ABSTRACT

Tamil Nadu State Transport Corporation Limited (TNSTC) is a public bus operator in Tamil Nadu, India, it is the largest bus corporation in the world and operates buses along intra and intercity bus routes in South India.

Labour welfare activities are mostly influenced by humanitarian principles and legislation in any nation. Any country, which is interested in developing their economy through corporate development, focuses more towards worker’s well being. In India, before the introduction of welfare and other legislation, the conditions of the labour were miserable. Exploitation of child work, log hours of work, bad sanitation and absence of safety measures were the regular features of factory life in India. This article highlights labour welfare measures and programmes towards Transport Corporation limited in Tamilnadu.

KEY WORDS: Tamil Nadu State Transport Corporation Limited (TNSTC), Labour welfare activities, Safety Measures, Welfare Programmes, Statutory and non - Statutory Measures

INRTODUCTION

Labour as a factor of production cannot be separated from the labourer. The importance of labour cannot be under estimated whether the industry is manual or mechanized. The involvement of the labour may be in varying according to the nature and different type of industry. The transport Organizations are the backbone for the society. Mostly the transport corporation located in urban and semi urban areas. Transport Corporation
plays a predominant role in the uplift of the society. It linked different type of people and different villages in India. Both the Central, state and private owned and controlled many corporations for the welfare of the society.

MEANING OF LABOUR WELFARE

The term “Labour welfare” is one which lends itself to various interpretations and it has not always the same significance in different countries. The Oxford dictionary defines Labour welfare as “Efforts to make life, worth living for workmen as point out by the Royal commission on labour. The term welfare as applied to the industries worker is one which must necessarily be elastic bring a somewhat different interpretations one country from another, according to the different social customs is the degree of industrialization and educational development of the worker.

LABOUR WELFARE: SOME DEFINITIONS

Labour welfare has been defined in various ways, through unfortunately no single definition has found universal acceptance.

- The Oxford Dictionary Defines labour welfare as “effort to make life worth living for worker.”
- The Encyclopaedia of Social Sciences (Vol XV, 1935) defined it as “the voluntary effort of the employers to establish within the existing industrial system, working and some time living and cultural conditions of employees beyond what is required by law, the customer of the industry and the conditions of market”.

The report of the committee on labour welfare set up by the Government of India in 1969 refers to welfare as a broad concept, a condition of well-being. It speaks of measures which promote “the physical, psychological and general well-being of the working population.

CONCEPT OF THE LABOUR WELFARE

The concept of welfare is necessarily dynamic, bearing a different interpretation from country to country, from time to time, and even in the same country, depending upon its value system, social institution, degree of industrialization and general level of social and economic development. Even within a country, its content may differ from region to region. According to pre-independence notions, it covered housing, medical facilities, educational facilities, co-operative societies, holidays with pay and social insurance schemes. In its resolution of 1947, the ILO defined “labour welfare” as such services, facilities and amenities as adequate canteen, rest and recreation facilities, arrangements for travel to and from workplace, accommodation of workers employed at a distance from their houses, and such other services, amenities and facilities as contribute to improve the conditions under which workers are employed. The Committee of Experts on Welfare Facilities for Industrial Workers convened by the ILO in 1963 had divided welfare services into two namely, within the precincts of the establishment and outside the establishment; but the total content of the activities was the same.

CLASSIFICATION OF THE LABOUR WELFARE

Services may be classified into Intramural and Extramural” Intramural includes services provided within the premises such as Urinals, Latrine, Bathing, Rest room, Canteen etc., and Extramural services are provides in the outside of the premises such as Insurance, Co-operative stores, Recreation Club etc.,

CLASSIFICATION OF LABOUR WELFARE WORK

The classification of labour welfare is based on dividing industrial welfare measures into three categories.

- Statutory
- Voluntary
- Mutual

www.apjor.com
Statutory welfare is the product of the coercive power of the government. Statutory stipulations compel employers to implement welfare schemes. The government enacts rules in regard to labour welfare in order to enforce the minimum standard of health and safety of the workers. Employers have to observe the rules relating to working conditions, hours of work, hygiene, safety, light, ventilation, sanitation etc. Governments have increased the statutory control of labour welfare. Voluntary welfare includes all those activities which employers undertake for their workers on a voluntary basis. There are some social organizations, which also undertake voluntary welfare work. Mutual welfare is undertaken by the workers themselves. Some trade unions also undertake the responsibility of workers welfare. Labour welfare is also classified under intra-mural activities, and extra-mural activities. The former include services provided inside the factory premises, and the latter include services and amenities outside the factory.

WELFARE PROGRAMMES FOR ORGANIZED SECTORS

❖ Sanitary and Hygiene facilities

The maintenance of a clean, sanitary and hygiene work environment is now accepted as an important basic welfare amenity. These include toilets and water for drinking and washing. The factories Act requires that every factory must be kept clean and free from effective flowing from any drain or privy; that a sufficient supply of wholesome drinking water must be made available at suitable and convenient points; that separate latrine and urinals for male and female workers must be provided; that spittoons must be kept in convenient places in clean and hygienic conditions, and that adequate, suitable, clean, conveniently accessible and separately screened washing facilities must be provided for male and female workers.

❖ Rest Facilities

This amenity provides a prescribed number of seats on the shop floor and rest rooms or shelters. This facility helps to reduce fatigue, as it enables a worker to sit down occasionally without any break in his work and contribute to his comfort and efficiency. The factories Act provides that, for the purpose of rest, suitable sitting arrangements have to be made and maintained for all workers who are obliged to work standing and rest rooms and lunch rooms in a factory with more than 150 workers.

❖ Feeding Facilities

Mess rooms are an elementary feeding facility, where with a few chairs, and tables and in some cases lockers, workers can sit and eat in comfort, the food they have brought from home. Presently, greater and increasing importance is attached to the provision of industrial canteens all over the world. The construction of canteens is compulsory as per the Factories Act (1948), the Mines Act (1952), Motor Transport Workers Act (1961) and the Plantation Labour Act (1951).

❖ Medical Facilities

Health care for workers will help to reduce the incidence of sickness and, absenteeism among them and increase productivity. The importance of industrial health care in general has also been emphasized by the international labour organization. In 1931, the Royal Commission on Labour and the Labour Investigation Committee (1946) underlined the necessity for providing basic health and welfare amenities. The importance of industrial health service is greater in India than elsewhere because of the adverse effects of unhealthy work environment in many factories and also due to the incidence of tropical diseases, long hours of work, low wages causing malnutrition and poor stamina; illness of workers due to ignorance and poverty and urban whitens of life which do not agree with migrated workers

❖ Occupational Health Services

These are essentially preventive schemes very common in the industrially advanced western countries and are gaining in importance and recognition in large sized understandings in India. One of the main functions of these health services is to protect workers against the health hazards arising out of the nature of their work or the work environment. The service includes carrying out of periodical medical checks of certain categories of workers to detect early signs of ill-health and prevent the outbreak of serious health complaints. Section 87 of

www.apjor.com
the Factories Act refers to dangerous occupations and states that the state government is empowered to make rules in respect of any or all classes of factories in which any operation exposes persons to serious risks of bodily, injury, poisoning or disease.

- **Family planning**

  Tremendous growth in population has increased the strength of the labour force and created a number of economic problems, including the problem of unemployment and industrial unrest. A great deal of attention has, therefore, been paid to family planning programmes for industrial workers. The ILO Resolution of 1947 has included family planning as an integral part of labour welfare. The importance of this programme at international level was brought out by the international labour conference at its Geneva session in 1966.

- **Crèche’s**

  The Factories Act lays down that in any factory with more than 50 women workers; a crèche should be provided and maintained for children less than six years in a clean and sanitary condition. The Act states that the crèche should be under the care of women trained in child care and should have adequate accommodation, lighting and ventilation. The state government is empowered to make rules in respect of standards, equipment and facilities.

- **Housing**

  Housing is an integral part of worker's welfare. Recommendation 1/15 of the ILO states that housing should be a matter of national policy. Both the industrial Commission (1918) and the Royal Commission (1913) realized the importance and necessity of improving housing conditions of industrial workers and made recommendations for the purpose.

- **Transport facilities**

  Transport facilities to and from the place of work are given to workers as one of the desirable welfare amenities. This facility is gaining in popularity because of growing urbanization, location of industries, transport loads and traffic congestion. The main purpose of this amenity is to enable workers reach their place of work without undue delay or fatigue.

- **Recreation and Cultural Facilities**

  Recreation is a leisure time activity which is a healthy diversion and a spare-time occupation. It refreshes an individual mentally, lessens the monotony and drudgery of his every day work, and develops his personality on a wholesome basis.

- **Education Facilities**

  Education facilities form another important welfare programme for industrial workers. Education would improve the quality of the labour force, for it would provide opportunities for a proper training for the acquisition of skills and techniques which are essential for workers in an industry and which will enable them to adjust themselves to their particular way of life, and to enable them to acquire broader values of life, personally, industrially and socially.

- **Co-operative and Saving Facilities**

  In the context of spiraling prices and the rising cost of living, the importance of fair price shops and supply schemes cannot be over-emphasized. Though these supply schemes and shops can be operated by the employer himself, it is the co-operative method which has been found to be desirable and has been recommended again and again by various committees and conventions. The co-operative credit societies also help the worker to save for unforeseen domestic crises.

- **Personal Counselling**

  By means of this service workers are able to receive advice and counsel on some of the personnel and sometimes also on personal problems inside and outside their place of work. A trained social worker is usually appointed for this purpose. Counseling helps a worker to overcome his anxiety and troubles.

- **Distress Relief and Cash Benefits**
There are many non-statutory welfare amenities available to industrial workers, depending on the importance the employer attaches to these benefits. One is an ex-gratis payment called Distress Relief and cash benefits paid in case of death, injury, sickness, marriage or as a felicitation grant. It is a gift made by the employer to his workers. The C.L.W. has recommended that workers and employers should work out a mutually acceptable formula for such benefits and that State Labour Welfare Board should earmark a portion of their fund to help small-scale units.

SOCIAL SECURITY IN INDIA

The following legislative measures have been adopted by the government of India by way of social security schemes for industrial workers.

I. Workmen’s Compensation Act 1923

Under the Act, compensation is payable by the employer to workmen for all personal injuries caused to him by accident arising out of and in the course of his employment which disable him for more than three days. If the workman dies, the compensation is to be paid to his dependents.

II. Employee’s State Insurance Act, 1948

Under the Act, an insured person is entitled to receive benefits such as medical benefit, sickness benefit, maternity benefit, disablement benefit, dependents benefit, funeral benefit etc.

III. The Employees Provident Funds and Miscellaneous Provisions Act, 1952

The Act has made schemes for three types of benefits namely, provident fund, family person and deposit linked insurance.

IV. The Payment of Gratuity Act, 1962

Under the Act, gratuity is payable to an employee on the termination of his employment after he has rendered continuous service for not less than five years. The completion of continues service of five years is, however, not necessary where the termination of the employment is due to death or disablement.

V. The Industrial Dispute Act 1947

Under the Act, a retrenched worker is entitled to compensation at the rate of 15 days average earning for every completed years of service or part thereof. When the closure of the undertaking is due to circumstances beyond the control of the employer, compensation is limited to the maximum of three months average earnings.

VI. Maternity Benefits Acts, 1961

The Act applies to women in factories, mines and other establishments. This Act replaced the Mines Act and it was adopted by most of the states, h does not apply to those covered by the ESI schemes.

VII. Coal Mines Provident Fund Bonus Scheme Act 1948

It applies to workers employed in the coal mines (including the National Coal Development Corporation) earning less than Rs.300 per month, The Bonus scheme applies to all those earning less than Rs.730/- per month in coal mines other than the NCDC and is paid entirely by the employers.

VIII. The Seaman’s Provident Fund Act 1966

Under this workers contribution of 8 percent with an equal contribution from the employers and are entitled to a full refund on retirement or after 15 years of membership.

IX. The Plantation Labour Act 1951

The benefits statutorily provided under this Act include the provision of drinking water and its conservancy, medical facilities, canteen in the ease of 150 or more workers, crèches in case of 50 or more women workers, recreational facilities, umbrellas, blankets and rain coats. Cash benefits in the case of sickness and maternity are also available to the workers as per rules prescribed by the state governments which also lay down qualifying conditions.
X. Employees Family Pension Scheme, 1971

The family pension seeks to provide some monetary relief to the family members of employees, who die in service, that is, before superannuation. In the event of an employee's death his family gets pension on a graded scale depending on the employee's last salary grade.

IMPORTANCE OF THE LABOUR WELFARE

Today the labourers /employees part of an organization are given much importance by the management and lot of welfare measures have been included in the corporation pay package, irrespective of the size of the organization. We also see that almost all the Board of Directors of corporation thanking the services of the employees through the annual reports of the corporation.

NECESSITY OF THE LABOUR WELFARE IN INDIA

As regards the necessity of the welfare work in India it can be easily released if we look into the conditions of working classes in our country. They have to work for long hours under unhealthy surroundings afterwards have no means to remove the drudgers of their life. Removed from the village community and thrown into a strange and uncongenial environment, they are likely to become easy victims of drinking, gambling and otherwise which tend towards their demoralization and ruin Indian workers regards industrial employment as a necessary evil from which they are eager to escape as possible. To increase the conditions of their life and work and industrial control is important to the welfare work is therefore greater in India.

TAMILNADU STATE TRANSPORT CORPORATION (TNSTC)

Tamil Nadu State Transport Corporation (TNSTC) is a Government public transport bus operator in Tamil Nadu, established in 1972. The total number of buses under operation is 18300(as on 2009-10) and employees are 1.3 lakhs. It operates buses in intra-state, inter-state, and city bus routes. TNSTC is the largest and most profitable transport operator in India.

In Tamil Nadu, 7 State Transport Undertakings are in existence: 1.Metropolitan Transport Corporation (Chennai) Limited, 2. State Express Transport Corporation (TN) Limited and Five Tamil Nadu State Transport Corporation Limited divided according to Regions of Tamil Nadu State. Such as Tamil Nadu State Transport Corporation Villupuram Limited, Tamil Nadu State Transport Corporation Madurai Limited, Tamil Nadu State Transport Corporation Kumbakonam Limited, Tamil Nadu State Transport Corporation Coimbatore Limited, Tamil Nadu State Transport Corporation Salem Limited,

PROBLEM OF THE STUDY

Labour welfare occupies a place of significance in the industrial development and economy of a country. The present industrial system gives rise to the need for promotion of labour welfare. In the primitive era, the industrialists and managers believed that their only duty towards their employees was to pay them satisfactory wages. In course of time, however, psychological research convinced them that the workers required something more i.e., human treatment which is very essential to seek the cooperation of the employees. For this purpose, provision of pleasant atmosphere is very essential to make them realize that the management thinks of their welfare. Such welfare activities benefit not only the workers but also the management in the form of greater productive efficiency.

The Tamil Nadu State Transport Corporation occupies the second place next to Chennai Division in terms of number of depots, fleet strength and employees. Whenever certain demands arose in the past the division had pleaded its helplessness in meeting such demands because of financial stringency and steadily declining profitability. It leads to poor morale of employees, lack of complete integration between employees and companies, demoralization and lack of job security.
OBJECTIVES OF LABOUR WELFARE

There could be multiple objectives in having a labour welfare programme. The concern for improving the lot of the workers, a philosophy of humanitarianism or what is now termed as internal social responsibility, a feeling of concern, a caring by providing some of life's basic amenities, besides the basic pay packet. Such caring is supposed to build a sense of loyalty on the part of the employee towards the organization.

The humanitarian approach has given way to a more practical utilitarian approach. The utilitarian approach views investment in welfare through an economic framework where the possible cost benefit to the organization gains greater concern through improved or quicker services from the employees.

The welfare package by taking care of the basics of living, frees the worker to devote his time and attention to the organizational task and thus enhance efficiency and output. An attractive package, which provides benefits throughout the course of an employee's career, serves to attract and retain the better workers and simultaneously enhance their morale. The organization is also eligible to certain tax concessions by spending on employee welfare.

THE MOTORS TRANSPORT WORKERS ACT, 1961

The Motor Transport Undertakings are required to provide certain welfare and health measures given as follows:

- Canteens of prescribed standard, if employing 100 or more workers (S.8)
- Clean, ventilated, well-lighted and comfortable restrooms at every place wherein motor transport workers are required to halt at night (S.9)
- Uniforms, raincoats to drives, conductors and line checking staff for protection against rain and cold; A prescribed amount of washing, allowances is to be given to the above mentioned categories of staff (S.10)
- Medical facilities are to be provided to the motor transport workers at the operating centres and at the stations as may be prescribed by the state Government (S.11)
- First Aid facilities equipped with the prescribed contents are to be provided in every transport vehicle (S. 12)

WELFARE MEASURES PROVIDED BY THE CORPORATION

The following welfare measures provided by the corporation

- The corporation provides the free pass to school children of the employees.
- The corporation started driving school, ITI, and polytechnics for the benefit of the employee children’s. And also medical college and Engineering college.
- Financial assistance, advance to the employees canteen, employees co-operative stores, employees co-operative thrift and credit society, employees recreation club etc.,
- All the permanent staffs are covered, under the social security and welfare schemes. They covered under employees group insurance schemes, employees provident fund, family pension scheme, festival advances, vehicle advances, bonus and encashment leave,
- Educational tour expenses 75% met by the corporation.
- Periodic film shows and Television facility to Head office and all depots.
- Marriage loan for their sons and daughters on concessional rate of interest
- Ventilation, lighting and supply of potable water.
- Uniforms to the employees two sets in two years (For ladies 3 Cotton or 2 Polyester Sarees)
SUGGESTIONS AND REMEDIAL MEASURES

To suggest the following remedial measures:

- For each category of employees there should be proper rest time so that the stress due to work can be minimized and thus the absenteeism can also be reduced.
- The legitimate claim for the authorized leave of absence of the transport employees must be immediately adhered to.
- Over time work should be made as optimal. This will make the working environment a pleasurable one and which in turn will lead to minimized absenteeism.
- Present method of linking revenue collection with promotion should be carefully studied and the point of mutual mistrust must be eliminated with mutual understanding.
- The divers and conductors of the cooperation are the only production point workers and they must be provided with all the training facilities from the cooperation more than others.
- Substitute employees must be employed on contract basis for a minimum period of five years after which time, based on their running experiences that they should be made as permanent employees of the corporation.

CONCLUSION

The present study concludes that, welfare measures are recreational, medical, educational, housing sanitation and so on. Every corporation provides the statutory welfare measures but some corporation provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. By the result of improved quality of work life among the employees their involvement in job gets increased and result increased of the transport corporation. The corporations maintaining smooth relationship between workers and management, which leads to attainment of corporation efforts. Labour welfare facilities provided by employers are based on diverse approaches and connected to various theories. Job satisfaction is influenced by different factors, which determine the level of satisfaction employees will experience at the work place. Job satisfaction also rests on certain theories and is influenced by different schools of thought.

Some of the welfare measures like housing facilities; loan facilities, rest room facility, housing facilities and gratuity should be incorporated along with welfare measures in order to satisfied employees and so the job performance can be improved. The corporation should take necessary steps to improve these measures. By doing this the employee can do their job more effectively and efficiently. The present research is an attempt to determine the relationship between labour welfare facilities provided and job satisfaction experienced by labour in Transport Corporation Limited in Tamilnadu.

REFERENCES