

# IMPACT OF LABOUR WELFARE MEASURES ON INDUSTRIAL RELATIONS: A CASE STUDY IN TAMRALIPTA CO-OPERATIVE SPINNING MILLS LIMITED, MEDINIPUR, WEST BENGAL

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Article Ref. No.:  
19081522N1IYKI

Article History:  
Submitted on 15 Aug 2019  
Accepted on 06 Sept 2019  
Published online on 19 Sept 2019

Keywords:  
Organisation; Labour Welfare;  
Satisfaction Levels; Industrial  
Relation; Management

## Abstract:

This paper assesses the impact of Labour Welfare Measures on Industrial Relations in Tamralipta Co-Operative Spinning Mills Limited (TCSML), West Bengal. The descriptive survey research was conducted mainly on primary data, collected through visits to the Tamralipta Co-operative Spinning Mills Limited. Two sets of questionnaires were prepared for the management and workers after giving adequate field trials. In this study the questionnaire consists of mostly close ended questions with 5-point Likert Scale (Strongly Disagree, Disagree, Undecided, Agree, and Strongly Agree) was taken. The statistical tools applied for the study are weighted average mean scores along with corresponding percentages. The results of the study revealed that the overall mean score of 2.41 (35%) indicates that the precedence of the respondents are disagree with all welfare measures prepared by the organization. A few are not disagreeing with welfare measures provided by the organization. Therefore, it is recommended that the existing welfare measures may be enhanced further.

## 1.0. INTRODUCTION

Labour welfare movement in India was mainly influenced by compassionate principles and legislation. In the past, the industrial development, attempt towards workers' welfare was made mainly by social workers, philanthropists and other spiritual leaders, mostly on humanitarian basis. Abuse of

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child labour, working for longer hours, bad sanitation, and deficiency of safety measures were the normal aspects of factory life. The most primitive legislative approach could be traced back to the passing of the Apprentices Act of 1850. This act was enacted with the goal of helping poor and orphaned children to study various trades and crafts. After that act was the Fatal Accidents Act of 1853 which meant providing compensation to the families of workmen who lost their life. After that came the Merchants Shipping Act of 1859 for regulation of the employment of seamen and provided for their health, accommodation and necessary articles of personal use. Earlier attempts of legislation in this country were mainly aimed at regulation of employment.

Labour welfare was possibly viewed as an overall concept, as a social concept and as a comparative concept. The overall concept is an advantageous state of survival involving the physical, mental, moral and emotional well-being. These four elements together constitute the structure of welfare on which its totality is based. The social idea of welfare implies the welfare of man, his family and his society. All these three aspects are interconnected and work together in a three dimensional approach. The relative concept of welfare implies that welfare is relative in time and space. It is a dynamic and flexible concept and hence its meaning and content differ from time to time, region to region, industry to industry and country to country, depending upon the value system, standard of education, social norm, and political structure, level of industrialisation and general pattern of the socio-economic development of the people.

Labour welfare implies the development of minimum desirable standards and the provision of facilities like health, clothing, food, housing, medical support, job security, recreation and so on. Such facilities allow the worker and his family to lead a good working life, family life and social life.

In the report II of the ILO Asian Regional Conference, it has been stated that worker's welfare may be understood to mean "such service, facilities and amenities, which may be established outside or in the vicinity 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 morale." 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, arrange-homes, and such other services, amenities and facilities including social security measures that contribute to improve the conditions under which workers are employed" (Sharma, 1997).

## **2.0. RATIONALE OF THE STUDY**

The need for the labour welfare arises from the very nature of the industrial system, which is characterized by two basic factors; one, the conditions under which work is carried on are not agreeable for health; and second, when a labourer joins an industry, he has to work in an entirely strange atmosphere, which creates problems of adjustments, these two factors 'the long arm of the job' and 'the social invasion of the factory' (Kudchelkar, 1979).

It is significant that working-environment in industries/factories is such which unfavourably affects the workers' health because of the excessive heat, noise odours, fumes, dust and lack or inadequacy of sanitation and pure air and others. All these lead to occupational hazards. These have, therefore, to be held in check by providing improving services, protective devices and compensatory benefits following any accident or disablement or injury. This has been referred to as "the long arm of the job which stretches out its adverse effects on to the worker long after his normal 8 hour." Hence, the need for provision of welfare facilities within the premises of the factory, plant /plantation or mine arises. When a worker, who is in fact from a rural area, comes to work in a factory, has to work and live in harmful, congested factories and slum areas, with no outdoor recreation amenities. To escape from the tiring conditions of his boring and tiresome job, he absents himself, becomes irregular and often undisciplined. Hence, the need for providing welfare services arises. For whatever improvements in the condition of work and life of the employees, whatever leads to increasing adaptation of the worker to his job, and whatever make him fully contented lessen his desire or need to the burden of this social invasion of the factory, all these are related to welfare. There is a social reason also as pointed out, the provision of canteens improves the physique entertainment reduces the incidence of vices; medical aid and maternity and child welfare services improve the health of the workers and bring down the rates of general, maternal and infantile mortality; and education facilities increase their mental efficiency and economic productivity (Labour Investigation Committee, 1946-47).

### 3.0. OBJECTIVES

The following are objectives of the study seeking to ascertain in Tamralipta Co-operative Spinning Mills Ltd (TCSML).

- To examine the impact of labour welfare on industrial relations.
- To examine the opinion of the management and workers.
- To study the various labour welfare measures available in the organization.
- To recognize the satisfaction levels of workers about Labour welfare measures provided by the organisation.
- To recommend suggestions to develop the standard of Labour welfare measures in the establishment.

### 4.0. REVIEW OF LITERATURE

Vadnala et al. (2017) measured the work satisfaction of employees, related to different welfare facilities. By considering various levels of satisfaction of employees with regard to welfare facilities provided by the organization, they suggested some measures for improving welfare measures in organization.

By applying factor analysis of eight indicators, Yadav (2013) measured the welfare of workers in the corporate sector. They established that, in order to maintain good industrial relations in the organizations, different types of welfare facilities (loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies) can go long way in maintaining efficiency in the organizations.

Vijaya Banu and Ashifa (2011) highlighted the perception and levels of satisfaction in various labours welfare measures to improve the welfare schemes in Public Sector Transport Corporation.

Sreenivasa Rao and Ramana (2011) suggested that benefits like housing loans and PF benefits should be made available at all levels of employees in the organisation. Health camps and health checkups should be carried out every 3 months instead of 6 months. The authors have also suggested that management should organise recreational and cultural programmes at the middle and lower management level and also implement flexible timing and shifts for the production and security departments.

**5.0. METHODOLOGY**

The study was based mainly on primary data, collected through visits to the Tamralipta Co-operative Spinning Mills Limited. Two sets of questionnaires were prepared, one set for the management and another set for the workers after giving adequate field trials. Researcher interviewed 40 workers out of the total workers and 09 employees from the management were also interviewed during field study. Several Secondary data were composed from different journals, articles, dissertations, websites and thesis pertaining to the related matters of the subject under study. In this study the questionnaire consists of mostly close ended questions on 5-point Likert Scale (1932) i.e. Strongly Disagree, Disagree, Undecided, Agree, and Strongly Agree (Chart 1). The statistical tools applied for the study include weighted average mean scores and corresponding percentages.

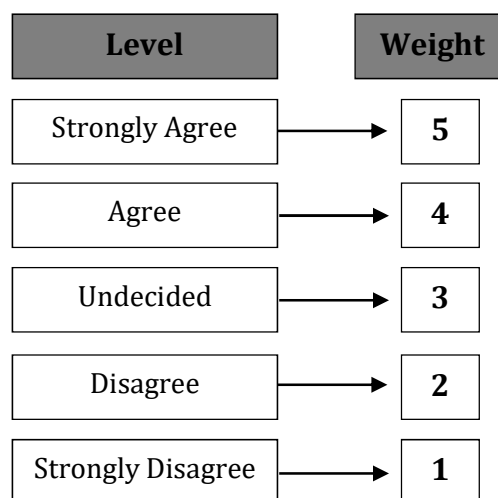


Chart 1  
5-point Likert Scale followed in this study

**6.0. RESULTS AND INTERPRETATION**

The labour welfare questionnaire consists of 12 statements, developed by the researcher is used in the present study to know the opinions of the workers on each statement. In order to make the interpretation easier, the mean scores are converted into percentage using the formula:

$$Percentage\ Score = (Mean\ Score - 1) \times 25$$

It can be observed from the Table 1 that the overall mean score of 2.41 (35%) indicates that the precedence of the respondents is that they disagree with all welfare measures scheduled by the organization. A few are not disagreeing with welfare measures provided by the organization. Therefore, it is recommended that the existing welfare measures may be improved further.

Maximum 51%, 51%, 62%, 53% and 51% of the respondents are satisfied respectively with 1) sanitary facilities, 2) cleanliness, drinking water, 3) lighting, 4)

dust, and fume and overcrowding and 5) retirement benefits and productivity-linked annual bonus provided by the management.

Minimum 26%, 02%, 14%, 23% and 9% of the respondents respectively are highly dissatisfied with the 1) Shelter, Rest Rooms, Lunch Rooms and Crèches, 2) Welfare Officers, 3) Suitable Ventilation, Temperature, 4) Housing Facilities and 5) Facilities for Children Education provided by the management.

Remaining 40% and 42% of the respondents respectively are moderately satisfied with the 1) Sitting, Washing, Storing and Drying Clothing Facilities and 2) First-Aid Appliances / Medical Facilities provided by the organization.

**Table 1**  
Opinion of workers about labour welfare facilities provided by TCSML

No. of Statements	Components of statements for Welfare Measures	Weighted Average Mean Scores	Per cent
Q1.	Sanitary Facilities	3.02	51
Q2.	Sitting, Washing, Storing and Drying Clothing Facilities	2.58	40
Q3.	Cleanliness	3.05	51
Q4.	Drinking Water	3.49	62
Q5.	Shelter, Rest Rooms, Lunch Rooms and Crèches Provided	2.05	26
Q6.	Welfare Officers	1.09	02
Q7.	First-Aid Appliances/Medical Facilities	2.69	42
Q8.	Suitable Ventilation, Temperature	1.56	14
Q9.	Lighting , Dust, Fume and Overcrowding	3.13	53
Q10.	Housing Facilities	1.92	23
Q11.	Facilities for Children Education	1.34	09
Q12.	Retirement Benefits and Productivity-Linked Annual Bonus	3.03	51
Overall		2.41	35

*Source: Field survey by author*

**Table 2**  
Opinion of Management about Labour Welfare in TCSML

Personnel (Sample size=09 Employees )	Date	Positive Impact	Improved IR	Grievance Handling	Improved Mgt- Union-Workers Relationship	More Co- Operative
Works Manager	27-07-2018	Yes	Yes	Yes	Yes	Yes
Deputy Spinning Master (DSM) Assistant	27-07-2018	Yes	Can't Say	Yes (In Moderately)	Yes	Yes (In Moderately)
Spinning Master (ASM) Computer Programmer Cum Operator (CPO)	27-07-2018	Yes	Yes	Yes	Yes	Yes
General Purpose Assistant	28-07-2018	Yes	Yes	Yes	Yes	Yes
Shift Clerk Cum Time Keeper-1	28-07-2018	Yes	Yes	Yes	Yes	Yes

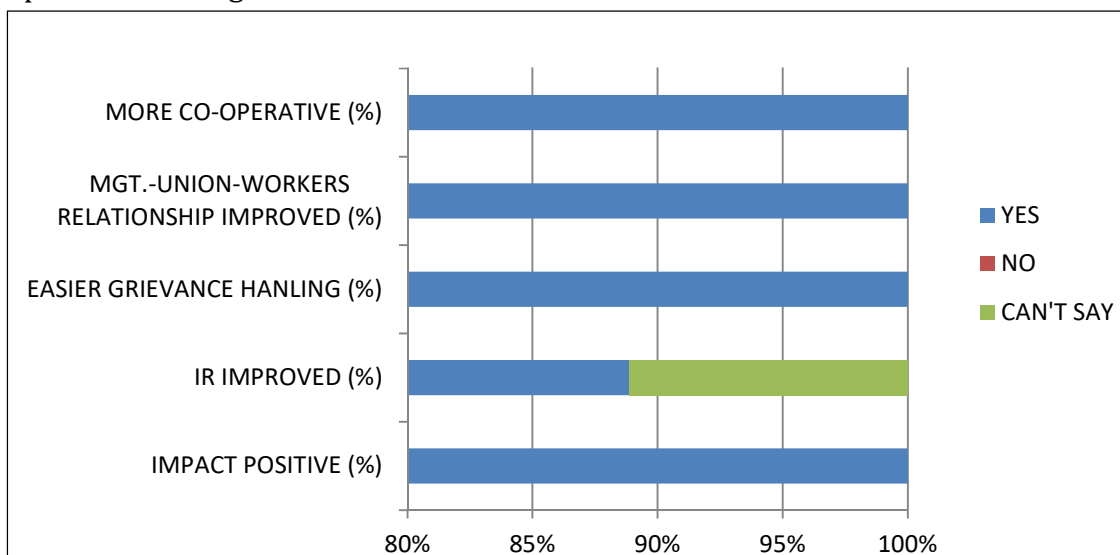
## IMPACT OF LABOUR WELFARE MEASURES...

Shift Clerk Cum Time Keeper-2	28-07-2018	Yes	Yes	Yes	Yes	Yes
Shift In Charge	27-07-2018	Yes	Yes	Yes	Yes	Yes
General Assistant (GA)	27-07-2018	Yes	Yes	Yes	Yes	Yes

Source: Field survey by the author

Chart 2

### Opinion of Management about Labour Welfare in TCSML



Source: Field survey by the author

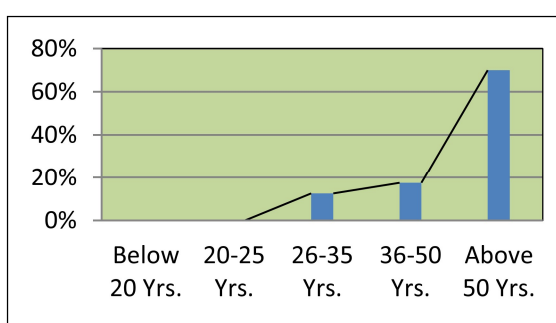
Data tells apart the response from the managements of the Tamralipta Co-Operative Spinning Mills Limited (Chart 2) who felt that the welfare for workers has got positive impact. Welfare brings about a sea change in the industrial relations climate/culture of an organisation and, naturally, it takes some time to get adjusted to the dynamics of the new situation.

Managements' response regarding improvement of industrial relations following the labour welfare and development of smoother in grievance handling reflect similar pattern. Interestingly, the personnel management felt that the workers have become more co-operative after the welfare management.

Table 3:  
Age wise classification of workers

Age Group (Year)	No. of Respondents	Per cent
<20	0	0
20-25	0	0
26-35	5	12.50
36-50	7	17.50
>50	28	70
Total	40	100

Chart 3:  
Age wise classification of workers



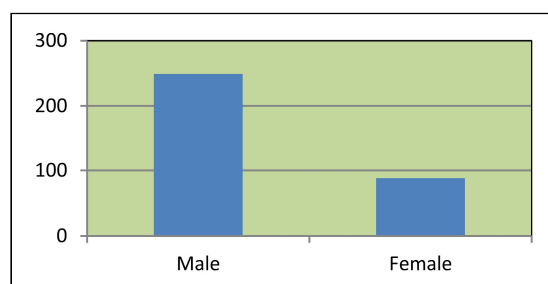
Source: Field survey by the author

Results, based on collected data depict that 70% of the respondents are above 50 years. 17.50% of the respondents are between 36-50 years. 12.50% of the respondents are between 26-35 years. Here there are no respondents between 20-25 years (See Table 3; Chart 3).

**Table 4**  
Gender wise classification of workers

Gender	No. of Workers	Per cent
Male	249	74
Female	88	26
Total	337	100

**Chart 4**  
Gender wise classification of workers

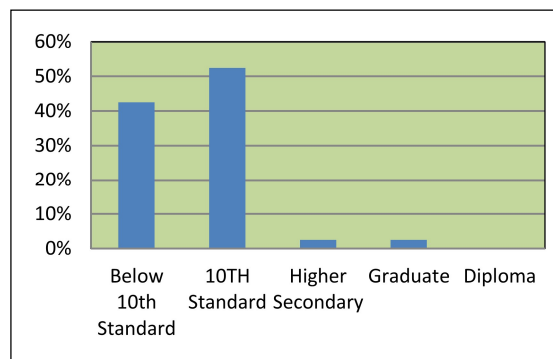


Source: Database of TCSML, 2018

**Table 5**  
Standard of education of the workers

Education	No. of Respondents	Per cent
Below 10 <sup>th</sup> Standard	17	42.50
10 <sup>th</sup> Standard	21	52.50
Higher Secondary	1	2.50
Graduate	1	2.50
Diploma	0	0
Total	40	100

**Chart 5**  
Standard of education of the workers



Source: Field survey by the author

**Table 6**  
Efficiency of workers in TCSML

Types of Workers	No. of Workers	Per cent
Skilled/Semi-Skilled Workers	305	91
Unskilled Workers	32	09
Total	337	100

**Chart 6**  
Efficiency of workers in TCSML



Source: Database of TCSML, 2018

From the response of the data of survey collected from the organization in TCSML, 74 % of respondents are male workers and 26 % of the respondents are female workers (See Table 4; Chart 4).



Analysis, based on collected data represents that 42.50% of the respondents are below 10th standard of educational attainment, 52.50% of them have received up to 10th standard level, 2.50% have reached up to higher secondary and 2.50% are graduates. There is no respondent who takes diploma or other professional courses (See Table 5; Chart 5).

The computed results based on the collected data from the organization in TCSML display that 91% of respondents are skilled or semi-skilled workers and 9% of the respondents are unskilled workers (See Table 6; Chart 6).

### **7.0. SUGGESTIONS AND CONCLUSION**

In the light of the findings made in the field study, the following suggestions are offered to improve the Labour Welfare Management of the workers in Tamralipta Co-operative Spinning Mills Limited. These also include the suggestions offered by sample workers.

In order to increase efficiency of workers, the management has to be regularly in touch with the workers on many vital issues. The workers must have free access to the management. The management must show patience to hear the grievances of the workers. Whenever workers offer suggestions to the management, it would do well to entertain such suggestions and consider them without bias. Flow of information between these two groups must be made easy so that their level of work life will considerably improve.

It is suggested that in order to run the Tamralipta Co-operative Spinning Mills Limited smoothly, the workers may be allowed to participate in the affairs of the management. The workers association should take necessary steps in this regard and management must be prepared to accept the participation of workers. The Government may encourage the workers to organize themselves into effective association.

Meetings of the workers may be convened frequently to discuss all the problems faced by them and sort out the issues brought before in these discussions. Management should encourage social group activities by the workers. This will help to develop superior group interconnectedness, which can be used by the management to improve quality of Labour Welfare Measures and Social Security as well as fulfilment.

Amongst all, human being is the optimum one, who needs skills, attitudes, talents, motivation, job planning and to deliver goods and services in time with the amenities of Labour Welfare Measures and Social Security. Employees are highly unpreserved, which need regular welfare measures for their progress and performance in this area. In India, service sector is a leading sector, which generates more employment, requires welfare measures for their improvement. The welfare facilities help to motivate and retain employees. Most of the welfare conveniences are methods of hygienic importance among workers and they are encouraged by provision of the welfare measures. This ensures employee satisfaction resulting in increased efficiency.

**[Acknowledgement:** I am grateful to the Works Manager, Deputy Spinning Master and Computer Programmer cum Operator (CPO) of Tamralipta Co-Operative Spinning Mills Ltd, Medinipur for their co-operation with me. I am grateful to all of management for helping me during field study. I



am also grateful to the Director, State Labour Institute, Govt. of West Bengal for his kind advice and providence of knowledge.]

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