from the table that the respondents in the experience of 11-15 yrs are having high level of satisfaction, above neutral (3.56) and other respondents are neutral with the medical facilities.

Safety Training Program

The table describes experience-wise distribution of respondents on the level of satisfaction with the safety training program.

Table 4.18: Weighted Average Score Analysis - Safety Training Program

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	3	0	0	0	0	3	5.00
11-15	7	1	1	0	0	9	4.67
Above 15	85	3	0	0	0	88	4.97
Total	95	4	1	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the safety training program, 1 and 4 respondents respectively are neutral and satisfied with the safety training program. Further it is found from the table that the respondents in the experience of up to 10 yrs are having high level of satisfaction, highly satisfied (5.00) and other respondents are above satisfied with the safety training programme.



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Wages

The table describes experience-wise distribution of respondents on the level of satisfaction with the wages.

Table 4.19: Weighted Average Score Analysis – Wages

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	0	3	0	0	3	3.00
11-15	0	1	5	3	0	9	2.78
Above 15	1	3	67	17	0	88	2.86
Total	1	4	75	20	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are neutral with the wages, 1 and 4 respondents respectively are highly satisfied and satisfied with the wages. Further it is found from the table that the respondents in the experience of Up to 10 yrs are having high level of satisfaction, neutral (3.00) and other respondents are above dissatisfied with the wages.

Transport

The table describes experience-wise distribution of respondents on the level of satisfaction with the transport.

Table 4.20: Weighted Average Score Analysis – Transport

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	3	0	0	0	3	4.00
11-15	8	1	0	0	0	9	4.89
Above 15	61	20	3	4	0	88	4.57
Total	69	24	3	4	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the transport, 3 and 24 respondents respectively are neutral and satisfied with the transport. Further it is found from the table that the respondents in the experience of 11-15 yrs are having high level of satisfaction, above satisfied (4.89) and other respondents are satisfied with the transport.

Legal Assistance

The table describes experience-wise distribution of respondents on the level of satisfaction with the legal assistance.

Table 4.21: Weighted Average Score Analysis - Legal Assistance

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	3	0	0	0	3	4.00
11-15	1	6	2	0	0	9	3.89
Above 15	11	61	13	3	0	88	3.91
Total	12	70	15	3	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the legal assistance, 12 and 15 respondents respectively are highly satisfied and neutral with the legal assistance. Further it is found from the table that the respondents in the experience of Up to 10 yrs are having high level of satisfaction, satisfied (4.00) and other respondents are above neutral with the legal assistance.

Drink and Wash

The table describes experience-wise distribution of respondents on the level of satisfaction with the drink and wash.

Table 4.22: Weighted Average Score Analysis - Drink and Wash

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	3	0	0	0	0	3	5.00
11-15	7	2	0	0	0	9	4.78
Above 15	80	8	0	0	0	88	4.91
Total	90	10	0	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are highly satisfied with the drink and wash and 10 respondents are satisfied with the drink and wash. Further it is found from the table that the respondents in the experience of Up to 10 yrs are having high level of satisfaction, highly satisfied (5.00) and other respondents are above satisfied with the drink and wash.

MANAGEMENT INVOLVEMENT

The table describes experience-wise distribution of respondents on the level of satisfaction with the management involvement.

Table 4.23: Weighted Average Score Analysis - Management Involvement

Experience	HS	S	N	DS	HDS	Total	Weighted Average Score
Up to 10yrs	0	3	0	0	0	3	4.00
11-15	0	5	4	0	0	9	3.56
Above 15	26	48	14	0	0	88	4.14
Total	26	56	18	0	0	100	-

INFERENCE

It is found from the above table that a maximum of all respondents are satisfied with the management involvement, 26 and 18 respondents respectively are highly satisfied and neutral with the management involvement. Further it is found from the table that the respondents in the experience of above 15 yrs are having high level of satisfaction, just above satisfied (4.14) and other respondents are satisfied and neutral with the management involvement.

In this section the t-Test is used to test whether there exist significant difference between the level of opinion of the respondents and their managers on the various aspects selected for the study. The opinion of the managers was obtained from two managers of the Sangeeth Textiles. The results are presented in the following tables with suitable hypothesis.

Hypothesis: There is no significant difference between the level of opinion of the respondents and their managers as the various aspects of Sangeeth Textiles.

The table 4.53 describes the mean, SD scores of 15 aspects based on the opinion of 100 respondents and two managers. Further the 't' values and 'p' values are also provided.

Table 4.24: t-Values and p-Values

Aspects	Respondents		Managers	t-Value	p-Value	S/NS
	Mean	SD	Mean			
1	3.04	.345	3.5	13.301	0.000	S
2	2.64	.659	3.5	13.043	0.000	S
3	3.51	.541	4.0	9.055	0.000	S
4	4.94	.278	5.0	2.160	0.033	S
5	2.86	.513	3.5	12.479	0.000	S
6	2.91	.404	3.0	2.226	0.028	S
7	2.75	.592	3.0	4.220	0.000	S
8	3.08	.720	3.5	5.831	0.000	S
9	4.59	.712	5.0	5.758	0.000	S
10	3.91	.621	4.5	9.499	0.000	S
11	4.90	.302	4.0	29.850	0.000	S
12	3.41	.653	3.5	1.399	0.171	S
13	4.34	.655	5.0	10.080	0.000	S
14	3.55	.500	4.0	9.000	0.000	S
15	4.08	.662	4.0	1.209	0.230	S

S- Significant at 5% level (p Value \leq 0.05)
 NS-Not Significant at 5% level (p Value $>$ 0.05)

It is clear from the table 4.24 that the level of opinion of the respondents on the various aspects of the Sangeeth Textiles is less than the level of opinion expressed by the managers. It is also found that there exist significant difference between the level of opinion of the respondents and the expectation of the managers on all the aspects considered for the study.

CHAPTER V
FINDINGS, SUGGESTIONS AND
CONCLUSION

5.1 FINDINGS

- The survey consists of 61% of the respondents in the age group of 30-40 years.
- From the study it has been found that 54% of the respondents are in the spinning department.
- It clearly shows that 52% of the respondents are in the designation bobbin carrier.
- The survey vividly reveals that 88% of the respondents are in the experience of above 15 years.
- It clearly shows that 91% of the respondents are neutral in their opinion regarding canteen facilities.
- It clearly depicts that 46% of the respondents are dissatisfied with the housing facilities.
- The survey reveals that 50% of the respondents are satisfied with the medical facilities.
- From the study it has been found that 95% of the respondents are highly satisfied with the safety training programme.
- It is found that 75% of the respondents are neutral in their opinion regarding wages.
- It is found that 69% of the respondents are highly satisfied with the transport facilities.
- It clearly shows that 70% of the respondents are satisfied with the legal assistant offered.
- The survey vividly reveals that 90% of the respondents are highly satisfied with the drinking and washing facilities.
- It is found that 56% of the respondents are satisfied with management involvement.

FINDINGS FROM AVERAGE SCORE ANALYSIS

Level of satisfaction depending on age:

- The respondents in the age group of 31-40 years are neutral with the canteen facilities.
- The study reveals that the respondents in the age group of 31-40yrs are neutral in their opinion and other respondents are dissatisfied with the housing facilities.
- The survey depicts that the respondents in the age group of 41-50 yrs are satisfied with the medical facilities. and the rest are neutral in their opinion.
- The respondents in the age group of 21-30 yrs and above 50 yrs are highly satisfied with the safety training programme.
- The respondents in the age group of 21-30 yrs are neutral towards the wages given and other respondents express dissatisfaction.
- The age groups of 41-50 yrs are highly satisfied towards transport and the rest are satisfied with the facility.
- Except the age group of above 50 yrs the remaining respondents express satisfaction towards the legal assistance offered.
- Almost all the age group are highly satisfied with the drinking facilities.
- Above 50 yrs are highly satisfied and the rest are satisfied with management's involvement.

LEVEL OF SATISFACTION DEPENDING ON EXPERIENCE

- It is found from the study that all the experience group of respondents are neutral towards canteen facilities.
- The respondents who have experience of 11-15 yrs and above 15 yrs express neutral in their opinion towards housing facilities.
- The respondents who have an experience of 11-15 yrs and above are satisfied with the medical facilities.
- All the respondents express high satisfaction towards the safety training programme.
- The respondents who have experience less than 10 yrs are neutral towards the wages given and the rest are dissatisfied.
- The respondents with 11-15+ yrs experience express high satisfaction towards the transport facilities.
- All the respondents are satisfied with the legal assistance offered.
- All the respondents are highly satisfied regarding the drinking and washing facilities.
- All the respondents are satisfied with the management involvement.

Finding from the t-Test

- It is clear from t-Test that the level of opinion of the respondents on the various welfare measures of the Sangeeth textiles is less than the level of opinion expressed by the managers.
- It is also found that there exists significant difference between the level of opinion of the respondents and the expectation of the managers on all the aspects considered for the study.

5.2 SUGGESTIONS

Based on the findings of the study it is found that on all the areas of welfare measures the workers have given their opinion which is found to be satisfied in those areas of management's involvement, training program, transport facilities, medical facilities, legal assistance and drinking facilities and dissatisfied with wages, canteen facilities, frequency of bonus, incentives and housing facilities. This is further confirmed by the t-Test which shows there is significant difference between Management's opinion and worker's expectation on the welfare facilities offered.

It is high time that the management of Sangeeth textiles take a note of this findings and implement the required welfare facilities to boost the morale of workers of their organization

5.3 CONCLUSION

Human resources is a virtual asset of an organization. It is a must for every organization to provide them with all the welfare measures mentioned here in order to sustain them for a reasonably longer period. The world is fast moving towards globalization . There is a change which is found to be from machine dominated to human resource practiced approach. This fact makes it necessary that welfare measures which are statutory and voluntary are to be given highest importance irrespective of the industry. Textile industry which plays a crucial role has to take a note of this fact and tune its welfare measures for the betterment of industry and in turn for the country as well.

QUESTIONNAIRE

I. NAME:

II. AGE: 20-30 31-40 41-50 50 and above

III. GENDER: MALE FEMALE

IV. DEPARTMENT:

V. DESIGNATION:

VI. NO OF YEARS OF EXPERIENCE:

VII. QUALIFICATION:

**PUT A TICK MARK AGAINST THE OPINION WHICH YOU
FEEL AS MOST APPROPRIATE**

HS S N DS HDS

1. Are you satisfied with the
Canteen facilities?
2. What do you feel about the
Housing facilities?
3. Does the medical facilities satisfy
Your requirements?
4. Your opinion about the safety
Training programme
5. Give your opinion on the
wages given

- 7 What is your level of satisfaction for the attendance incentive given to you
- 8 Give your view about the resting periods and rest rooms offered
9. Give your opinion about the transport facilities offered
10. Are you satisfied with the legal assistance and other services offered
11. Are you satisfied with drinking, washing and sitting facilities
12. Does the rates of services Offered by company's clinic to your family members satisfy the requirements
13. Your opinion about first aid provisions offered by the company
14. What is the extent of satisfaction do you have towards group insurance offered by the company
15. Are you satisfied with management's involvement towards your family ?

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