

**A STUDY ON LABOUR WELFARE MEASURES AND SOCIAL SECURITY IN IT
INDUSTRIES WITH REFERENCE TO CHENNAI**

B.Rajkuar

Assistant Professor of Economics

A.P.S.A. College, Tiruppattur 630 211

Sivagangai District , Tamil nadu

INTRODUCTION

Labour welfare is a important fact of Industrial relations. These give satisfaction to the worker and ensure that proper remuneration is achieved. With the growth of Industrialization, Mechanization and Computerization, labour welfare measures has got fillip. The workers in the Industries cannot cope up with pace of modern life with minimum sustenance amenities. The workers are in need of added stimulus to keep body and mind together. Labour welfare, though it has been provided to contribute to efficiency in production, is expensive. Each employer provides welfare measures of varying degrees of importance for Labour force. The social and economic aspects of life of the workers have direct influence on the social and economic development of nation. There is an imperative need to take extra care of the workers to provide both statutory and non-statutory facilities to them. The welfare facilities help to motivate and retain employees. Most of the welfare facilities are matters of sanitation and hygienic which is not provided dissatisfaction among workers are motivated by providing welfare measures. This ensures employee satisfaction result in increased efficiency.

Employee welfare measures may help to minimize social evils like alcoholism, gambling, drug addiction etc. The workers are likely to fall in victim because of discontentment or frustration. The welfare facilities induce the workers happy, cheerful and confident with commitment.

The welfare measures and schemes form an integral part of Personnel and HR Management in any organization will go a long way in ensuring the desired goals. In turn this will enhance the productivity of the organization. The welfare measures are designed and systematized by the organization through statutory bodies like trade unions.

The labour departments of the government insist upon minimum amenities to be implemented in any organization. This will ensure that minimum standards that are required for an employee to carry out the duties and perform functions to the extent of satisfaction.

An industrial relations system is made up of certain institutions, which are popularly known as “three factors” of the system. In all developed and developing economics, these actors are..... workers (employees) and their organisation (trade unions), management (employers) and their organizations (employer’s associations/federations), the Government. These actors jointly determine the output of the system, which largely consists of rules/regulations relating to terms and conditions of employment.

LABOUR WELFARE MEASURE

Employee attitudes are important to human resource management because they affect organizational behaviour. In particular, an attitude relating to job satisfaction and organizational commitment is of major interest to the field of organizational behaviour and the practice of human resource management. Job satisfaction focuses on employee’s attitudes toward their jobs and organizational commitment focuses on their attitudes toward the overall organization.

LABOUR WELFARE AND SOCIAL SECURITY

Social security is one of the pillars on which the structure of a welfare state rests, and it constitutes the hard core of social policy in most countries. It is through social security measures that the state attempts to maintain every citizen at a certain prescribed level below which no one is allowed to fall. It is the security that society furnishes through appropriate organization, against certain risks to which its members are exposed (ILO, 1942). Social security system comprises health and unemployment insurance, family allowances, provident fund, pensions and gratuity schemes, and widows and survivors allowances. The essential characteristics of social insurance schemes include their compulsory and contributory nature; the members must first subscribe to a fund from which benefits could be drawn later. On the other hand, social assistance is a method according to which benefits are given to the needy persons, fulfilling the prescribed conditions, by the government out of its own resources.

Labour welfare activities in India with particular emphasis on the unorganized sector. Although provisions for workmen's compensation in case of industrial accidents and maternity benefits for women workforce had existed for long, a major breakthrough in the field of social security came only after independence. The Constitution of India (Article 41) laid down that the State shall make effective provision for securing the right to public assistance in case of unemployment, old age, sickness and disablement and in other cases of underserved want. The Government took several steps in compliance of the constitutional requirements. The Workmen's Compensation Act (1926) was suitably revised and social insurance programmes were developed for industrial workers. Provident funds and gratuity schemes were introduced in most industries, and maternity legislation was overhauled. Subsequently, State governments instituted their own social assistance programmes. The provisions for old age comprise of pension, provident fund, and gratuity schemes. All the three provisions are different forms of retirement benefits. Gratuity is a lump sum payment made to a worker or to his/her heirs by the company on termination of his/her service due to retirement, invalidity, retrenchment or death (Vajpayee and Sankar, 1950).

The concept of labour welfare is flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the

general socio-economic development of the people and the political ideologies prevailing at a particular time. It is also moulded according to the age-groups, socio-cultural background, marital and economic status and educational level of the workers in various industries.

In its broad connotation, the term welfare refers to a state of living of an individual or group in a desirable relationship with total environment – ecological, economic, and social. Conceptually as well as operationally, labour welfare is a part of social welfare which, in turn, is closely linked to the concept and the role of the State. The concept of social welfare, in its narrow contours, has been equated with economic welfare. As these goals are not always be realised by individuals through their efforts alone, the government came into the picture and gradually began to take over the responsibility for the free and full development of human personality of its population.

Labour welfare is an extension of the term Welfare and its application to labour. During the industrialization process, the stress on labour productivity increased; and brought about changes in the thinking on labour welfare.

STATEMENT OF THE PROBLEM

An organistaion is influenced by various human resources factors. The labour welfare measure is one of the factors penetrating in the life of employees those who are working in the small scale sector. This study explores the employees' labour welfare measures of IT companies in Chennai. It also studies the employee view about the labour welfare measures on the productivity of IT units. Another aspect identified in the study is the factors that contribute to improve the standard of labour welfare measures of employees. It covers every dimension of work including economic reward, security, working conditions and interpersonal relationship. Thus, the goal of this study was to gain knowledge about employee's labour welfare measures and social security in IT industries-A study with reference to Chennai.

An attempt is made to labour welfare measure and social security in IT industries at Chennai. What do the various factors constitute to the labour welfare measures and social security? What is the relationship between the labour welfare measures and social security and personal and social background of the respondents?

OBJECTIVES OF THE STUDY

This study has been carried out with the following objectives.

1. To find out the prevailing labour welfare measures and social security in the selected organization.
2. To analyse the welfare measures of employees that may require to improve the employees productivity.
3. To evaluate the existing service, on the job and orientation measures of employees.
4. To analyse employees motivation towards the enriching asset of the organization.
5. To cull out the problems encountered by the employees in select IT Industries.
6. To suggest suitable measures to improve the labour welfare measures and social security.

HYPOTHESES

1. There is no significant difference between genders with respect to the Selection process.
2. There is no significant difference between genders with respect to the Training process.
3. There is no significant difference between genders with respect to the Skill and knowledge.
4. There is no significant difference between age groups with respect to the Training process.
5. There is no significant difference between age groups with respect to the

Performance appraisal.

6. There is no significant difference between age groups with respect to the Career planning.
7. There is no significant difference between age groups with respect to the Feedback and counseling.
8. The relationship between the types of organization and mental stress of Employees are due to lack of job security.
9. The relationship between marital status and work satisfaction of the Employees.
10. The relationship between designation and mental stress of employee.
11. The relationship between designation of the employee and pay satisfaction.
12. The relationship between types of organization and the satisfaction level of the pay.
13. The relationship between the type of organization and the provision for recreational facilities.

METHODOLOGY

The present study adopted is the **survey method** of research. It covers the workers of IT companies in Chennai. As census method is not feasible, the researcher has proposed to follow sampling. The workers are selected by following random sampling method. In tune with the objective, the above hypotheses have been tested in the study.

SIZE OF THE SAMPLE

There are a number of Information Technology companies in the Tidal Park of Chennai and its environs. Nearly 60 selected companies sample units were selected on random sampling

for the purpose of this study. This study considers the company who have started to function during 2000-05 and continuing. The sample represents selected types of industry groups.

600 employees have been selected for the intensive study using stratified random sampling. The study selects five companies of IT companies in Chennai. Each company consisting of 120 respondents are taken for study purpose.

TOOLS FOR ANALYSIS

The general plan of analysis ranges from simple descriptive statistics to Chi-square test. The extent and variation of time management skills by the employees of information technology industry were measured through a scale and analyses on the basis of the scores of components. In order to find out the significance of the difference between the average, analysis of variance, Chi-square and factor analysis.

CHAPTER SCHEME

The **FIRST CHAPTER** after introducing the subject, deals with the design of the study.

The **SECOND CHAPTER** describes the Labour Welfare and Social Security – An Overview.

The **THIRD CHAPTER** concerns with the Conceptual frame work of the Labour Welfare

ANALYSIS AND DISCUSSION

Marital status of the Respondents and the Level of Selection Process

S.No	Status	Level of Training Process			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168

	Total	77	425	98	600
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Source: Primary data

H₀: Marital status of the respondents does not influence the level of selection process.

H₁: Marital status of the respondents influences the level of selection process.

Degree of freedom : 2

Calculated value : 1.236

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is greater than the table value at 5 percent level of significance, the hypothesis H₀ is rejected and it can be concluded that the marital status of the respondents influence the level of selection process of the respondents.

Marital status of the Respondents and the Level of Training Process

S.No	Status	Level of Training Process			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of training process.

H₁: Marital status of the respondents influences the level of training process.

Degree of freedom : 2

Calculated value : 1.445

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is greater than the table value at 5 percent level of significance, the hypothesis H_0 is rejected and it can be concluded that the marital status of the respondents influence the level of training process of the respondents.

Marital status of the Respondents and the Level of Performance Appraisal

S.No	Status	Level of Performance Appraisal			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H_0 : Marital status of the respondents does not influence the level of performance appraisal.

H_1 : Marital status of the respondents influences the level of performance appraisal.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H_0 is accepted and it can be concluded that the marital status of the respondents influence the level of performance appraisal of the respondents.

Marital status of the Respondents and the Level of Career Planning

S.No	Status	Level of Career Planning			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H_0 : Marital status of the respondents does not influence the level of career planning.

H_1 : Marital status of the respondents influences the level of career planning.

Degree of freedom : 2

Calculated value : 1.002

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H_0 is accepted and it can be concluded that the marital status of the respondents influence the level of career planning of the respondents.

Marital status of the Respondents and the Level of Feedback and Counseling

S.No	Status	Level of Feedback and Counseling			

		High	Medium	Low	Total
1.	Married	39	308	85	432
2.	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of feedback and counseling.

H₁: Marital status of the respondents influences the level of feedback and counseling.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of feedback and counseling of the respondents.

Marital status of the Respondents and the Level of Rewards, Labour Welfare Measures and Social Security and Quality of Work Life

Level of Rewards, Labour Welfare Measures and Social	
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S.No	Status	Security and Quality of Work Life			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of rewards, Labour Welfare Measures and Social Security and quality of work life.

H₁: Marital status of the respondents influences the level of rewards, Labour Welfare Measures and Social Security and quality of work life.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of rewards, Labour Welfare Measures and Social Security and quality of work life of the respondents.

Marital status of the Respondents and the Level of Organizational Development

S.No	Status	Level of Organisational Development			

		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of organizational development.

H₁: Marital status of the respondents influences the level of organizational development.

Degree of freedom : 2

Calculated value : 1.023

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of organizational development.

Marital status of the Respondents and the Level of Employee Participation

S.No	Status	Level of Employee Participation			
		High	Medium	Low	Total

1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of employee participation.

H₁: Marital status of the respondents influences the level of employee participation.

Degree of freedom : 2

Calculated value : 1.023

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of employee participation of the respondents.

Marital status of the Respondents and the Level of Labour Management Relation

S.No	Status	Level of Labour Management Relation			
		High	Medium	Low	Total

1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of labour management relation.

H₁: Marital status of the respondents influences the level of labour management relation.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of labour management relation.

Marital status of the Respondents and the Level of Commitment and Involvement

S.No	Status	Level of Commitment and Involvement			
		High	Medium	Low	Total
1.	Married	39	308	85	432

2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of commitment and involvement.

H₁: Marital status of the respondents influences the level of commitment and involvement.

Degree of freedom : 2

Calculated value : 1.0001

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of commitment and involvement.

Marital status of the Respondents and the Level of Skill and Knowledge

S.No	Status	Level of Skill and Knowledge			
		High	Medium	Low	Total
1.	Married	39	308	85	432
2	Single	38	117	13	168

	Total	77	425	98	600
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Source: Primary data

H₀: Marital status of the respondents does not influence the level of skill and knowledge.

H₁: Marital status of the respondents influences the level of skill and knowledge.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of skill and knowledge of the respondents.

Marital status of the Respondents and the Level of Motivation

S.No	Status	Level of Motivation			
		High	Medium	Low	Total
1.	Married	39	308	85	432

2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of motivation.

H₁: Marital status of the respondents influences the level of motivation.

Degree of freedom : 2

Calculated value : 1.131

Table value at 0.05 level : 1.612

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of motivation of the respondents.

Marital status of the Respondents and the Level of Absenteeism

S.No	Status	Level of Absenteeism			
		High	Medium	Low	Total
1.	Married	39	308	85	432

2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H₀: Marital status of the respondents does not influence the level of absenteeism.

H₁: Marital status of the respondents influences the level of absenteeism. Degree of freedom : 2

Calculated value : 1.001

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H₀ is accepted and it can be concluded that the marital status of the respondents influence the level of absenteeism of the respondents.

Marital status of the Respondents and the Level of Labour Welfare Legislation

S.No	Status	Level of Labour Welfare Legislation			
		High	Medium	Low	Total

1.	Married	39	308	85	432
2	Single	38	117	13	168
	Total	77	425	98	600

Source: Primary data

H_0 : Marital status of the respondents does not influence the level of labour welfare legislation.

H_1 : Marital status of the respondents influences the level of labour welfare legislation.

Degree of freedom : 2

Calculated value : 1.000

Table value at 0.05 level : 1.610

Since the calculated value of Chi-square is less than the table value at 5 percent level of significance, the hypothesis H_0 is accepted and it can be concluded that the marital status of the respondents influence the level of Labour Welfare Measures and Social Security.

FINDINGS OF THE STUDY

A brief summary of the findings is given below:

It is found that around sixty four percent respondents belong to male and the remaining are female. Out of 600 respondents, 189 are in the age group of below 30 years. It is

found that 126 are in the age group of 30-36 years and the remaining 151 are in the age group of above 40 years.

Education can also be used to create new attitude or to generate a work force with new values, work ethic and new skills and positive orientation. It is found that among 600 respondents 107 are under graduation and diploma as their education qualification, 307 respondents are graduates and the remaining 186 respondents are professionals.

Skill level decides the quality of life which enables a person to live better and serve best. It is found that out of 600 respondents, 130 are semiskilled, 355 are skilled and the remaining 115 are highly skilled respondents.

Incomes of the respondents determine the command of the household over the range of available goods and services which determines the standard of living. It is found that most of the respondents 253 are having monthly income below Rs. 30,000/- and 178 are having monthly income of Rs. 30,000 – 50,000/- and the remaining 169 respondents out of 600 are having monthly income of above Rs. 50,000/-

It is found that out of 600 respondents, mostly 72 per cent of them are married and the remaining 28 per cent of the respondents are single.

Most of them wants to work in a large size of work group for many allowances, and other facilities like union, insurance, ESI, P.F. etc.. Therefore, it is ensured that only 128 are working in small groups, and 153 respondents are working in medium sized and the remaining 319 respondents are working in large groups as they desire.

The Tata Consultancy employees are highly satisfied with 70 respondents, than Tech Mahindra, Polaris; Megasoft ltd and 27 respondents are satisfied with their pay in the Wipro. Practically Tata Consultancy are having more profit margins comparing with the Wipro. From

the chi-square analysis it has been found, the low significance value indicates that there may be some relationship between the organization and they are satisfied with their pay.

38.3 per cent of the respondents in Wipro and 40.9 per cent of the respondents in Tech Mahindra feel satisfactory about recreational facilities, but on the other side 35.9 per cent of the respondents in Polaris and 32.3 per cent of the respondents in Megasoft Ltd workers feel strongly disagree and 39.4 per cent of the respondents in the Tata Consultancy workers feel undecided. It shows that there may be some relationship between the types of organization and provision of recreational facilities.

Thirteen factors were found to be influencing the Labour Welfare Measures and Social Security. They are:

1. Selection and Training process
2. Performance Appraisal
3. Career Planning
4. Feedback and Counseling
5. Rewards, Labour Welfare and Work Life
6. Organizational Development
7. Employees Participation
8. Labour Management Relation
9. Commitment and Involvement
10. Skill and Knowledge
11. Motivation
12. Absenteeism
13. Labour Welfare Legislations

SUGGESTIONS

In the light of the findings made in the research study, the following suggestions are offered to improve the Labour Welfare Measures and Social Security of the workers of Information Technology in Chennai based companies. These include the suggestions offered by sample workers also.

In order to increase efficiency of workers, the management has to be constantly 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 grievance of the workers. Whenever workers offer suggestions the management would do well to entertain such suggestions and consider them without bias. Flow of information between these groups must be made easy so that their level of work life will considerably improve.

It is suggested that in order to run the Information Technology companies 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 worker to organize themselves into effective association.

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

Provision of suitable atmosphere by good infrastructure facilities will improve the efficiency of workers. This can be improved only when the government instructs the management to carry out the MNC norms.

There should be two-way communication between the management and workers as it exercise a profound influence. Adequate noise free workplace, regular rest periods, and other facilities should be provided to workers. Congenial work environment helps to improve attitudes of the workers.

To improve the efficiency and satisfaction of the teachers, housing accommodation is very much needed. But it is not possible to expect all the colleges to provide housing accommodation to their workers. It is suggested that these respondents can make use of the loan facilities available in Housing Development Financial Corporations. This will help them to possess asset in the form of a house and the unnecessary rental expenditure can also be avoided.

In order to increase the efficiency of workers and create interest in the institution, promotional opportunities may be given. Whenever there is an opportunity the seniority and efficiency of the workers may be considered for promotion for higher position. This will encourage others to show their efficiency.

The management can provide for orientation, refresher, training and sandwich courses to enable workers to get more knowledge in field. This would provide for them to get in-depth knowledge in work and to use the IT field aids in better manner.

To enhance the working condition of the Information Technology companies, the higher authorities (CEO) and government should act in a war footing to provide the better working conditions.

ARERS FOR FUTURE RESEARCH

The present study has brought out a few major findings which have considerable bearing on Labour Welfare Measures and Social Security in the society. It is therefore suggested that the morale of the employee is expressed to boost by reducing stress among the labourers. The same

study can be conducted in the field of all sectors. This will give ample scope for the further research in the field of linkage study on various sectors ensures employee (labourers) satisfaction result in increased efficiency. The future researchers may focus on these areas with in depth to find out innovative idea for creating healthy Labour Welfare Measures and Social Security.

CONCLUSION

Among the all, human being is the finest one, who needs skills, talents, attitudes, motivation, career planning and to deliver goods and services in time with the facilities of Labour Welfare Measures and Social Security. Employees are highly perishable, which need constant welfare measures for their up gradation and performance in this field. In India, service sector is a leading sector, which generates more employment, needs welfare measures for their improvement. The welfare facilities help to motivate and retain employees. Most of the welfare facilities are methods of hygienic among workers are motivated by providing welfare measures. This ensures employee satisfaction result in increased efficiency.