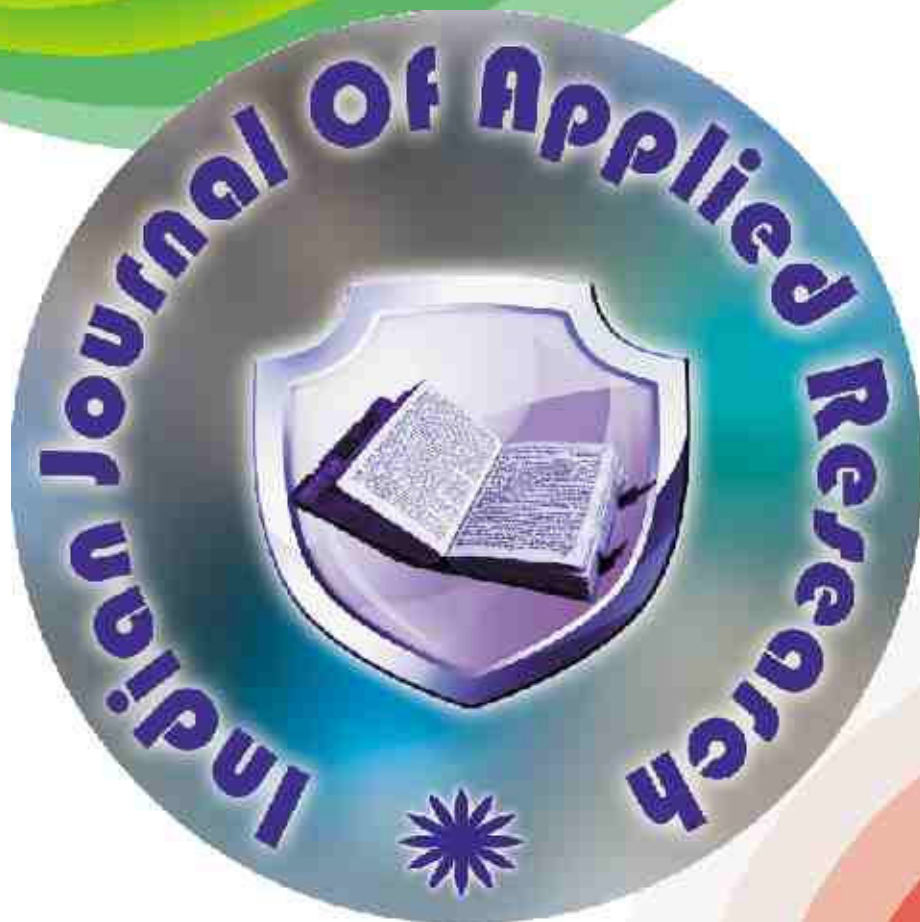


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A Study On Employee Welfare Measures In Maharashtra State Transport Corporation With Special Reference To Kolhapur District.

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ABSTRACT

A study on labour welfare measure in Maharashtra State Transport Corporation throws light on welfare measures followed in Maharashtra State Transport Corporation. Welfare is an important aspect of human Relations and it is beneficial to Corporations as well as employees .MSRTC is providing adequate welfare facilities to employees. It will help to keep better environment in the corporation. Data was collected from 1997-98 to 2006-07 in Kolhapur district. This study analyses the various labour welfare measures that are perceived to the labours. It highlights satisfaction level of the labours regarding the various welfare measures.

Keywords : Labour Welfare, MSRTC ,Satisfaction etc.

Introduction

Today, corporation has become a part of our life. Maharashtra State Road Transport or simply called as "ST" is the life line of Maharashtra .MSRTC in India on Western lines had started from the beginning of the 19th century. Now corporation is quite solid and vastly expanded .An efficient transport network is a pre-requisite of economic development. Adequate, cheap and efficient public transport is very important for urban life in the Kolhapur district because people have to live far off from their place of employment. The spread of education, culture, sports and other events would not have been possible, if efficient transportation is lacking.

The labour welfare is one of the most important functions of personnel management. The labour welfare and recreational facilities are broadly classified into three groups viz, Statutory, Non Statutory [Voluntary] and Mutual welfare facilities. The Statutory provisions as per the Factories Act of 1948 ,facilities are provided to employes such as Canteen , Economic services, Rest and Lunch room, Shelters, Welfare officers, etc.

MSRTC provides buses to all the parts of the state and to major locations outside Maharashtra State . The daily routine of several thousands of rural and urban residents begins with a journey with the help of transport system, be it an officer, a worker, student or a businessman. They all use different modes of transport available. The present study is concerned with the Welfare and Recreational facilities in Maharashtra State Road Transport Corporation [Kolhapur] undertaking.

Review of Literature

Kamdi [2010] conducted research on welfare facilities provided to employees by Bank of India. Researcher found that various facilities like Canteen, Holiday home, Reimbursement of expenses towards medical check-up provided by bank of India. The data and information was collected regarding wages, cost-benefits analysis of training, benefits, productivity, absenteeism, employee turnover, strikes, accidents, operations, working hours, shifts etc. Finally he concluded in his research that all the routine

welfare facilities are availed by all the employees in Bank of India in different proportion.

Banu and Ashifa (2011) conducted research study on labour welfare measures in Public Sector Transport Corporation that throws light on welfare measures followed in Public Sector Transport Corporation. This study analyses the various dimensions of labour welfare measures that are perceived to the labours. The researcher tried to find out how the existing welfare measures cater the needs of employees of Public Sector Transport Corporation.

Rani [1993] conducted research on "Employees Welfare Measures in Select Public Enterprises In Andhra Pradesh" observed that welfare measures existing in the two enterprises and their impact on industrial relations and impact of welfare measures on the productivity of SLPE's under study. It is found that the corporation is implementing provident fund, family pension and gratuity schemes for its employees. The management is also following a policy of providing employment to the dependents of the deceased workers. At the same time A.P.D.D.C.F .Ltd. it is found that the federation is implementing provident fund, family pension and gratuity schemes for its employees. With whatever facilities management is providing, APSRTC employees are happier than A.P.D.D.C.F. Ltd.

Research Methodology

The researcher has selected the respondents using random sampling method. The primary data was collected from a sample size of 51 employees of MSRTC .The samples were drawn from the population of respondents. Questionnaire have been designed and distributed to the respondents to elicit primary data. The data were analyzed through tables, percentage.

Objectives of the study:

To study various welfare facilities in MSRTC.

To study the employee satisfaction towards welfare facilities in MSRTC.

Analysis And Interpretation Of Data

The results of the analysis of the collected data are presented below:

Table 1: Age , Education and Service of respondents:

Age of Respondents	% MSRTC	Education	%MSRTC	Nature of service	%MSRTC
21-30	11.76	S.S.C	33.34	Permanent	100
31-40	23.53	H.S.C and ITI	11.76	Temporary	00
41-50	41.18	Graduate	52.94	-	-
51-60	23.53	Post Graduate	1.96	-	-
Total	100%	Total	100	Total	100

From the above table, respondents chosen are a fair representative of the entire population and the researcher has not been biased in choosing only particular class of respondents as far as age level is concerned. Maximum percentage of respondents are working in MSRTC are in age group 41-50 and their percentage is 41.18% out of total. Few respondents of MSRTC are working in age group 21-30 and their percentage is 11.76%. As considering age of respondents in MSRTC, 76.47% of respondents have not crossed 50 years. Respondents are working in MSRTC corporation having qualification S.S.C, H.S.C, ITI, Graduates and post graduates. Maximum respondents of MSRTC i.e. 52.94% are graduates. Few respondents of MSRTC i.e. 1.96% are post graduates. 45.1% respondents have not completed their graduation in MSRTC. All respondents are working in MSRTC are permanent. All respondents i.e. 100% in MSRTC is permanent considered for research work.

Table 2: Satisfaction Level Of Respondents Towards Welfare Facilities:

Welfare facilities	Highly Satisfied	Satisfied	Average satisfied	Dissatisfied	Highly dissatisfied
Housing facility	11.76	9.80	11.76	37.25	29.41
Free transport facility	15.69	27.45	56.86	00	00
Scholarship facility	5.88	41.18	49.02	3.92	00
Celebration of festival	23.53	64.71	11.76	00	00
Sanction leave facility	13.73	33.33	21.57	27.45	3.92
Cooperative society	00	00	00	72.55	27.45
Sports facility	17.65	41.18	31.37	5.88	3.92
Uniform and washing facility	7.84	47.06	23.53	13.73	7.84
Free medical facility	3.92	37.25	33.33	25.49	00
First aid facility	3.92	17.65	68.63	9.80	00

(Fig.in%)

For this study researcher has found from the above table that, MSRTC has provided housing facility to staff and higher officers only. Maximum respondents i.e. 37.25% of MSRTC are dissatisfied because housing facility is not given to drivers and conductors. There is a need to do something about it by corporation for their employees. It helps to motivate the employees and maintain healthy environment in the corporation. Few respondents of MSRTC are satisfied i.e. 9.80%. MSRTC has provided scholarship facility to employees children for better performance in examination. Most of employees i.e. 49.02% were average satisfied with this facility. Only 2 employees i.e. 3.92% are dissatisfied with scholarship facility because merit is considered in corporation for giving scholarship to employees children. Corporation provides leave facility to their employees. Most of employees i.e. 33.33% are satisfied with this facility because leave is sanctioned by corporation in emergency. Few employees i.e. 3.92% drivers and conductors are highly dissatisfied with leave facility because in emergency time leave is not sanctioned by corporation.

Under Kolhapur division 12 depots are working but only five depots have cooperative society. Kolhapur depot has no cooperative society. Maximum employees i.e. 72.55% are dissatisfied because Kolhapur depot has no cooperative society. Minimum employees i.e. 27.45% are highly dissatisfied. Cricket and Caram sports activities are organized by both corporations to their employees. Maximum employees i.e. 41.18% are satisfied because they actively

participate in sports activities. However few employees i.e. 3.92% are highly dissatisfied because they take initiative to participate in cricket but due to health problem they are not selected. Uniform is given by MSRTC corporation to drivers, conductors, Traffic inspector and workshop superintendent. Maximum employees i.e. 47.06% of MSRTC are satisfied with this facility. However few employees i.e. 7.84% of MSRTC are highly dissatisfied.

Corporation has given free medical facility to employees. Maximum employees i.e. 37.25% are satisfied with free medical. However few employees i.e. 3.92% are highly dissatisfied because lot of documents are required for claiming of reimbursement. First aid facility is available in each department with the prescribed contents so as to be readily accessible during all working hours in corporation. Maximum employees i.e. 68.63% of MSRTC are average satisfied. However few employees i.e. 3.92% are highly satisfied. 9.80% of employees are dissatisfied because they faces problem in case of minor accident, first aid box is not available in bus.

Table3: Respondents Opinion Towards Welfare Facilities

Welfare Facilities	Yes	No
Canteen	100	00
Family Planning Programme	100	00
Provident fund	100	00
Pension	100	00
Gratuity	100	00
Retirement benefits	100	00
Arrangement for waste disposal	100	00
Spittoons facility	100	00
Lunch Room	58.82	41.18
Library and reading room	41.18	58.82
Creches	00	100

From the above table, it is observed that MSRTC has provided canteen, family planning program, Provident fund, Pension, Gratuity, Retirement benefits, Arrangement for waste disposals and Spittoons facility to their employee. All employees i.e. 100% are satisfied with this facility. Corporation arranged this programme for employees and their family members. Employee takes more interest to participate in this program actively.

It is interestingly to observe that all respondents have give affirmation about their receipt of provident fund. It shows caring nature of MSRTC. Corporation has provided pension facility to their employees as per rule. It is interesting to observe that corporation secure their employees future. Employees are paid gratuity on their retirement. Corporation has provided spittoons facility To maintain the department hygienic and clean in both corporations. MSRTC corporation has provided lunch room facility to drivers and conductors. Maximum employees of MSRTC i.e. 58.82% have lunch room facility. Some employees i.e. 41.18% of MSRTC said that they don't have lunch room. All staff members of MSRTC wants lunch room facility because during lunch time they come together, discuss on different topics and interact with each other.

MSRTC provides library facility to officers and staff only. Most of the respondents from the entire population of MSRTC i.e. 58.82% drivers and conductors are of the view that they don't have library and reading room facilities to improve their knowledge and skill. 41.18% respondents were said that they have library and reading room facility to update their knowledge and skill which is required in today's global competition.

MSRTC do not provide crèches facility to their employees. Employees said that corporation must start crèches facility to take care of their child because maximum women employee faces problem in corporation. Women employees are not satisfied in MSRTC.

Findings and Recommendations

Provident fund, gratuity and pension schemes are given to employees as per the rule laid down by government.

All employees i.e.100% are satisfied in MSRTC about retirement benefit, waste disposal and spittoons, canteen and family planning programme facility.

Lunch room facility is provided by MSRTC to drivers and conductors only.

Corporation should provide library facility for drivers and conductors to increase and to update their knowledge.

Corporation should start crèches facility for women employees to take care of their infants and children.

Betterment is required in the work of welfare inspector, placements of dependents expiring during services, transfer policies and disciplinary and appeal rule proceeding.

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