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**A STUDY ON THE SATISFACTORY LEVEL OF EMPLOYEES OVER
THE WELFARE MEASURES IN TAMIL NADU NEWSPRINT AND
PAPERS LIMITED, KAGITHAPURAM**

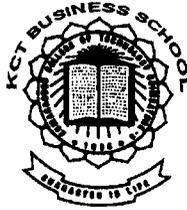
SUMMER PROJECT REPORT

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

C.VIDHYA
71205631057

October 2006
DEPARTMENT OF MANAGEMENT STUDIES
KUMARAGURU COLLEGE OF TECHNOLOGY
COIMBATORE - 641006

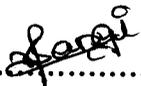


**DEPARTMENT OF MANAGEMENT STUDIES
KUMARAGURU COLLEGE OF TECHNOLOGY
COIMBATORE**

BONAFIDE CERTIFICATE

Certified that this project titled 'A STUDY ON THE SATISFACTORY LEVEL OF EMPLOYEES OVER THE WELFARE MEASURES IN TAMIL NADU NEWSPRINT AND PAPERS LIMITED, KAGITHAPURAM ' is the bonafide work of Ms. C.VIDHYA (71205631057) 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

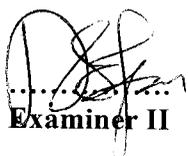
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Prof. S. GANESAN
Director

Evaluated and viva-voce conducted on.....

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Examiner I

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Examiner II

DECLARATION

I hereby declare that the dissertation entitled "***A STUDY ON THE SATISFACTORY LEVEL OF EMPLOYEES OVER THE WELFARE MEASURES IN TAMILNADU NEWSPRINT AND PAPERS LIMITED, KAGITHAPURAM***" submitted for the **MASTER OF BUSINESS ADMINISTRATION** degree is my original work and the dissertation has not formed the basis for the award of any other Degree, Associate ship, Fellowship or any other similar titles.

L. C. Nishu
17/11/06

Signature of the Student
With date

TNPL

Tamil Nadu Newsprint and Papers Limited

(A Government of Tamil Nadu Enterprise)

Kagithapuram - 639 136, Karur Dist., Tamil Nadu, INDIA.

Phone : (0091) 04324 - 277001 to 277010

Fax : (0091) 04324 - 277025 Purchase : 277026

PMD : 04324 - 277027 Mktg : 277028 & 277029

Cell : 098 - 424 - 56940 to 56943 Grams : NEWSPRINT



EN ISO 9001

Certificate : 041008539

DIN En ISO 14001

Certificate : 04 104 540

RWTUV

SI
TIONAL AWARD
EXCELLENCE IN
ORATE GOVERNANCE

HR/TRG/PW-CER/1081

September 9, 2006

CERTIFICATE

This is to certify that **MS. C.VIDYA, MBA.**, student of **KUMARAGURU COLLEGE OF TECHNOLOGY, COIMBATORE** has undergone **PROJECT WORK** at our **HR DEPARTMENT** from **05.07.2006** to **19.08.2006**.

CHIEF MANAGER - HR & ADMN.

To

Ms. C. Vidya
Kumaraguru College of Technology
Coimbatore

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

First I thank **Almighty God** and **my parents** for giving me the grace and constant support in successfully completing this project to the best of my ability.

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In great honor and with indebt gratitude I thank my inspiring guide **Ms. S.Sangeetha** who has taken great interest in helping me on and often in the successful pursuit of my project. I am very much fortunate to get such a good guide, who encouraged me constantly with good counsel and helped me to complete the project successfully on time.

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I also extend my heartfelt gratitude to all the **employees of TNPL** for furnishing the information needed and being very accommodative in all aspects.

C.VIDHYA

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

“Human Welfare is a must, not only for a healthy employee but also for a healthy organization”

**“ONLY WHEN THE EMPLOYEES ARE WELL, THE ORGANISATION
CAN BE WELL OFF”**

An organization performance and resulting productivity are directly proportional to a quantity and the quality of its human resources. In dealing with the inanimate factors of production, (i.e., physical & financial) a management can accurately predict the input-output relationship and can even vary the factors it chooses in order to achieve the desired level of production. But regarding workers, they can increase or decrease the productivity as they choose. This human quality gives rise to the need for positive motivation.

A motive is an inner state that energizes, activities or moves and directs or channels behavior towards the goal.

The key to understand motivation it appears lies in the meaning of and the relationship between needs drives and goals.

Motivation techniques may be financial or non-financial. Bonus, incentives, increments are some of the financial motivational techniques. Labour welfare is a motivational technique. For example Housing, Hospital, Education facilities etc.,

The Indian labour organization recommends in its resolution of 1974, the following facilities for the welfare of the workers in its recommendations No 102

Facilities for food and meals in or near the undertaking

Rest and recreation facilities provided by the undertaking (excluding holiday facilities), and

Transportation facilities to and from the place of work where ordinary public transport is inadequate or impracticable.

The study team, appointed by the government of India in 1959, to examine the labour welfare activities then existing, divided the entire range of these activities into three groups, viz.,

- i. Welfare within the premises of an establishment medical aid, crèches, canteen, precincts and supply of drinking water.
- ii. Welfare outside the establishment provision for indoor and outdoor recreation, housing adult education, visual instructions, and
- iii. Social security.

Workers welfare should understand the meaning of “such services, facilities and amenities which may be established in the vicinity of an undertaking to enable the persons employed in time to perform their work in healthy, congenial surroundings and provide with amenities, conducive to good health and high morale”. In India, welfare of two kinds,

- i. Statutory welfare measures
- ii. Non-statutory welfare measures

Statutory welfare ensures a bare minimum of facilities and reasonably good working conditions for the workers. Employers are free to provide or not to provide non-statutory welfare. These measures are obligatory on the part of the employer to his employees which are known as “statutory welfare measures”. Labour welfare is otherwise termed as “Employee Service”.

In view of the fact that welfare work if provided in a spirit of sympathy, fairness, mutual, compromise and respect yields the employee Every attempt has to be made to enlist workers co-operation and achieve participation. On the whole the success of welfare schemes depend as much the manner in which they are administered and introduced as on the nature and quality of facilities offered.

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INTRODUCTION

CHAPTER I

INTRODUCTION

BACKGROUND OF THE STUDY

Labour problems arise because of the fact that, under the conditions of large-scale industry, people have to depend on other for their livelihood. They may have to accept jobs, which they do not like, they may have to work under unpleasant conditions, and they may have to accept wages, which are not enough for their average way of living. All these peculiarities, give rise to many problem connected with labour, whatever may be the system of economy and administration without solving these problems; productive efficiency will suffer in every country.

PROBLEM OF THE STUDY

The study has been carried out to assess the employee satisfaction of Tamilnadu Newsprint and Papers Limited. There are many factors which will lead to employee dissatisfaction; some of them are as follows, insecurity of the job, salary not up to the satisfaction of the employees, no provision for the growth of the employees, employees not considered for any decision making process in the organization, no proper relation between the co-workers and their superiors etc. When employee satisfaction increase employee turnover, absenteeism will decrease and factors like job performance, employee efficiency will increase.

OBJECTIVE OF THE STUDY

The main objective of the study is to have an in depth study of the statutory and non-statutory welfare measures in TNPL to give suggestions there on.

SCOPE OF THE STUDY

The study on the employee welfare measures is undertaken for it is considered as a main ingredient in every production process. The scope of the study is to analyze and

evaluate the employee welfare measures adoption in TNPL, kagithapuram at karur district and to find out how the employees were satisfied with such measures and to give suggestions and recommendation to the management for future improvement.

METHODOLOGY

Direct discussion with labour officer and workers were done to study the welfare measures in TNPL also 75 Employees were interviewed with regard to their opinions about those measures.

TYPE OF RESEARCH: The type of the research carried is descriptive in nature. The study was conducted to assess the employee satisfaction level of TNPLd.

POPULATION AND SAMPLE SIZE: The study was conducted only for the employee of the organization. There are 1734 employees in the company they are considered as the population of the study. The size of the sample is 75 and convenient sampling method is adopted to collect data.

SAMPLING TECHNIQUE: Simple random sampling is used for selecting the samples from the available workers.

TYPE OF STUDY

DATA COLLECTION

Data collection was done through structured questionnaires. Both the primary and secondary data were collected by the researcher for the study.

PRIMARY DATA: Primary data were collected through questionnaire. There are 30 questions. Out of them 7 questions related to personal information and 23 questions related to the opinion about welfare measures. Moreover the researcher visited 75 employees of TNPL. Frank and full answers were received from the officials of TNPL, Kagithapuram.

SECONDARY DATA: Secondary data constitute referring books, journals and catalogues etc., supplied by TNPL.

TOOLS USED FOR ANALYSIS: The data has been collected from 75 employees, Percentage analysis was used as the tool for the analysis of the data collected from the respondents. Statistical techniques like tabulation, bar diagram, pie chart are also used in this study.

LIMITATIONS OF THE STUDY

- The researcher had to face certain difficulties during the course of research.
- There are many factors, which hindered the progress and the scope of the study. They were time, distance and finance. Since the factory is located about 15 kilometers away from karur, it was very difficult for the researcher to collect the primary data.
- The researcher found difficult to meet the respondents personally to collect adequate information. This was time consuming.
- This study covers only Tamilnadu Newsprint and Papers Limited, Kagithapuram only.
- Therefore conclusion so arrived could not be projected and apply to all branches.

CHAPTER SCHEME

The reporter of the study has designed and presented 5 chapters as stated below

Chapter I – Introduction

Chapter II – Profile of TNPL

Chapter III – Macro-Micro economic analysis

Chapter IV – Data analysis and interpretation

Chapter V – Findings, suggestions and conclusions.

**ORGANIZATION
PROFILE**

CHAPTER II

PROFILE OF THE COMPANY

INTRO-PAPER INDUSTRY

Paper Industry plays an important role in the history of industrial development in India. Paper Industries occupy a large percentage in Indian market. It provides wide employment opportunities. The first paper mill was started in China. Paper Industry in India has a long history with the first mill being commissioned in 1812. Today there are more than 400 mills producing over 40 lakhs tones of paper.

TAMILNADU NEWSPRINT AND PAPERS LIMITED

THE COMPANY

TNPL was formed as a Public Limited Company under the provisions of the Companies Act 1956.

THE VISION

To be the Market Leader in the manufacture of world class eco-friendly paper by adoptive innovative technologies for suitable development.

THE MISSION

1. Attain leadership in paper Industry.
2. Promote the usage of Bagasse in newsprint and printing and writing paper.
3. Minimize environmental impact and become an environment friendly organization.

THE COMMITMENTS

ON QUALITY

TNPL committed to satisfy customers for the products they develop manufacture and supply with emphasis on,

1. Meeting customer requirements are competitive price.

2. Use of eco-friendly raw materials.
3. Enhance competency (skill of workmen from 48% to 53%)

ON ENVIRONMENT

Produce eco-friendly quality papers adopting innovative technologies provide a cleaner R&D efforts and continual process of improvements, coping with all relevant environmental legislation and regulation.

TNPL AT A GLANCE

- Established in 1979
- World Bank supported project
- Primarily focused on manufacture of paper from Bagasse
- India's largest integrated pulp & paper mill at a single location
- Daily production 600 tones of Newsprint & paper
- Annual production 1,80,000 tones of Newsprint & paper
- Number of paper machines are 2
- Annual Bagasse consumption is 8,00,000 tones
- Number of sugar mills supplying Bagasse are 6
- Yearly average sales turnover is US\$130 million
- Company employees around 1800 people
- Sales over 30,000 acres of forestland

HISTORY OF THE ORGANIZATION

ESTABLISHMENT

Government of Tamil Nadu promoted TAMIL NADU NEWSPRINT AND PAPERS LIMITED- popularly known as TNPL- for the manufacturer of newsprint, printing and writing papers using bagasse as the primary raw material. The late Chief Minister of Tamil Nadu Dr. M.G.R has inaugurated the TNPL in 1986. Bagasse is a weak fibrous material left after the extraction of juice from the sugarcane and is normally burnt as in house fuel in the sugar mill boiler to generate steam and power. It is the first commercial bagasse based newsprint project in Asia and in the world.

LOCATION

TNPL is located at Kagithapuram in Karur District of Tamil Nadu about 400kms south west of Chennai. The location has advantages in terms of nearest to sugar mills selling bagasse, proximity to River Cauvery for supplying water, access to broad gauge track for transportation of coal and there is also a well-developed road infrastructure.

CAPITAL

The initial capital outlay was RS.239 crores. For expansion 1995, the World Bank rendered direct loan assistance of US \$ 75 million. The expansion's capital outlay was RS.585 crores. It increased its production capacity in 2002-2003 with the capital cost of RS.15 crores.

TNPL started with an initial capacity of 90,000 tonnes per annum in 1986. The capacity was doubled to 1,80,000 tonnes per annum in 1996. To enhance the productivity and utilize the resources optimally. TNPL has upgraded the paper in 2003 and enhanced capacity to 2,30,000 tonnes per annum. Today, TNPL is the largest and most modern plant in India in a single location. The mill is specially designed for bagasse based paper manufacturing. It comprises the world finest equipment, advanced and sophisticated online

process and a quality control system. It is supported by an ongoing, cutting edge research and development initiative in line with emerging global trends. The successful manufacturing of quality papers from bagasse is an indeed for the company's technological competence.

The company has two of the fastest new generation paper machine. The paper machine supplied by Beloit Walmsely has an installed capacity of 1,00,000 tpa and as per machine supplied by Voith has an installed capacity of 1,30,000 tpa as on date. Together they can produce 750 tonnes of paper and newsprint a day. These machines can deliver a substance ranging from 40 to 90 grammage.

The machine is equipped with a metered size press, which facilitates the production of value-added products. Both the paper machine are equipped with shoe press, latest state-of-art supplied by Voith, Germany. TNPL has a full-fledged finishing house for the mechanized conversation of reels into sheets to deliver a high quality of finished product. The installation of two of the world best known automated, online sheeting and packing machinery namely Bielomatik cutter with a cut –pack capacity of 50 td, ECH-cutter with a cut pack capacity of 100 td has elevated TNPL's paper conversation facility to international standards.

BAGASSE AS RAW MATERIAL

TNPL uses bagasse as the primary raw material. By using around 8,00,000 Mts of bagasse per annum for production of newsprint and printing and writing paper. TNPL avoids deforestation of about 30,000 acres of land every year the wood used for manufacture of paper is sourced from social forestry schemes. The chemical consumption is less in bagasse pulping compared to wood. TNPL's treated effluent water completely complies with the norms of the pollution control board. The treated effluent water is used to irrigate 1500 acres of land abutting the factory.

The main raw materials used by the company are bagasse and hardwood. The company procured wood from Tamil Nadu Forest Plantation Corporation (TAFCON). TNPL has entered into a tie-up with five sugar mills to produce bagasse on substitution basis. Sugar mills normally use most of the bagasse internally as fuel for generation of process of steam. Under the agreement the TNPL has installed its own coal, lignite fired boilers at the premises of sugar mills as also suitable fuel and handling system and other auxiliaries. The company operates the offsite boilers by supplying coal / lignite and by employing its own operating personnel. The sugar mills release bagasse to the company at an agreed ratio based on the steam supplied by the company's offsite boilers. The company also tied up with five more sugar mills to produce bagasse on fuel exchange basis.

PAPER MILLS IN TAMIL NADU

- Tamil Nadu Newsprint and Paper Ltd.
- Seshayee Paper Mills Erode.
- Paper Mills In India
- J.K. Bond Paper Mills
- Orient Paper Mills
- Hindustan Paper Corporation and Newsprint Ltd
- Andhra Pradesh Paper Mills
- Nepa Paper Mills
- Mysore Paper Mills

MANAGEMENT

ADMINISTRATION

BOARD OF DIRECTORS

Thiru Shaktikanta Das, I.A.S	Chairman
Thiru S. Ramasundaram, I.A.S.	
(Held additional charge as Chairman and Managing Director from 8.8.05 to 17.5.06)	
Thiru V. Murthy, I.A.S.	Managing Director
Thiru K. Gnanadesikan, I.A.S.	Director
Thiru Sandeep Saxena, I.A.S.	Director
Thiru R.S. Agarwal	Director
Thiru R.R. Bhandari	Director
Thiru N. Kumaravelu	Director
Thiru V.R. Mehta	Director
Thiru V. Narayanan	Director
Thiru G. Prabhakara	Director
Thiru A. Velliangiri	Director (Finance)

Registered Office:

67, Mount Road, Guindy – 600 032

Factory:

Kagithapuram - 639 136, Karur District, Tamilnadu.

Auditors:

Maharaj N.R. Suresh & Co.Charted Accountants

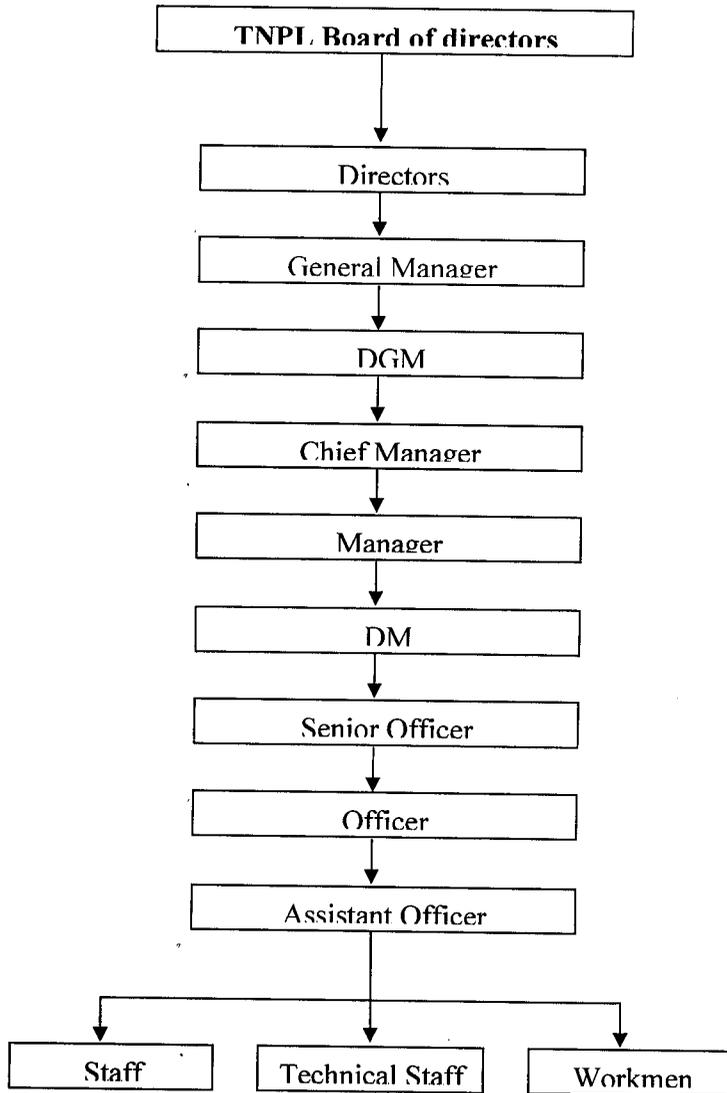
New No.9, Old No.5, II Lane, II Main Road

Trustpuram, Kodambakkam, Chennai – 600 024



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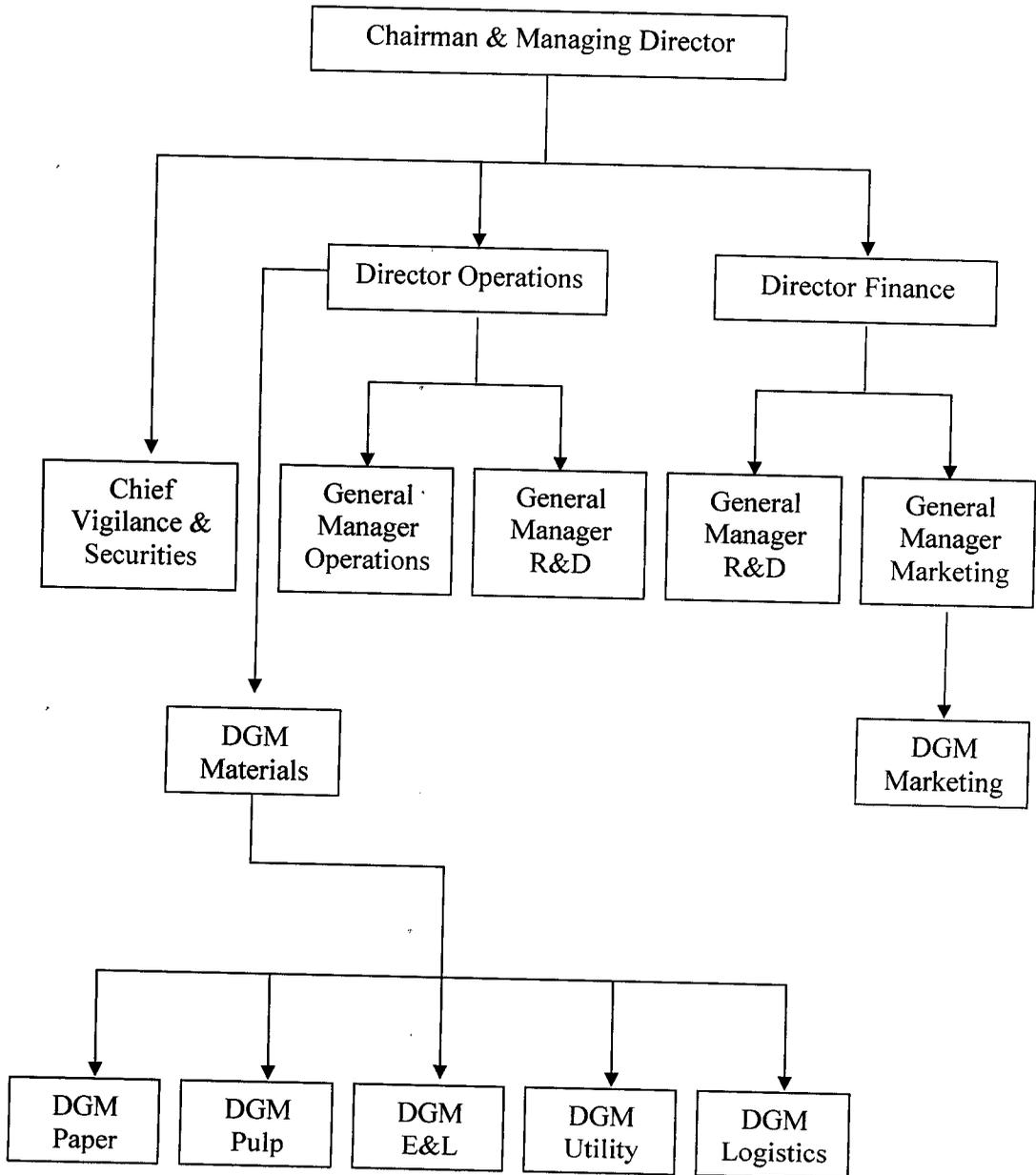
ORGANISATIONAL STRUCTURE



Juniour Assistant	Assistant Foreman	HS
Assistant Grade – 2	Charge Man[UG]	Skilled Grade – A
Assistant Grade – 1		Skilled Grade – B
Seniour Assistant [UG]		SS – [A]
		SS – [B]
		SS – [C]

Unskilled Lower Grade

ORGANISATIONAL CHART



PRODUCTS PROFILE AND MARKET POTENTIAL

- ❖ The Papermaking Process
- ❖ Historical development.
- ❖ Improvements in materials and processes
- ❖ Introduction of machinery
- ❖ Fibre sources
 - Wood
 - Rags
 - Waste paper and paperboard
 - Natural fibres other than wood
 - Synthetic fibres
- ❖ Processes for preparing pulp
 - Mechanical or ground wood pulp
 - Chemical wood pulp.
 - Semi chemical pulp
 - Bleaching and washing
- ❖ Manufacture of paper and paperboard
 - Preparation of stock
 - Formation of paper sheets by machines
 - Finishing and converting

PAPER PROPERTIES AND USES

- ❖ Substance and quantity measurement
- ❖ Strength and durability
- ❖ Optical properties

❖ Paper grades

- Bond paper
- Book paper
- Bristol
- Ground wood and Newsprint papers
- Kraft wrapping
- Paperboards
- Sanitary papers

PAPERMAKING PROCESS

HISTORICAL DEVELOPMENT

Papermaking can be traced to about AD 105, when Ts'aiLun, an official attached to the Imperial court of china, created a sheet of paper using mulberry and other fibres along with old rags, and hemp waste. In its slow traced westward, the art of papermaking reached Samarqand, in central Asia, in 751 and in 793 the 1st paper was made in Baghdad during the time of Harun ar-Rashid, with the golden age of Islamic culture that brought papermaking to the frontiers of Europe. By the 14th century a number of paper mills existed in Europe, particularly in Spain, Italy, France and Germany. The invention of printing in the 1450s brought a vastly increased demand for paper. Through the 18th century the papermaking process remained essentially unchanged, with linen and cotton rags furnishing the basic raw materials paper mill was increasingly plagued by shortages, in the 18th century they even advertised and solicited publicity for rags.

IMPROVEMENTS IN MATERIALS AND PROCESSES:

In 1800 a book was published that launched development of practical methods for manufacturing paper from wood pulp and other vegetable pulps. Several major pulping processes were gradually developed that relieved the paper industry of dependency upon

cotton and linen rags and made modern large-scale production possible. These developments followed two distinct pathways. In one, fibres and fibre fragments were separated from the wood structure by mechanical means and in the other, the wood was exposed to chemical solution that dissolved and removed lignin and other wood components, leaving cellulose fibre behind. Made by mechanical methods, ground wood pulp contains all the components of wood and this is not suitable for papers in which high. Whiteness and permanence are required ground wood pulp was first made in Germany in 1840, but the process did not come in to expensive use until about 1890, soda pulp was first manufactured from wood in 1852 in England, and in 1867 a patent was issued in the United states for the sulfite pulping process.

A sheet of paper composed only of cellulose fibre (“waterleaf”) is water absorbent. Hence, water-based inks and other aqueous liquids will penetrate and spread in it. Impregnation of the paper with various substances that retrace such wetting and penetration called sizing. Before 1800, paper sheets were sized by impregnation with animal glue or vegetable gums an expensive and tedious process. In 1800 Moritz Friedrich Illig in Germany discovered that paper could be sized involves with rosin and alum. Although Illig published his discovery in 1807, the method did not come into wide use for about 25 years.

PAPERMAKING

Formation of a matted or felted sheet, usually of cellulose fibres, from water suspension on a wire screen. Paper is the basic material used for written communication and the dissemination of information. In addition, paper and paperboard provide materials for hundreds of other uses, such as wrapping, packaging, toweling, insulating and photography.

The word paper is derived from the name of the reedy plant papyrus, which grows abundantly along the Nile River in Egypt. In ancient times, the fibrous layers within the stem of this plant were removed, placed side by side and crossed at right angles with another set of layers similarly arranged. The sheet so formed was dampened and pressed. Upon drying, the glue-like sap of the plant, acting as an adhesive, cemented the layers together. Complete defibring, an indispensable element in modern papermaking, did not occur in the preparation of papyrus sheets.

MARKET POTENTIAL

TNPL have internal and external market for its products. For internal market, they mainly concentrate South and North region. Their export market includes countries like Australia, Egypt, Jordan, Kenya and Nigeria. The demand for printing and writing paper was stable in the domestic market during the year. One price increase of Rs.1000/- per MT was effected from 1.4.2003 however, the prices in the international market softened since July 2003 till February 2004 in the meantime, softwood and hardwood pulp prices started hardening due to improved demand and lower inventory. Consequently the printing and writing paper prices started firming up from February/March 2004. This trend is likely to continue throughout the year.

During the year the Government of India has reduced exports incentives for newsprint and writing paper from 4% to 3% and increased the incentive for cut size papers and sheets to 9% with effect from 14th September 2004. TNPL Company has exported 41264 Mts of Printing and Writing paper during the year to 25 countries.

COMPETITIVE STRENGTH OF THE COMPANY

EMPLOYEE STRENGTH IN TNPL

The TNPL has advantages in terms of nearest to sugar mills selling bagasse, proximity to River Cauvery for supplying water, access to broad gauge track for

transportation of coal and there is also a well-developed road infrastructure. The company conserves the valuable forest resources to the tune about 1.5 lakhs tones per annum.

OPPORTUNITIES AND CHALLENGES

With the closer integration of the Indian company with the global economy, the performance of the Indian paper industry is getting increasingly linked to the trends in international paper prices, demand and supply. It is therefore necessary the mills produce newsprint and printing and writing paper on a globally competitive basis. In practice the Indian paper industry continues to be plagued by the lack of "level playing field" in every activity. The major issues confronting the Indian paper industry are: wide diverse structure of the industry, low economies of scale, obsolete technology, low capacity utilization, high cost of raw materials, inadequate good quality fiber, environmental concerns, high capital cost and emerging global competition.

India with 16% of the world population, consumes only 1.2% of the global paper and board output. The per capital consumption of 5.5 kg is far below the global average of 54 kg. An average growth rate of 5-6% in demand for the next five years is anticipated. The capacity additions during 2005-06 is estimated to be less than 1.00 lakhs Mts. With the increase in exports and increase in consumption in the domestic market, the additional production can be absorbed without difficulties. The outlook for printing & writing paper is good. Newsprint demand in the developed markets is expected to be flat. The newsprint price may be stable in the range of USD 620-650 per MT during the year.

TNPL will continue its focus on printing and writing paper. TNPL will strive to increase the exports to 45,000 Mts during 2005-06. In tune with the market trend, TNPL has increased the newsprint prices by Rs.1000 per Mt with prices by Rs.1000-1600 per Mt in the domestic market and USD 30 Per Mt in the export market effective from 01.04.2005.

FUTURE PLAN OF ACTION

- TNPL plans to increase the installed capacity of the mill from the current level of 2,30,000 tpa to 2,45,000 after the ongoing MDP.
- Continuous improvements of product quality on par with market demands and requirements.
- Continuous improvement of process and products to customer satisfaction.
- Continuous improvement of mechanical bagasse pulping process by establishing the AMPM process.
- Exploring alternative raw materials for Papermaking.
- TNPL has been consistently expanding its market not only across the regions of the country but also other countries in the world.

AWARDS AND ACCOLADES

- TNPL has obtained ISO 9001 certification from TUV-CERT international certification body for development manufacture and supply of Newsprint and Printing and Writing paper.
- TNPL has achieved “ZERO STOCK” of finished goods on every year. This is the 14th year in which TNPL has achieved this destination.
- TNPL has been awarded the prestigious ISO 14001 certification by RWTUV, Germany in February 2002 for successfully establishing and applying the Environment management systems for development, manufacture and supply of paper.
- Indian Paper Manufactures Association (IPMA) has awarded the prestigious “Paper Mill of the year 2001-2002 award” TNPL for its overall performance in the year.

DESCRIPTION OF VARIOUS FUNCTIONAL AREAS

HUMAN RESOURCE DEVELOPMENT

TNPL continues its HR efforts of providing developmental inputs to the employees through structured training programmes to develop their knowledge, skills and attitudes in compliance with ISO 9001 : 2000 Standards. "On the job" training were imparted to 123 employees on the areas like Distributed Control System (DCS), Refining, Fabric, Dry end controls, Winding Techniques and Packing by engaging our Internal Trainers.

In additions to the above, the company has sponsored its employees to external training programmes organized by renowned institutions on the topics like, business leadership skills, value added tax, service tax, system audit, inventory and stores management.

FINANCIAL REVIEW

The sale during the year 2005 was Rs.671.28 crores against Rs.583.60 crores in the previous year. The increase was mainly due to the increase in sales by 24110 Mt and increase in sales realization by Rs:2675 Mt in Newsprint and by Rs.775 Mt in Printing and Writing Paper.

The cost of production during the year was high mainly due to the increase in cost of coal and higher usage of purchased pulp due to bagasse shortage. The financial statement has been prepared in accordance with the requirements of Companies Act 1956 and the prescribed Accounting Standards.

MARKETING MANAGEMENT

The market for Newsprint and Printing & Writing Paper is intensely competitive. As newsprint price is highly cyclical and uneconomical, the company has reduced the newsprint production to 4% of the total production. TNPL is gradually reducing its dependence on Cream wove and increasing the production of Value Added Products. The

branded copier production has been increased from 19311 Mts in 2003-04 to 28141 Mts in 2004-05. TNPL is a consistent player in exports with around 20% of total production exported to 21 countries around the world. The exports during the year have increased by 37% in quantitative terms and 47% in value terms over the previous year.

TOTAL QUALITY MANAGEMENT (TQM)

Creativity and lateral thinking offer scope for improving productivity. TQM is a system approach that considers every interaction between the various elements of the organization. TNPL has introduced TQM concepts for quite sometime. Some of the TQM projects implemented earlier have resulted in cost savings, quality improvement and simplification of work methods. Two new projects namely optimization of bio-methanation plant performance to improve the biogas generation and utilize the excess gas in the power boiler in replacement of fossil fuel and removal of Chlorides from the Static Precipitator ash in the Recovery boilers are expected to generate good savings.

**MACRO - MICRO
ECONOMIC ANALYSIS**

CHAPTER III

MACRO-MICRO ECONOMIC ANALYSIS

The Indian Paper Industry ranks 15th among the global producers and is highly fragmented with over 600 units with capacity ranging from 3tpd to 700tpd. Total installed capacity is 6.70 Million tons. The production is around 5.52 Million tons. The top 12 players with a capacity of over 100000Mts per annum account for a production of 2 Million tons, equivalent to 36% of total production. The industry turnover is estimated, as Rs.15000Crores. The contribution to the exchequer is Rs.2500Crores. The per capita consumption is 5.5 kg against the Asian Average of 45 kg and the World average of 54kg. The demand growth in the last 3 years is 5.47%. With the economic growth and the increase in the literacy rate, the per capita consumption is likely to reach 8 kg by the year 2010. Due to entry barriers (raw material shortages, high capital cost and strict environment regulations) no Green Field Project is in the offing. The "A" grade mills are upgrading their production capacity with cleaner technology. The "B" Grade Mills with de-linking pulping facilities are emerging as competitors to "A" Grade mills in certain segments. As the Paper Industry is highly capital intensive and capital turn over ratio is very low, the industry requires proper nurture, care and support from the Government.

With the liberalization process initiated in the year 1991, the Indian Paper Industry is open to the competition from the global players. Imports are freely allowed. In the Union Budget 2005-06, the import duty on paper has been lowered to 15%. The import duty on Newsprint is retained at 5%. A total import during 2004-05 was 9lakh Mts. This includes Newsprint of 7.5lakh Mts. The IPMA member mills have exported 2.30lakh Mts during 2004-05. The Printing and Writing paper production was high at 188533 Mts. The Newsprint production was 7708 Mts. The overall Capacity Utilization was 85.47% despite stoppage of paper machines for 58 machine days due to water shortage. Sales and other

income peaked at an all-time high of Rs.698.45Crores in the previous year. The sales also include export of power to the state grid valuing at Rs.29.27Crores. TNPL has achieved zero stock of Newsprint and Printing and Writing paper at the end of the year. Exports were at an all time high, at 41264Mts compared to 30098Mts in the previous year. The exports are expected to go up further in the current year. The Net worth has increased to Rs.464.74Crores. The book value per share works out to Rs.66.74.

**DATA ANALYSIS
AND
INTERPRETATION**

CHAPTER IV
DATA ANALYSIS AND INTERPRETATION

TABLE - 1

TABLE SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR AGE

Age	No of Respondents	Percentage(%)
21-30 years	6	8
31-40 years	21	28
41-50 years	35	47
51 & Above	13	17
Total	75	100

Source: Primary Data.

Tools : % Analysis.

INTERPRETATION:

From the table it is clear that 47% of the respondents are between 41-50 years, 28% of the respondents are between 31-40 years, 17% of the respondents are between 51 and above and 8% of the respondents are between 21-30 years.

CHART - 1

CHART SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR AGE

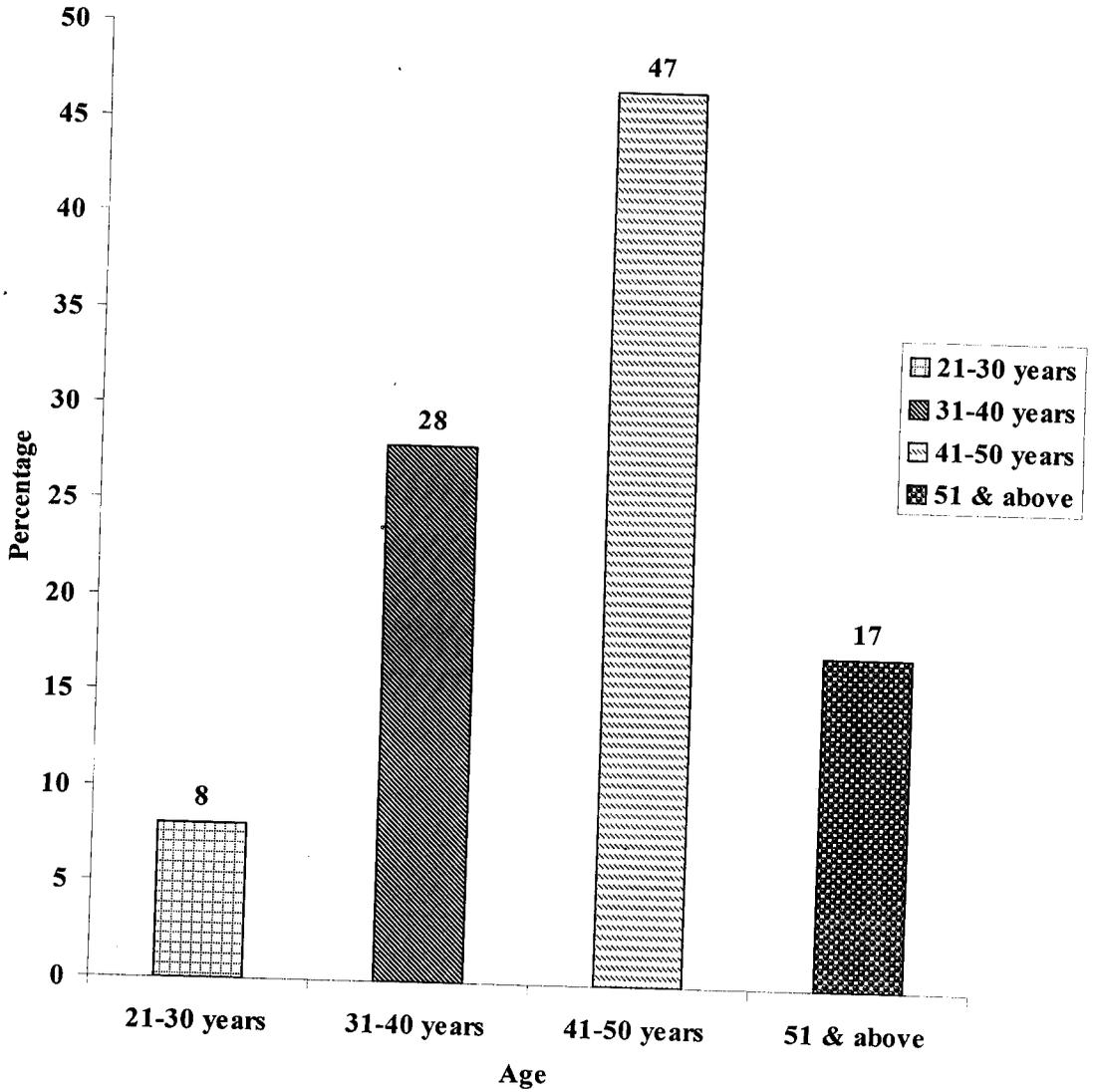


TABLE - 2

**TABLE SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR
GENDER**

Gender	No of Respondents	Percentage(%)
Male	62	83
Female	13	17
Total	75	100

INTERPRETATION:

From the table, it is clear that 83% of the respondents are male and 17% of the respondents are female.

CHART - 2

CHART SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR GENDER

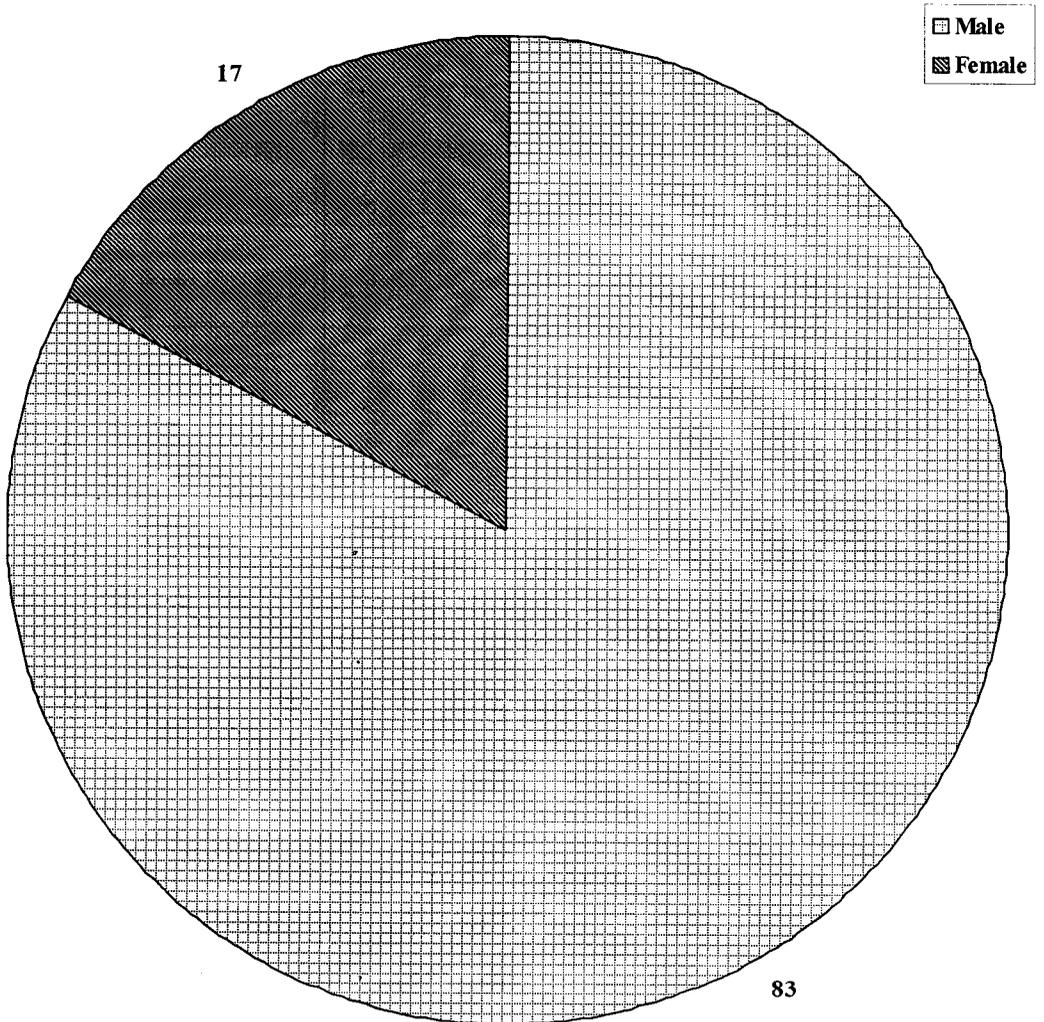


TABLE - 3

**TABLE SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR
MARITAL STATUS**

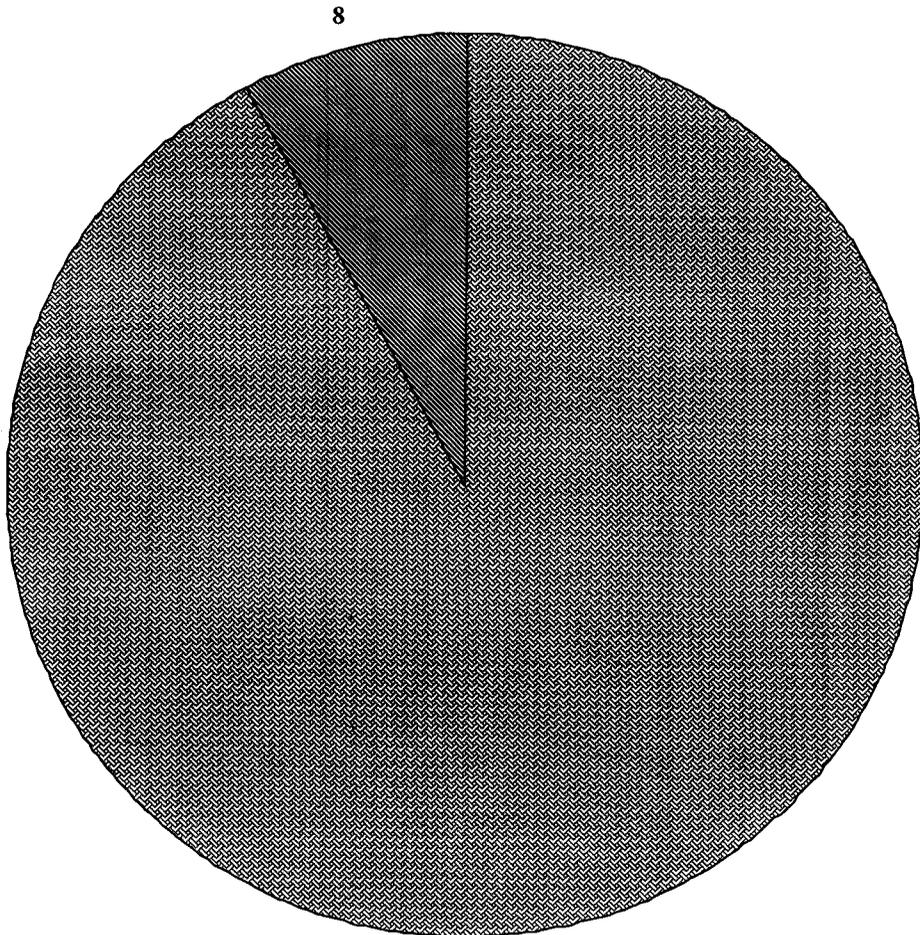
Marital Status	No of Respondents	Percentage(%)
Married	69	92
Unmarried	6	8
Total	75	100

INTERPRETATION:

From the table, it is clear that 92% of the respondents are married and 8% of the respondents are not married.

CHART – 3

CHART SHOWING THE DISTRIBUTION OF RESPONDENTS
BY THEIR MARITAL STATUS



92

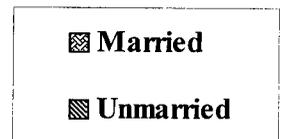


TABLE - 4

**TABLE SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR
EDUCATIONAL QUALIFICATION**

Educational Qualification	No of Respondents	Percentage(%)
SSLC	1	1
HSC	2	3
Diploma	5	7
Graduate	23	30
Post Graduate	44	59
Total	75	100

INTERPRETATION:

From the table, it is clear that 59% of the respondents are Post Graduate, 30% of the respondents are Graduate, 3 % of the respondents are HSC and 7% of the respondents are diploma holders.

CHART - 4

CHART SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR EDUCATIONAL QUALIFICATION

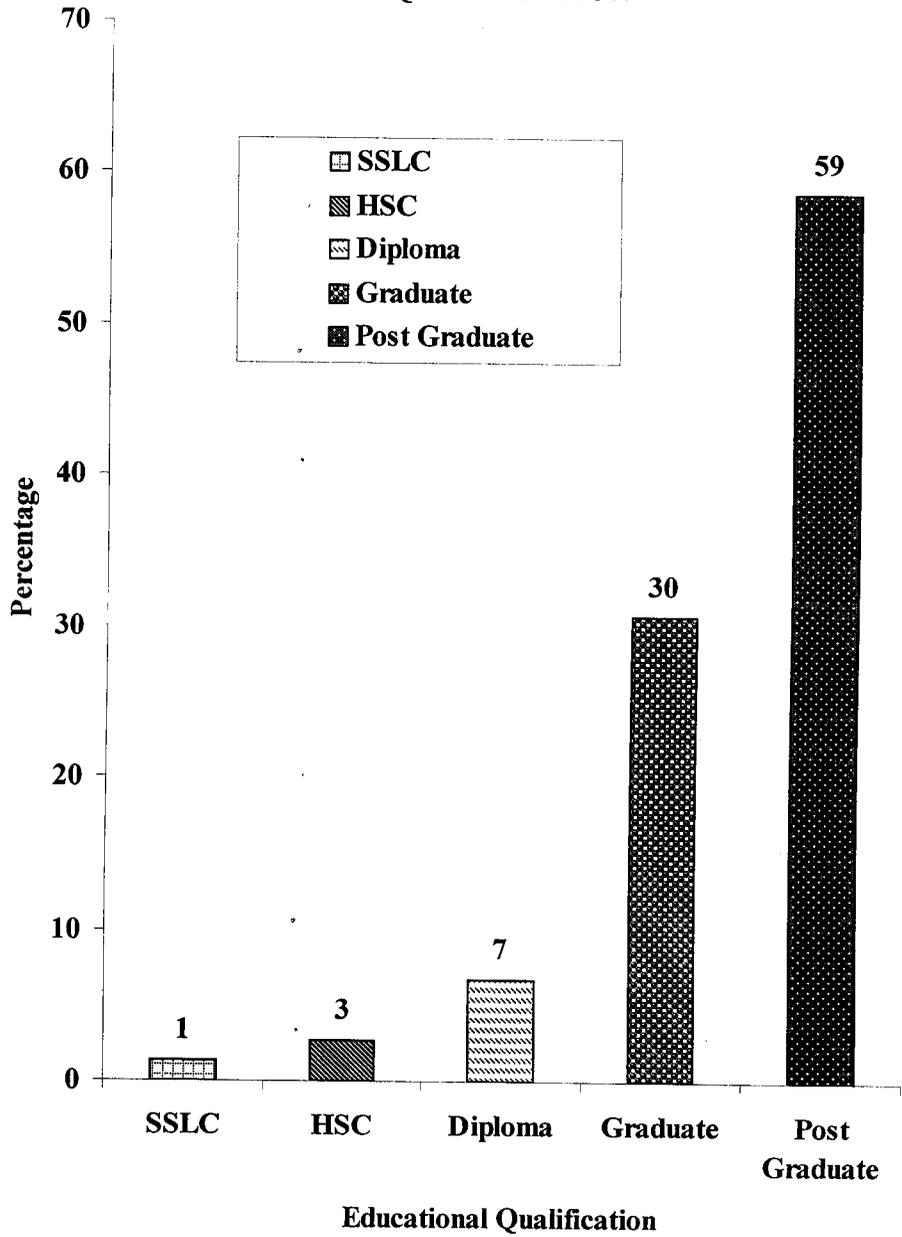


TABLE - 5

TABLE SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR EXPERIENCE

Experience	No of Respondents	Percentage(%)
Below 10 years	19	25
11-20 years	17	23
20 years & above	39	52
Total	75	100

INTERPRETATION:

From the table, it is clear that 52% of the respondents are having experience between 20 years and above, 25% of the respondents are having experience below 10 years and 23% of the respondents are having experience between 11-20 years.

CHART - 5

CHART SHOWING THE DISTRIBUTION OF RESPONDENTS BY THEIR EXPERIENCE

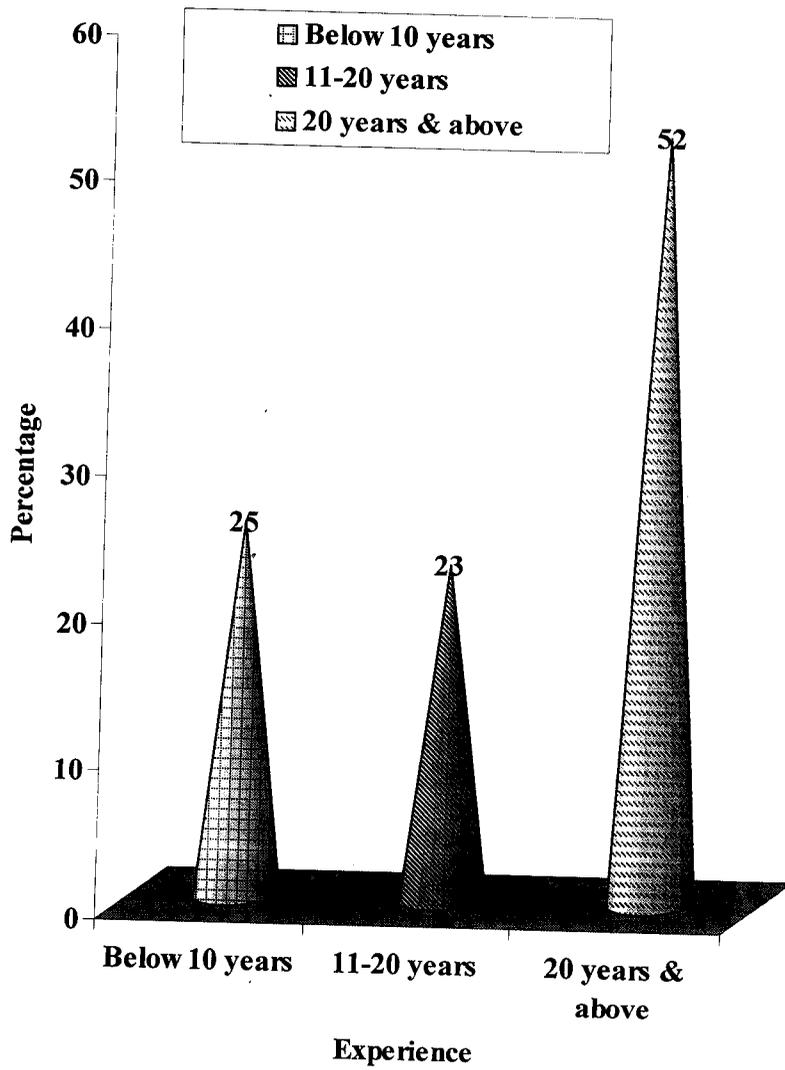


TABLE - 6

**TABLE SHOWING THE DISTRIBUTION OF EMPLOYEES BY THEIR
MONTHLY INCOME**

Monthly Income	No of Respondents	Percentage(%)
Upto Rs.5000	2	3
Rs.5001 – Rs.10,000	9	12
Rs.10, 001 & above	64	85
Total	75	100

INTERPRETATION:

From table, it is clear that 85% of the respondents earn Rs.10001 and above, 12% of the respondents earn Rs.5001-10000 and 3% of the respondents earn Rs.5000.

CHART - 6

CHART SHOWING THE DISTRIBUTION OF EMPLOYEES BY THEIR MONTHLY INCOME

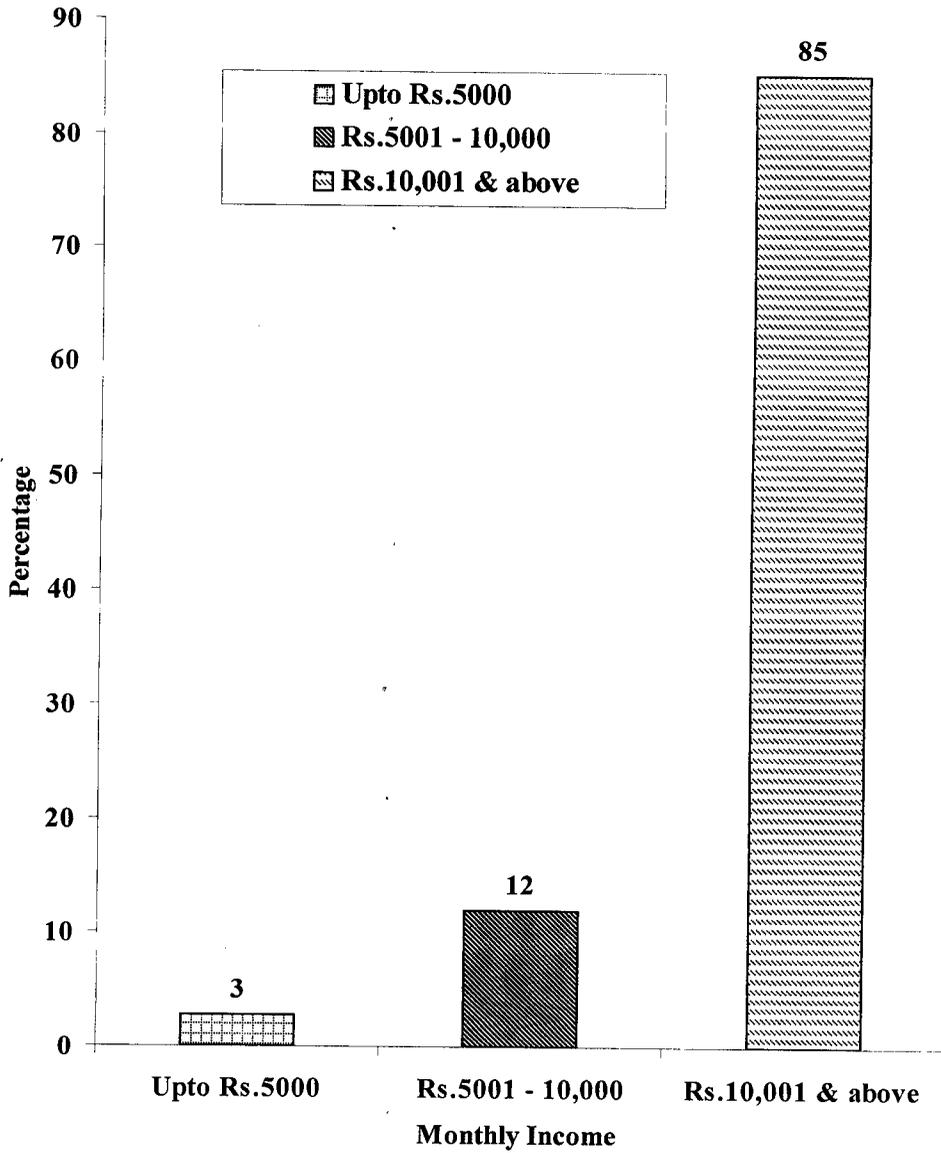


TABLE - 7

TABLE SHOWING THE LEVEL OF SATISFACTION WITH THEIR LEAVE

Response	No of Respondents	Percentage(%)
Excellent	21	28
Good	21	28
Satisfied	21	28
Average	12	16
Total	75	100

INTERPRETATION:

From the table, it is clear that 28% of the respondents say that they are satisfied with their leave, 28% of the respondents agree that their leave are good, 28% of the respondents say that excellent and 16% of the respondents say average.

CHART -7

CHART SHOWING THE LEVEL OF SATISFACTION WITH THEIR LEAVE

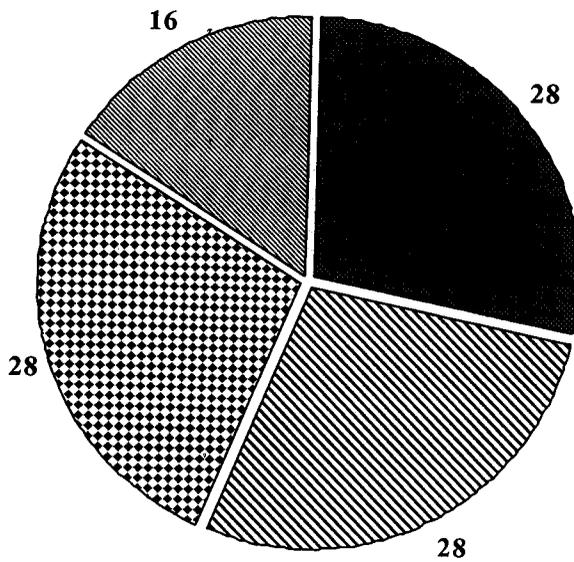


TABLE - 8

**TABLE SHOWING THE LEVEL OF SATISFACTION WITH TOILETS,
SHELTERS, REST ROOMS AND LUNCH ROOMS**

Response	No of Respondents	Percentage(%)
Excellent	12	16
Good	42	56
Satisfied	15	20
Average	6	8
Total	75	100

INTERPRETATION:

From the table, it is clear that 20% of the respondents feel that the facilities are satisfied, 56% of the respondents feel that their are good, 16% of the respondents feels excellent and 8% of the respondents feel the facilities are average.

TABLE - 9

**TABLE SHOWING THE OPINION ABOUT WHETHER SAFETY MEASURE
DECREASE THE RATE OF ACCIDENT**

Response	No of Respondents	Percentage (%)
Strongly agree	15	20
Agree	54	72
Normal	6	8
Total	75	100

INTERPRETATION:

From the table, it is clear that 72% of the respondents agree that safety measures decrease the rate of accident, 8% of the respondents normally accept that the safety measures decrease the rate of accidents and 20% of the respondents strongly agree that the safety measures decrease the rate of accident.

TABLE - 10

**TABLE SHOWING THE OPINION OF THE RESPONDENTS ABOUT THE
GROUP INSURANCE SCHEME OFFERED BY THE COMPANY**

Response	No of Respondents	Percentage (%)
Excellent	15	20
Good	45	60
Satisfied	15	20
Total	75	100

INTERPRETATION:

From the table, it is clear that 60% of the respondents have good opinion, 20% of the respondents have satisfied with the group insurance scheme and 20% of the respondents have excellent opinion.

CHART - 10

CHART SHOWING THE OPINION OF THE RESPONDENTS ABOUT THE GROUP INSURANCE SCHEME OFFERED BY THE COMPANY

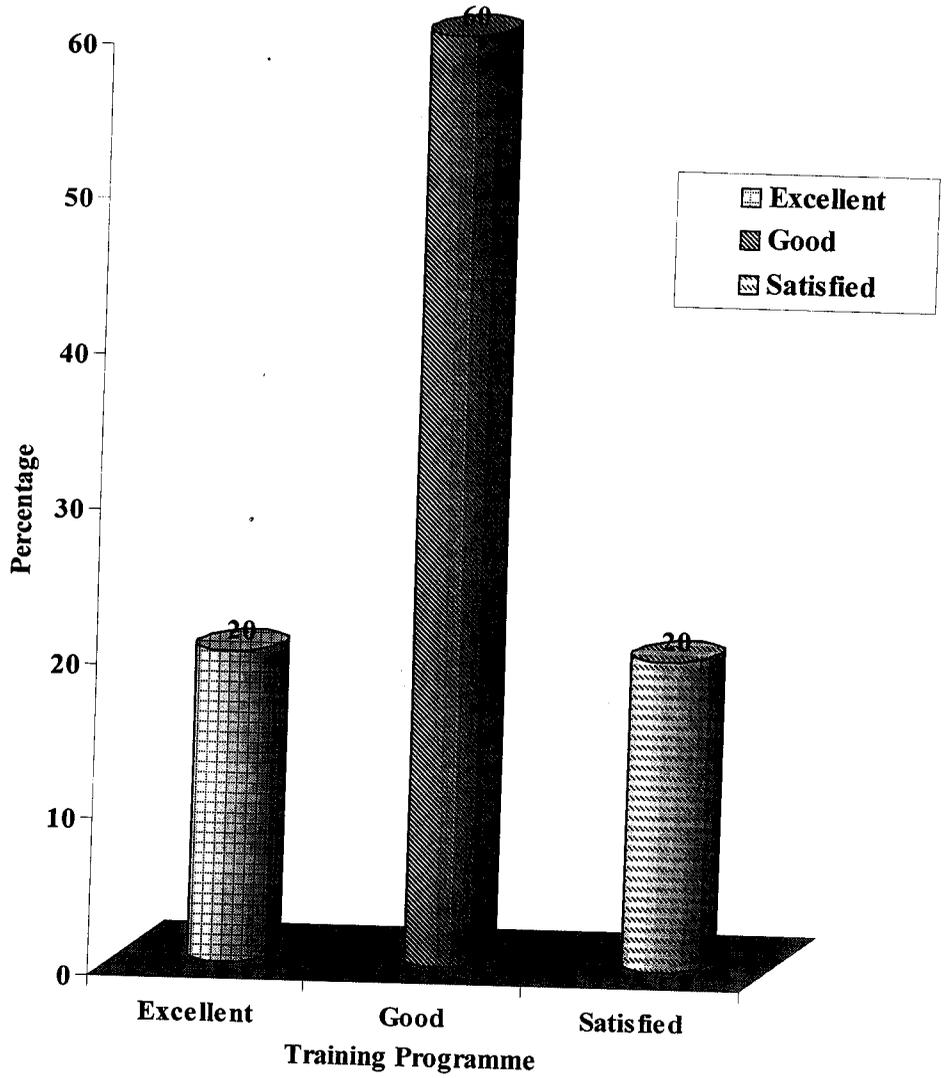


TABLE - 11

**TABLE SHOWING THE OPINION ABOUT THE PERSONAL ACCIDENT
INSURANCE POLICY**

Response	No of Respondents	Percentage (%)
Excellent	18	24
Good	45	60
Satisfied	12	20
Total	75	100

INTERPRETATION:

From the table, it is clear that 60% of the respondents have good opinion, 24% of the respondents have excellent opinion and 20% of the respondents have average regarding personal accident insurance policy.

CHART -11

CHART SHOWING THE OPINION ABOUT THE PERSONAL ACCIDENT INSURANCE POLICY

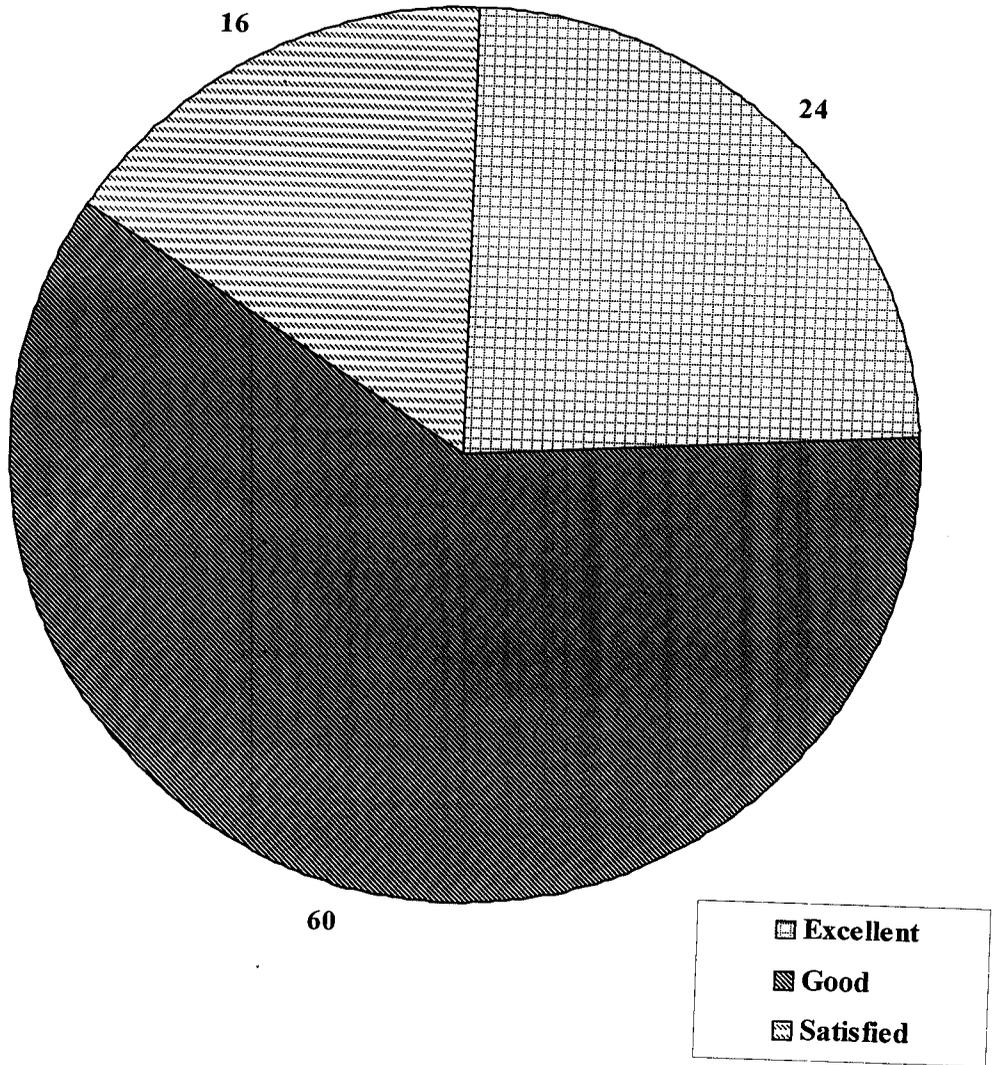


TABLE - 12

**TABLE SHOWING THE LEVEL OF SATISFACTION WITH EMPLOYEE
BENEFIT SCHEMES**

Response	No of Respondents	Percentage (%)
Excellent	9	12
Good	48	64
Satisfied	18	24
Total	75	100

INTERPRETATION:

Above table clearly shows that 64% of the respondents agree that the employee benefit scheme are good, 24% of the respondents agree that the scheme are satisfied and 12% of the respondents feel that the employee benefit scheme offered by TNPL are excellent.

TABLE - 13

**TABLE SHOWING THE LEVEL OF SATISFACTION WITH THE FACILITIES
PROVIDED IN THE RECREATIONAL CLUB**

Response	No of Respondents	Percentage (%)
Excellent	6	8
Good	44	59
Satisfied	15	20
Average	10	13
Total	75	100

INTERPRETATION:

From the table, it is clear that 59% of the respondents say that the facilities are good, 20% of the respondents agree that the facilities are satisfied, 13% of the respondents feel that the facilities are average and 8% of the respondents feel that the facilities are excellent.

TABLE - 14

**TABLE SHOWING THE OPINION ABOUT THE WORKING OF CO-
OPERATIVE STORES**

Response	No of Respondents	Percentage (%)
Excellent	6	8
Good	33	44
Satisfied	24	32
Average	12	16
Total	75	100

INTERPRETATION:

From the table, it is clear that 44% of the respondents opined that the services rendered by the co-operative stores are good, 32% of the respondents have a satisfied remark, 16% of the respondents have an average remark on the services render by the co-operative stores and 8% of the respondents have excellent remark on the services render by the co-operative stores.

TABLE - 15

TABLE SHOWING THE LEVEL OF SATISFACTION IN CANTEEN

Response	No of Respondents	Percentage (%)
Excellent	8	11
Good	39	52
Satisfied	24	32
Average	4	5
Total	75	100

INTERPRETATION:

From the table, it is clear that 52% of the respondents accept that the facilities are good, 32% of the respondents have satisfied with the facilities provided, 11% of the respondents accept that the facilities provided are excellent and 5% of the respondents have an average opinion.

TABLE - 16

**TABLE SHOWING THE OPINION ABOUT MEDICAL ASSISTANCE FOR
SERIOUS ALIMENTS**

Response	No of Respondents	Percentage (%)
Excellent	18	24
Good	36	48
Satisfied	9	12
Average	12	16
Total	75	100

INTERPRETATION:

From the table, it is clear that 48% of the respondents have a good opinion regarding the medical assistance for serious ailments, 24% of the respondents have excellent opinion regarding the medical assistance for serious ailments, 16% of the respondents have an average opinion regarding the medical assistance for serious ailments and 12% of the respondents have satisfied with the medical assistance for serious ailments.

TABLE - 17

**TABLE SHOWING THE OPINION ABOUT INDUSTRIAL ACCIDENT
BENEFITS**

Response	No of Respondents	Percentage (%)
Excellent	21	28
Good	39	52
Satisfied	15	20
Total	75	100

INTERPRETATION:

From the table, it is clear that 52% of the respondents have a good opinion, 28% of the respondents have excellent opinion and 20% of the respondents have satisfied with the industrial accident benefit.

TABLE - 18

**TABLE SHOWING THE OPINION ABOUT SPECIAL MEDICAL ASSISTANCE
SCHEME IN TNPL**

Response	No of Respondents	Percentage (%)
Excellent	18	24
Good	45	60
Satisfied	12	16
Total	75	100

INTERPRETATION:

From the table, it is clear that 60% of the respondents have a good opinion regarding the medical assistance scheme in TNPL, 24% of the respondents have excellent opinion regarding the medical assistance scheme in TNPL and 16% of the respondents have satisfied with the medical assistance scheme in TNPL.

TABLE - 19

TABLE SHOWING THE OPINION ABOUT WORKING HOURS

Response	No of Respondents	Percentage (%)
Excellent	9	12
Good	24	32
Satisfied	24	32
Average	18	24
Total	75	100

INTERPRETATION:

From the table, it is clear that 32% of the respondents feel that working hours are good, 32% of the respondents feel that they are satisfied with their working hours, 24% of the respondents have an average opinion and 12% of the respondents have feel that the working hours are excellent.



P-2055

TABLE - 20

TABLE SHOWING THE OPINION ABOUT WORK PLACE

Response	No of Respondents	Percentage (%)
Very healthy	6	8
Healthy	66	88
Unhealthy	3	4
Total	75	100

INTERPRETATION:

From the table, it is clear that 88% of the respondents says that their work place are healthy, 8% of the respondents say that their work place are very healthy and 4% of the respondents say that their work place are unhealthy.

TABLE - 21

TABLE SHOWING THE OPINION ABOUT OTHER WELFARE MEASURES

Response	No of Respondents	Percentage (%)
Yes	66	88
No	9	12
Total	75	100

INTERPRETATION:

From the table, it is clear that 88% of the respondents say that these welfare measures increases their skills and 12% of the respondents say that these welfare measures doesn't increases their skills.

CONCLUSION

CHAPTER V

FINDINGS

1. In this study most of the respondents fall under the category of 41-50 years.
2. 83% of the respondents are males and 17% of the respondents are females.
3. 92% of the respondents are married status and 8% of the respondents are unmarried status.
4. Most of the respondents are educated are in the status of postgraduates.
5. 52% of the respondents are having the service of above 20 years.
6. It is interesting to note that 85% of the total respondents will come under the income group of Rs.10001 and above monthly.
7. Most of the responding excellent, good, satisfied with their leave.
8. Most of the respondents feel good with the facilities such as toilets, shelters, rest room and lunchroom provided by the company.
9. 72% of the respondents agreed that the safety measures decrease the rate of accident.
10. 60% of the respondents have good opinion regarding the personal accident insurance policy.
11. 60% of the respondents have good opinion regarding the personal accident insurance policy.
12. 64% of the respondents satisfied with the Employees benefit schemes.
13. 59% of the respondents feel that the functioning of the recreational club is good.
14. Most of the respondents have good remarks on the services rendered by co-operative stores.
15. Most of the respondents feel better with the provision of housing colony.

16. Most of the respondents opine the services rendered by the canteen are good.
17. Most of the respondents have good opinion regarding the medical assistance for serious ailments.
18. Most of the respondents have good opinion regarding the industrial accident benefit.
19. Most of the respondents have felt the facilities are good regarding housing loan and employee housing society.
20. 32% respondents are satisfied and 32% respondents are good that facilities provided are good with working hours.
21. Most of the respondents satisfied healthy their work place.
22. Most of the respondents agree that the welfare facilities increase their skill.

SUGGESTIONS

- It is suggested that the management might try to find out various causes for the workers dissatisfaction and try out undertake remedial measures.
- Extra uniforms can be provided to the workers in the factory.
- Rain coat can be supplied to all the workers permanently.
- While analyzing the opinion of the employees , it is understood that most of the respondents are happy with the welfare measures provided by TNPL.
- Findings shows that the managements has provided as many facilities as possible to the employees to ensure better co-operation from all the members.
- As the result of such welfare measures, production are increasing steadily the company is continuously implementing more and more steps in improving the standard of living of the employees.

CONCLUSION

Behind every successful man there stands a woman. At the same, behind every successful organization there stand its employees. As their non-statutory welfare measures are not only for the employees but it also reaches their family members, they always keep their home a heaven. This has a great impact on the employees, they give their fullest co-operation to the management, which results in high productivity. As there is a cordial relationship between the management and the workers, TNPL provides wholeheartedly more welfare facilities and the workers are also contributing more towards betterment of the organization. This shows that Tamilnadu Newsprint And Papers Limited is moving in the right direction. There is no doubt, that this organization will achieve more in the future.

APPENDIX

**QUESTIONNAIRE FOR THE EMPLOYEES OF
TAMILNADU NEWSPRINT AND PAPERS LIMITED,
KAGITHAPURAM – ABOUT WELFARE MEASURES**

1. Department, which you belong:

2. Designation:

3. Age

Below 20	<input type="checkbox"/>	20-30	<input type="checkbox"/>
30 - 40	<input type="checkbox"/>	40-50	<input type="checkbox"/>
50 & above	<input type="checkbox"/>		

4. Sex

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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5. Marital status

Married	<input type="checkbox"/>	Unmarried	<input type="checkbox"/>
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6. Number of family members

1 - 2	<input type="checkbox"/>	3 - 4	<input type="checkbox"/>
5 - 6	<input type="checkbox"/>	7 - 8	<input type="checkbox"/>

7. Education qualification

Below 10 th std	<input type="checkbox"/>	SSLC	<input type="checkbox"/>
Hr.sec	<input type="checkbox"/>	Graduate	<input type="checkbox"/>
Post graduate	<input type="checkbox"/>		

8. Year of service

1 - 5	<input type="checkbox"/>	6 - 10	<input type="checkbox"/>
11 - 15	<input type="checkbox"/>	Above 15	<input type="checkbox"/>

9. Monthly income

Upto Rs.5000/- Rs.5001 - 10000

Rs.10001 - 15000 Rs.15001 - 20000

Rs.20001 & Above

10. Are you satisfied with your income?

Yes No

11. Is there any shift in your company?

Yes No

12. Is there any overtime work?

Yes No

13. Are you satisfied with your leave facilities?

Excellent Good

Satisfied Average

14. Are you satisfied with the facilities of toilets, shelters, rest room and lunch rooms?

Excellent Good

Satisfied Average

15. Do you agree that the safety measures decrease the rate of accidents?

Strongly agree Agree

Normal Disagree

16. What is your opinion about the Group Insurance Scheme?

Excellent Good

Satisfied Average

17. What is your opinion about the Personal Accident Insurance Policy?

Excellent Good

Satisfied Average

18. Are you satisfied with your Employee Benefit Scheme?

Excellent Good

Satisfied Average

19. Are you satisfied with the facilities provided in the recreational club?

Excellent Good

Satisfied Average

20. Are you satisfied with your co-operative stores?

Excellent Good

Satisfied Average

21. What is your opinion about housing colony?

Excellent Good

Satisfied Average

22. What do you about the quality of the food items provided in the canteen?

Excellent Good

Satisfied Average

23. What is your opinion about medical assistance for serious ailments?

Excellent Good

Satisfied Average

24. Are you satisfied with your Industrial Accident Benefits?

Excellent Good

Satisfied Average

25. Are you satisfied with the special medical assistance scheme available in TNPL?

Excellent Good

Satisfied Average

26. What is opinion about Housing Lone and employees Housing Society?

Excellent Good

Satisfied Average

27. What do you feel about your working hours?

Excellent Good

Satisfied Average

28. What do you feel about your work place?

Very healthy Healthy

Unhealthy

29. What is your opinion about other welfare measures?

Excellent Good

Satisfied Average

30. Do you think that the above welfare facilities increase your skill?

Yes No

----- **THANK YOU** -----

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BIBLIOGRAPHY

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