

**A STUDY ON WELFARE MEASURES AND ITS IMPACT ON EMPLOYEES WORKING IN
TEA PLANTATIONS AT COONOOR**

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In partial fulfillment for the award of the degree

of

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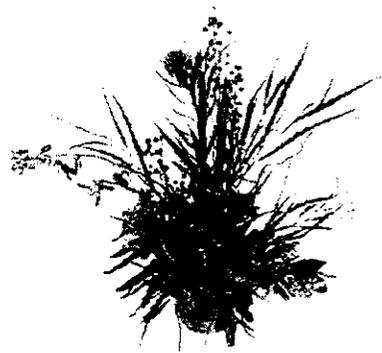


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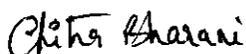
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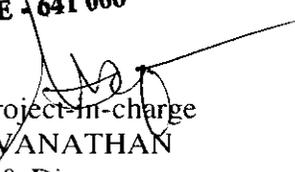


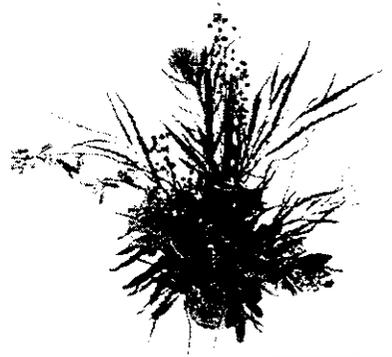
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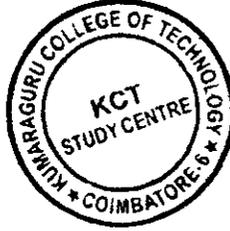
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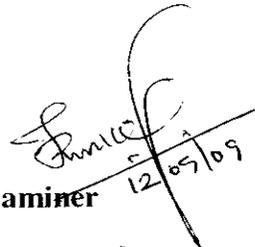
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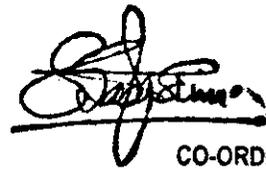



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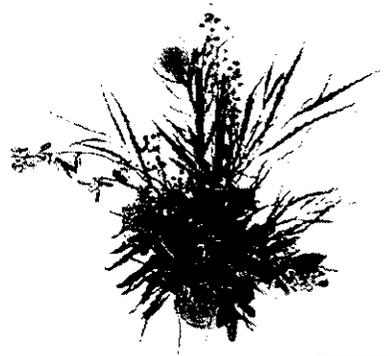
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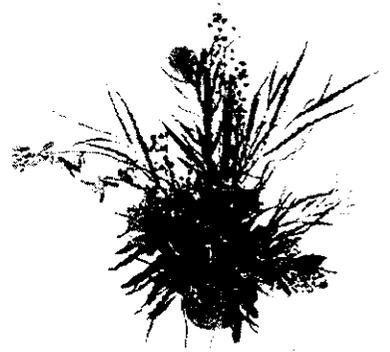
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SYNOPSIS

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India is the largest producer as well as consumer of tea in the world. Tea industry in India accounts for 31% of Global Tea Production. It is the second largest employer in the country giving employment to more than 1.3 million workers on a payment basis in addition to 1 million labourers on casual basis.

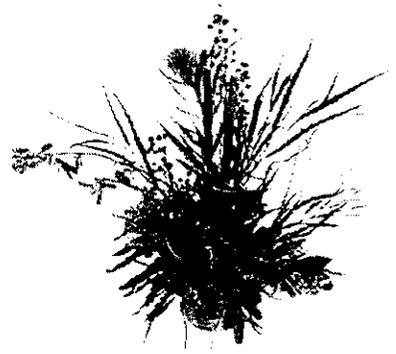
An estimated 10 million people in the country depend on the tea industry for their livelihood and 70% of the workforce comprises women. The majority of women are employed to pluck leaves the most labour intensive part of tea production.

The concept of 'labour welfare' is flexible and elastic and differ widely with time, region, social values, and customs, degree of industrialization the general socio-economic development of the people and the people and the political ideological; prevailing at particular time.

The origin of labour welfare activities date back to the firstworld war [1914-1918].In the beginning the work was started on voluntary basis. The economic depression gave also stimulus to the labour welfare activities.

Labour welfare means well being of the working population and its importance lies in the fact that the industrial constitute a very significant and important element of countries population.

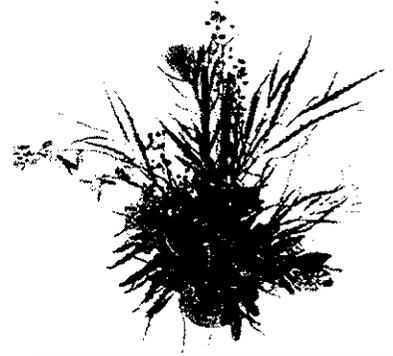
Proper maintenance of labour welfare measures reduces absenteeism. Labour turnover, grievances increase work efficiency and develop positive attitude among them This study would help the concern for formulating suitable strategies and also provide suggestions and recommendations for a good human resource practices in the tea plantations.



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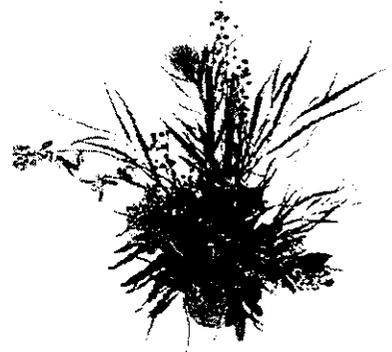
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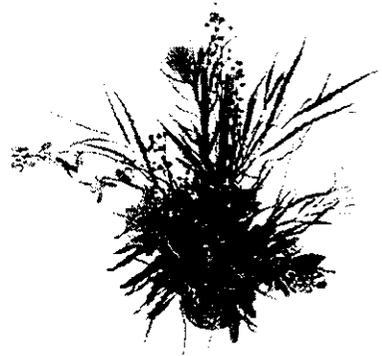
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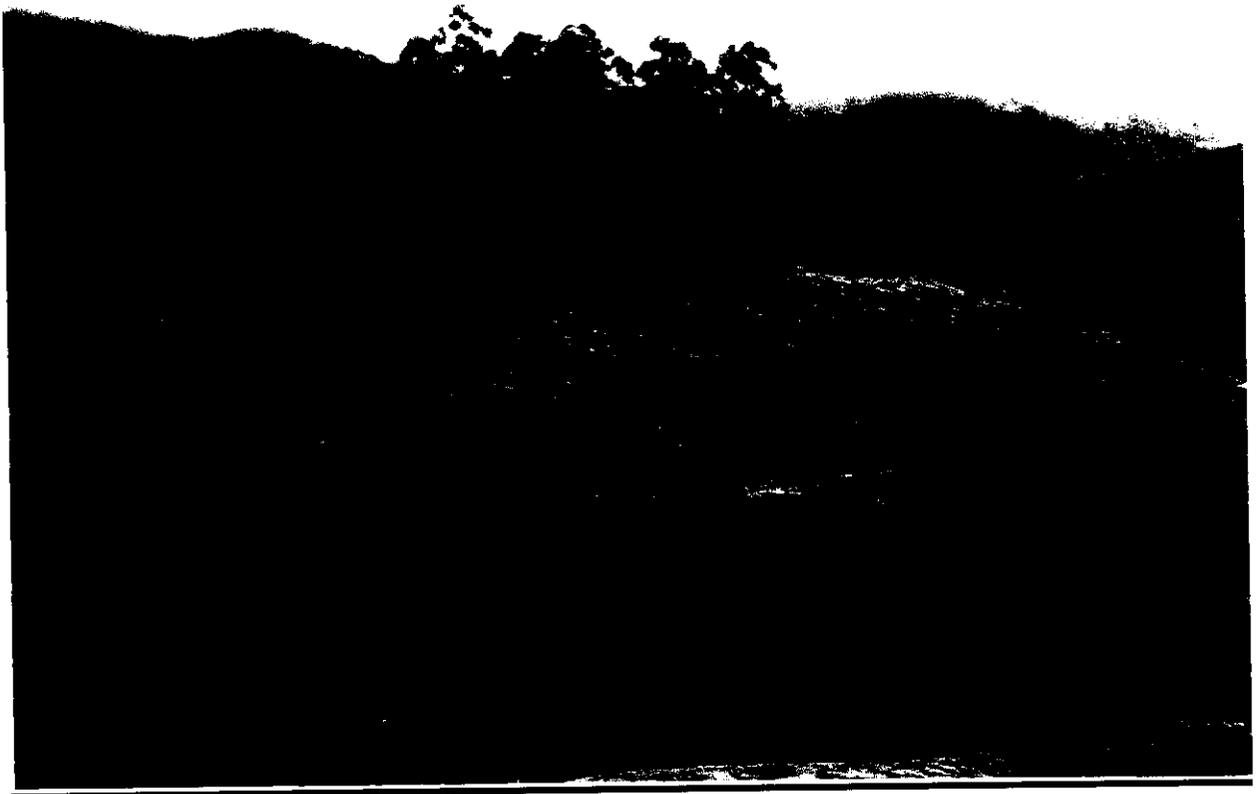
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INTRODUCTION



CHAPTER - 1

INTRODUCTION HISTORY OF THE PLANTATION IN NILGIRIS

The discovery of the tea bush in Nilgiris by Robert Bruce inspired the colonial capitalist to make large-scale investments in it. The availability of suitable land and thin population were favourable conditions, so was the climate of Nilgiris.

Harler [1964] pointed out that Nilgiris valley is perhaps the best growing area of the world, with favourable soil, climate and topography. To attract the investors the colonialist enacted many laws in their favour. Within two decades many more British companies entered different parts of India. Between 1859 and 1866, the Authority cleared the hills of Nilgiris for tea gardens and tried to attract huge investment for the United Kingdom.

From the time the steady growth of the tea industry began from 1870, the plantations faced labour shortages. The technology of the plantation system that was launched was primitive and labour shortage. So the supply of labour became the crucial factor. The planters began to recruit workers from Karnataka and Kerala and other parts of Tamil Nadu as indentured labour in slave-like conditions. In the absence of alternatives, they were forced to follow the labour force on the contractor and become indentured labour and on the land. This labour force has popularly been called as the 'Tea Tribes' and 'Ex-Tea Tribes'.

In tea plantation unequal recruitment and unfair wage relations have continued through their history. The workman's Breach of Contract Act XII of 1859 was introduced in 1861 and amended in 1865 to ensure the perpetuation of extra-economic coercion and allow the planters a free hand in matters related to the workers' justice and welfare [Singh

2006,Barbora 1998].The workers had hardly any possibility of savings and mobility. That result in total dependence on the plantation with no alternatives. The management was supposed to provide all the facilities including health but the management refuses to bear health cost on the pretext that industry is passing through a crisis.

In the case of Tea plantations ,the British rulers had made some limited provisions for labour welfare. The government of India revised them entrusting the responsibility for the welfare measures upstanding health to the management.

Quality of life in Tea plantation:

The history of human society is interwoven with the evolution of quality system. The meaning implication and interpretation of “quality evaluation” varies from one industrial society depending upon the socio-economic sustain has also its distinct evolutionary quality culture history. The quality of worker life in tea plantation is no static. It underwent changes and showed markets of improvements with organizational development. In this study the development of Tea industry since early 18th century has began divided into three stage.

- Formative stage
- Transitional stage
- Present phase

The formative stage [upto 1947] was under colonial rule. Migrant workers with low wages, family based jobs; coercion and isolation from main stream of national life are characteristics of the stage[Bhawnik,1981].

The transitional phase [1947-1990] is characterised by advent and rapid growth of trade unions and labour legislations.

The present phase [1991 onwards] is characterised by preponderance of employment of casual workers [Bhawnik,1996], less governmental involvement in garden affairs and industrial relations.

Tea industry is a labour intensive industry. Quite a large number of work force are employed in it.

“PLANTATION” a large track of land with abundant labour force working under the sky exposed to the sun and rain from dawn to dusk .Before independence , the relation between the owners of the plantations was one of the master and servant. After Independence , several enactments for uplifting the working conditions of the workers were passed. These acts broke the master servant relationship and established the employer –employee relationship. The philosophy of social dialogue aims at improving this relationship to one of the partnership. In turn ,their cooperation will be whole hearted.



NEED FOR STUDY

NEED FOR THE STUDY

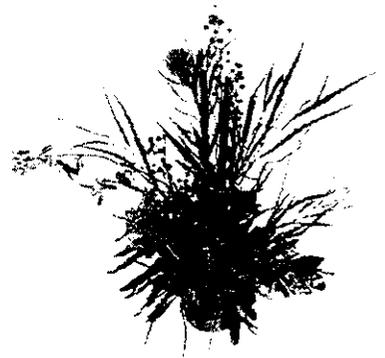
The basic needs of a labour are freedom from fear ,security of employment from want. Adequate food ,better health, clothing and housing are human requirement. Basic needs in life means an atmosphere of good working conditions and satisfaction of labour.

Pylee and Simon George has pointed out that “Even one discontent employee can eventually infect an entire organization, the germ of discontent which in turn, will result in lower efficiency, poor morale and reduction in overall production.

A health worker is a basic requirement of an organization. It is there fore, incumbent in on the part of the employee to look after the needs of the worker and provide such facilities which would ensure minimum health hazards.

The concerning law prescribes the minimum standard but progressive employer must extent his activities to protect the health of the labours and their dependants. In return , their cooperation will be wholehearted ;efficiency will be maximum and attitude will be proper and congenial

The success of welfare activities depends on the approach which has been taken into account in providing such welfare measures to the employees .The main objective of the welfare measure is to secure the labour proper human conditions of work and living, to minimize the hazardous effect on the life of the workers and their family members, and to provide facilities such as housing, medical assistance, crèche, stores, etc. in supplement to the low earning income of labour.



OBJECTIVE OF THE STUDY

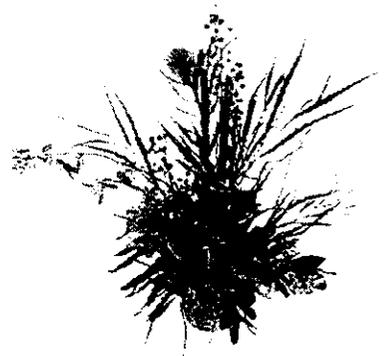
OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE:

To study the various welfare measures and its impact on plantation workers.

SECONDARY OBJECTIVE:

- To study the various existing welfare measures offered by the tea estate owners.
- To study the expectations of tea estate employees on the welfare measures offered.
- To analyse the impact of various welfare measures among the tea estate employees.
- To offer suggestions to the tea estate owners based on the findings



LIMITATIONS OF THE STUDY

LIMITATIONS OF THE STUDY

The area of coverage in the study is limited to coonoor, focusing on five tea plantations and kept other tea plantations as random.

The sample size is limited to 250 employees .There fore this study may not be adequately representing the entire tea plantations.

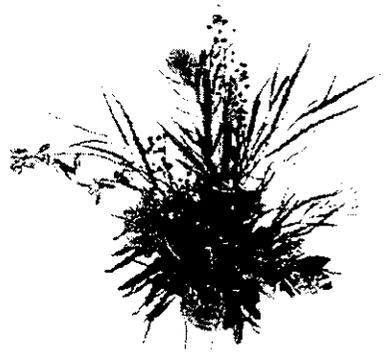
56% of respondents are below 10th standard, the researcher was not able to gather proper information from the respondents.

Respondents are not reluctant in answering the questions.

Tea plantation managements are not encouraging to make welfare measure survey in their plantations.

Expectations and desires of the respondents are not similar. So it is not possible to make definite conclusions.





REVIEW OF THE STUDY

CHAPTER 2

REVIEW OF LITERATURE

Review of literature is to analyze critically a segment of a published body of knowledge through summary, classification, and comparison of prior research studies, reviews of literature, and theoretical articles.

Sharma [2000] says that the social economic agonies of the plantation workers of North-East India.

The process of unequal recruitment and unfair wage relations has continued through their history. The workers had hardly any possibility of exploring alternatives. They lived on daily basis wages that did not provide any possibility of savings and mobility.

Bhadra[2005]clearly explains the social and health condition the tea plantation workers in India.

Health security is one of the major component of social security. The basic facilities that is necessary for the mental, physical and intellectual development of a person. Health security includes health care facilities such as dispensary, medical, watersupply, drainage and sanitation.

Carl Wellman [1996:268] defined social benefits as assistance provided to an individual who is in need. This “Welfare” or “Social security” is the collective name for all social benefits ,especially for groups that need protection to grow into better citizens. It also include crèche since it plays a major role in children’s health. A human being can

lay ethical claim from society on the minimum livelihood ,if he or she lacks the means of sustaining life because of circumstances beyond his or her control.

Sagar [2002]states every garden that employees more than 500 workers is to have hospital according to the standard set by the Assam Plantation Labour Rules 1956 were there are fewer than 500 workers the employer may have a linen in a neighbouring hospital within a distance of 5 kilometers with 15 beds for every 1000 workers. In that case the employer has to maintain a dispensary for the benefits of the out patients with atleast a two-bed facility ,a full time qualified pharmacist and a trained nurse cum mid-wife and a daily visiting medical practitioner from the hospital in which the garden has a lien.

Dileep Kumar [2006] in his case study discuss the plight of plantation workers ,the area in which the management violates the Plantation Labour Act .No promotion and work enrichment in Tea Plantations.

Fernandez and Bahrain [2002] conducted a study of 45 estates, interviewed 920 families, 506 knowledgeable persons and conducted 165 group discussion sessions and showed that poverty was high ,administration and health are most neglected in the trial areas. Most Tea Estates lack basic health facilities they are supposed to have. A hospital is a distant dream and very few have a crèche. Most dispensaries are ill equipped without enough medicines and with untrained staff, have in adequate drinking water ,toilet and other basic facilities. A few estate have trained nurses or even doctors. The estates run by national or multinational companies to be better than the others since they have to be accountable to their share holders.

Action Aid, which describes itself as an international development agency whose aim is to fight poverty line world wide has released a report “ Tea Break”, which flays corporate Tea estate for reaping large profits even as it neglects to take sufficient

responsibility to safe guard the rights and livelihood of the millions of tea growers and workers who contribute to its profits.

According to a news item [The Hindu Business Line, April, 2008] TamilNadu Tea plantations upset over the minimum wage proposal, a minimum daily rate of Rs.101.52 for plantation workers.

According to the report by [UPASI –United Plantation Association Of Southern India-2003] the management claims that it is faced with a more than 30% drop in the prices since 1999 and that is why below production costs. This crisis had given the tea estate s a reason to justify denial of Mandatory health privileges to their labours.

Pigou [2005] defined economic welfare as the part of social welfare that can be brought directly or indirectly into relation with the measuring need of money. According to him “the economic welfare of a community of a given size is likely to be greater ,the larger is the share that accrues to the poor” .

In the Report II of the ILO Asian Regional Conference, it has been stated that workers welfare may be understood to mean “such services ,facilities , and amenities ,which may be established outside or in the visibility of undertakings, to enable the persons employed therein to perform their work in healthy and congenial surroundings and to provide them with the amenities conducive to good health and high moraler.

The Labour Investigation Committee [1994-1996] includes under labour welfare activities “anything done for the intellectual, physical, morale and economic betterment of workers, whether by employers, by government or by other agencies, over and above what is laid down by law or what is normally expected as per of the contractual benefits for which the workers may have bargained.

The Report of the committee on Labour Welfare [1969] includes under it “such services, facilities and amenities as adequate canteens, rest and recreation facilities, sanitary and medical facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their homes and as such other services, amenities and facilities including social security measures as contribute to improve the conditions under which workers are employed.

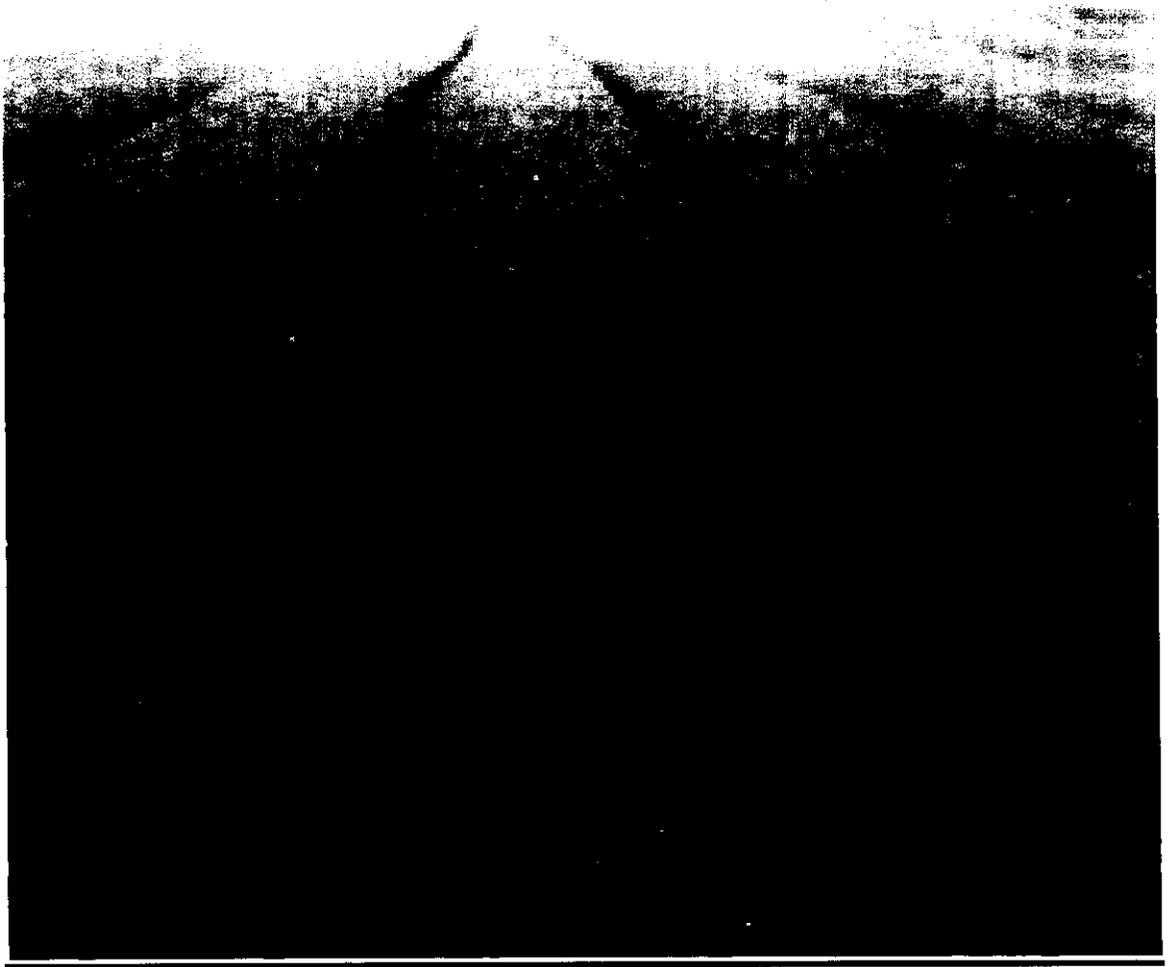
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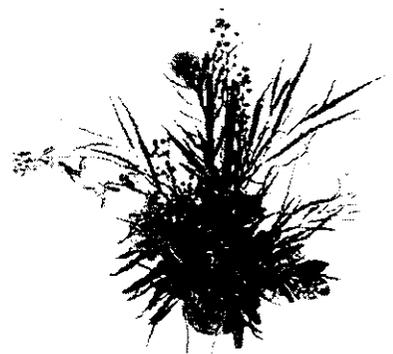
The Oxford Dictionary of social science defines welfare as “A state of faring or doing well .Freedom from clamity, enjoyment of health and prosperity”

The Encyclopedia of social science defines it as “ the voluntary efforts of the employer to English ,within the existing industrial system ,working and sometimes living and cultural condition of employees beyond what is required by law, the customs of the industry and the condition of the market

The Plantations Labours Act 1951 [PLA] which is a unique social security legislation in many respects compulsorily requires the employers to provide housing, medical and educational facilities to the worker. These progressive measures have definitely played a crucial role in improving the standard of living of the plantation act.

The Tea Board contained to undertake various welfare activities under its labour welfare scheme for the benefit of Tea plantation workers and their dependants schemes for improvement of drinking water supply and sanitation facilities has been initiated from 20907-2008 onwards in coordination with the state government.





RESEARCH METHODOLOGY

CHAPTER 3

RESEARCH METHODOLOGY

Research comprises defining and redefining problems, formulating suggestions, and solutions ,collecting ,organizing and evaluating data.

Methodology may be called as the ‘science of knowing’

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research has done scientifically. In research the variation steps that one generally adopted by a research in studying the research problem along with the logical behind them[Kothari,1999].

The Methodology below pertains to “ A STUDY ON LABOUR WELFARE MEASURES AND ITS IMPACT ON EMPLOYEES WORKING IN TEA PLANTATIONS AT COONOR” Comprised the following steps.

- A. Research design
- B. Type of universe
- C. Selection of area
- D. Sampling unit
- E. Parameter of interest

F. Selection of sample

G. Size of sample

H. Tools of analysis

RESEARCH DESIGN

“A Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure[Claire sellitz 1962]

Research design is a framework or blue print for conducting the research project. It specifies the details of the procedure necessary for obtaining the information ,needed to structure and or solve the problems.

The research designed for the purpose of the study undertaken is of Descriptive type.

The research studies the welfare measures of Tea plantations workers at coonoor. The research design of these studies must provide for adequate protection against bias and maximum reliability ,with due concern for the economical completion of the research study.

The well specified and identifiable group is known as population on universe.

The first step in developing any simple design is to clearly define the set of objects, technically called the universe to be studied. The universe can be finite or

infinite. In finite universe the number of items is infinite, that cannot have any idea about the total number of items.

Workers who are working in a plantation for more than 2 years are selected for the study So this is considered as finite universe.

SELECTION OF AREA

Sampling area refers to the extent of area to which the sampling units belong.

The sampling units selected for the survey was the Tea plantation workers at coonor who are working in plantation for more than 2 years. The technique used to collect the data is PROBABILITY based technique with systematic random sampling. Sampling is a method of selecting some part of a group to reorient the total.

SAMPLING UNIT

A decision has to be taken concerning sampling before selecting a sample. Sampling unit may be geographical one such as state, district, village, etc, or a construction unit such as house, flat etc., or it may be a social unit such as family, club, school, etc., or it may be an individual. The researcher will have to decide one or more such units that she has to select for her study.

The sampling unit selected by the researcher was a geographical unit because the samples were selected from the Tea plantations at Coonor.

PARAMETER OF INTEREST

In determining the sample design one must consider the question of the specific population parameter which are of interest for instance it is interesting in undertaking the population of persons with some characteristics in the population, or may be interested in knowing population. There may also be important subgroups in the population about whom we would like to estimate.

The researcher was interested in assessing the welfare measures of Teaplantations labours at Coonoor, the gap between reality and law.

SIZE OF SAMPLE

It deals with the number of items to be selected from the universe which constitutes a sample, the selection of size of sample and the problems before a research. The size of samples should meet the requirement of efficiency, representatives, flexibility and reliability. The precision of sample and acceptable confidence level for the estimate are the things to be taken by selecting the size of the sample. The bigger the size of population usually the bigger sample is needed (Devi, 1997)

The researcher selected 250 labours in the Tea plantations at Coonoor.

SOURCE OF DATA COLLECTION

The task of data collection being after a research problem has been defined and research plan chalked out. While deciding about the method of data collection to be used for the types of data viz., primary, secondary.

CHAPTER 4

ANALYSIS AND INTERPRETATION

Analysis means computation of certain indices or measures along with searching for patterns of relationship that exists among the data groups. It is a critical examination of the assembled and grouped data for studying the characteristics of the objects under study and for determining the patterns of relationship among the variables relating to it.

Interpretation is the device through which the factors that seem to explain what have been observed by the researchers in the course of the study and provides us a theoretical conception.

The analysis and interpretation is divided into parts

Part 1 Primary data

Part 2 Secondary data

TABLE - 1

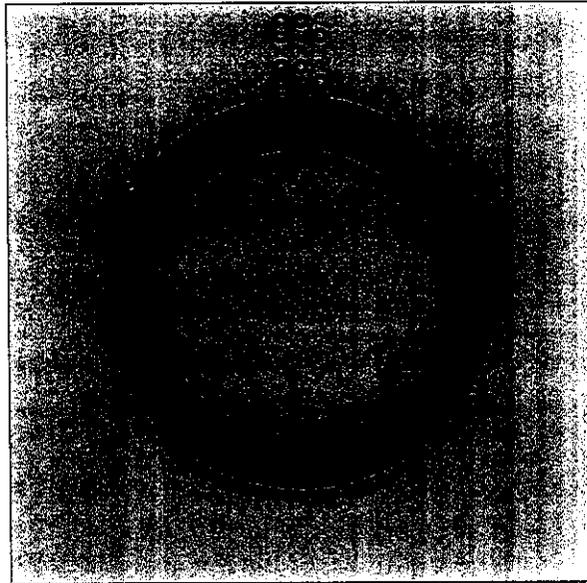
Gender Wise Classification Of Respondents

Gender	No.of respondents	percentage
Male	76	30
Female	174	70
total	250	100

Inference:

- The above table show that 70% of respondents are female and only 30% are are male.

CHART - 1



■ female
■ male

TABLE - 2

AGE WISE CLASSIFICATION OF RESPONDENTS

AGE	NO.OF RESPONDENTS	PERCENTAGE
20-30	30	12
31-40	120	48
41-50	80	32
51-60	20	8
ABOVE 60	NIL	0

INFERENCE :

- The above table shows that 48% of respondents belong to 30-40 years of age
- Only 12% of respondents are below 30 years of age.
- This shows that younger generations are not interested in the plantation works.

CHART - 2

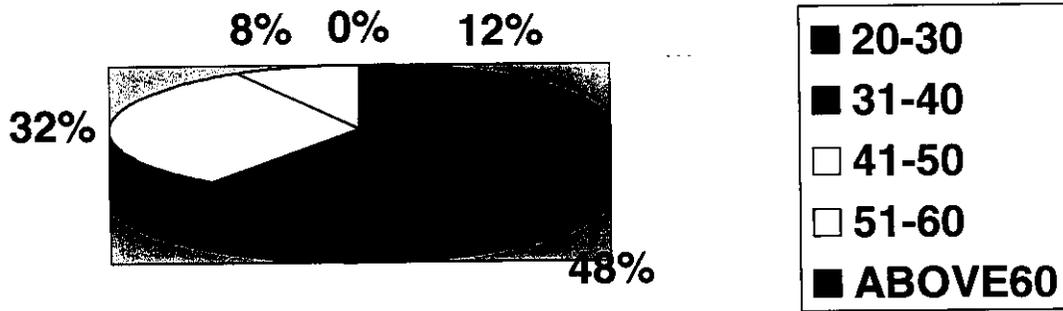


TABLE - 3

MONTHLY INCOME WISE CLASSIFICATION OF RESPONDENTS

INCOME(RUPEES)	NO.OF RESPONDENTS	PERCENTAGE
1000-1500	110	44
1501-2000	40	16
2001-2500	90	36
ABOVE2500	10	4
TOTAL	250	100

INFERENCE :

- The above table reveals that 60% of respondents monthly income is below 2000
- 36% of the respondents get below 2500
- Only 4% of the respondents get above 2500 as the monthly income

CHART-3

**MONTHLY INCOME WISE
CLASSIFICATION OF
RESPONDENTS**

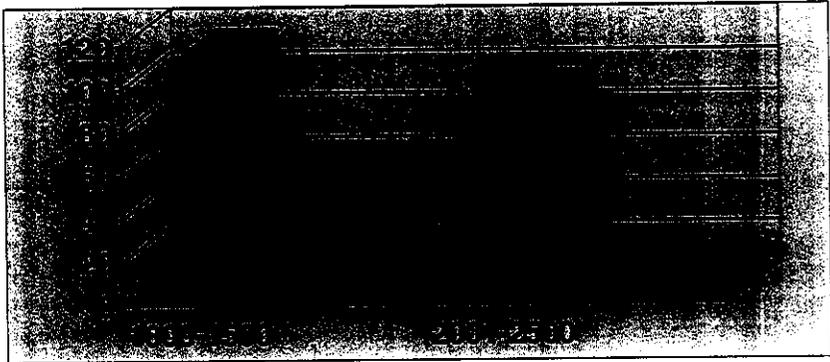


TABLE - 4**EDUCATIONAL WISE CLASSIFICATION OF RESPONDENTS**

EDUCATIONAL QUALIFICATION	NO.OF RESPONDENTS	PERCENTAGE
BELOW10th	140	56
10 th -12th	80	32
GRDUATION	20	8
ANY OTHER	10	4
TOTAL	250	100

CHART - 4

EDUCATIONAL WISE QUALIFICATION OF RESPONDENTS

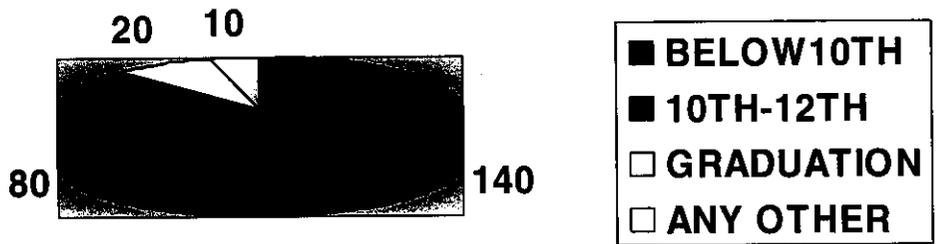


TABLE - 5

Experience Wise Classification of Respondents

EXPERIENCE	NO.OF RESPONDENTS	PERCENTAGE
2-5 Years	102	41
6-10 Years	103	41
11-15 Years	15	6
Above 15 Years	30	12
Total	250	100

INFERENCE:

- The above table shows that only 18% of respondents have more 10 years of experience
- 82% of respondents have upto 10 years of experience.

CHART - 5

Experience Wise Classification of Respondents

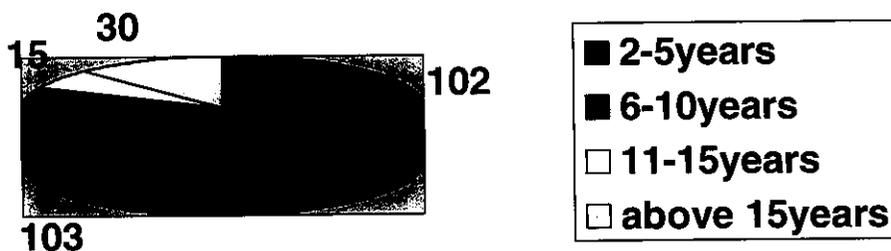


TABLE - 6

Table showing the level of satisfaction
based on medical facilities

LEVEL OF SATISFACTION	NO.OF RESPONDENTS	PERCENTAGE
HS	10	4
S	36	14
UD	1	0.4
DS	120	49
HDS	83	33
TOTAL	250	100

INFERENCE:

- The above table shows that only 49% of respondents are dissatisfied with the medical facilities provided.
- Only 14% of respondents are dissatisfied with the medical facilities.

CHART - 6

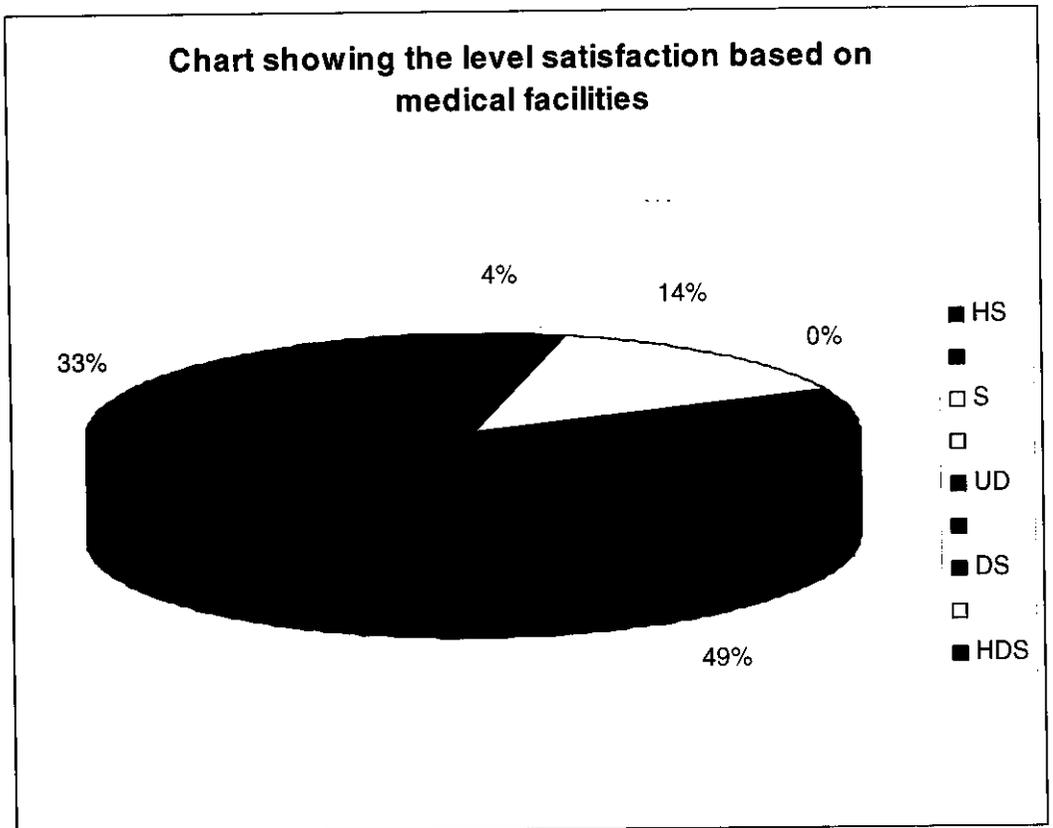


TABLE - 7

Table showing the level of satisfaction based on school facilities

Level of satisfaction	NO.OF RESPONDENTS	PERCENTAGE
HS	3	1
S	33	13
UD	8	3
DS	110	45
HDS	96	38
TOTAL	250	100

INFERENCE:

- The above table shows that 83% of respondents are dissatisfied with the school facilities provided.
- Only 14% of respondents are satisfied with the school facilities.

CHART - 7

Chart showing that level of satisfaction based on school facilities

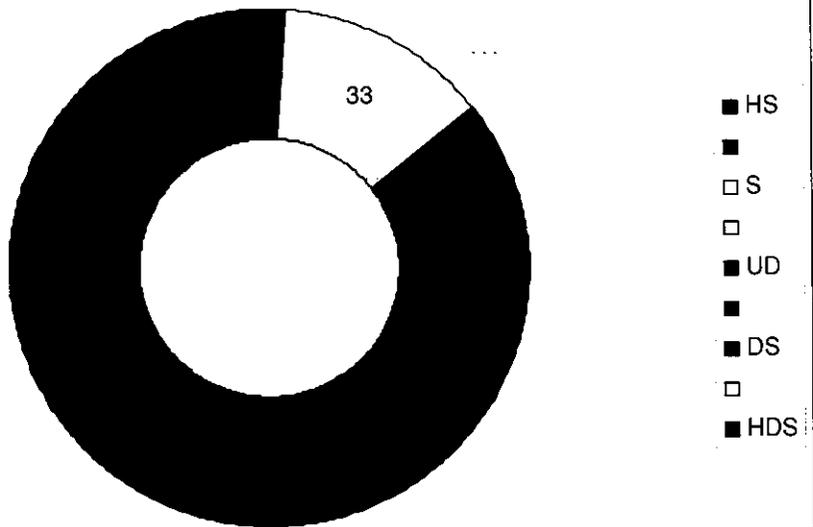


TABLE - 8

Table showing the level of satisfaction based on housing facilities

Level of satisfaction	NO.OF RESPONDENTS	PERCENTAGE
HS	20	8
S	64	25
UD	2	1
DS	100	40
HDS	64	26
TOTAL	250	100

INFERENCE:

- The above table shows that 65% of respondents are dissatisfied with the housing facilities provided.
- Only 34% of respondents are satisfied with the housing facilities.

CHART - 8

Chart showing that level of satisfaction based on school facilities

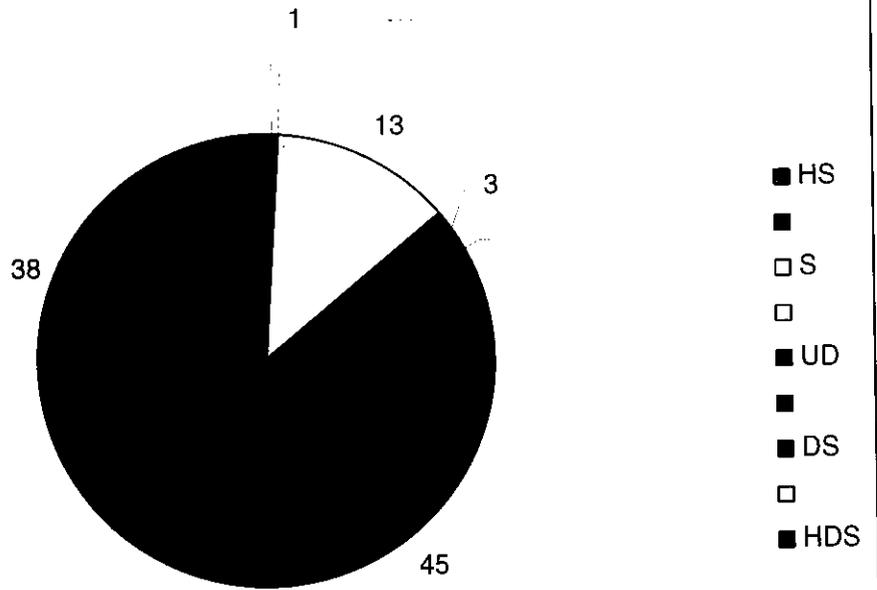


TABLE - 9

CORRELATION TEST CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN AGE AND SATISFACTION LEVEL IN MEDICAL FACILITY

Age / Score	2	1	0	-1	-2	f	u	fu	fu ²	fu
25	1	4	0	11	14	30	-1.5	-45	67.5	
35	5	17	1	65	32	120	-0.5	-60	30	
45	3	15	0	41	21	80	0.5	40	20	
55	1	0	0	3	16	20	1.5	30	45	
f	10	36	1	120	83	250	0	-35	162.5	
v	-2	-1	0	1	2	0				
fv	-20	-36	0	120	166	230				
fv ²	40	36	0	120	332	528				

Formula:

$$r_{uv} = \frac{N \sum fuv - (\sum fu)(\sum fv)}{\sqrt{[N \sum fu^2 - (\sum fu)^2][N \sum fv^2 - (\sum fv)^2]}}$$

Result :

$$r = \frac{3050}{55825.98} = 0.054634$$

INFERENCE:

A value 0.0546 correlation showing that there is a certain amount of correlation between the age and satisfaction level of the employees towards medical facility in the tea plantation.

TABLE - 10

CORRELATION TEST CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN AGE AND SATISFACTION LEVEL IN HOUSING FACILITY

Age / Score	2	1	0	-1	-2	f	u	fu	fu ²	fu ²	fu ²
25	3	8	0	8	11	30	-1.5	-45	67.5		
35	6	32	2	50	30	120	-0.5	-60	30		
45	8	19	0	34	19	80	0.5	40	20		
55	3	5	0	8	4	20	1.5	30	45		
f	20	64	2	100	64	250	0	-35	162.5		
v	-2	-1	0	1	2	0					
fv	-10	-64	0	100	128	124					
fv ²	80	64	0	100	256	500					

Formula:

$$r_{uv} = \frac{N \sum fuv - (\sum fu)(\sum fv)}{\sqrt{[N \sum fu^2 - (\sum fu)^2][N \sum fv^2 - (\sum fv)^2]}}$$

Result :

$$r = \frac{-3410}{65720.51} = 0.05189$$

INFERENCE:

A correlation value -0.05189 shows the negative result, so the correlation between the age and satisfaction level in housing facility have a negative correlation.

TABLE - 11

CORRELATION TEST CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN MONTHLY INCOME AND SATISFACTION LEVEL HOUSING FACILITY

Income / Score	2	1	0	-1	-2	f	u	fu	fu ²	fu ²
1250	7	24	0	45	34	110	-1.5	-165	247.5	
1750	0	13	0	21	6	40	-0.5	-20	10	
2250	13	24	2	27	24	90	0.5	45	22.5	
2750	0	3	0	7	0	10	1.5	15	22.5	
f	20	64	2	100	64	250	0	-125	302.5	
v	-2	-1	0	1	2	0				
fv	-40	-64	0	100	128	124				
fv ²	80	64	0	100	256	500				

Formula:

$$r_{uv} = \frac{N \sum fuv - (\sum fu)(\sum fv)}{\sqrt{[N \sum fu^2 - (\sum fu)^2][N \sum fv^2 - (\sum fv)^2]}}$$

Result :

$$r = \frac{-10500}{81101.42} = -0.12947$$

INFERENCE:

A correlation value (-0.05189) shows the negative result, so the correlation between the monthly income and satisfaction level in housing facility have a negative correlation.

TABLE - 12

CORRELATION TEST CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN EXPERIENCE AND SATISFACTION LEVEL IN HOUSING FACILITY

Score / Experience	2	1	0	-1	-2	f	u	fu	fu ²	f
3.5	11	26	2	40	26	105	-1.625	-170.6	277.27	f
7.5	7	27	0	40	29	103	-0.625	-64.38	40.234	
12.5	0	3	0	7	2	12	0.625	7.5	4.6875	
17.5	2	8	0	13	7	30	1.875	56.25	105.47	
f	20	64	2	100	64	250	0.25	-171.3	427.66	
v	-2	-1	0	1	2	0				
fv	-40	-64	0	100	128	124				
fv ²	80	64	0	100	256	500				

Formula:

$$r_{uv} = \frac{N \sum fuv - (\sum fu)(\sum fv)}{\sqrt{[N \sum fu^2 - (\sum fu)^2][N \sum fv^2 - (\sum fv)^2]}}$$

Result :

$$r = \frac{2735}{92225.01} = 0.029656$$

INFERENCE:

A value 0.029656 correlation showing that there is a certain amount of correlation between the experience and satisfaction level towards housing facility of the workers in lia plantation.

TABLE 13

CHI- SQUARE TEST IS CONDUCTED TO EXTENT THE RELATIONSHIP BETWEEN EXPERIENCE AND LEVEL OF SATISFACTION IN MEDICAL FACILITIES:

Cross table:

Experience	Medical Facilities					Total
	HS	S	UD	DS	HDS	
2-5 Year	3	18	1	48	35	105
6-10 Year	3	11	0	52	37	103
11-15 Year	1	1	0	5	5	12
Above 15 Year	3	6	0	15	6	30
Total	10	36	1	120	83	250

Ha: There is a significant relation between experience and level of satisfaction in medical facilities.

Ho: There is no significant relation between experience and level of satisfaction in medical facilities.

Calculate Value: 10.23

Table value: 21.03

INFERENCE:

Since the calculated value 10.23 is less then the table value 21.03 at 5% level of significance at 12 degree of freedom, we accept the null hypothesis and crifer that there is a no significant relationship between experience and level of satisfaction regarding medical facilities.

TABLE - 14

CHI- SQUARE TEST IS CONDUCTED TO EXTEND THE RELATIONSHIP BETWEEN THE EXPERIENCE AND LEVEL OF SATISFACTION REGARDING HOUSING FACILITY:

Cross table:

Experience	Housing Facility					Total
	HS	S	UD	DS	HDS	
2-5Year	11	26	2	40	26	105
6-10year	7	27	0	40	29	103
11-15Year	0	3	0	7	2	12
Above 15Year	2	8	0	13	7	30
Total	20	64	2	100	64	250

Ha: There is a significant relationship between experience and level of satisfaction in Housing facility.

Ho: There is a no significant relationship between experience and level of satisfaction in Housing facility.

Calculate Value: 6.79

Table value: 21.03

INFERENCE:

Since the calculated value 6.79 is less then the table value 21.03 at 5% level of significance at 12 degree of freedom, we accept the null hypothesis and crifer that there is a no significant relationship between experience and level of satisfaction regarding Housing facilities.

TABLE - 15

CHI- SQUARE TEST IS CONDUCTED TO EXTEND THE RELATIONSHIP BETWEEN THE GENDER AND LEVEL OF SATISFACTION IN HOUSING FACILITY:

Cross table:

Gender	Housing Facility					Total
	HS	S	UD	DS	HDS	
Male	5	23	0	34	14	76
Female	15	41	2	66	50	174
Total	20	64	2	100	64	250

Calculate value: 4.89

Table value: 9.49

INFERENCE:

Since the calculated value (4.89) is less than the table value (9.49) at 5% level of significance at 4 degree of freedom, we accept the null hypothesis and infer that there is a no significant relationship between Gender and the level of satisfaction in Housing facilities.

TABLE - 16

CHI- SQUARE TEST IS CONDUCTED TO EXTEND THE RELATIONSHIP BETWEEN THE AND LEVEL OF SATIFACTION IN HOUSING FACILITY:

Cross table:

Age	Housing Facility					Total
	HS	S	UD	DS	HDS	
20-30	3	8	0	8	11	30
31-40	6	32	2	50	30	120
41-50	8	19	0	34	19	80
51-60	3	5	0	8	4	20
Total	20	64	2	100	64	250

Ha: There is a significant relationship between age and the level of satisfaction in Housing facilities.

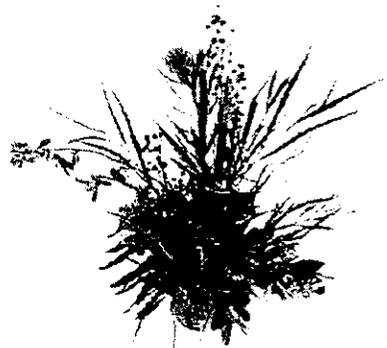
Ho: There is a no significant relationship between age and the level of satisfaction in Housing facilities.

Calculate Value: 8.81

Table value: 21.03

INFERENCE:

Since the calculated value (8.81) is less then the table value 21.03 at 5% level of significance at 12 degree of freedom, we accept the null hypothesis and crifer that there is a no significant relationship between and the level of satisfaction in Housing facilities.



FINDINGS

CHAPTER - 5

FINDINGS

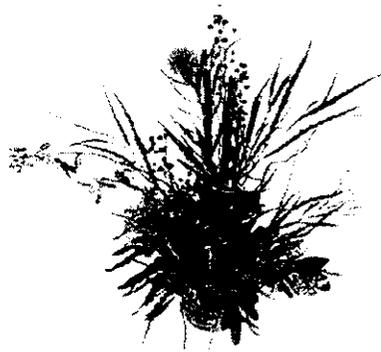
Tea plantation workers are so much cornered that they depend solely on the companies of food, Medicine, accommodations, education etc. They do not have choices about their life and amenities. They do not have a social standing.

Tea plantation workers remain on the tea gardens for generations. Hard labour, erosion of cultural identity and captivity that never came to an end.

Illiterate they did not understand what the document contained when they sign it. This ignorance led to a life full of suffering for them and their children.

70% Of Employees are female only 12% of respondents are below 30 years of age Showing that younger generations are not interested in the plantation works.

56% of respondents are below 10th proving that literacy level of plantation Workers are very low. The plantation workers are highly dissatisfied towards the medical facilities and housing facilities provided by tea plantation.



SUGGESTIONS

SUGGESTIONS

About 70 percent of the workforce comprises of women and adolescents, there is a need to have improved social security system for the workers.

Though plantation Labour Act is a central legislation enacted by the parliament, the administration of the Act is left entirely to the State Governments. The extent of implementation by concerned State Government. Vary from state to state, therefore a proper balance and uniformity, to the extent possible, needs to be ensured in the implementation of the Act.

Wage structure, Wage Settlement by bipartite / tripartite agreement should be done. But the Minimum wage should not be less than the minimum wage fixed from time to time.

Payment of part wages as rations as is the practice in North India, should be implemented in South India also.

Once a worker ceases to be worker, the house occupied by him or her has to be vacated. However, the worker who have retired from service can be settled by the State Government elsewhere and assistance under various housing scheme may be provided to them by the State Government.

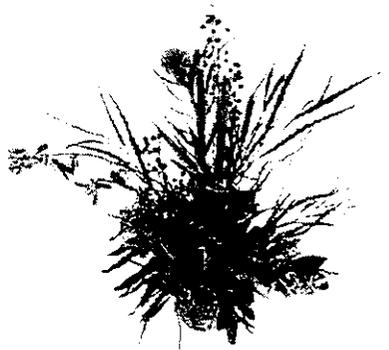
Tea plantations may explore the possibility of setting up of group/referral hospitals in and around the tea plantation preferably under public private partnership. Government of India / Tea Board may consider one — time financial assistance for such ventures.

Facilities towards Medical & housing should be taken care. In the case of existing labour quarter not having such facilities, the on-going community sanitation

Scheme of Government of India may be availed by the employer.

The plantations do provide drinking water facilities to the plantation workers. How ever the gaps can be filled up by taking benefit under Government sponsored scheme like swajaldhara.

Ministry of Labour may be requested to explore the possibility of covering the subscription of workers towards gratuity to be deposited under EPFO and if that it is not considered possible, a suitable mechanism to be worked out so that the plantation workers are not put to any inconvenience at the time of settlement of their terminal benefits.



CONCLUSION

CONCLUSION

The best way to resolve disputes in the work place is to catch them early and find solutions before they become problems. One way to do this is to build a strong foundation and good relations between employee and employer representatives.

Social concerns covering working and living conditions of the workers greatly affect the productivity levels and hence should receive utmost priority in the agenda for productivity improvements.

With regard to water supply, despite the best of intentions, there is acute shortage in summer in addition to problem of polluted water supply. Progress in sanitation is far from satisfactory. Estate communities still use open space resulting in hookworm infection and anaemia.

Access of health care falls short of the standards laid down in the Plantation Labour Act. Non-availability of resident doctors, inadequate number of nurses and health assistants, difficulties in the supply of medicine and problems in the management reimbursing the full cost of medicines to workers are observed.

Regarding child care, crèche development throughout the plantation region still has a long way to go. The environmental and physical conditions leave much to be desired since crèche attendants are not properly trained.

Adult literacy among plantation workers, particularly women workers in the region, is low and lower than the national average. Provision of primary schooling is the statutory responsibility of employer. Continuing dominance of females as wage earners has not allowed higher enrolment at the secondary school stage. School avoidance among children (5-14 age group) including drop-outs is high but has fallen over the

years, though the level of educational attainment on tea estates at the post secondary level remains low.

Workers training programmes are slowly finding their way into the industry, though not in the form of formal courses but by way of learning while doing.

Schemes for productivity linked remuneration should be evolved on the basis of an intense process of consultation and consensus among workers and confidence should be instilled in them.

Productivity improvement programmes, whether in respect of plucking operation, replanting or processing technology, should be supported by the employers not only on technological upgradation but also on organization and methods of work, training and skill formation. Motivational factors may be necessary in the case of women pluckers productivity in plantations depends, to a great extent on how remuneration is linked to output.

Tea plantations should realize that human resource development programmes are not just welfare expenditure but investments for higher and sustained productivity increases.

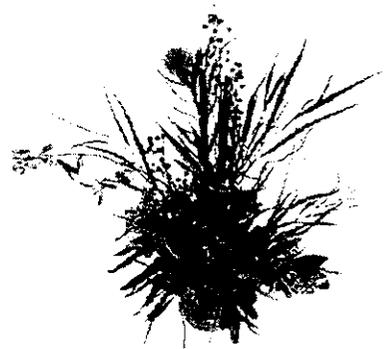
A harmonious industrial relations climate is essential among the three traditional partners, viz. workers, employers and the government through consultation and social dialogue on all matters — wages, productivity and basic needs. In this connection, the government must play a proactive role. The government should not only bring about legislation but also ensure effective enforcement. It should also participate in the responsibilities for the provision of safety nets for retirement and occupational hazards.

The plantation industry generates quite significant revenue both in terms of foreign exchange and internal revenue through excise and sales tax. The government should consider dovetailing some of the rural development programmes with those aimed at the welfare amelioration of plantation workers.

Most trade unions in the plantation sector operate on political lines. For a trade union in this industry to be truly representational, it should not only have more women members but also women office-bearers who should participate in bipartite / tripartite meetings.

The present legislations are old most of them being enacted immediately after independence keeping in view the situation prevailing at that time. Economic reforms and globalization have now thrown new challenges before this old industry. It has to be seen whether the existing legislations have adequate provisions to respond to the emerging situations, particularly the terms dictated by the WTO regime.

Issues for social dialogue in the plantation sector emerge from the structures and characteristics and the changing international scenario of trade and competition. The areas for purposeful social dialogue include labour legislation. Occupational safety, social concerns, productivity improvement, research, training and development.



APPENDIX

APPENDIX

Reg no: _____

Date: _____

1. Name of the Tea Estate: -----

2. Gender :

Male Female

3. Age :

20-30 31-40 41-50 51-60 60 & Above

4. Income per month:

1000-1500 1501-2000 2001-2500 Above 2500

5. Educational Qualification:

Below 10th 10th -12th Graduation Any other

6. Number of years Experience in the estate:

2-5 year's 6-10 year's 11-15 year's Above 15 year's

7. Marital status:

Married Unmarried

8. Are you satisfied with Medical facility available?

HS S UD DS HDS

9. Are you satisfied with Transport facility available?

HS S UD DS HDS

10. Are you satisfied with housing facility?

HS S UD DS HDS

11. Are you satisfied with school facility with for children facility?

HS S UD DS HDS

12. Are you satisfied with crèche facility available in the work place?

HS S UD DS HDS

13. Are you satisfied with First-Aid facility?

HS S UD DS HDS

14. Are you satisfied with cleanliness of urinals and latrines?

HS S UD DS HDS

15. Are you satisfied with Recreation facility inside the Tea Estate?

HS S UD DS HDS

16. Are you satisfied with Maternity Benefits as per MB Act 1961 Facility?

HS S UD DS HDS

17. Are you satisfied with Electricity provision for the quarters of Workers?

HS S UD DS HDS

18. Are you satisfied with special allowance facility?

HS S UD DS HDS

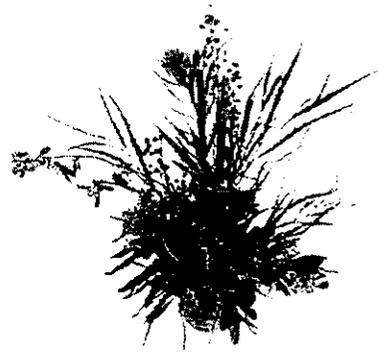
19. Are you satisfied with the attitude of supervisor/co-workers in Workplace?

HS S UD DS HDS

20. Are you satisfied with Medical Insurance facilities provide by Management?

HS S UD DS HDS

21. Any other relevant information/expectation/derives/suggestions
With you wish to offer for the study facility?



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