

**“A STUDY ON EMPLOYEES WELFARE FACILITIES AT HATSUN AGRO
PRODUCT LIMITED, SALEM”**

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BONAFIDE CERTIFICATE

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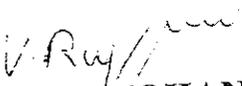
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We wish good luck in all her future endeavors.

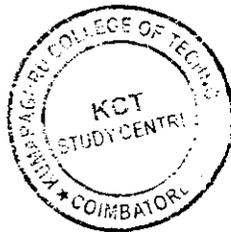
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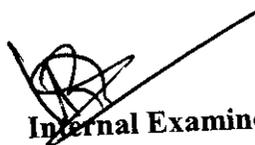

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ABSTRACT

Welfare is a comprehensive term refers to the physical, mental, moral and emotional well-being of an individual. Further it varies from time to time, region to region and from country to country. At present the world is moving towards modernization and implementation of new technologies. To withstand successfully in global market, that every organization employee satisfaction in basic and welfare facilities is much important.

Organization like Hatsun Agro Product Limited is a growing company in the world market, it needs to know the employees satisfaction level for the basic and welfare facilities provided to them. This is identified as a problem and analyzed using the descriptive research. The tool used is questionnaire by survey technique.

From the study it is found that the organization needs to improve the welfare facilities such as transportation, canteen, allowances, to the employees.

M. Sathyaapriya

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TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
1	INTRODUCTION	1
2	LITERATURE REVIEW	6
3	METHODOLOGY	15
4	DATA ANALYSIS & INTERPRETATION	22
5	CONCLUSION	42

LIST OF TABLES

TABLE NO.	TITLE OF TABLE	PAGE NO
TABLE 3.1	WEIGHTS GIVEN TO EACH PARAMETER	21
TABLE 4. 1	STUDY OF WELFARE FACILITIES COMPARED TO STATUTORY NORMS	23
TABLE 4.2.1	NUMBER OF RESPONDENTS IN TOTAL POPULATION	24
TABLE 4.2.2	NUMBER OF RESPONDENTS GENDER WISE	25
TABLE 4.2.3	NUMBER OF RESPONDENTS BASED ON EXPERIENCE	26
TABLE 4.2.4	SATISFACTION LEVEL FOR SAFETY MEASURES	27
TABLE 4.2.5	SATISFACTION LEVEL FOR MEDICAL FACILITIES	28
TABLE 4.2.6	SATISFACTION LEVEL FOR SANITARY FACILITIES	29
TABLE 4.2.7	SATISFACTION LEVEL FOR TRAINING FACILITIES	30
TABLE 4.2.8	SATISFACTION LEVEL FOR CANTEEN FACILITIES	31
TABLE 4.2.9	SATISFACTION LEVEL FOR ALLOWANCES	32
TABLE 4.2.10	SATISFACTION LEVEL FOR REST ROOM & WORKING ENVIRONMENT	33
TABLE 4.2.11	SATISFACTION LEVEL FOR FUNCTION & SPORT ACTIVITIES	34

LIST OF TABLES

TABLE NO.	TITLE OF TABLE	PAGE NO
TABLE 4.2.12	SATISFACTION LEVEL FOR VEHICLE SHED FACILITIES	35
TABLE 4.2.13	SATISFACTION LEVEL FOR FIRST AID FACILITIES	36
TABLE 4.2.14	SATISFACTION LEVEL FOR TRANSPORTATION	37
TABLE 4.2.15.1	ANALYSIS BY SATISFACTION WELFARE FACILITIES USING WEIGHTED AVERAGE METHOD	38
TABLE 4.2.15.2	RANK ANALYSIS OF SATISFACTION WELFARE FACILITIES USING WEIGHTED AVERAGE	39
TABLE 4.2.16.1	OBSERVED FREQUENCY OPINION OF RESPONDENTS FOR THE SAFETY MEASURES	40
TABLE 4.2.16.2	EXPECTED FREQUENCY OPINION OF RESPONDENTS FOR THE SAFETY MEASURES	40
TABLE 4.2.16.3	CALCULATION OF X^2 VALUE	41
TABLE 5. 1. 1	WELFARE FACILITIES RANKING AS PER ANALYSIS	43

LIST OF FIGURES

FIGURE NO.	FIGURE NAME	PAGE NO.
FIG 3. 1	TARGET RESPONDENTS	15
FIG 4.2.1	NUMBER OF RESPONDENTS IN TOTAL POPULATION	24
FIG 4.2.2	NUMBER OF RESPONDENTS GENDER WISE	25
FIG 4.2.3	NUMBER OF RESPONDENTS BASED ON	26
FIG 4.2.4	SATISFACTION LEVEL FOR SAFETY MEASURES	27
FIG 4.2.5	SATISFACTION LEVEL FOR MEDICAL	28
FIG 4.2.6	SATISFACTION LEVEL FOR SANITARY	29
FIG 4.2.7	SATISFACTION LEVEL FOR TRAINING	30
FIG 4.2.8	SATISFACTION LEVEL FOR CANTEEN	31
FIG 4.2.9	SATISFACTION LEVEL FOR ALLOWANCES	32
FIG 4.2.10	SATISFACTION LEVEL FOR REST ROOM &	33
FIG 4.2.11	SATISFACTION LEVEL FOR FUNCTION & SPORT	34
FIG 4.2.12	SATISFACTION LEVEL FOR VEHICLE SHED	35

LIST OF FIGURES

FIGURE NO.	FIGURE NAME	PAGE NO.
FIG 4.2.13	SATISFACTION LEVEL FOR FIRST AID FACILITIES	36
FIG 4.2.14	SATISFACTION LEVEL FOR TRANSPORTATION	37

LIST OF SYMBOLS, ABBREVIATIONS AND NOMENCLATURE

O_i	-	OBSERVED FREQUENCY
E_i	-	EXPECTED FREQUENCY
χ^2	-	CHI SQUARE SYMBOL
ISO	-	INTERNATIONAL STANDARDS ORGANIZATION
QA	-	QUALITY ASSURANCE
SKU	-	SHORT KEEPING UNITS
QWL	-	QUALITY OF WORKLIFE
DI	-	DAIRY INGREDIENTS
ETP	-	EFFLUENT TREATMENT PLANT (DEPARTMENT)
HSE	-	HEALTH, SAFETY AND ENVIRONMENT (DEPARTMENT)
HR	-	HUMAN RESOURCES (DEPARTMENT)
EDP	-	ELECTRONIC DATA PROCESSING (DEPARTMENT)
AGRI	-	AGRICULTURE (DEPARTMENT)
AH	-	ANIMAL HUSBANDRY (DEPARTMENT)

INTRODUCTION

CHAPTER 1

INTRODUCTION

1.1 PROFILE OF THE COMPANY:

HATSUN AGRO PRODUCT LIMITED is the India's largest private dairy manufacturing of Milk and Milk Products. It is a registered public limited company under the Factories Act, 1948. This company has around 7 manufacturing plants in and around Tamilnadu and Karnataka. Hatsun is USD 250 million companies to be listed in Mumbai Stock Exchange. Project is done in the Hatsun Agro Product Limited., unit situated at Karumapuram Village, Salem Taluk about 20 Km away from Salem.

The total area of the Industry is of 52 acres of land. This unit started manufacturing different type of milk such as double toned milk, toned milk, standardized milk, full cream milk, later it switch over this division to nearby area named Thalaivasal. This unit now started manufacturing milk products (Dairy Ingredients) such as Skim Milk Powder, Whole Milk Powder, Dairy Whitener, Butter, Ghee, Anhydrous Milk Fat, and Hatsun's Popular Arun Ice cream. Now the Unit has 25 MT capacity of Milk Powder processing and 40,000 lt capacity of Ice cream processing per day.

HISTORY

Hatsun Agro Product Limited., was founded by Mr. R.G.Chandramogan. He is the Managing Director of company till now. The company has entered in the Food Industry sector and gone through many improvements over last four decades, which made Hatsun Agro Product Limited., as one of the leading Dairy Industry in India.

First the company registered under Milk and Milk Product Order 1992, for handling of Milk about 0.80 lakh litres per day (LLPD). Then due to expansion of processing units and new plant installation it got registering capacity of 31.35 lakh liter per day (LLPD) as on now.

Milestones

- In 1970 Mr. R.G.Chandramogan started Ice cream industry under the brand name a

- In 1994 Milk Processing unit was started in Salem.
- In 2000 started a unit at Belgaum, Karnataka
- In 1993 acquisition of Kancheepuram dairy.
- In 2004 Dairy ingredients plant was started in Salem and Kancheepuram.
- In 2009 Ice cream division was opened in Salem.

Products

- Started product marketing under brand name “Arun” in 1970. Manufacturing more than 70 varieties of Ice creams (Ice cream, Novelties , Candies , Chocolate coating varieties & Lollies)
- Processed Milk under the brand name of “Arokya” - Standardized Milk, “Hatsun” - Full Cream Milk, “Hatsun”-Toned Milk, “Hatsun” – Standardized Milk
- Milk Powder product such as Full Cream Milk Powder, Skimmed Milk Powder, Dairy Whitener
- Milk Fat product such as Anhydrous Milk Fat, Butter Oil, Frozen Cream, Ghee, Lactic Butter, Salted Butter, Unsalted Sweet Cream butter.

Certifications

Hatsun Agro Product Limited., Salem unit has three ISO certifications which is periodically assessed and approved by DET NORSKE VERITAS AS Switzerland. The following are the certifications:

ISO 9001: 2008	-	Quality Management System
ISO 22000: 2005	-	Food Safety Management System
ISO 14001: 2008	-	Environmental Management System

Apart from ISO Certifications the unit is approved Export Unit by Export Inspection Council, Chennai.

Legal Commitments

- Hatsun Agro Product Limited., is a registered firm under Milk and Milk Products Order 1992,
License firm under Prevention of Food Adulteration 1954.

- Powder Standard Grade and Extra Grade, Full Cream Milk Powder
- Approved Unit by Tamilnadu pollution Control Board.
- Approved Export unit by Export Inspection Council, Chennai.

Management Team

Mr. R.G. Chandramogan	- Managing Director
Mr. Thanarajan	- Joint Managing Director
Mr. Sathyan	- Executive Director
Mr. Jonathan Williams	- General manager Production
Mr. Rajeev Goyale	- Senior General Manager Ice cream
Mr. Ramesh	- Deputy General Manager Ice cream
Mrs. Tania Williams	- Deputy General Manager (QA)

Clients

Hatsun Agro Product Ltd., Salem unit is approved unit for Exporting of Milk Products to Non-European countries. They have prestigious customers who are very satisfied with their consistent quality and services spread across 40 countries around the world. The following are the countries Hatsun Agro product Ltd., is exporting:

Canada, Panama, Algeria, Morocco, Nigeria, Sudan, Algeria, Georgia, Egypt, Saudi Arabia, Sriya, Lebanon, Iran, Dubai, Oman, Ethiopia, Seycheiles, Madagascar, Mauritius, Bahrain, Turkey, China, Bangladesh, South Korea, Hong Kong, Vietnam, Thailand, Sri Lanka, Singapore, Brunei, Yemen, Gayana, Philipinnes, Ireland, Japan

Apart from export clients Hatsun Agro Product Ltd., have clients at India such as Heinz, and also in different Consumer pack SKU's all over India.

1.2 IDENTIFIED PROBLEM

At present the organizations moving towards new technologies and trends in global market. To achieve the market demands and to have sustainable growth in market organizations need to satisfy the employee's requirements. In order to satisfy the employee's the basic facilities needs to be provided to them which will create a favourable environment to work for them. Then only the involvement of employee's in the organization in an efficient manner.

Welfare facilities are provided to the employee's by the organizations as per the statutory and mandatory requirement. Even though the organizations doesn't know whether the employee's are satisfied with those facilities. To know the satisfaction level of employee's this type of study is required. So this study is conducted to know the level of satisfaction of employee's for the Welfare facilities provided to them by the organization.

1.3 NEED FOR STUDY

Satisfaction of an employee in an organization is the important criteria. In every manufacturing industry due to modernization of technology, it needs to withstand and grow further in the world market. For that the employee's working for the organization needs to be satisfied with the welfare facilities. Good morale and satisfaction is evidenced by conformance with regulations and orders such as welfare facilities (as per Factories Act 1948), which makes an employee willingness to co-operate with others in the accomplishment of an organization's objectives. Hence to know the employee's satisfaction level for the welfare facilities provided to them this study is conducted.

1.4 OBJECTIVE AND SCOPE

PRIMARY OBJECTIVE

To Study the "**Employee welfare facilities**" at Hatsun Agro Product Limited, Salem.

SECONDARY OBJECTIVE

- To study the welfare facilities provided by the Organization to its Employee's
- To analyze the employee's perception about the facilities provided to them
- To suggest the improvements that can be made in the organization to increase the employee's morale

SCOPE OF STUDY

The aim of the project was to study the Employee Welfare facilities at Hatsun Agro Product Limited., Salem unit. This study mainly focuses on the satisfaction level of the statutory and non-statutory welfare facilities provided to them in the

With this study it leads to further improvement of the welfare facilities in the organization as per the employee's satisfaction. It helps the employee's in expressing their views and opinions through the study to the organization.

1.5 DELIVERABLES

The study is to be conducted to the employee's of Hatsun Agro Product Ltd., Salem unit. Each question in the questionnaire gives the result among the following category such as: Highly Satisfied, Satisfied, Neutral, Dissatisfied, and Highly Dissatisfied. From this the deliverable for the project is found out that the transportation facility needs to be given to the employees.

LITERATURE SURVEY

CHAPTER 2

LITERATURE SURVEY

2. 1 REVIEW OF LITERATURE

EMPLOYEE WELFARE

Employee welfare means “the efforts to make life worth living for workmen.” According to Todd “employee welfare means anything done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry.”

Employee welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms.

OBJECTIVES OF EMPLOYEE WELFARE:

The objectives of employee welfare are: -

- * It helps to improve.
- * It improves the loyalty and morale of the employees.
- * It reduces labor turnover and absenteeism.
- * Welfare measures help to improve the goodwill and public image of the enterprise.
- * It helps to improve industrial relations and industrial peace.
- * It helps to improve employee productivity.

According to factories act 1948 the following are the mandatory facilities given in it. It has the following sections from 42 to 50 sections which are discussed below:

42. WASHING FACILITIES

(1) In every factory -

(a) adequate and suitable facilities for washing shall be provided and maintained for the use of the workers therein;

(b) separate and adequately screened facilities shall be provided for the use of male and female workers;

(c) such facilities shall be conveniently accessible and shall be kept clean.

(2) The State Government may, in respect of any factory or class or description of factories or of any manufacturing process, prescribe standards of adequate and suitable facilities for washing.

43. FACILITIES FOR STORING AND DRYING CLOTHING

The State Government may, in respect of any factory or class or description of factories, make rules requiring the provision therein of suitable places for keeping clothing not worn during working hours and for the drying of wet clothing.

44. FACILITIES FOR SITTING

(1) In every factory suitable arrangements for sitting shall be provided and maintained for all workers obliged to work in a standing position, in order that they may take advantage of any opportunities for rest which may occur in the course of their work.

(2) If, in the opinion of the Chief Inspector, the workers in any factory engaged in a particular manufacturing process or working in a particular room are able to do their work efficiently in a sitting position, he may, by order in writing, require the occupier of the factory to provide before a specified date such seating arrangements as may be practicable for all workers so engaged or working.

(3) The State Government may, by notification in the Official Gazette, declare that the provisions of sub-section (1) shall not apply to any specified factory or class or description of factories or to any specified manufacturing process.

45. FIRST AID APPLIANCES

(1) There shall in every factory be provided and maintained so as to be readily accessible during all working hours first-aid boxes or cupboards equipped with the prescribed contents, and the number of such boxes or cupboards to be provided and maintained shall not be less than one for every one hundred and fifty workers ordinarily employed¹ [at any one time] in the factory.

¹At any one time in a first-aid box or cupboard.

- (3) Each first-aid box or cupboard shall be kept in the charge of a separate responsible person ³[who holds a certificate in first-aid treatment recognized by the State Government] and who shall always be readily available during the working hours of the factory.]
- ⁴[(4)] In every factory wherein more than five hundred workers are ⁵[ordinarily employed] there shall be provided and maintained an ambulance room of the prescribed size, containing the prescribed equipment and in the charge of such medical and nursing staff as may be prescribed ⁶[and those facilities shall always be made readily available during the working hours of the factory.]

46. CANTEENS

- (1) The State Government may make rules requiring that in any specified factory wherein more than two hundred and, fifty workers are ordinarily employed, a canteen or canteens shall be provided and maintained by the occupier for the use of the workers.
- (2) Without prejudice to the generality of the foregoing power, such rules may provide for -

- (a) the date by which such canteen shall be provided;
- (b) the standards in respect of construction, accommodation, furniture and other equipment of the canteen;
- (c) the foodstuffs to be served therein and the charges which may be made therefor;
- (d) the constitution of a managing committee for the canteen and representation of the workers in the management of the canteen;
- ¹(dd) the items of expenditure in the running of the canteen which are not to be taken into account in fixing the cost of foodstuffs and which shall be borne by the employer;
- (e) the delegation to the Chief Inspector, subject to such conditions as may be prescribed, of the power to make rules under clause (c).

47. SHELTERS, REST ROOMS AND LUNCHROOMS

- (1) In every factory wherein more than one hundred and fifty workers are ordinarily employed, adequate and suitable shelters or rest rooms and a suitable lunch room, with provision for drinking water, where workers can eat meals brought by them, shall be provided that any canteen maintained

in accordance with the provisions of section 46 shall be regarded as part of the requirements of this sub-section : Provided further that where a lunch room exists no workers shall eat any food in the work room.

(2) The shelters or rest rooms or lunch rooms to be provided under sub-section (1) shall be sufficiently lighted and ventilated and shall be maintained in a cool and clean condition.

(3) The State Government may –

(a) prescribe the standards in respect of construction, accommodation, furniture and other equipment of shelters, rest rooms and lunch rooms to be provided under this section;

(b) by notification in the Official Gazette, exempt any factory or class or description of factories from the requirements of this section.

48. CRECHES

(1) In every factory wherein more than ¹thirty women workers are ordinarily employed there shall be provided and maintained a suitable room or rooms for the use of children under the age of six years of such women.

(2) Such rooms shall provide adequate accommodation, shall be adequately lighted and ventilated, shall be maintained in a clean and sanitary condition and shall be under the charge of women trained in the care of children and infants.

(3) The State Government may make rules –

(a) prescribing the location and the standards in respect of construction, accommodation, furniture and other equipment of rooms to be provided, under this section;

(b) requiring the provision in factories to which this section applies of additional facilities for the care of children belonging to women workers, including suitable provision of facilities for washing and changing their clothing;

(c) requiring the provision in any factory of free milk or refreshment or both for such children;

(d) requiring that facilities shall be given in any factory for the mothers of such children to feed them at the necessary intervals.

49. WELFARE OFFICERS

- (1) In every factory wherein five hundred or more workers are ordinarily employed the occupier shall employ in the factory such number of Welfare officers as may be prescribed.
- (2) The State Government may prescribe the duties, qualifications and Conditions of service of officers employed under sub-section (1).

50. POWER TO MAKE RULES TO SUPPLEMENT THIS CHAPTER

The State Government may make rules -

(a) exempting, subject to compliance with such alternative arrangements for the welfare of workers as may be prescribed, any factory or class or description of factories from compliance with any of the provisions of this Chapter;

(b) requiring in any factory or class or description of factories that representatives of the workers employed in the factory shall be associated with the management of the welfare arrangements of the workers.

Hatsun Agro Product Limited., Salem unit provides the above welfare facilities except the crèche and welfare officers. Apart from these welfare facilities the basic facilities as per factories act also fulfilled by the industry. They also provide the non-statutory welfare facilities such as medi claim policy, allowances.

2. 1 LITERATURE REVIEW

According to my Project title Employee's Welfare facilities I have referred to the researchers related to the field. The previous studies gives insight to the studies related to employee welfare facilities as follows:

1) A. Sabarirajan, T.Meharajan, B.Arun (2010) suggested "A study on the various welfare measures and their impact on QWL provided by the Textile Mills with reference to Salem District, Tamil Nadu, India"

Purpose of Study:

This research starts with the objective of studying the various welfare measures provided by the textile industry and its impact on quality of work life among the employees.

Design:

In this study, the descriptive research was conducted to find out the information about the factor and to spotlight the areas that need the management's attention. The statistical tools like chi square, ANOVA and percentage analyses are also used.

Findings:

Most of the employees are highly benefited with the welfare measures provided by the mills. The employees shows positive attitude towards the provision of the welfare measures. On the whole, majority of the employees are highly satisfied with the welfare measures provided by the textiles mills. Most of the employees having between 5 – 10 years of experience are highly satisfied with the safety measures, working conditions, etc.

Conclusion:

By conducting this study we could infer that the Employees of Textile Mills in Salem district are satisfied with the welfare measures provided by their organization.

2) Study on Welfare facilities available in in Anally Senthil tea factory in vaalpharai.

Purpose of Study:

Government has passed many acts to provide facilities to the workers in factories. This study evaluates the extent of welfare facilities available in Anally Senthil tea factory in vaalpharai.

Design:

This is an empirical study based on survey method. The data were collected from both primary & secondary sources. The major tool that has been used for collecting data in this study is an interview

schedule. The schedule has been constructed with reverence to different aspects influencing the welfare facilities in the factory. Stratified Sampling Method was used for the selection of sample units.

Findings:

The researchers found out that 44 percentage of the respondents working in the tea processing industries are between the age group of 35-45 yrs. It was found that 64 % of the workers in the tea processing industries are male, 58 % of the workers have completed the

are having experience between 5-0 yrs, 90 % of tea workers are earning income between 1500-2500 per month, 52 % of the workers are satisfied with the washing facility provided by the factory, Majority of the workers (i.e., 66%) are satisfied with the storing and drying facilities given by the factory, 62% feel that they are satisfied with the first aid appliances provided by the factory, 62 % of the respondents are satisfied with the medical facilities, 46 % are not satisfied with the canteen facilities provided by the factory, 48 % feel that they are satisfied with the rest room facilities available in the factory, 54 % of the respondents feel that they are not satisfied with the baby take care centre, 54 % of the respondents feel that they are satisfied with the ventilation and lighting facilities, 60 % feel that they are satisfied with the sanitation facility, 60% of the respondents are satisfied with the recreational facilities.

Conclusion:

The Project report entitled "A study on the impact of welfare facilities among the tea workers in Anally Senthil Tea Estate Pvt. Ltd., Vaalparai" reveals that the workers are satisfied with the welfare measure provided to them in the factory.

3) Hima.P done the Project under the guidance of Prof.Dr.C.Sundaran (2010) "A Study on Employee Welfare measure provided by Pandian Tea Industry, Nilgris"

Purpose of Study:

To analyze the employee welfare measures given to the employees at Pandian Tea Industry

Design:

Section wise brief Descriptive research/Statistical research is applied to the Study. Primary data is collected by means of Questions and the Secondary data is collected by means of organizations brochures, records. The tool used for analysis is Percentage method, Chi square and weighted average method.

Findings:

According to findings there is no relation between gender and awareness among employees. The employees given response consists of 55% male and 45 % female. 82.8% employee's aware of welfare facilities and remaining 17.2% not aware about facilities provided to them. 70.3 % are satisfied with leave provision and 29.7% are not satisfied with store room facilities, 89%

satisfied with restroom facilities, 93.7% satisfied with first aid facilities, 62 % satisfied with housing facilities and remaining 38% are not satisfied, 82.8% are satisfied with drinking water facilities.

Conclusion:

From the Study at Pandian Tea industry at Nilgris, all the welfare facilities provided are statutory regulations. They give more importance to statutory welfare facilities.

4) Prem Chand and Ramprakash (1970) 'Absenteeism in Indian Industry, Productivity' have given four factors which are responsible for absenteeism : Socio-economic factors comprising, living conditions of workers, health of workers, drinking habits of workers, indebtedness of workers, education, social norms and values, side income. Inplant factors consisting of attitude and practices of management, working conditions, personal facilities, welfare amenities, leave facilities, differential wages and bonus payments and working of trade unions. ESI Scheme, Other unavoidable factors like occurrence of accidents, personal matters like attending or arranging marriages of near ones, attending funerals, family sickness, the law courts or religious ceremonies.

The authors have concluded that "absentee behavior springs from the interaction of multiple forces. It is in fact a by-product of consequence of socio-economic conditions, inplant factors like personnel and welfare policy, social environment, housing, transport, indebtedness and alcoholism. However factors which would be responsible for absenteeism in one plant differ from those in another plant. Hence the remedial measures cannot be tailor-made.

5) Bhatnagar, Deepak (1984) studied " Labour Welfare and social security legislation in India". It is an in-depth study to determine the effectiveness of the Employee's state Insurance Scheme. The survey stated that a significant number of respondents had shown a defensive attitude; such an attitude could be explained in terms of such facts as the lack of fuller knowledge of the scheme and the low level of education of the respondents. An inadequate advertisement of the scheme was also partially responsible for the lack of awareness of the scheme such factors could be held responsible for the limited utilization of the scheme would directly hit the basic aims and objectives of any

2.2 RESEARCH GAP

According to the Literature review's there are number of studies has been conducted by the researchers all over the world regarding the welfare facilities provided to employees in the organization. Some researchers had studied the impact of quality of work life due to the welfare measures given to the employees. Some other researchers had concentrated on evaluating the percentage of awareness that the employee is having on the welfare facilities.

This study is conducted to know the satisfaction level of employee's. The gap observed in other researchers is they didn't analyze the relationship between the employee age, marital status, family in nature with the employee welfare facilities. These three parameters play a major role in every employee's satisfaction level on welfare facilities. This is considered as a research gap and the researcher tends to fill this gap by means of this study.

METHODOLOGY

CHAPTER 3
METHODOLOGY

3.1 TYPE OF PROJECT:

Project type adopted for this study is of Descriptive research. It has applied to this research study because it includes survey and fact finding enquiries of different kinds. It helps to know the present status of welfare facilities. This study identifies the welfare facilities which need more attention for further improvement, so that the satisfaction level of the employees will increase in the organization.

3.2 TARGET RESPONDENTS:

Target respondents are the employees from the Hatsun Agro Product limited, Salem unit. Questionnaire has been developed to make the survey among the employees of the organization. The respondent has been selected from the unit from the following departments such as:

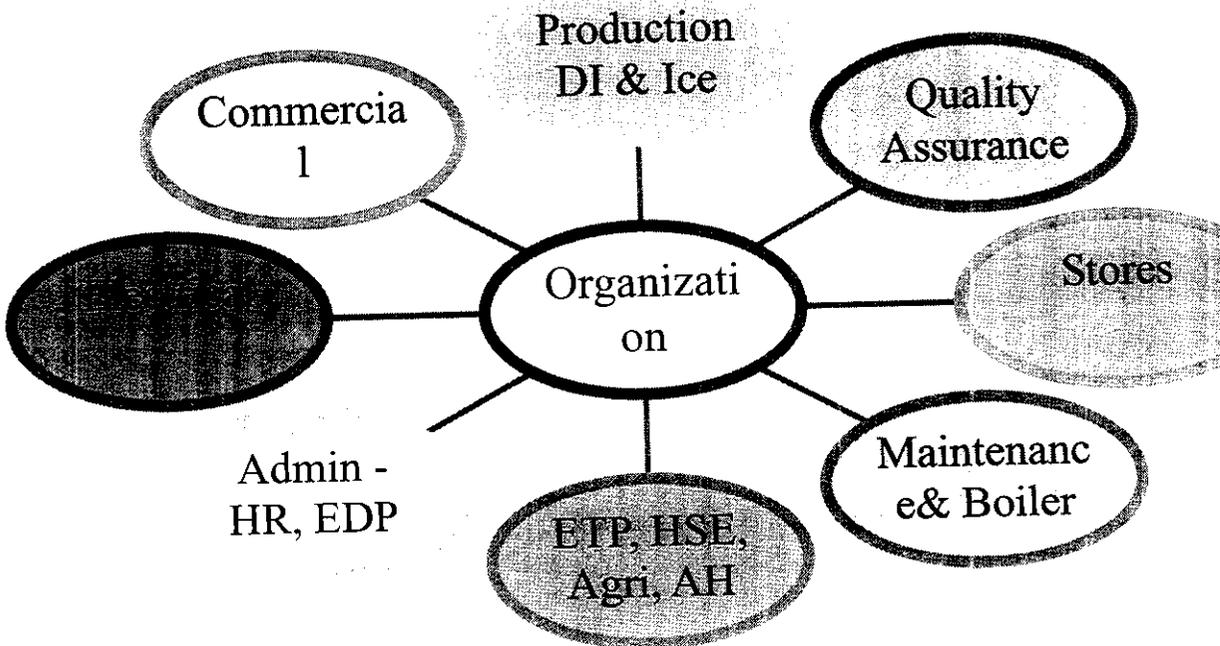


Fig 3.1 Target Respondents

3.3 ASSUMPTIONS, CONSTRAINTS AND LIMITATIONS

3.3.1 ASSUMPTIONS

The study on Employee welfare facilities is conducted by means of survey technique among the employees to know the opinion of them for the welfare facilities provided to them in the organization. The main assumption made in this study is in the sample size calculation.

- a) The confidence level i.e the amount of uncertainty that can be tolerated in the study is assumed as 90%.
- b) The margin of error i.e the amount of error that can be tolerated in the study is assumed as 5%.
- c) The response distribution i.e expected results from the population. It is assumed as 50%.

Note: (These all are assumed because these are the typical choices that used commonly in the sample size determination calculation).

3.3.2 CONSTRAINTS AND LIMITATIONS

The following are the limitations that can affect the findings of the research:

- Employee's perception can change time to time
- For person not knowing English , translating it into Tamil verbally – So time consuming to collect the Questionnaire
- Study of employee's is to be conducted for short time period only
- Study is to be conducted and applicable to the Hatsun agro product Ltd., Salem.

3.4 RESEARCH

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data. It is the manipulation of things, concept or symbols for the purpose of generalizing to extend or verify knowledge aids in construction of theory or in the practice of an art.

3.4.1 RESEARCH METHODOLOGY

Research methodology is the method by which a research is conducted. It is a way to systematically solve a problem. In research methodology the researcher studies the various steps, research methods / techniques, tools and analysis that are generally to be adopted in studying a research problem along with the logic behind them.

3.4.2 RESEARCH DESIGN

“A research design is an arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure”. It will state the conceptual structure i.e a plan that specifies the objectives of study, method to be adopted in the data collection, tools in data analysis and hypothesis within which research to be conducted. The research design includes the following steps:

- Identifying the problem
- Formulating the objectives of the study.
- Designing the methods of data collection.
- Selecting the sample.
- Collecting the data.
- Processing and analyzing the data.
- Reporting the findings.

The preparation of such a design facilitates research to be as efficient as possible yielding maximal information.

3.4.3 TYPE OF RESEARCH

Descriptive research describes data and characteristics about the population or phenomenon being studied. It is also known as statistical research. The main idea behind this type of research is to study the frequencies, averages and other statistical calculations. Descriptive research includes surveys and fact-finding enquiries of different kinds. But the best technique that to be used for the descriptive research is survey technique. The researcher has no control over the variables; only reporting what has happened or what is happening.

3.5 SAMPLING METHODS

3.5.1 SAMPLING PLAN

A procedure or plans drawn up before any data are collected to obtain a sample from a given population is known as sampling plan. It refers to the detailed outline of planning about what is the data collection method to be adopted among how many number of population on which sample size of population by which procedure.

The sampling method to be adopted in this study is of random sampling. Random sampling is the purest form of probability sampling. Each member of the population has an equal and known chance of being selected. By using this simple random sampling the samples are selected from the population randomly. From the list of population the samples are selected from the first and general shift employees.

3.5.2 DATA COLLECTION

Data collection is of two types, one is Primary data which is collected freshly from the group of population for the first time and that is to be considered as the original value to the study conducted. The second type is of Secondary data which is the gathered information of Primary data i.e is already collected data by some other researchers and it is evaluated. These secondary data are collected from the other research abstracts, books, journals and so on.

The data collection adopted in this study is of Primary data type. It is to be collected from the population present in Hatsun Agro Product Limited., Salem.

3.5.3 SAMPLE SIZE

. Sample size is the number of samples selected from the population which is to be included in a statistical sample. Sample size determination is an important feature for a study to have adequate population.

3.5.4 SAMPLE SIZE DETERMINATION

Sample size determination for the known population size is to be calculated using the Margin of error, Confidence level and the response distribution. The confidence interval (also called margin of error) is the plus-or-minus figure usually reported in

the study. Common choice of error is 5 %. Confidence intervals are only valid if a survey sample is randomly selected. The confidence level is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 90% confidence level means you can be 90% certain. Response distribution is the expected results from the known population.

Sample Size (SS)

$$SS = \frac{Z^2 * p * (1 - p)}{C^2} \quad (3.1)$$

Where: Z = Z value (e.g. 1.645 for 90% confidence level)

p = percentage picking a choice, expressed as decimal (.5 used for sample size needed)

c = confidence interval, expressed as decimal (e.g., .05 = ±5)

Correlation for finite population

$$New\ SS = \frac{SS}{1 + (SS - 1/pop)} \quad (3.2)$$

Where: pop = population

3.5.5 SAMPLING TOOL

Sampling tool is the one used for collecting data from the sample size. The statistical tool used in the study is questionnaire which is a formalized instrument for asking information directly from a respondent concerning behavior, demographic characteristics, level of knowledge, and/or attitudes, beliefs and feelings. In the questionnaire consists of 28 questions each with the parameters using 5 scale techniques such as highly satisfied, satisfied, neutral, dissatisfied, and highly dissatisfied.

3.6 DATA PROCESSING

The data that collected through questionnaires is analyzed by means of grouping the

The 28 questions in th

questionnaire are grouped as follows:

- Question No: 1 to 3 - Safety Measures
- Question No: 4 to 6 - Medical facilities
- Question No: 7 to 9 - Sanitary facilities
- Question No: 10 to 11- Training facilities
- Question No: 12 to 15- Canteen facilities
- Question No: 16 to 18- Allowances
- Question No: 19 to 24- Rest room and working environment
- Question No: 25 - Annual day celebration
- Question No: 26 - Working environment
- Question No: 27 - First aid facilities
- Question No: 28 - Transportation

Percentage Method

The data collected is first analyzed through percentage method. The percentage is used for making comparison between two or more series of data. It is used to classify the opinion of the respondent for different factors. It is calculated

$$\text{Percentage of respondent} = \frac{\text{No. of respondents favorable}}{\text{Total No. of respondents}} \times 100$$

3.7 TOOLS FOR ANALYSIS:

To analyze and interpret the collected data, the following methods are used such as:

- Weighted average method
- Chi-square technique

Weighted average method

The weighted average method can be calculated by the following formula. This tool is used to find the rank given by the respondents to the welfare measures. It can be calculated as

$$\text{Weighted average} = \frac{\sum \text{Weight given to the variable} \times \text{Value for the variable}}{\sum \text{Value for the variable}} \quad (3.3)$$

Weights given to each parameter:

Parameter	Weight
Highly Satisfied	5
Satisfied	4
Neutral	3
Dissatisfied	2
Highly Dissatisfied	1

Table 3.1 Weights given to each parameter

Chi-square analysis

Chi-square analysis is the non-parametric test in statistics. It is to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution. A chi-square test is used when you want to see if there is a relationship between two categorical variables. It is used to measure and study the divergence of actual and expected frequencies.

The formula for computing chi-square is as follows

$$\text{Chi square} = \frac{\sum (O_i - E_i)^2}{E_i} \quad (3.4)$$

The calculated value of chi-square is compared with the table of chi-square for the given degrees of freedom at the specified level of significance. If the calculated value is greater than the tabulated value then the difference between the observed frequency and the expected frequency are significant. The degrees of freedom is (n-2) where 'n' is number of observed frequencies and in case of contingency table the degrees of freedom is (C-1)(R-1) where C is number of columns and R is number of rows.

It is used to find the relation between welfare satisfaction and the employee

to find the relation between the welfare satisfaction and their

DATA ANALYSIS AND
INTERPRETATION

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

Statistical analysis refers to a collection of methods used to process large amounts of data and report overall trends. In this once the collection of data is completed, it is analyzed through classification, tabulation, graphical representation. Pie charts and bar charts are used for graphical representation. Interpretation of data is to be done by drawing inferences from the collected data after the analytical or experimental study.

The data collected for analyzing the employee welfare facilities at Hatsun Agro Product Limited., has been tabulated, analyzed, interpreted in this chapter.

4. 1 Study of welfare facilities

Employee welfare facilities in the organization is identified and compared with the statutory welfare facilities. The following are the statutory welfare facilities that need to be provided by the industries as per Factory Act 1948:

- Section 42 - Washing Facilities
- Section 43 - Facilities for Storing and drying clothing
- Section 44 - Facilities for sitting
- Section 45 - First aid appliances
- Section 46 - Canteens
- Section 47 - Shelters, restrooms and Lunch rooms
- Section 48 - Crèches
- Section 49 - Welfare officers

From the above welfare facilities as per Factory act, compare the facilities provided by Hatsun Agro Product Limited, which is given in the following table:

Table 4.1 Study of welfare facilities compared to statutory norms

Section (As per Factories Act)	Welfare Facilities	Provided/Not Provided
Section 42	Washing Facilities	Provided
Section 43	Facilities for Storing and drying clothing	Provided
Section 44	Facilities for sitting	Provided
Section 45	First aid appliances	Provided
Section 46	Canteens	Provided
Section 47	Shelters, restrooms and Lunch rooms	Provided
Section 48	Crèches	Not Provided
Section 49	Welfare officers	Not Provided

Apart from the welfare facilities, basic facilities also provided to the employee's as per the statutory requirements. They are proper toilet facilities, waste disposal, safety measures, medical facilities, working environment, etc,

Inference:

From the above table, it is clearly indicates that the most of the statutory welfare facilities are provided by the organization. Section 48 is not provided due to fewer women employees are working in the organization. As per act, at least 30 women working in the organization there should be crèche facilities. But only 20 women were employed in the organization. As per Section 49 for an organization having employee's population as 500,

The above comparison study has been done and apart from it another study also conducted among the employees of Hatsun Agro Product Limited., using the questionnaire as tool as per the survey technique.

4.2 Analysis of Welfare facilities (Survey method)

4.2.1. RESPONDENTS

Employee welfare facilities questionnaire is collected from the employees of departments such as Production, Laboratory, Stores, HR, Animal Husbandry, ETP, and Maintenance. The respondents are from first shift and general shift. The table shows the Number of respondents in the industry.

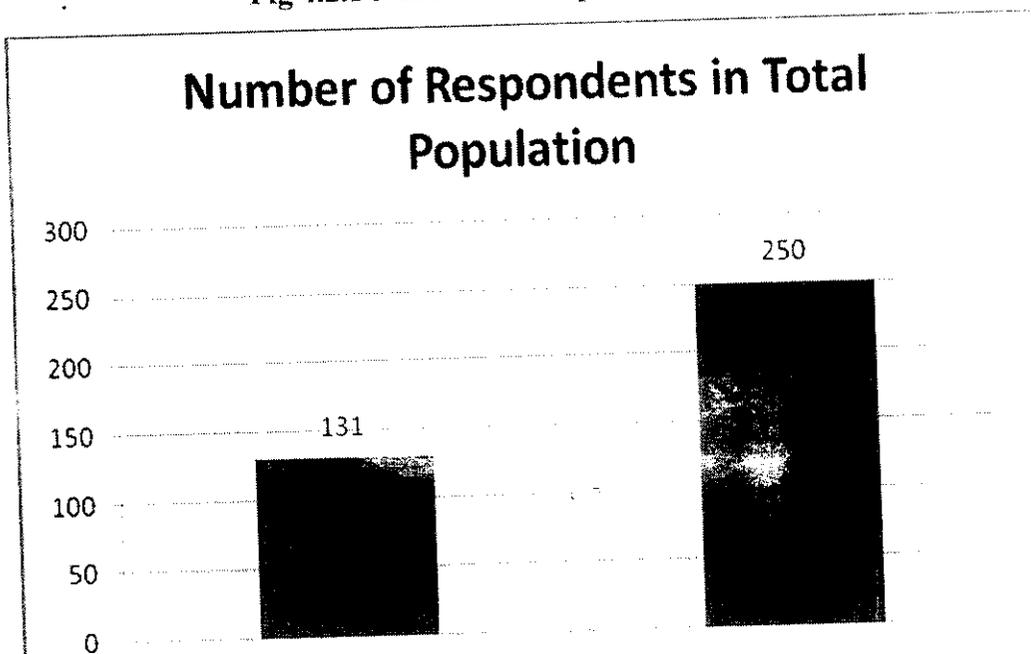
Table 4.2.1 Number of Respondents in Total population

No. of Respondents	131
Population	250

Inference

The number of respondents selected from the population was 131 out of 250; it is calculated by means of sample size formula.

Fig 4.2.1 Number of Respondents in Total population



4.2.2. GENDER

Welfare facilities of employees provided in the organization is analyzed using their satisfaction level. Employees include both male and female. Female population is from Laboratory and the Administration work. The following table shows the number of respondents on the basis of gender.

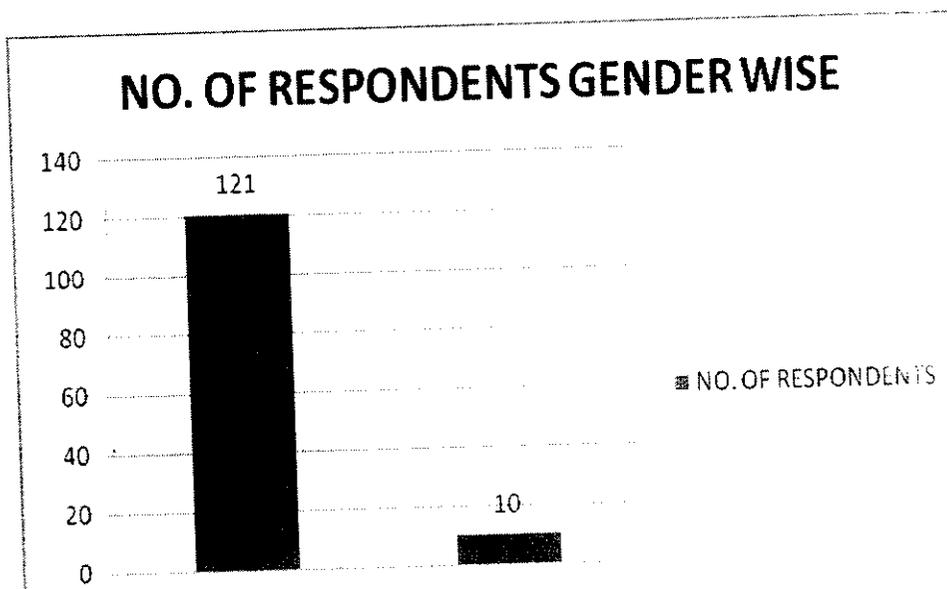
Table 4.2.2 Number of Respondents Gender wise

GENDER	NO. OF RESPONDENTS	PERCENTAGE
MALE	121	92
FEMALE	10	8
TOTAL	131	100

Inference

From the table it shows that 92% are male and 8% are female are the respondents from the population. It shows that the population employed in the Hatsun Agro Product Limited., industry consists of more male respondents.

Fig 4.2.2 Number of Respondents Gender wise



4.2.3. EXPERIENCE

Experience of the respondents are classified and shown in the below table. To know the experience of the number of respondents from the population the following analysis is done.

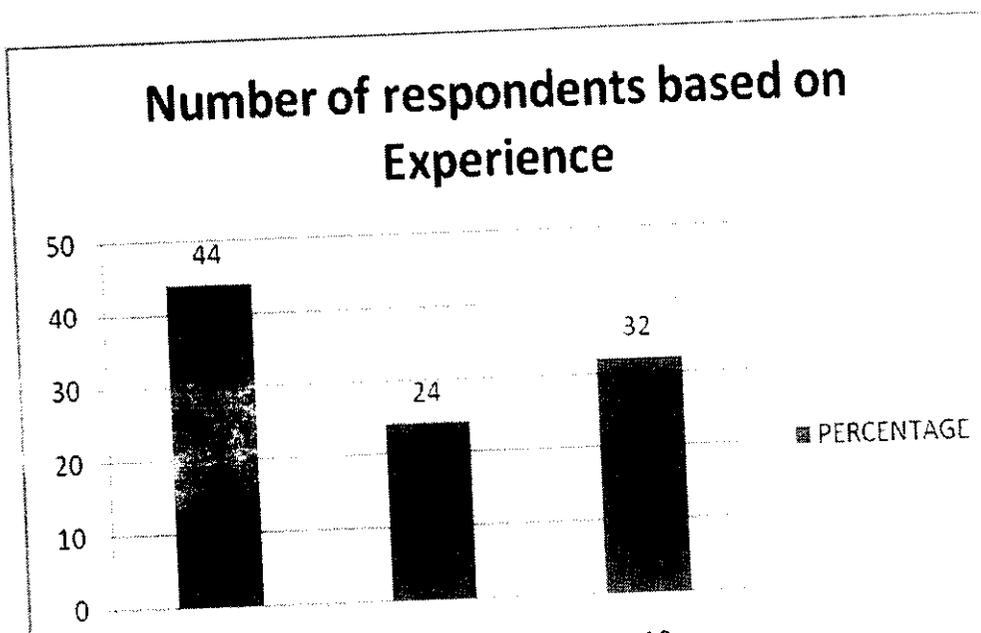
Table 4.2.3 Number of Respondents based on experience

EXPERIENCE	NO. OF RESPONDENTS	PERCENTAGE
1-5	57	44
5-10	32	24
>10	42	32
TOTAL	131	100

Inference

From the above table it shows that the number of respondents having 1-5 experience is of 44%, 5-10 experience is of 24%, >10 experience is of 32%. It is inferred that the most of the respondents are of less experience between 1 to 5 years.

Fig 4.2.3 Number of Respondents based on experience



4.2.4. SATISFACTION LEVEL FOR SAFETY MEASURES

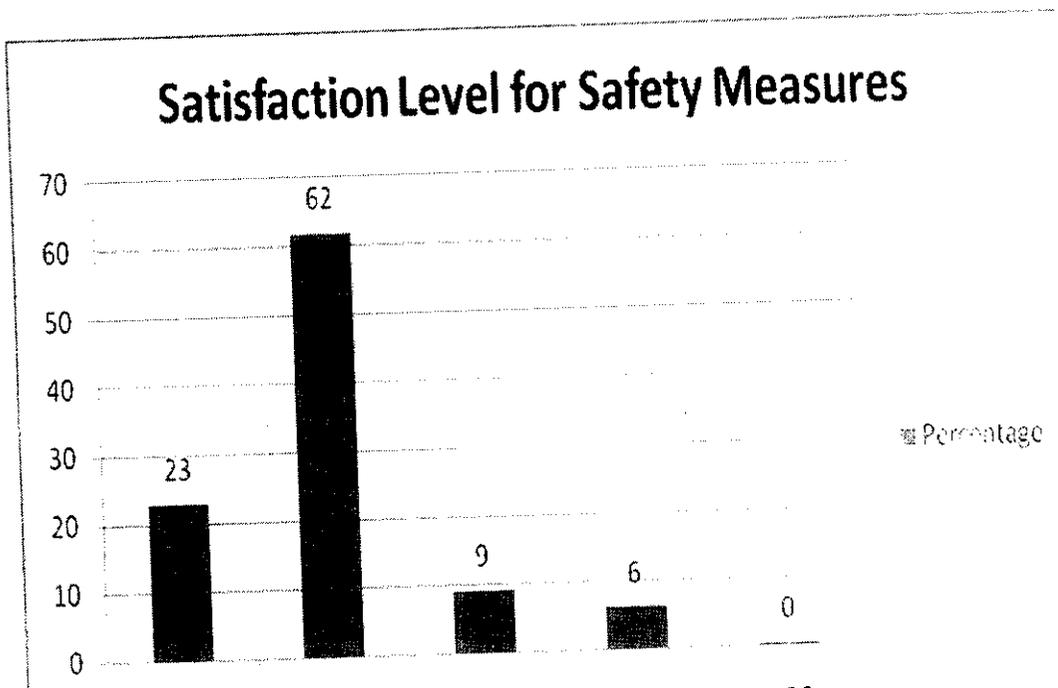
Table 4.2.4 Satisfaction level for Safety Measures

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	30	23
Satisfied	81	62
Neutral	12	9
Dissatisfied	8	6
Highly dissatisfied	0	0
Total	131	100

Inference

From the above table it is clearly infer that the 62% of respondents are satisfied, 26% of respondents are highly satisfied with the safety measures provided. Overall 88% have said that they are satisfied with the safety measures.

Fig 4.2.4 Satisfaction level for Safety Measures



4.2.5. SATISFACTION LEVEL FOR MEDICAL FACILITIES

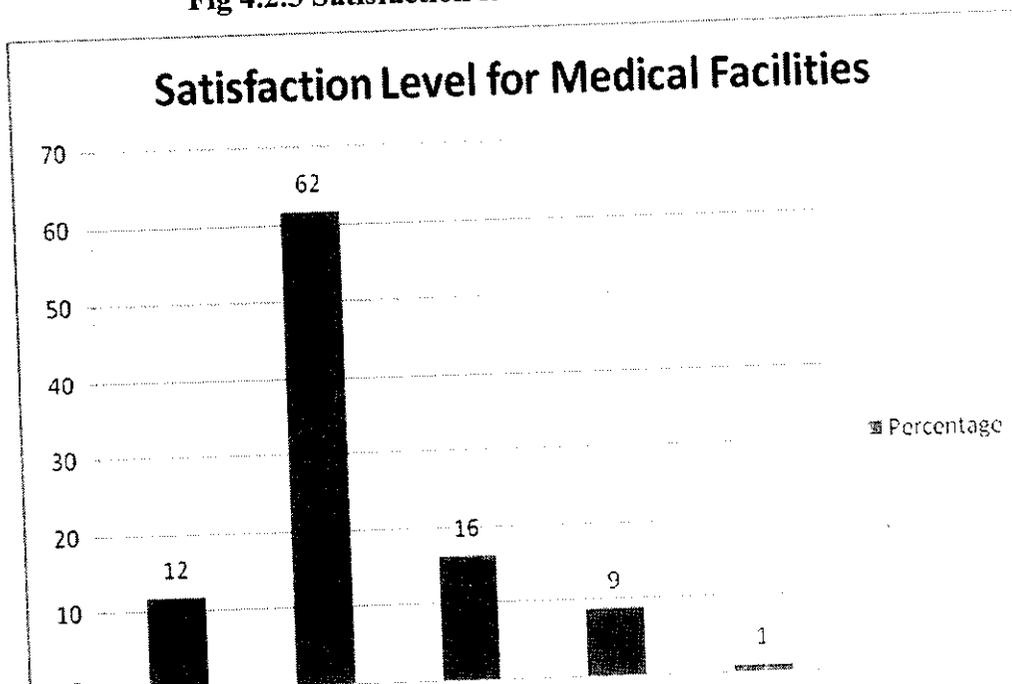
Table 4.2.5 Satisfaction level for Medical facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	16	12
Satisfied	81	62
Neutral	21	16
Dissatisfied	12	9
Highly dissatisfied	1	1
Total	131	100

Inference

From the above table, it is inferred that the 74% (includes both highly satisfied and satisfied) of the respondents have said that they are satisfied with the medical facilities provided to them by Hatsun agro product limited. Yearly once free medical checkup is also provided to the respondents as a mandatory.

Fig 4.2.5 Satisfaction level for Medical facilities



4.2.6. SATISFACTION LEVEL FOR SANITARY FACILITIES

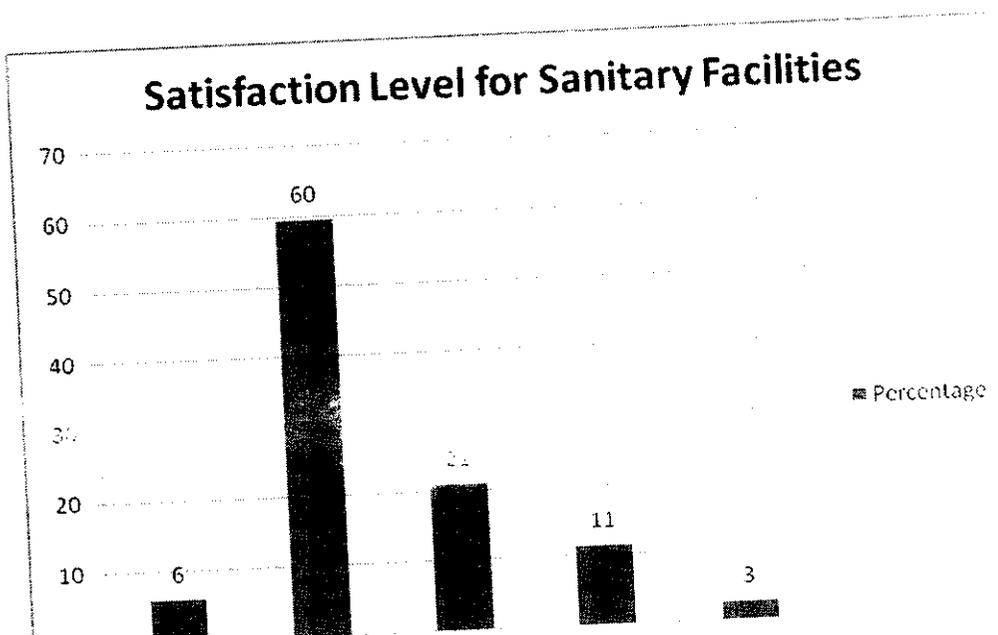
Table 4.2.6 Satisfaction level for sanitary facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	8	6
Satisfied	78	60
Neutral	27	21
Dissatisfied	15	11
Highly dissatisfied	3	3
Total	131	100

Inference

From the above table it infers that the sanitary facilities satisfaction level among the respondents is as follows: 60 % are satisfied, 6% are highly satisfied, but 21% of employees are given opinion as neutral. It shows that there are chances of dissatisfaction and satisfaction equally. So consideration needs to be taken to improve the sanitary facilities provided.

Fig 4.2.6 Satisfaction level for sanitary facilities



4.2.7. SATISFACTION LEVEL FOR TRAINING FACILITIES

Table 4.2.7 Satisfaction level for Training facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	45	34
Satisfied	73	56
Neutral	13	10
Dissatisfied	1	0
Highly dissatisfied	1	0
Total	131	100

Inference

From the above table, it shows that the most of the respondents have said that they are satisfied 90% (includes both satisfied and highly satisfied) with the training and its facilities provided.

Fig 4.2.7 Satisfaction level for Training facilities



4.2.8. SATISFACTION LEVEL FOR CANTEEN FACILITIES

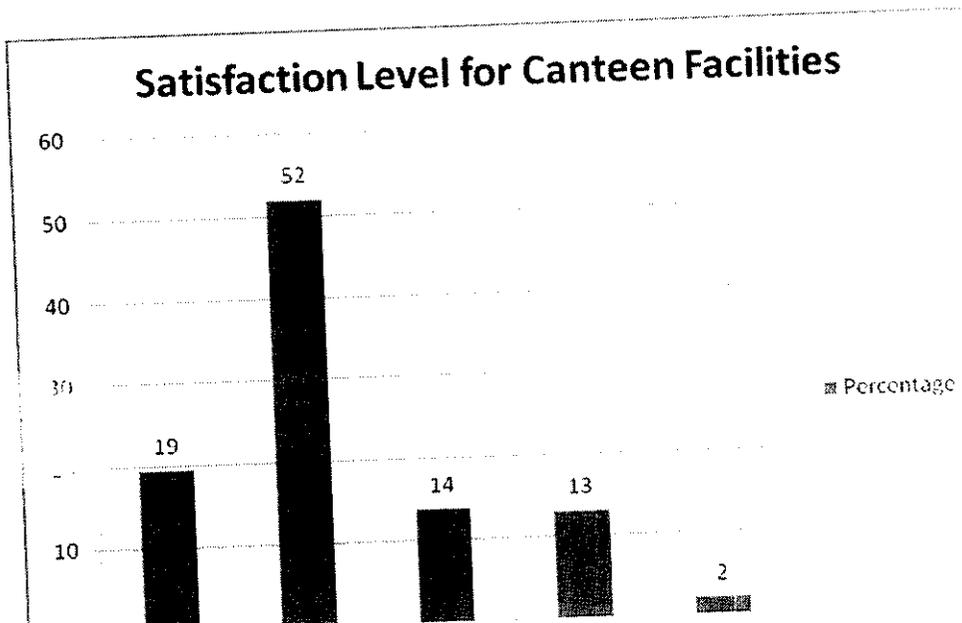
Table 4.2.8 Satisfaction level for Canteen facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	26	19
Satisfied	68	52
Neutral	18	14
Dissatisfied	17	13
Highly dissatisfied	3	2
Total	131	100

Inference

From the above table, it inferred that the 71% (includes highly satisfied and satisfied) respondents are satisfied with the canteen facilities given. By analyzing the questionnaire, it shows that the respondents are dissatisfied mostly for the cost of canteen food provided and also more satisfied with the drinking facilities provided to them.

Fig 4.2.8 Satisfaction level for Canteen facilities



4.2.9. SATISFACTION LEVEL FOR ALLOWANCES

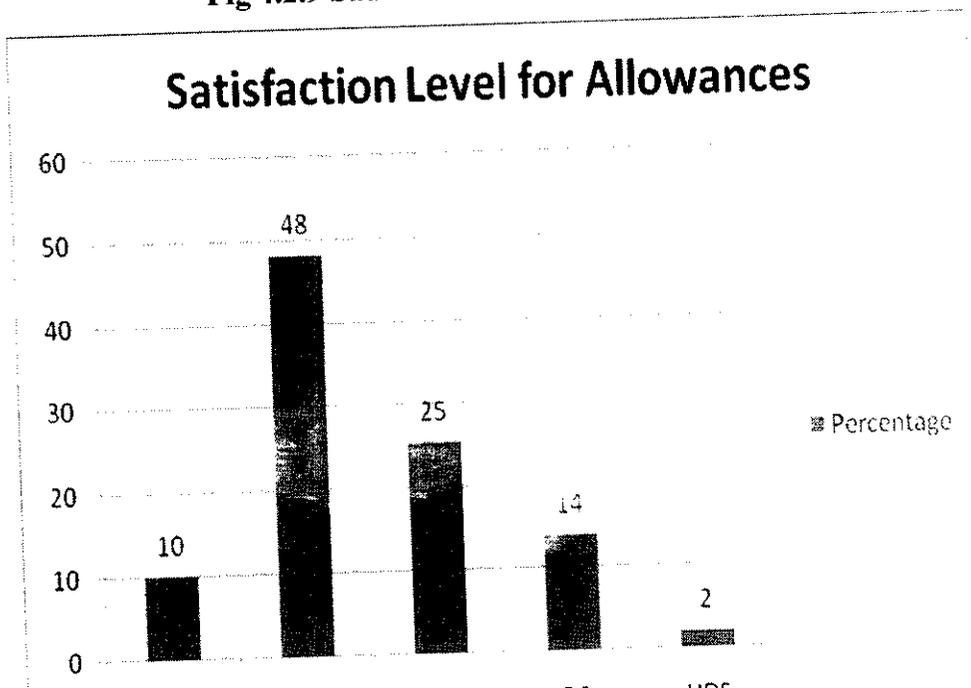
Table 4.2.9 Satisfaction level for allowances

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	13	10
Satisfied	63	48
Neutral	33	25
Dissatisfied	18	14
Highly dissatisfied	3	2
Total	131	100

Inference

The above table infers that the 58% (includes highly satisfied and satisfied) of respondents have said that they are satisfied with the allowances such as educational, conveyance and House rent allowances given to them. But still 42% of the respondents are in the category of neutral and dissatisfied.

Fig 4.2.9 Satisfaction level for allowances



4.2.10. SATISFACTION LEVEL FOR REST ROOM & WORKING ENVIRONMENT

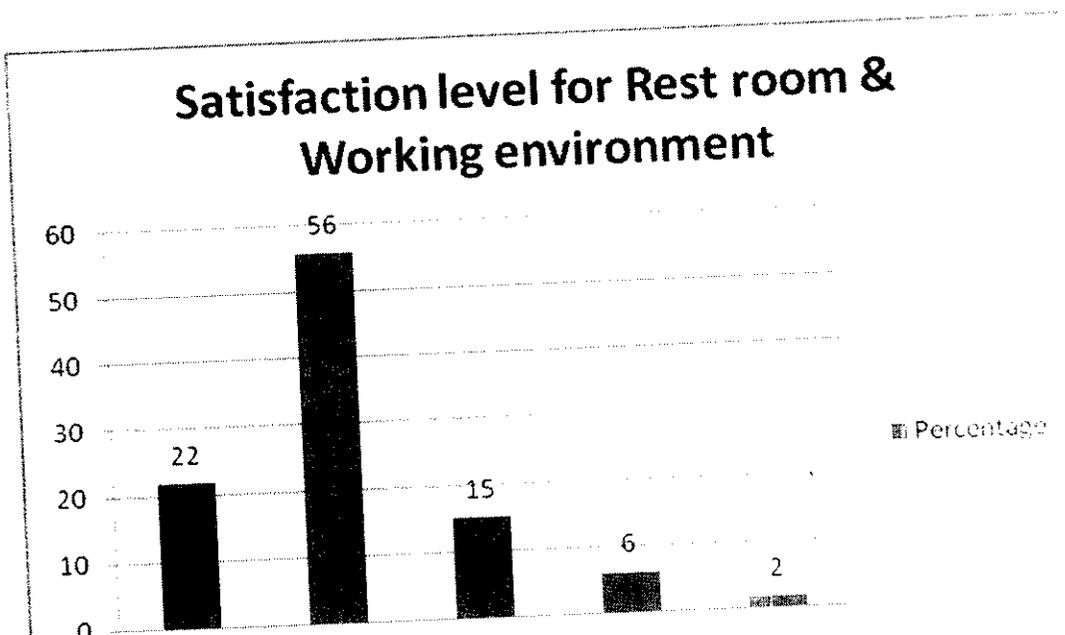
Table 4.2.10 Satisfaction level for Rest room & working environment

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	29	22
Satisfied	73	56
Neutral	20	15
Dissatisfied	8	6
Highly dissatisfied	2	2
Total	131	100

Inference

From the table it shows that the 78% (includes highly satisfied and satisfied) of the respondents have said that they are satisfied with the rest room and working environment facilities provided to them at Hatsun Agro Product Limited.,

Fig 4.2.10 Satisfaction level for Rest room & working environment



4.2.11. SATISFACTION LEVEL FOR FUNCTION & SPORT ACTIVITIES

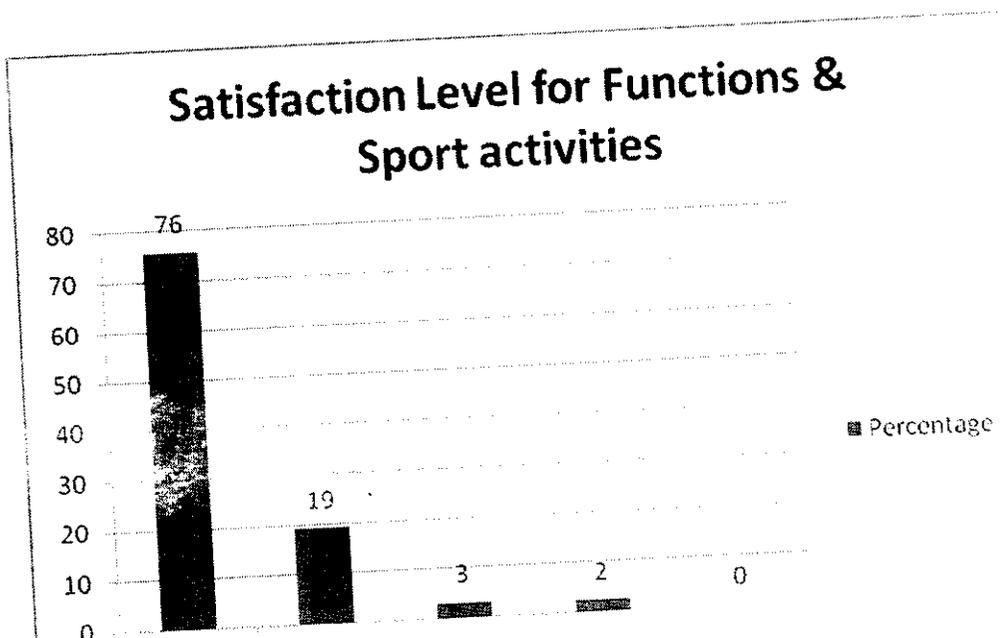
Table 4.2.11 Satisfaction level for function & sport activities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	99	76
Satisfied	25	19
Neutral	4	3
Dissatisfied	3	2
Highly dissatisfied	0	0
Total	131	100

Inference

From the above table it is inferred that the 85% (including highly satisfied and satisfied) of respondents have said that they are satisfied with the annual day and other functional activities such as environment day celebration, sport activities.

Fig 4.2.11 Satisfaction level for function & sport activities



4.2.12. SATISFACTION LEVEL FOR VEHICLE SHED FACILITIES

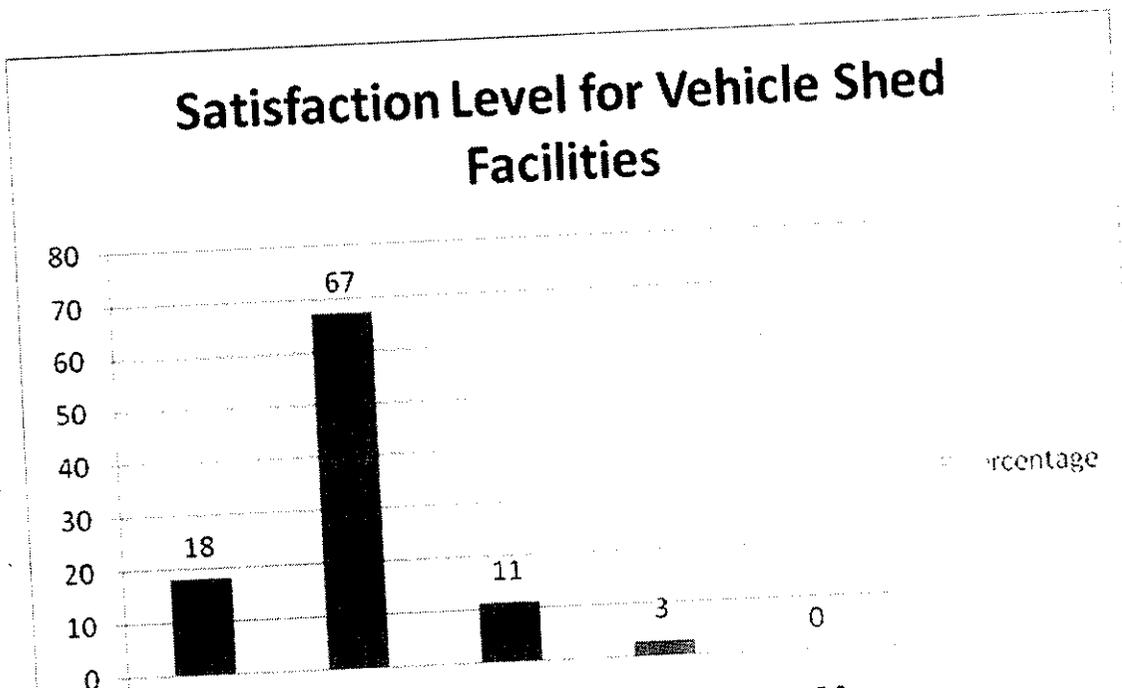
Table 4.2.12 Satisfaction level for vehicle shed facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	24	18
Satisfied	88	67
Neutral	15	11
Dissatisfied	4	3
Highly dissatisfied	0	0
Total	131	100

Inference

From the above table it shows that the 85% (including highly satisfied and satisfied) of the respondents have said that they are satisfied with the vehicle shed facilities provided to them by Hatsun Agro Product Limited.

Fig 4.2.12 Satisfaction level for vehicle shed facilities



4.2.13. SATISFACTION LEVEL FOR FIRST AID FACILITIES

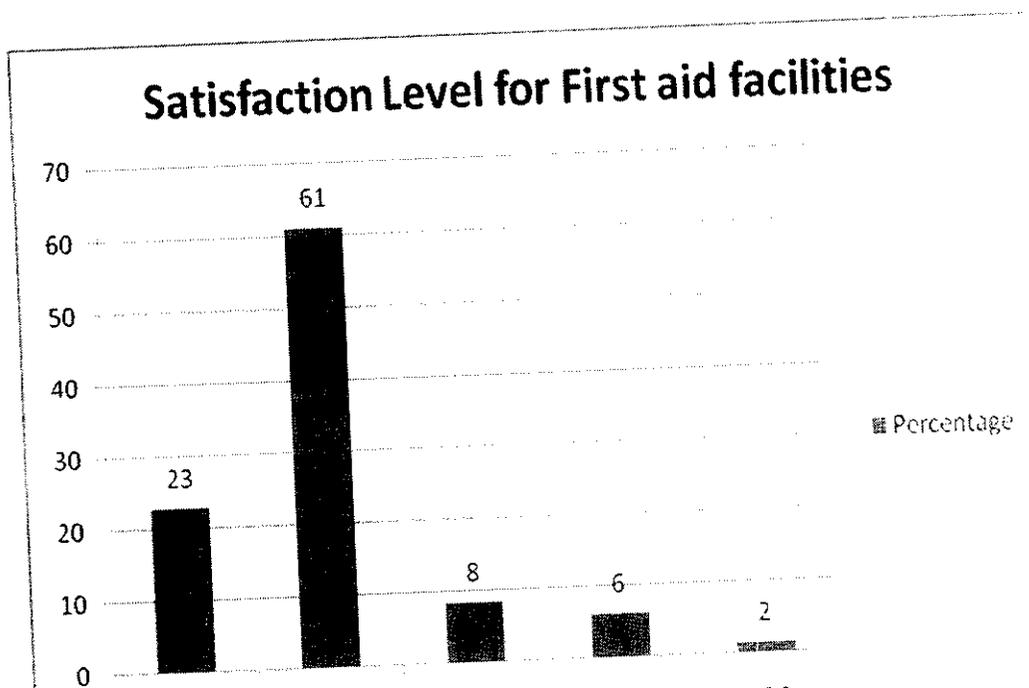
Table 4.2.13 Satisfaction level for First aid facilities

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	30	23
Satisfied	80	61
Neutral	11	8
Dissatisfied	8	6
Highly dissatisfied	2	2
Total	131	100

Inference

From the above table, it inferred that the 84% (includes highly satisfied and satisfied) of the respondents have said that they are satisfied with the first aid facilities given to them. It is due to the first aid box given to the most of the departments where there are chances of accidents and they are in point of use.

Fig 4.2.13 Satisfaction level for First aid facilities



4.2.14. SATISFACTION LEVEL FOR TRANSPORTATION

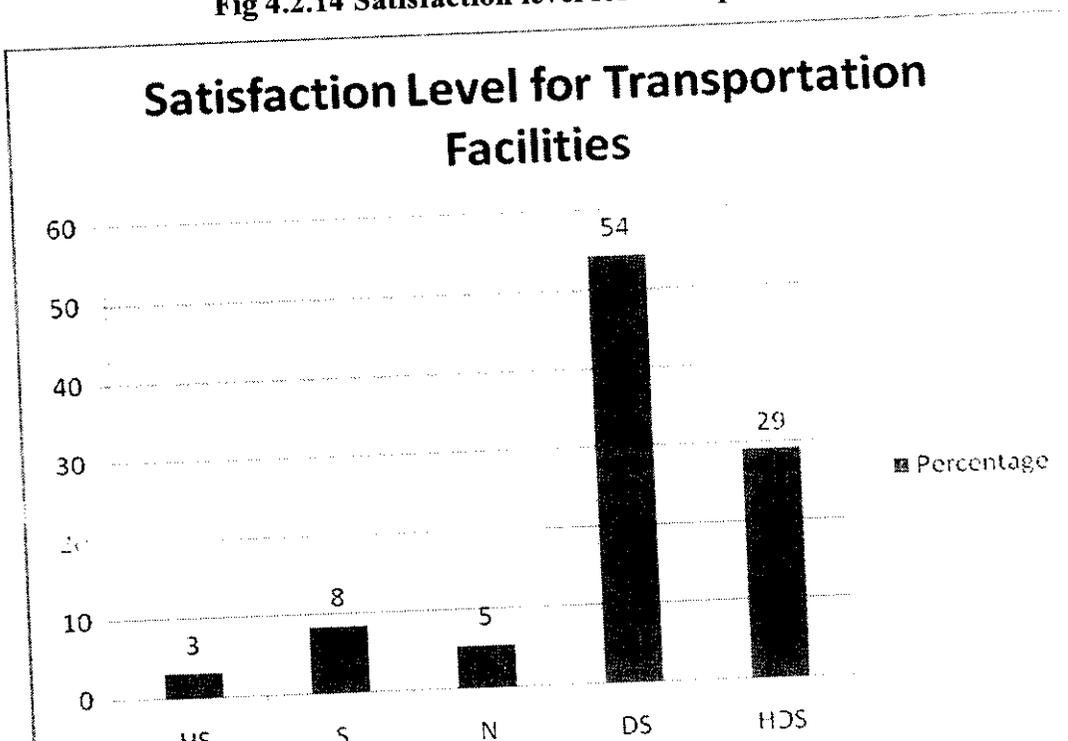
Table 4.2.14 Satisfaction level for Transportation

LEVEL	NO. OF RESPONDENTS	PERCENTAGE
Highly satisfied	4	3
Satisfied	11	8
Neutral	7	5
Dissatisfied	71	54
Highly dissatisfied	38	29
Total	131	100

Inference

From the above table, it shows that the 83% (including dissatisfied and highly satisfied) of the respondents are not satisfied with the transportation facilities. It needs to be provided to them.

Fig 4.2.14 Satisfaction level for Transportation



**4.2.15. SATISFACTION OF WELFARE MEASURES GIVEN BY THE
RESPONDENTS IN TERMS OF RANKING
USING WEIGHTED AVERAGE METHOD**

**Table 4.2.15.1 Analysis by Satisfaction welfare facilities using weighted average
method**

OPINION FACILITIES	HS A ₁	S A ₂	N A ₃	DS A ₄	HDS A ₅	TOTAL
Safety Measures	34	81	13	3	0	131
Medical facilities	16	81	21	12	1	131
Sanitary facilities	8	78	27	15	3	131
Training facilities	45	73	13	3	1	131
Canteen facilities	26	68	18	17	3	131
Allowances	13	63	33	18	3	131
Restroom & working environment	29	73	20	8	2	131
Function & Sport Activities	99	25	4	3	0	131
Vehicle shed	24	88	15	4	0	131
First aid facilities	30	80	11	8	2	131
Transportation	4	11	7	71	38	131

HS – HIGHLY SATISFIED

S – SATISFIED

N – NEUTRAL

DS – DISSATISFIED

HDS – HIGHLY DISSATISFIED

WEIGHTED AVERAGE CALCULATION

Table 4.2.15.2 Rank analysis of satisfaction welfare facilities using weighted average method

LEVEL	HS	S	N	DS	HDS	CW	RANK
WEIGHTS (W)	5	4	3	2	1		
	$A_1 * W$	$A_2 * W$	$A_3 * W$	$A_4 * W$	$A_5 * W$		
Safety Measures	168	324	39	6	0	35.84	3
Medical Facilities	78	324	64	23	1	32.73	7
Sanitary facilities	38	312	82	29	3	31	9
Training facilities	223	292	38	1	1	36.9	2
Canteen facilities	128	272	54	34	3	32.67	8
Allowances	67	253	100	37	3	30.62	10
Rest room & working environment	143	292	79	16	2	35.39	4
Function & sport activities	495	100	12	6	0	40.87	1
Vehicle shed facilities	120	352	45	8	0	35	5
First aid facilities	150	320	33	16	2	34.73	6
Transportation	20	44	21	142	38	17.67	11

INFERENCE

From the above weighted average table, it is found that the employee's are satisfied with the functional and sport activities as the first. The statutory welfare facilities such as safety measures, canteen facilities, first aid facilities, sanitary facilities still needs more concentration by the industry for further development. The transportation facility is the facility that is ranked at last, which insists that employees are dissatisfied due to not providing that facility to them.

4.2.16. ANALYSIS OF LEVEL OF SATISFACTION FOR THE SAFETY MEASURES AMONG RESPONDENTS WITH THEIR AGE (USING CHI SQUARE METHOD)

OBSERVED FREQUENCY:

Table 4.2.16.1 Observed frequency opinion of respondents for the safety measures in relation with their age

AGE \ SAFETY	S	N	DS	TOTAL
21-30	65	6	3	74
31-40	39	3	3	45
>40	7	3	3	12
Total	111	12	8	131

In the above table the age of the respondents >50 has been merged with the age group of 41-50, due to the less number of respondents in that category. Similarly the opinions such as highly satisfied is added to the satisfied, highly dissatisfied is added to the dissatisfied.

EXPECTED FREQUENCY:

$$\text{Expected Frequency} = \frac{(\text{Row Total} * \text{Column Total})}{\text{Grand Total}}$$

Using the above formula and table the following table is calculated.

Table 4.2.16.2 Expected frequency opinion of respondents for the safety measures in relation with their age

AGE \ SAFETY	S	N	DS	TOTAL
21-30	62.7	6.77	4.51	74
31-40	38.12	4.12	2.74	45
>40	10.16	1.09	0.73	12

Null Hypothesis

H_0 : There is no relation between the satisfaction level of respondent's safety facilities and their age.

Alternate Hypothesis

H_1 : There is significance relation between the satisfaction level of respondent's safety facilities and their age.

Table 4.2.16.3 Calculation of χ^2 value

YEARS	LEVEL	O	E	O-E	(O-E) ²	(O-E) ² /E
21-30	S	65	62.7	2.3	5.29	0.08
	N	6	6.77	-0.77	0.59	0.08
	DS	3	4.51	-1.51	2.28	0.50
31-40	S	39	38.12	0.88	0.77	0.02
	N	3	4.12	-1.12	1.25	0.30
	DS	3	2.74	0.26	0.06	0.02
>40	S	7	10.16	-3.16	9.98	0.98
	N	3	1.09	1.91	3.64	3.34
	DS	3	0.73	2.27	5.15	7.05
χ^2 Calculated Value						12.41

$$\begin{aligned} \text{The degrees of freedom} &= (r-1)*(c-1) \\ &= (3-1)*(3-1) \\ &= 4 \end{aligned}$$

The critical value of χ^2 at $\alpha = 0.05$ level for 4 degrees of freedom from the χ^2 table is 9.49.

$$\chi^2 \text{ Calculated Value} = 12.41$$

$$\chi^2 \text{ Calculated Value} > \chi^2 \text{ Table Value}$$

INFERENCE

Since the calculated χ^2 value of 12.41 is more than the table value 9.49 at 5% level of significance and 4 degrees of freedom. We accept the alternate hypothesis and infer that there is a significant relationship between age and the satisfaction on the safety measures

CONCLUSION

CHAPTER 5

CONCLUSIONS

5.1 SUMMARY OF FINDINGS

The study conducted on Hatsun Agro Product limited, was to study the satisfaction level for employees who were working in the Salem unit. The main aim of this research is to find out the truth which is hidden and which has not been identified as yet. A detailed study has been conducted and analyzed using statistical techniques which covers the main body of the project report. This contains statistical summaries that prepared from the raw data which is collected from the employees. The following are the findings that are summarized from the analyzed data as given below:

- Data collected from 131 employees among 250 populations
- 92% of respondents were male. It shows that most of the respondents were male in the organization.
- Employees with less experience present more in the organization.
- Most of the statutory welfare facilities are provided to the employees.
- 23% of respondents were highly satisfied and 62% of respondents were satisfied with the safety measures provided to them.
- 12% of respondents are highly satisfied and 62% are satisfied, have said that they are provided with the proper medical facilities and allowances.
- 66% of respondents have said that they are satisfied with the sanitary facilities
- Most of the respondents around 90% said that they are feeling very good for the training and the facilities provided.
- All of the respondents have said that the drinking facilities provided to them are really good water.
- 71% said that they are satisfied with the canteen facilities given to them.
- Allowances such as education, conveyance, house rent are given to employees in that 58% respondents are satisfied with it.
- For rest room and working environment 78% are satisfied with the rest room, lighting facilities given to them.

- 85% of respondents are gaining advantage of vehicle shed facilities. Most of the respondents were having two-wheeler vehicles that that of four-wheelers.
- For first aid facilities 84% of respondents are satisfied, it is due to the providence of first aid box in most of the departments inside the organization.
- Respondents of 83% were not satisfied with the transportation facilities provided to them. It is due to that no vehicle facility has been arranged for employees.
- On analyzing the data's using weighted average method rank has been given to the welfare facilities such as:

Table 5.1 1 Welfare facilities Ranking as per Analysis

Rank	Welfare Facility
1	Safety Measure
2	Rest room & Working environment
3	First aid facilities
4	Medical facilities
5	Canteen facilities
6	Sanitary facilities
7	Allowances
8	Transportation

- There is significant difference between respondents age and safety welfare measures provided to them.

5.2 SUGGESTIONS AND RECOMMENDATIONS

Welfare facilities are given to the employees in all the organizations is to improve the satisfaction level, which in turn increases the morale among the employee. The suggestions that are recommended from this study are as follows:

- Sanitary facilities provided in the organization still require more concentration from the hygiene department to improve further
- Canteen food cost is to be reduced as per the employee perception
- Transportation facility wants to be arranged to the employees.

5.3 CONCLUSION

The study conducted at Hatsun Agro Product Limited, was to study the welfare facilities provided to the employees working in the Salem unit. Welfare facilities are given to the employees as per statutory norms. The statutory norms are as per Factories Act 1948 which is followed mandatorily by the organization. These facilities are monitored by the human resource department. In case of any improvements/issues it is discussed in the daily review meetings, safety meetings and canteen committee meetings where there is a participation of employees from the entire department's takes place. It is easy to sort out the issue with all the department views. Responsibility of HR officer is to take necessary steps to solve the issue/to make improvements that are raised in those meetings.

The objective of the study is to study the welfare facilities provided by the Organization to its employee's and also to analyze the satisfaction level of them, so that to make necessary improvement in those facilities provided to them..

The respondents were the employees from all the grades such as managers, supervisors, assistants. The sample of respondents consists of 131 out of the total population. The descriptive research design is used for the study. The sampling technique used is random sampling method. This type of sampling is convenient for this study. The tool used for this study is questionnaire which is collected from the employees by means of

organization needs to be satisfied for the welfare facilities provided to them. Then only the morale of the employee will be increased which leads to improvement in the productivity of the organization.

From this study it is found that the most of the respondents are satisfied with the welfare facilities such as safety measures, rest room and working environment facilities, first aid, and medical facilities. Other facilities such as canteen, sanitary, transportation facilities needs further more improvement to be done by the organization to improve the satisfaction level of the employees.

5.4 DIRECTIONS FOR FUTURE RESEARCH

- Study can be adapted to other units of the industry
- Cost analysis for the employee's welfare measures
- Some of the welfare facilities provided to the contract workers, can include the perception of those workers for the study.

APPENDIX

APPENDIX

Appendix 1

Questionnaire to be used in Hatsun Agro Product Ltd., Salem only for Academic purpose and the feedback will be confidential. Kindly co-operate.

“A STUDY OF EMPLOYEES WELFARE FACILITIES AT HATSUN AGRO PRODUCT LIMITED, SALEM”

Kindly tick in the appropriate circles

Name:

Department:

Designation:

Educational Qualification:

- 9th Standard & below SSLC HSC
 Degree – (Technical/Others) Specify:

Work Experience: years

- Age: 21 – 30 31 – 40 41 – 50 Above 50

Gender: Male Female

Marital Status: Married Unmarried Divorce

Number of dependents in family:

Family in Nature:

- Nuclear Joint

Safety Measures:

1. Opinion about PPE given?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

2. How is the protection against the machinery's dangerous parts?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

3. Handling of extinguishers when fire emergencies occur?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Medical facilities:

1. Opinion about Medical leave given?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
2. Whether satisfied with Medi claim policy?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
2. Any Opinion about Medical allowance given?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Sanitary conditions

1. How you feel about toilet facilities?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
2. What do you think about cleanliness of toilet?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
3. Whether washing facilities are sufficient?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Training:

1. How are the facilities of training program?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
2. What is your opinion about Training period?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Canteen:

1. How is the quality of food in canteen?
 Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied
2. Whether sufficient quantity of food is provided?

3. What is your opinion about cost of food in canteen?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

4. Whether drinking water is provided in canteen?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Allowances:

1. Are you satisfied with Educational allowance given?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

2. Opinion about the Conveyance allowance given?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

3. What about the House rent allowance provided?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Other facilities:

1. Any Opinion about the restroom facilities provided?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

2. Are you satisfied with uniform and Protective clothing?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

3. How is the lighting and ventilation facility?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

4. Are you satisfied with the shift timings?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

5. Opinion about disposal of effluent and wastages?

Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

6. Satisfied with the cleanliness of Industry?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

7. What is your opinion about Annual day celebration and its sport activities?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

8. Whether satisfied with Vehicle stand / cycle shed area?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

9. Satisfied with first aid facilities provided?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

10. Whether transport facilities are provided?

- Highly Satisfied Satisfied Neutral Dissatisfied Highly Dissatisfied

Any other specific suggestions which you offer for the study?

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