

An Analytical Study on Labour Welfare Program with special reference to Dairy Industry

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Abstract

Labour Welfare as a term which is understood to include such services, facilities and amenities as may be established in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and to provide them with amenities conducive to good health and high morale. The welfare services in an industry is to improve the living and working conditions of workers and their families because the workers well-being cannot be achieved in isolation of his family to Labour welfare, though it has been proved to contribute to efficiency in production, is expensive. The present study throws light on various welfare programs in Telangana State Dairy Development Cooperation Federation Limited and also measure the impact of labour welfare program on employee satisfaction. This study will help to know the level of awareness about welfare facilities, give in-depth understanding of the impact of the welfare facilities in improving the morale and performance by elaborating the industrial relations and employers legal obligation towards initiating new strategies of welfare measures and encourage the policy makers to come out with more effective welfare provisions to enrich the morale of the employees.

KeyWords: Employee welfare, Industrial Relations, Employee Satisfaction, Working Environment.

1 Introduction

Labour health, safety and welfare are the measures of promoting the efficiency of labour. Such welfare measures provided by the employer will have an adverse impact on the health, physical and mental, morale and overall efficiency of the worker and thereby contributing to the higher productivity. Arguments against Labour Welfare are obvious. Welfare means 'Do- Gooding'. Labour welfare was introduced in the year 1837 some of the important rules and regulations were introduced in this period. Labour welfare is a program provided by the employees to the employers in addition to their daily wages as a benefit. This is provided mainly to add extra benefits for an employee for his or her comfort life. Welfare programs play an important role in creating better

and comfortable living statuses. International Labour Organization at its Asian Regional Conference, defined Labour Welfare as a term which is understood to include such services, facilities and amenities as may be established in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and to provide them with amenities conducive to good health and high morale. The welfare services in an industry is to improve the living and working conditions of workers and their families because the workers well-being cannot be achieved in isolation of his family to Labour welfare, though it has been proved to contribute to efficiency in production, is expensive. The present study throws light on various welfare programs in Telangana State Dairy Development Cooperation Federation Limited and also measure the impact of labour welfare program on employee satisfaction.

1.2 Welfare Programmes for Organized Sectors

- Sanitary and Hygiene facilities
- Rest facilities
- Medical facilities
- Crèche
- Transportation facilities
- Recreational and cultural facilities
- Maternity benefit

1.3 Impact of Labour Welfare on employee satisfaction

In the era of industrialization and mechanization, the Labour welfare provides an extra dimension to attain satisfaction which even good wage cannot. Competitive work culture seeks greater emphasis towards increasing production by economic and rational utilization resources. Workmen retention has become a challenge for the industries and workforce is facing terrible problems to survive with their earning as the world is getting costlier. In India, absenteeism is inevitable because of social constraints. Only happy and satisfied employees can contribute more to the organization. Now the expectation of labours has widened to cover facilities like canteen, housing, recreation, transportation etc. Even though the welfare legislation and regulations provide part of the legal context, employers have identified welfare as a strategy to reduce the absenteeism. This study will help to know the level of awareness about welfare facilities, give in-depth understanding of the impact of the welfare facilities in reducing the absenteeism and improve morale and performance by elaborating causes of absenteeism and employers legal obligation towards initiating new strategies of welfare measures and encourage the policy makers to come out with more effective welfare provisions to enrich the morale of the employees.

1.4 About Dairy Industry

Dairy industry plays a dynamic role in India's agro-based economy. Dairy is now a highly specialized field today that involves production, procurement, storage, processing and distribution of dairy products. Dairy industry occupies an important place in animal husbandry. It embraces the production of milk, its preparation for sale as well as the manufacture of dairy products. Government of India has under the annual survey of industries, classified dairy industry under industries major group, Food Manufacturing Industries. A dairy industry depends on milk. Milk is raw material for dairy product. Milk is the 'nature's perfect food' for all ages. It has almost all the vital nutrients needed for growth and well being of the human body. Milk is the richest source of calcium and essential amino acids which is good for bone formation. It is particularly beneficial for people recovering from sickness, children, sport person, aged ones, women etc. The dairy industry of India has grown from an almost completely unorganized but vastly complex industry of a large magnitude to an organized industry.

TSDDCF: Telangana state Dairy Development Co-operative Federation Ltd., was started in the year 1891 at Hyderabad and co-operative were established at villages, districts and state levels, facilities people to mobilize them and to increase productivity. It is producing over 15 lakhs liters of milk per day which in-turn is used to produce several milk products. These products are marked under the brand name **VIJAYA** – A house hold name for millions of people across the country. Corporation started in 1974 under an autonomous body T.S.D.D.C.F.Ltd., to function on commercial line to increase the turnover and efficiency. Production of dairy development in organized sector was started with humbling beginning in 1960 with pilot milk supply scheme with a merger collection of 1000 liters per day. With this objective in view the integrated milk project Hyderabad was implemented with financial assistance with UNICEF, to supply whole some milk at reasonable price to consumer in twin cities while ensuring assured marketing facilities to rural procedures with remunerative price.

2 Scope of the Study

Scope of the study is based on Primary and Secondary data from Telangana state dairy development cooperative federation limited. Both Technical grade employees as well as production level employees were covered to study the impact of labour welfare program on employee satisfaction.

3 Objectives of the Study

- To study welfare programs in Telangana state dairy development cooperation federation limited.
- To analyse the demographics impact on labour welfare program.
- To study the association among the labour welfare variables implemented at Telangana state dairy development cooperation federation limited.

4 Review of Literature

Saswati Jena¹, Manoj Kumar Katual, Subhashree Jena(2017) presented a case study on labour welfare scheme at Emami paper mill pvt.ltd in Balasore district, Odisha. The study is focused to develop & maintain high motivation level, team spirit, team work & inter team collaboration. Sample size used in their study is 50 Respondents. In their study data was collected through structured questionnaire, personal interview and analysis is presented through percentages. Finally their study is concluded by Organization should plan for the welfare facility as implemented it creates healthy cordial industrial relation between and labour management.

Arpit Patel, Archana Gohil and Heli Shah(2017) presented a study on Labour Welfare Measures and Social Security on Selected Engineering Unit of Ahmadabad. This study is used to study the employee's Welfare Measures and Social Security and to know the employee's level of satisfaction towards the Welfare Measures & Social Security. Data is collected with the help of structured Questionnaire. 100 employees are taken into consideration as sample. ANOVA is used for Data Analysis and Interpretation to reach at conclusion. This study explains the need to maintain Industrial relationship among stake holders of organisation to prosper in the market.

Dr. P. C. Sai Babu and Goli Gurunadham(2016) Presented a paper on employee satisfaction on labour welfare measures in the select textile units – a study on Guntur district in A.P. This study assesses the employee perception on identified labour welfare measures and to measure their impact on the level of satisfaction among employees of the sample units. The sample size was fixed at 248. The data analysis was done by applying statistical tools like ANOVA and Multiple-Regression Analysis. The study concludes that, implementation of labour welfare measures is much integrated and should be strategically involved. The most important task of labour welfare practices is to provide fair wages, good working conditions and realistic terms and conditions of employment.

Dr. D. Suthamathi(2016) presented a Study on Respondent's Level of Satisfaction towards Statutory Labour Welfare Measures in Steel Plants at Salem District. This study is to compare and analyse the level of satisfaction towards labour welfare measures in Steel Authority of India Limited (SAIL) – Salem. 512 respondents (20% of the population from each stratum) have been selected for the study. The study ensures a positive outcome, attention to the factors identified in the suggested framework (quality first aid appliances, facilities for training and education, adequate leave travel allowance, facilities for career advancement, guidance and counselling, maintenance of rest and lunch room,) is important for the improvement of labour welfare measures.

Dr. Dhani. Shanker Chaubey, Babita Rawat(2016) Presented a study on Analysis of Labour Welfare Schemes and Its Impact on Job Satisfaction: An Empirical Study to analyse the labour welfare measures of Small Scale Industries (SSIs) and its relationship with job satisfaction of

workers associated with the SSIs in Dehradun. Data was processed using SPSS 20 software and then ANOVA test was carried out to check the significance of relationship among the variables. This study helps to improve the level of the job satisfaction of employees, researcher suggests that organization must often get feedback from employees, towards welfare measures.

Mohammed yashik. P (2014) presented A study about the labour welfare and social security measures in India. This study deals with the main issues related to the social security measures in Indian industries are related to that of the basic problems like Health Security, Maternity Needs, Life and Accident Security, Unemployment Security, Old Age Security. The study explains the government can overcome the above mentioned facts by introducing some measures.

B.Rajkuar (2014) presented a study on labour welfare measures and social security in IT industries with reference to Chennai. This study evaluate the existing service and analyses employees motivation towards the enriching asset and suggests suitable measures to improve the labour welfare measures and social security. 600 employees were selected for this intensive study using stratified random sampling. Chi square test was used for interpretation of data. Finally the study concludes welfare facilities help to motivate and retain employees.

Minakshi Garg, Pardeep Jain (2013) presented a paper on Evaluating Labour Welfare Legislations and Measures- A Study of Cotton Textile Industry In Punjab. The study is focused on awareness and level of satisfaction for Labour welfare measures among workers and to suggest the ways which can fulfil the future needs and aspirations of the workers. Sample Size of 250 employees was drawn using primary and secondary data and chi-square test was employed to test the hypothesis. Finally their study helps the organisation to differentiate the satisfying factors from dissatisfying ones and to take effective steps to improve the labour welfare facilities which in turn will increase the workers efficiency and productivity.

Ms.Nyamwamu, wilterbosibori, Mr.Atambo, Wallace Nyakundi, dr.Munenecharles, Dr.Okibo, Walter (2012) Presented a study on role of employee welfare services on performance of the national police service in kenya: a case of kisii central district. The study targeted a population of 382 Out of this population a sample of 115 respondents was obtained through stratified random sampling. Both structured questionnaires and an interview schedule were used to collect data. The study suggests the police service to provide adequate resources that will cater for the welfare services of police officers in areas like training which will improve their competence skills and ensure that they are professional and accountable in the policing work.

M.Ramasatyanarayana, Dr.R.JayaPrakash Reddy (2012) presented paper on labour welfare measures in cement industries in India. The study deals with the various labour welfare measures available in the organization and to find the satisfaction levels employees and offers suggestions to improve the standard of Labour welfare measures in the organization. Sample size of 90 members were selected covering almost all the departments. Finally the author suggested that the existing welfare

measures may be improved further for the improvement of standard of living and their satisfaction levels.

5 Research Methodology

The current paper data has taken from the HR Manager as well as Employees of Telangana State Dairy Development Cooperative Federation Limited. The analysis is confined to primary data i.e; data has collected through questionnaire administration and also from interview method.

5.1 Sample Selection

The questionnaire was administered to the Operational level employees of telangana dairy development cooperation federation limited in Hyderabad. A random sampling technique is applied and 200 employees were chosen from a pool of 680 employees to whom the questionnaire was administered. Out of which only 154 respondents responses were found to be useful for analysis. The response rate is 77 percent.

5.2 Sample Size: 154 Employees

5.3 Statistical Tools & Techniques: ANOVA Analysis, Correlation Analysis and Percentages.

5.4 Software: IBM SPSS 16

5.5 Scaling Technique: To frame the questionnaire we have used Likert five scale technique so as to make the questionnaire standardize.

6 Data Analysis and Interpretation

6.1 Labour Welfare Programme at TSDDCF

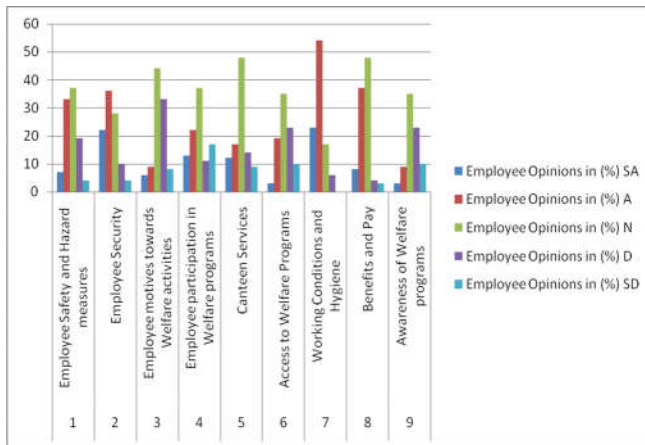
To measure the employee opinions on Labour Welfare programme total of 9 particulars were used. The numerical values in the table represent the percentages of employee opinions' towards labour welfare programme.

SA- Strongly Agree A- Agree N- Neutral D- Disagree SD- Strongly Disagree

Table: 6.1.1

S.No	Particulars	Employee Opinions in (%)				
		SA	A	N	D	SD
1	Employee Safety and Hazard measures	7	33	37	19	4
2	Employee Security	22	36	28	10	4
3	Employee motives towards Welfare activities	6	9	44	33	8
4	Employee participation in Welfare programs	13	22	37	11	17
5	Canteen Services	12	17	48	14	9
6	Access to Welfare Programs	3	19	35	23	10
7	Working Conditions and Hygiene	23	54	17	6	0
8	Benefits and Pay	8	37	48	4	3
9	Awareness of Welfare programs	3	9	35	23	10

Graph 6.1.2



From the above graph 6.1.2, it is observed that majority of the employee’s are neither were strongly satisfied nor strongly dissatisfied towards the welfare programmes. Most of the employees are satisfied with the given working environment and welfare programs.

6.2 Demographics Impact on Labour Welfare Programme

To measure the Labour Welfare and Employee Satisfaction on Labour Welfare, total of 27 questions were used for analysis. Each question was deployed under 4 variables, in which Labour Welfare Study (ILWS), Working Conditions (WCS), Benefits (BS) are identified as Independent Variables and Employee Satisfaction (ES) as Dependent Variable. ONEWAY ANOVA was used as a statistical tool to test the impact of labour welfare on employee satisfaction under different demographic variables. For each demographic variable, descriptions and also significance (p) values at 5% and 10% level of significance was interpreted.

6.2 (a) Gender impact on Labour Welfare:

Table-1		N	Mean	St.deviation
Labour Welfare Study (ILWS)	Male	42	28.60	3.616
	Female	48	29.33	3.744
	Total	90	28.99	3.683
Working Conditions (WCS)	Male	42	18.88	2.381
	Female	48	18.88	2.907
	Total	90	18.88	2.660
Benefits (BS)	Male	42	16.29	1.330
	Female	48	16.69	1.665
	Total	90	16.50	1.523
Employee Satisfaction (ES)	Male	42	23.33	2.496
	Female	48	23.46	2.657
	Total	90	23.40	2.569

From Table 1 it is observed that for all the 4 variables male respondents are 42 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value

is 28.60, Std. Deviation value is 3.616), WCS (Mean value is 18.88, Std. Deviation value is 2.381), BS (Mean value is 16.29, Std. Deviation value is 1.330), ES (Mean value is 23.33, Std. Deviation value is 2.496).

Female respondents for all the variables are 48, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.33, Std. Deviation value is 3.744), WCS (Mean value is 18.88, Std. Deviation value is 2.907), BS (Mean value is 16.69, Std. Deviation value is 1.665), ES (Mean value is 23.46, Std. Deviation value is 2.657).

Based on the mean score of employee satisfaction on labour welfare programs for all the 4 variables with respect to gender it was found that female respondents average score is little more than male respondents whereas when it comes to the Standard Deviation also the female respondents score is more than male respondents.

		Sum of Squares	Df	Mean Square	F	Sig.
ILWS	Between Groups	12.203	1	12.203	.899	.346
	Within Groups	1194.786	88	13.577		
	Total	1206.989	89			
WCS	Between Groups	.001	1	.001	.000	.992
	Within Groups	629.655	88	7.155		
	Total	629.656	89			
BS	Between Groups	3.616	1	3.616	1.568	.214
	Within Groups	202.884	88	2.305		
	Total	206.500	89			
ES	Between Groups	.350	1	.350	.052	.819
	Within Groups	587.250	88	6.673		
	Total	587.600	89			

From table 2 it is identified that p value is greater than 0.05. Therefore, it can be concluded that Gender wise there is no significant difference with regard to employee satisfaction on labour welfare programs

6.2 (b) Marital Status impact on Labour Welfare:

		N	Mean	Standard. Deviation
ILWS	Single	9	28.00	4.000
	Married	78	28.96	3.598
	Divorced	3	32.67	4.041
	Total	90	28.99	3.683
WCS	Single	9	17.89	2.315
	Married	78	18.92	2.657
	Divorced	3	20.67	3.512
	Total	90	18.88	2.660
BS	Single	9	16.89	.928
	Married	78	16.51	1.552
	Divorced	3	15.00	1.732
	Total	90	16.50	1.523

ES	Single	9	24.11	1.833
	Married	78	23.24	2.629
	Divorced	3	25.33	2.309
	Total	90	23.40	2.569

From Table 3 it is observed that for all the 4 variables single respondents are 9 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.00, Std. Deviation value is 4.000), WCS (Mean value is 17.89, Std. Deviation value is 2.315), BS (Mean value is 16.89, Std. Deviation value is 0.928), ES (Mean value is 24.11, Std. Deviation value is 1.833).

Married respondents for all the variables are 78, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.96, Std. Deviation value is 3.598), WCS (Mean value is 18.92, Std. Deviation value is 2.657), BS (Mean value is 16.51, Std. Deviation value is 1.552), ES (Mean value is 23.24, Std. Deviation value is 2.629).

Divorced respondents for all the variables are 3, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 32.67, Std. Deviation value is 4.041), WCS (Mean value is 20.67, Std. Deviation value is 3.512), BS (Mean value is 15.00, Std. Deviation value is 1.732), ES (Mean value is 25.33, Std. Deviation value is 2.309).

Based on the mean score of employee satisfaction on labour welfare for ILWS, WCS and ES variables with respect to Marital Status it was found that divorced respondents average score is little more than the married and single where as when it comes to BS single respondents score is more than the other two. Standard Deviation score for ILWS, WCS and BS is more in divorced respondents but in ES the score is little more in married.

Table-4		Sum of Squares	Df	Mean Square	F	Sig.
ILWS	Between Groups	49.438	2	24.719	1.858	.162
	Within Groups	1157.551	87	13.305		
	Total	1206.989	89			
WCS	Between Groups	18.562	2	9.281	1.321	.272
	Within Groups	611.094	87	7.024		
	Total	629.656	89			
BS	Between Groups	8.124	2	4.062	1.781	.174
	Within Groups	198.376	87	2.280		
	Total	206.500	89			
ES	Between Groups	17.673	2	8.836	1.349	.265
	Within Groups	569.927	87	6.551		
	Total	587.600	89			

From table 4 it is observed that p value is greater than 0.05. Therefore, it can be interpreted that marital status wise there is no significant difference with regard to Labour Welfare.

6.2 (c) Service impact on Labour Welfare:

Table- 5		N	Mean	Std. Deviation
ILWS	Less than 3 years	6	28.17	5.345
	3 to 5 years	15	30.40	2.798
	5 to 10 years	30	28.87	3.902
	above 10 years	39	28.67	3.534
	Total	90	28.99	3.683
WCS	Less than 3 years	6	18.17	2.858
	3 to 5 years	15	19.67	2.024
	5 to 10 years	30	18.27	2.753
	above 10 years	39	19.15	2.739
	Total	90	18.88	2.660
BS	Less than 3 years	6	16.00	.632
	3 to 5 years	15	16.47	2.167
	5 to 10 years	30	16.70	1.393
	above 10 years	39	16.44	1.447
	Total	90	16.50	1.523
ES	Less than 3 years	6	22.17	2.401
	3 to 5 years	15	22.67	1.952
	5 to 10 years	30	23.43	2.700
	above 10 years	39	23.85	2.661
	Total	90	23.40	2.569

From Table 5 it is observed that for all the 4 variables >3 year's service respondents are 6 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.17, Std. Deviation value is 5.345), WCS (Mean value is 18.17, Std. Deviation value is 2.858), BS (Mean value is 16.00, Std. Deviation value is 0.632), ES (Mean value is 22.17, Std. Deviation value is 2.401).

Between 3 to 5 year's service respondents for all the variables are 15, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 30.40, Std. Deviation value is 2.798), WCS (Mean value is 19.67, Std. Deviation value is 2.024), BS (Mean value is 16.47, Std. Deviation value is 1.393), ES (Mean value is 22.67, Std. Deviation value is 1.952).

Between 5 to 10 years service respondents for all the variables are 30, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.87, Std. Deviation value is 3.902), WCS (Mean value is 18.27, Std. Deviation value is 2.753), BS (Mean value is 16.70, Std. Deviation value is 1.393), ES (Mean value is 23.43, Std. Deviation value is 2.700).

Above 10 years service respondents for all the variables are 39, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.67, Std.

Deviation value is 3.534), WCS (Mean value is 19.15, Std. Deviation value is 2.739), BS (Mean value is 16.44, Std. Deviation value is 1.447), ES (Mean value is 23.85, Std. Deviation value is 2.661).

Based on the mean score of employee satisfaction on labour welfare for ILWS variable with respect to service it was found that between 3 to 5 years respondents average score is little more and where as when it comes to WCS variable both 3 to 5 years, above 10 years respondents score is more, for the variable BS between 5 to 10 is high, for ES variable above 10 years score is high. Standard Deviation score for ILWS, WCS is more in less than 3 years respondents but in BS the score is little more in above 10 years and for ES the score is little high in 5 to 10 years.

Table-6		Sum of Squares	df	Mean Square	F	Sig.
ILWS	Between Groups	38.422	3	12.807	.943	.424
	Within Groups	1168.567	86	13.588		
	Total	1206.989	89			
WCS	Between Groups	26.545	3	8.848	1.262	.293
	Within Groups	603.110	86	7.013		
	Total	629.656	89			
BS	Between Groups	2.877	3	.959	.405	.750
	Within Groups	203.623	86	2.368		
	Total	206.500	89			
ES	Between Groups	24.990	3	8.330	1.273	.289
	Within Groups	562.610	86	6.542		
	Total	587.600	89			

From table 6 it is observed that p value is greater than 0.05. Therefore, it can be interpreted that service wise there is no significant difference with regard to Labour Welfare.

6.2 (d) Salary impact on Labour Welfare:

Table-7		N	Mean	Std. Deviation
ILWS	Below 10k	11	28.18	3.970
	Between 10K to 20K	45	28.58	3.769
	Between 20K to 40K	25	29.96	3.397
	Above 40K	9	29.33	3.674
	Total	90	28.99	3.683
WCS	Below 10k	11	18.64	2.248
	Between 10K to 20K	45	18.62	2.543
	Between 20K to 40K	25	19.44	3.150
	Above 40K	9	18.89	2.369
	Total	90	18.88	2.660
BS	Below 10k	11	16.73	.786
	Between 10K to 20K	45	16.69	1.717
	Between 20K to 40K	25	16.24	1.332
	Above 40K	9	16.00	1.658
	Total	90	16.50	1.523
ES	Below 10k	11	22.64	2.378
	Between 10K to 20K	45	23.29	2.801

Between 20K to 40K	25	23.76	2.385
Above 40K	9	23.89	2.147
Total	90	23.40	2.569

From Table 7 it is observed that for all the 4 variables >10k salary respondents are 11 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.18, Std. Deviation value is 3.970), WCS (Mean value is 18.64, Std. Deviation value is 2.248), BS (Mean value is 16.73, Std. Deviation value is 0.786), ES (Mean value is 22.64, Std. Deviation value is 2.378).

Between 10k to 20k salary respondents for all the variables are 45, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.58, Std. Deviation value is 3.769), WCS (Mean value is 18.62, Std. Deviation value is 2.543), BS (Mean value is 16.69, Std. Deviation value is 1.717), ES (Mean value is 23.29, Std. Deviation value is 2.801).

Between 20k to 40k salary respondents for all the variables are 25, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.96, Std. Deviation value is 3.397), WCS (Mean value is 19.44, Std. Deviation value is 3.150), BS (Mean value is 16.24, Std. Deviation value is 1.332), ES (Mean value is 23.76, Std. Deviation value is 2.385).

Above 40k salary respondents for all the variables are 9, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.33, Std. Deviation value is 3.674), WCS (Mean value is 18.89, Std. Deviation value is 2.369), BS (Mean value is 16.00, Std. Deviation value is 1.658), ES (Mean value is 23.89, Std. Deviation value is 2.147).

Based on the mean score of employee satisfaction on labour welfare for ILWS, WCS variables with respect to salary it was found that between 20k to 40k respondents average score is little more and where as when it comes to BS variable >10k respondents score is more, for the variable ES above 40k respondents score is little high. Standard Deviation score for ILWS is more in > 10k respondents where as in WCS, BS and ES variables the score is little more in 10k to 20k years.

Table- 8		Sum of Squares	df	Mean Square	F	Sig.
ILWS	Between Groups	39.415	3	13.138	.968	.412
	Within Groups	1167.574	86	13.576		
	Total	1206.989	89			
WCS	Between Groups	11.483	3	3.828	.533	.661
	Within Groups	618.172	86	7.188		
	Total	629.656	89			
BS	Between Groups	6.114	3	2.038	.875	.458
	Within Groups	200.386	86	2.330		
	Total	206.500	89			
ES	Between Groups	12.361	3	4.120	.616	.606
	Within Groups	575.239	86	6.689		

Total	587.600	89			
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From table 8 it is identified that p value is greater than 0.05. Therefore, it can be interpreted that salary wise there is no significant difference with regard to Labour Welfare.

6.2 (e) Age impact on Labour Welfare:

Table-9		N	Mean	Std. Deviation
ILWS	Between 25 to 35 years	10	28.30	3.889
	Between 35 to 45 years	57	28.84	3.807
	Above 45 years	23	29.65	3.325
	Total	90	28.99	3.683
WCS	Between 25 to 35 years	10	17.90	1.729
	Between 35 to 45 years	57	18.70	2.725
	Above 45 years	23	19.74	2.684
	Total	90	18.88	2.660
BS	Between 25 to 35 years	10	16.30	1.337
	Between 35 to 45 years	57	16.40	1.474
	Above 45 years	23	16.83	1.723
	Total	90	16.50	1.523
ES	Between 25 to 35 years	10	24.00	1.633
	Between 35 to 45 years	57	23.42	2.666
	Above 45 years	23	23.09	2.695
	Total	90	23.40	2.569

From Table 9 it is observed that for all the 4 variables between 25 to 35 age respondents are 10 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.30, Std. Deviation value is 3.889), WCS (Mean value is 17.90, Std. Deviation value is 1.729), BS (Mean value is 16.30, Std. Deviation value is 1.337), ES (Mean value is 24.00, Std. Deviation value is 1.633).

Between 35 to 45 age respondents for all the variables are 57, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.84, Std. Deviation value is 3.807), WCS (Mean value is 18.70, Std. Deviation value is 2.725), BS (Mean value is 16.40, Std. Deviation value is 1.474), ES (Mean value is 23.42, Std. Deviation value is 2.666).

Above 45 age respondents for all the variables are 23, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.65, Std. Deviation value is 3.325), WCS (Mean value is 19.74, Std. Deviation value is 2.684), BS (Mean value is 16.83, Std. Deviation value is 1.723), ES (Mean value is 23.09, Std. Deviation value is 2.695).

Based on the mean score of employee satisfaction on labour welfare for ILWS, WCS, BS variables with respect to salary it was found that above 45 years age respondents average score is more and where as when it comes to ES variable between 25 to 35 years age respondents score is more. Standard Deviation score for ILWS is more in between 25 to 35 age respondents where as in WCS

the score is little high in 35 to 45 years age respondents, BS and ES variables the score is little more in above 45 years age.

Table-10		Sum of Squares	df	Mean Square	F	Sig.
ILWS	Between Groups	16.093	2	8.046	.588	.558
	Within Groups	1190.896	87	13.688		
	Total	1206.989	89			
WCS	Between Groups	28.391	2	14.195	2.054	.134
	Within Groups	601.265	87	6.911		
	Total	629.656	89			
BS	Between Groups	3.376	2	1.688	.723	.488
	Within Groups	203.124	87	2.335		
	Total	206.500	89			
ES	Between Groups	5.879	2	2.940	.440	.646
	Within Groups	581.721	87	6.686		
	Total	587.600	89			

From table 10 it is identified that p value is greater than 0.05. Therefore, it can be interpreted that age wise there is no significant difference with regard to employee satisfaction on Labour Welfare.

6.2 (f) Education impact on Labour Welfare:

Table- 11		N	Mean	Std. Deviation
ILWS	Schooling	51	28.69	3.962
	Plus 2 or Diploma	26	29.96	3.039
	Graduate	13	28.23	3.586
	Total	90	28.99	3.683
WCS	Schooling	51	19.04	2.645
	Plus 2 or Diploma	26	18.54	2.420
	Graduate	13	18.92	3.278
	Total	90	18.88	2.660
BS	Schooling	51	16.61	1.588
	Plus 2 or Diploma	26	16.42	1.447
	Graduate	13	16.23	1.481
	Total	90	16.50	1.523
ES	Schooling	51	23.33	2.574
	Plus 2 or Diploma	26	23.23	2.833
	Graduate	13	24.00	2.041
	Total	90	23.40	2.569

From Table 11 it is observed that for all the 4 variables respondents who belongs to schooling are 51 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.69, Std. Deviation value is 3.962), WCS (Mean value is 19.04, Std. Deviation value is 2.645), BS (Mean value is 16.61, Std. Deviation value is 1.588), ES (Mean value is 23.33, Std. Deviation value is 2.574).

Plus2/ Diploma respondents for all the variables are 26, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.96, Std. Deviation

value is 3.039), WCS (Mean value is 18.54, Std. Deviation value is 2.420), BS (Mean value is 16.42, Std. Deviation value is 1.447), ES (Mean value is 23.23, Std. Deviation value is 2.833).

Graduate respondents for all the variables are 13, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.23, Std. Deviation value is 3.586), WCS (Mean value is 18.92, Std. Deviation value is 3.278), BS (Mean value is 16.23, Std. Deviation value is 1.481), ES (Mean value is 24.00, Std. Deviation value is 2.041).

Based on the mean score of employee satisfaction on labour welfare for ILWS variable with respect to education it was found that plus2/ Diploma respondents' average score is more and where as when it comes to WCS, BS variables schooling respondents score is more, in case of ES variable graduate respondents score id high. Whereas with the Standard Deviation score for ILWS, BS is more in schooling respondents where as in WCS the score is little high in graduate respondents, ES the score is high with Plus2/ Diploma respondents.

Table- 12		Sum of Squares	df	Mean Square	F	Sig.
ILWS	Between Groups	36.739	2	18.370	1.366	.261
	Within Groups	1170.250	87	13.451		
	Total	1206.989	89			
WCS	Between Groups	4.349	2	2.175	.303	.740
	Within Groups	625.306	87	7.187		
	Total	629.656	89			
BS	Between Groups	1.689	2	.845	.359	.700
	Within Groups	204.811	87	2.354		
	Total	206.500	89			
ES	Between Groups	5.651	2	2.826	.422	.657
	Within Groups	581.949	87	6.689		
	Total	587.600	89			

From table 12 it is identified that p value is greater than 0.05. Therefore, it can be interpreted that education wise there is no significant difference with regard to employee satisfaction on Labour Welfare.

6.2 (g) Transportation impact on Labour Welfare:

Table-13		N	Mean	Std. Deviation
ILWS	Bicycle	10	29.70	3.773
	Two Wheeler	25	28.68	4.110
	Four Wheeler	7	27.14	3.024
	Public Transport	48	29.27	3.523
	Total	90	28.99	3.683

WCS	Bicycle	10	18.40	2.836
	Two Wheeler	25	19.36	2.481
	Four Wheeler	7	19.00	2.517
	Public Transport	48	18.71	2.775
	Total	90	18.88	2.660
BS	Bicycle	10	16.60	1.506
	Two Wheeler	25	16.80	1.708
	Four Wheeler	7	16.29	2.138
	Public Transport	48	16.35	1.345
	Total	90	16.50	1.523
ES	Bicycle	10	23.20	2.616
	Two Wheeler	25	24.36	2.984
	Four Wheeler	7	22.29	2.360
	Public Transport	48	23.10	2.271
	Total	90	23.40	2.569

From Table 13 it is observed that for all the 4 variables, respondents who have bicycle are 10 and their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.70, Std. Deviation value is 3.773), WCS (Mean value is 18.40, Std. Deviation value is 2.836), BS (Mean value is 16.60, Std. Deviation value is 1.506), ES (Mean value is 23.20, Std. Deviation value is 2.616).

Two Wheeler respondents for all the variables are 25, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 28.68, Std. Deviation value is 4.110), WCS (Mean value is 19.36, Std. Deviation value is 2.481), BS (Mean value is 16.80, Std. Deviation value is 1.708), ES (Mean value is 24.36, Std. Deviation value is 2.984).

Four Wheeler respondents for all the variables are 7, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 27.14, Std. Deviation value is 3.024), WCS (Mean value is 19.00, Std. Deviation value is 2.517), BS (Mean value is 16.29, Std. Deviation value is 2.138), ES (Mean value is 22.29, Std. Deviation value is 2.360).

Public transportation respondents for all the variables are 48, their Mean and Std. deviation scores for 4 variables are identified accordingly: For the variable ILWS (Mean value is 29.27, Std. Deviation value is 3.523), WCS (Mean value is 18.71, Std. Deviation value is 2.775), BS (Mean value is 16.35, Std. Deviation value is 1.345), ES (Mean value is 23.10, Std. Deviation value is 2.271).

Based on the mean score of employee satisfaction on labour welfare for ILWS variable with respect to transportation it was found that bicycle respondents' average score is more and where as when it comes to WCS, BS, ES variables two wheeler respondents score is high. Whereas with the Standard Deviation score for ILWS, ES is more in two wheeler respondents where as in WCS the score is little high in bicycle respondents, BS the score is high with four wheeler respondents.

Table- 14		Sum of Squares	df	Mean Square	F	Sig.
ILWS	Between Groups	35.113	3	11.704	.859	.466
	Within Groups	1171.876	86	13.626		
	Total	1206.989	89			

WCS	Between Groups	9.579	3	3.193	.443	.723
	Within Groups	620.077	86	7.210		
	Total	629.656	89			
BS	Between Groups	3.692	3	1.231	.522	.668
	Within Groups	202.808	86	2.358		
	Total	206.500	89			
ES	Between Groups	36.332	3	12.111	1.889	.137
	Within Groups	551.268	86	6.410		
	Total	587.600	89			

From table 14 it is identified that p value is greater than 0.05. Therefore, it can be interpreted that transportation wise there is no significant difference with regard to employee satisfaction on Labour Welfare.

6.3 Correlation Analysis on Labour Welfare Variables

		N= 90			
		ILWS	WCS	BS	ES
ILWS	Pearson Correlation	1	-.056	-.012	.110
	Sig. (2-tailed)		.598	.914	.303
WCS	Pearson Correlation	-.056	1	-.192	.093
	Sig. (2-tailed)	.598		.070	.385
BS	Pearson Correlation	-.012	-.192	1	-.043
	Sig. (2-tailed)	.914	.070		.689
ES	Pearson Correlation	.110	.093	-.043	1
	Sig. (2-tailed)	.303	.385	.689	

From the table 15, Pearson Correlation Coefficient has confirmed that there is a significant relationship among the variables which are associated from fairly high degree of correlation to moderate level of correlation.

7 Conclusion

Welfare programs have become the key factors to increase the efficiency of the workers as well as cordial industrial relations between labour and management. The study set out to determine the role of employee welfare services in the performance and the satisfaction level of the employees. The connection among employee welfare services and industrial relations is when individual is being satisfied in meeting the professional needs through welfare programs, it evokes the positive mindset among the employees and strengthens the employee- management relations at a high indices. From the study, it clearly shows that demographical wise there is no much significant difference with regard to employee satisfaction on Labour Welfare. It means most of the employees are satisfied with the given working environment and welfare programs. Further the study explored the association of employee welfare variables and it shows that there is a significant relationship among the variables. The present study suggests to develop the welfare services in an industry in order to improve the living and working conditions of workers and their families

because the workers well-being cannot be achieved in isolation of his family to Labour welfare, though it has been proved to contribute to efficiency in production.

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