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**EMPLOYEE SATISFACTION ON SAFETY, HEALTH AND
WELFARE MEASURES. A CASE STUDY OF SOBHA LIMITED,
THRISSUR**

by
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(2014-31-126)



MAJOR PROJECT REPORT

Submitted in partial fulfilment of the
requirement for the post graduate degree of

MBA IN AGRIBUSINESS MANAGEMENT

Faculty of Agriculture

Kerala Agricultural University



COLLEGE OF CO-OPERATION, BANKING AND MANAGEMENT

VELLANIKKARA, THRISSUR-680656

KERALA, INDIA

2016


Declaration

Declaration

DECLARATION

I, hereby declare that this project report entitled “ **EMPLOYEE SATISFACTION ON SAFETY, HEALTH AND WELFARE MEASURES. A CASE STUDY OF SOBHA LIMITED, THRISSUR**” is a bonafide record of work done by me during the course of project work and that it has not previously formed the basis for the award to me of any degree/diploma, associateship, fellowship or other similar title of any other University or Society.

Vellanikkara
19-08-2016


VINEETH V
(2014-31-126)

Certificates

CERTIFICATE

Certified that this project report entitled "EMPLOYEE SATISFACTION ON SAFETY, HEALTH AND WELFARE MEASURES.A CASE STUDY OF SOBHA LIMITED, THRISSUR" is a record of project work done independently by Mr. Vineeth V. under my guidance and supervision and that it has not previously formed the basis for the award of any degree, fellowship, or associateship to him.

Vellanikkara
19-08-2016



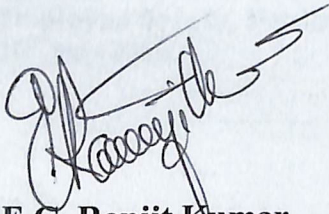
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CERTIFICATE

We, the undersigned members of the advisory committee of Mr. Vineeth V., a candidate for the degree of **MBA in Agribusiness Management**, agree that the project work entitled “**EMPLOYEE SATISFACTION ON SAFETY, HEALTH AND WELFARE MEASURES. A CASE STUDY OF SOBHA LIMITED, THRISSUR**” may be submitted by Mr. Vineeth V., in partial fulfilment of the requirement for the degree.



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To Whomsoever It May Concern

This is to certify that **Mr. Vineeth V.**, student of MBA Agribusiness management, Kerala Agricultural University has successfully done his project work on "**Employee satisfaction on Employee Safety, Health and Welfare Measures**" from our organization from 23rd March to 10th May 2016.

For Sobha Limited (Formerly Sobha Developers Ltd)

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For any errors or inadequacies that may remain in this work, of course, the responsibility is entirely my own.

Vineeth V.

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Chapter - 1

Design of the Study

Chapter - 1

DESIGN OF THE STUDY

1.1 Introduction

In India, the construction industry is the second largest employer when compared to agriculture. Throughout the cosmos, the building field of civil engineering is one of the most hazardous industries. The number of fatal accidents taking place in the building sites is rather alarming. In the present scenario, the Indian construction industry is quite great and complex, involving latest technology every bit well as manpower. On a par with the development of the building industry, drawbacks in terms of safety and health aspects are also seen. In the past few decades, need for safety awareness among construction industries was seen. This is imputable to the high cost associated with workplace related injuries, workers compensation, insurance premium, indirect costs of injuries, and litigation. Every year, a considerable amount of time is misplaced due to exercise related health events and site accidents.

It is highly desirable to decrease the rate of labour accidents for employees working in the construction industry all over the world. Many preventive measures so as to address this problem have been offered and held away. Nevertheless, accidents keep occurring with depressing regularity. Hence, new effective measures in terms of safety, health and welfare have to be taken for prevention of labour accidents.

Human resource management is one of the most complex and challenging area of management. The human resource plays a very important role in the development of business. They comprise the organization at all grades and consider as a active component of output. It is the duty of management to ensure that employees get economical, societal and individual satisfaction from the health, safety and welfare measures taken on by them. Various benefits are to be offered to the employees, whom they cannot fix by themselves. The money spends on public assistance activities is not a waste, but in fact a rather wise investment. Since construction works are highly prone to the accidents, employer has to be more concern about the steps taken towards employees' health, safety and wellbeing. Employee welfare refers to the natural processes of employers which are steered towards providing certain facilities and services in addition to wages and pays.

It is not just the interest of the employees to be provided with necessary medical benefits, recreation facilities and fringe benefits, but also should be the involvement of the establishment itself, because employees feel satisfied if they are supplied with such services

and likely to be in trusted to the establishment. That is why they are called mercy maintenance factors and not as motivators. However they are necessary for the health of the system, since they tolerate a close connection with the productivity of labour.

The concept of employee satisfaction on welfare, health and safety are flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general economic development of masses and political ideologies prevailing at a peculiar period of fourth dimension. It is also molded according to the age group, gender, socioeconomic background, marital status and educational story of the workers in various industries.

Safety, health and welfare measures have several advantages.

The advantages to workers are,

- It provides better physical and mental health to the workers and make them happy
- Welfare facilities for the worker's family help to create a dedicated work
- Improvement in mental, rational, and cultural conditions of life
- Safety measures improve not just their physical efficiency, but also offer shelter to their spirit and limb

The advantages to employers are also numerous,

- It increases the productivity of work
- Improve the goodwill and public image of the society
- It serves to improve the industrial relation and maintain the industrial peace
- Bring down the employees turn over and absenteeism

There are also economic advantages to society,

Welfare facilities are offered in the pastime of the society because efficiency and happiness of each individual represent the general wellbeing of all. Well housed, well run, well looked workers are not only the asset to the employee; merely attend to elevate the standard of industry and trade union movement in the rural area.

Since Sobha Ltd is considered a trailblazer in the real estate and construction sector in the state. Thus, an agreement about the satisfaction of employees would assist the authorities of the Sobha Ltd to improve the wellbeing, wellness and safety measures which in spell will cut down the possibility of accidents and employee turnover. This employee satisfaction can add value to their entire brand image and can be a role model for other construction companies.

1.2 Statement of the problem

The Indian construction labour force is 7.5% of the total world labour force and it contributes to 16.4% of fatal global occupational accidents. The possibility of a fatality in construction industries is five times more than that in manufacturing industries, whereas the risk of a major injury is two and a half times higher. India has the world's highest accident rate among construction workers, according to a recent study by the International Labour Organization (ILO) that cited one survey by a local aid group showing that 165 out of every 1,000 workers are injured on the job. These accidents diminish the image of the construction industries, and as a result, there is a shortage of skilled labour. From the result of Occupational Safety and Health Administration examination of the causal agents of construction fatalities, it was recorded that 39.9% of human deaths in construction were caused by falls, 8.4% were struck by objects, 1.4% were caught in between incidents, and 8.5% were electrocuted. Lack of communication among the various departments involved and lack of proper inspections are the major causes for accidents occurring at a construction site.

Every effort must be ingested to convey up the point of consciousness among the employees as well as management about the importance of wellness and safety at workplace sites. Preventing labour accidents, occupational illness, and injuries should be the primary concern of all employers.

The employee is not merely an asset to the employer, but as well helps to enhance the standard of the diligence and work force in the state. Gratification is a positive state of intellect which is directly linked to morale of employees, which enhances the commitment and productivity of the labour power. Consequently, industrial development in any nation depends on satisfied manpower resources.

The survey was conducted at Sobha Ltd, Thrissur which is one of the pioneers and massive builders in Kerala. The sustainable growth of this institution definitely depends on welfare measures offered by the system and the degree of satisfaction. Thus, studying satisfaction of employees towards health, safety and welfare measures helps Sobha Ltd to realize the overall satisfaction of employee towards them and to implement changes in the health and welfare measures to cut the environmental risk causing accidents.

1.3 Objectives of the study

The objectives of the study as follows:-

1. To study the profile characteristic of the employees
2. To examine the level of awareness about safety, health and welfare measures
3. To examine the degree of satisfaction of employees on the health, safety and welfare measures of Sobha Ltd, Thrissur.
4. To Study the relationship between level of satisfaction and socioeconomic profile.
5. To Study the relationship between level of satisfaction and job status.

1.4 Methodology

1.4.1 Study area

The survey was conducted at "Sobha Ltd" Thrissur

1.4.2 Sampling design

The sample comprised of all workers. The work was made out by taking a study among the sample respondents. The sample size was 60. The study encompasses 10 departments in office wing, 11 departments in project wing and the construction Labours. The sample was proportionately fixed for each department, and then from each department, the respondents were chosen arbitrarily for the field. To simplify the survey the entire respondents were classified under administration department, technical department and construction labourers.

1.4.2.1 Sample distribution

Table 1.1 Sample distribution

Department	Total number of workers	Sample distribution
Office (10 Sections)	22	12
Plant & Machinery	2	1
Mechanical & Electrical	7	3
Lab	1	1
Infrastructure	5	2
Cost Audit	6	2
Topaz & Sapphire maintenance	1	1
Sobha mall	5	2
QAD	1	1
QST	6	2
Stores	4	1
Construction Workers	70	32
Total	130	60

Source: Primary data

1.4.2.2 Sampling method

Since it is difficult to contact the entire population, the stratified random sampling technique was adopted. It guarantees that all employees stand an equal probability of being selected to avoid sample bias and ensure that the results are true enough to be extrapolated.

1.4.3 Method of data collection

The study included both primary and secondary data.

- Primary data: All primary data required for the survey was compiled with the help of questionnaires through e-mails, direct contact and discussion with the employees in the organization.
- Secondary data: Secondary data was gathered from the various records of organizations, Project Reports, Internet, etc.

1.4.4 Data processing and analysis

The level of satisfaction was analysed with respect to the age, experience, number of dependents, gender and educational qualification on the basis of selected parameters of safety, health and welfare measures. These parameters include various statements, which were graded in five point Likert Scale. The scores allotted for the responses were in the following manner.

Table: 1.2 Response and score

Responses	Score
Strongly Agree (SA)	5
Agree (A)	4
No Opinion	3
Disagree (DA)	2
Strongly Disagree (SDA)	1

The analysis was performed in 4 stages

1. Breaking down the socioeconomic characteristics of the answerers
2. Analyzing the satisfaction of workers towards various welfare, safety and wellness standards.
3. Studying the relationship between level of satisfaction and socioeconomic profile.
4. Studying the relationship between level of satisfaction and job status.

The grade of atonement will be contemplated in two phases

- A) Determining the level of satisfaction for each element and the percentage contribution of each factor to full satisfaction.
- B) Turning away the composite satisfaction index based on the findings of the first phase.

The methodology adopted to determine the grade of satisfaction for the two levels are shown below:

- A) The grade for the portions are derived by multiplying the number of respondents with the respective score and its subsequent summing.

Satisfaction index will be calculated by applying the formula.

$$\text{Satisfaction Index} = \frac{\text{Actual score obtained for the statement}}{\text{Maximum obtainable score for the statement}} \times 100$$

Maximum obtainable score for a statement = Maximum score obtained from the opinion × Total number of respondents

- B) The composite satisfaction index for the workers will be calculated by using the formula.

$$\text{Composite satisfaction Index} = \frac{\text{Total of satisfaction index of components}}{\text{No of Components}}$$

The level of satisfaction is categorized as excellent, good, moderate, poor and very poor based on the satisfaction index obtained

1.4.5 Parameter selection

The parameters used for the study are:

Welfare

1. Changing Rooms
2. Washing Facilities
3. Facilities for sitting
4. First aid appliances
5. Canteens
6. Shelter, Restroom and Lunchroom
7. Creches
8. Welfare officer
9. Maternity benefits
10. Gratuity, Pension and provident fund benefits
11. Medical benefits
12. Educational facilities
13. Housing Facilities
14. Recreational facilities
15. Vocational training
16. Transportation facilities
17. Employee referral scheme
18. Employee assistance program
19. Wages for overtime work
20. Maintenance of Registers
21. Medical Insurance
22. Accommodation

Health

1. Cleanliness of factory premises
2. Disposal of waste and effluent
3. Ventilation and temperature
4. Lighting
5. Drinking water
6. Latrines and urinals
7. Medical check up
8. Shift timing

Safety

1. Work on or near machine
2. Hoist and lift
3. Floors, stairs and means of access
4. Pits, sumps and opening in floor
5. Weight
6. Protection of head and eye
7. Ambulance
8. Helmet, glove, shoes and safety belts
9. Safety squad

1.5 Key observations made

1. Socioeconomic status of the answerers
2. Employment details
3. Working conditions
4. Various welfare, safety and health measures
5. Problem faced by workers
6. The grade of satisfaction of workers towards various measures
7. Various factors that motivate the employees

1.6 Scope of the study

The gratification of the employees in turn is determined by statutory welfare measures and non-statutory welfare measures, operating conditions, amenities available, perquisites and other installations offered by the system. This project sheds light on the wellbeing, wellness and safety measures provided in Sobha Ltd, Thrissur. It will as well bring out the awareness and satisfaction of workers with different strategies and measures regarding welfare, wellness and prophylactic, which would serve the organization to modify or redesign the welfare measures with improved parts.

1.7 Limitation of the study

1. The study was based on the single organization due to which the results cannot be generalized
2. The work was held on with its own limitation in terms of time and resources
3. The determinations of the survey are based on the data provided by the respondents, which might induce their own restrictions. The reaction obtained from the respondents might be prejudiced. Possibility of hiding certain elements on the portion of respondents could not be ruled out.

1.8 Chapterisation

The chapter wise distribution of the project will be as the following

1. Chapter 1 – Design of the study
2. Chapter 2 – Review of Literature
3. Chapter 3 – Sobha Ltd - A profile
4. Chapter 4 – Various welfare, safety and health measures of Sobha Ltd
5. Chapter 5 - Welfare, safety and health measures – An Analysis
6. Chapter 6 – Summary of Findings and Suggestions

Chapter - 2

Review of Literature

Chapter - 2

REVIEW OF LITERATURE

2.1 Introduction

Review of literature is an inevitable component of any scientific investigation. It serves to place the research gaps and refine the methodology. Atonement is a bar of how happy workers are with their jobs and playing surroundings. Job satisfaction is essentially the degree of correspondence between each worker needs and their need fulfilling characteristics of the job. These two are related to each other. Health, safety and welfare measures are three major elements which determine the satisfaction of employees in construction industries. An effort has been constituted to review the concept used and past studies related to the employee health, safety and benefit standards.

2.2 Job satisfaction

Maslow (1943) indicated that there exists a hierarchy of human needs, beginning with physiological needs, then safety, social, esteem and a last self-actualization need. He alleges that these demands must be gratified in the order listed. Maslow's theory states, there are some significant implications for management. There are chances to move employees and provide them job satisfaction through management style, business design, society events, and compensation packages.

Nancy (1953) considered job satisfaction as a function of job contents, identification with company, financial and job status and pride in group performance.

Herzberg (1959) says that employee satisfaction is mainly based on two factors namely motivational factors and maintenance factors. He argued that management not only must provide hygiene factors to avoid employee dissatisfaction, but also must provide factors intrinsic to the work itself in order for employees to be satisfied with their jobs.

Mc Lean (2006) opined that care should be taken to make even remote faculty feel a part of the greater whole of this institution through regular communication and support. This will enhance their sense of affiliation to both the school and the individual that comprises it, increase compliance with regulation and ideally positively impact occupational satisfaction.

Orlando (2006) stated that an employees job satisfaction may depend on the positive mental, spiritual, physical and emotional resources the employee brings to the work place, based on data gathered from 75000 working adults on a three year study of personal energy management and work-life balance.

Clark (2007) stated that workers decisions about to work or not, what kind of job to accept or stay in, and how hard to work are all likely to depend in part upon the workers subjective evaluation of their work, in other words on their job satisfaction.

Hildebrand (2007) suggested that the only way to truly understand employees is to ask them what they want and to find out what can be done to help them reach their goals. By asking, becoming involved and being accountable, supervisors can go a long way in improving employee job satisfaction as well as retention.

Carol (2011), observed that employees perceive flexible working which makes them happy and that there are attitudinal or behavioural links between this happiness, discretionary behaviour and a number of performance outcomes. This paper contributed a much needed employee perspective on the effect of human resource practices, specifically that of flexible working and explores the neglected employees attitude of happiness.

2.3 Welfare measures

Labour investigation committee (1944-46) in its report include the labour, welfare activities as anything done for the intellectual, physical, moral and economic betterment of workers, whether by employers, by government or by other agencies over and above what is placed down by law or what is normally expected as per the contractual benefits for which actors may have bargained.

The report of the Committee on Labour Welfare (1969) mentioned the employee welfare as such services, facilities and amenities as adequate canteen, rest and recreational facilities, sanitary and medical facilities, arrangements for the travel to and from the work and for the accommodation of workers employed at a distance from their home and such services, amenities, and facilities including social security measures as contribute to improve the conditions under which workers are employed.

A. Sousa- Poza (2000) opined that job satisfaction depends on the equilibrium between work role inputs such as pedagogy, solving time, effort and work-role, outputs - wages, fringe benefits, status, working conditions, and intrinsic aspects of the business. If work-function outputs ('pleasures') increasing relative to work -role inputs ('pain'), then job satisfaction will increase.

Zhao (2003) opined, after a study among 244 crew members working in six major cruise lines that employees are most filled with the operating environment and ship life; and least satisfied with the rewards; significant relationships were found between the base grade of job satisfaction and selected demographic variables.

Asna (2005) in his survey report entitled " A Study Report On Labour Welfare" states that benefits are the benefits that an employee must get from his/her company like allowances, housing loan or those companies who offer transportation, medical, insurance, food and some other way where the employee bears the right to take.

Pigou (2005) in his book "Aspects of Labour, welfare and social security" opined that labour, welfare as the adoption of steps to encourage the physical, social and psychological, and general well being of working productively. Welfare works in any industry aims or should aim at bettering the functioning conditions of workers and labourers

Loophole Vellore (2008) determines the employee welfare standards as anything done for the comfort and improvement of employees and is provided over and above the wages. Thus, welfare helps in maintaining the morale and motivation of employees high so as to hold the employees for long duration, which facilitates the system to reach the goal'

2.4 Safety and health measures

Wilson Jr. and Koehn (2000) advised that safety practices vary with building sites, as every website has unique safety aspects. Larger construction projects are better organized whereas small to medium firms do not receive an adequate safety program or person to oversee safety standards.

Huang and Hinze (2006) analyzed accident caused due to decrease of workers at construction sites, and the result proved that most fall accidents took place at altitudes of less

than 9.15 m, occurring mainly on new construction projects of commercial buildings and residential projects of relatively low building cost.

Koehn and Datta (2015) through their study concluded that safety regulations and regulations not only overcome issues like poor quality work, dangerous working conditions, and lack of environmental control but also cut costs and raise productivity.

2.5 Conclusion

This review has identified that the major satisfaction factor of construction industry are Safety, health and welfare. Welfare measures are those provided by the employer other than that of the salary or wages. Some of the welfare measures obtained from the review are services, facilities and amenities as adequate canteen, rest and recreational facilities, sanitary and medical facilities, arrangements for the travel to and from the work and for the accommodation of workers employed at a distance from their home and such services, amenities, and facilities including social security. Since SOBHA is a construction industry safety and health are very essential measures required by the worker. Most of the accidents are occurred in the new construction projects so the employer has to organize the entire task systematically.

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Safety and health measures

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Chapter - 3
Sobha Ltd- A Profile

Chapter - 3

SOBHA LTD - A PROFILE

3.1 Introduction

With three decades of experience in creating resplendent interiors of palaces and masterpieces in the Middle-East, Mr. P.N.C. Menon founded Sobha Limited (formerly Sobha Developers Ltd) in 1995 with a clear vision to transform the way people perceive quality. Today, Sobha Ltd, a Rs. 25 billion company, is one of the greatest and only backward integrated real estate players in the nation.

Since inception, the Company has always strived for benchmark quality, customer centric approach, robust technology, in-house research, uncompromising business ethics, timeless values and transparency in all fields of business behaviour, which have contributed in making it a preferred real estate brand in India.

3.2 Corporate profile

Headquartered in Bangalore, Sobha Ltd is primarily focused on residential and contractual projects. The Company's residential projects include presidential apartments, villas, row homes, luxury and super luxury apartments, plotted development and aspiring homes replete with world-class comforts. In all its residential projects, the company lays a strong emphasis on environmental management, water harvesting and high safety standards. On the contracts side, the Company has constructed a wide variety of structures for corporate including corporate offices, convention centers, software development blocks, multiplex theatres, hostel facilities, guest houses, food courts, restaurants, research centers and clubhouses. Some of Sobha's prestigious corporate clients include Infosys, Taj Group, Dell, HP, Timken, Biocon, Institute of Public Enterprises (IPE), Bosch, Hotel Leela Ventures and others.

Sobha's superior execution capability is its core strength. Since inception, Sobha has completed 107 real estate projects and 273 contractual projects covering about 77.92 million square feet of area. The Company has a real estate presence in 9 cities, viz. Bangalore, Gurgaon, Chennai, Pune, Coimbatore, Thrissur, Calicut, Cochin and Mysore. Overall, Sobha Ltd has its footprint in 25 cities and 13 states across India.

The backward integration model is one of the key competitive strengths of Sobha Ltd. This literally means that the Company has all the competencies and in-house resources to deliver a project from conceptualization to completion. Sobha Ltd has also diversified into retail business with spring mattresses under the brand name 'Sobha Restoplus'. More than 27 variants of mattresses are produced by the mattress division using cutting-edge machinery of international quality.

The Company has also set up Sobha Academy, a training center that offers world-class training in building construction with state-of-the-art facilities.

Sobha Ltd is a process driven organization and is amongst the first companies in the industry to obtain the ISO 9001 certification. The company has also received the OHSAS 18001:2007 and ISO 14001:2004 certifications for Environmental, Health and Safety Management Systems.

3.3 Vision

Transform the way people perceive 'Quality'

3.4 Milestones

In the last 20 years Sobha Ltd has been recognized with about 150 awards for its outstanding projects and industry leadership. Leading the list is the Chairman Emeritus Mr. P N C Menon, who has been awarded the lifetime achievement award for the work that he has been doing not only for getting Sobha Ltd to the level that it has, but also for the real estate sector in India as a whole.

During this 20 year journey Sobha Ltd has crossed many milestones. Some of these include:

Table 3.1 Milestones of Sobha Ltd

1995	• Sobha Limited incorporated on August 7
1997	• The launch of the first residential project, Sobha Sapphire, in Bangalore and the launch of the first plotted development, Harishree Gardens, in Coimbatore
1998	• First Indian real estate company to obtain ISO 9001 (1994 series) certification
2000	• Construction of the first contractual project, the Corporate Block for Infosys Limited, Bangalore, started

	<ul style="list-style-type: none"> • Sobha Interiors Division was established • Commencement of construction of the first contractual project outside Bangalore for Infosys Limited in Mysore. • Sobha Glazing & Metal Works Division was established
2003	<ul style="list-style-type: none"> • Sobha Training Academy established
2004	<ul style="list-style-type: none"> • ISO 9001 (2000 series) certification obtained
2005	<ul style="list-style-type: none"> • Commercial operation of fully automated Concrete Products Division commences
2006	<ul style="list-style-type: none"> • Change of status from private to public. Raised ` 570 crores, through an IPO, issue oversubscribed by a record 126 times
2007	<ul style="list-style-type: none"> • Launch of Kerala's first integrated township project, Sobha City in Thrissur, Kerala • Launch of the first residential project Sobha Carnation, in Pune
2008	<ul style="list-style-type: none"> • Launch of first residential project Sobha Emerald, in Coimbatore
2009	<ul style="list-style-type: none"> • Certified as compliant towards the International Standards for Environmental Management System (ISO 14001:2004) and Occupational Health Safety Assessment Series (OHSAS 18001:2007) • Completion and handover of Global Education Centre II, to Infosys Limited, Mysore • Mr. P N C Menon awarded the 'Pravasi Bhartiya Samman Puraskar' by the then Hon'ble President of India, Smt. Pratibha Patil.
2010	<ul style="list-style-type: none"> • Becomes the first 10 billion real estate brand in South India
2011	<ul style="list-style-type: none"> • The launch of the first plotted development Sobha Garden, in Mysore

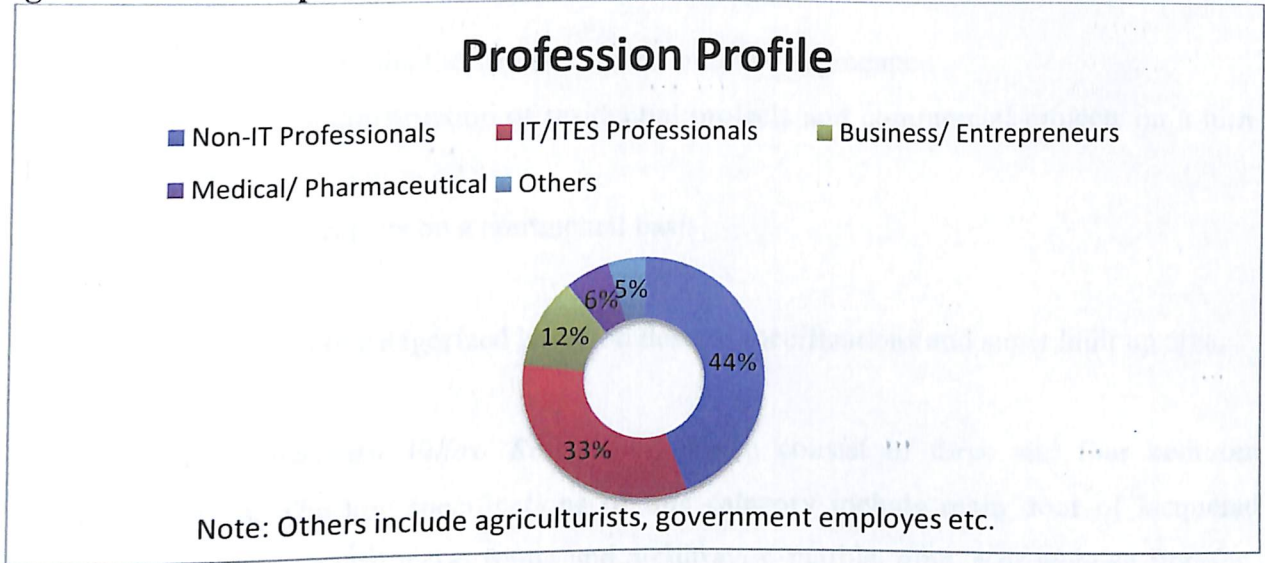
	<ul style="list-style-type: none"> • Launch of the first residential project in the NCR-Gurgaon region, International City
2012	<ul style="list-style-type: none"> • Achieved a net worth of ` 20 billion • Voted by consumers as the 'Most Reliable Builder' at the CNBC Awaaz Real Estate Awards
2013	<ul style="list-style-type: none"> • Awarded the 'Top Indian Real Estate Company' by Dun & Bradstreet • Lifetime Achievement Award to Mr. P N C Menon at the NDTV Property Awards • Named Asia's second best Investor Relations Company (Property Category) by the Institutional Investor magazine • Awarded the 'Builder of the Year' at the CNBC Awaaz Real Estate Awards
2014	<ul style="list-style-type: none"> • Honored as a 'Global Growth Company' by the World Economic Forum • Adjudged 'Top Residential Brand in India', 'Top Real Estate Brand in South India' and 'Top Super Luxury Housing Brand in India' by Track2Realty • Entered Kochi market with its maiden project, Sobha Isle • Mr. Ravi PNC Menon was awarded 'EY Young Entrepreneur of the Year'
2015	<ul style="list-style-type: none"> • Forayed into a new segment in housing - Sobha Dream Series • Mr. J C Sharma was bestowed with 'Best CEO in Real Estate' by NDTV Property Awards

Source: Compiled from secondary data

3.5 Customers of Sobha Ltd

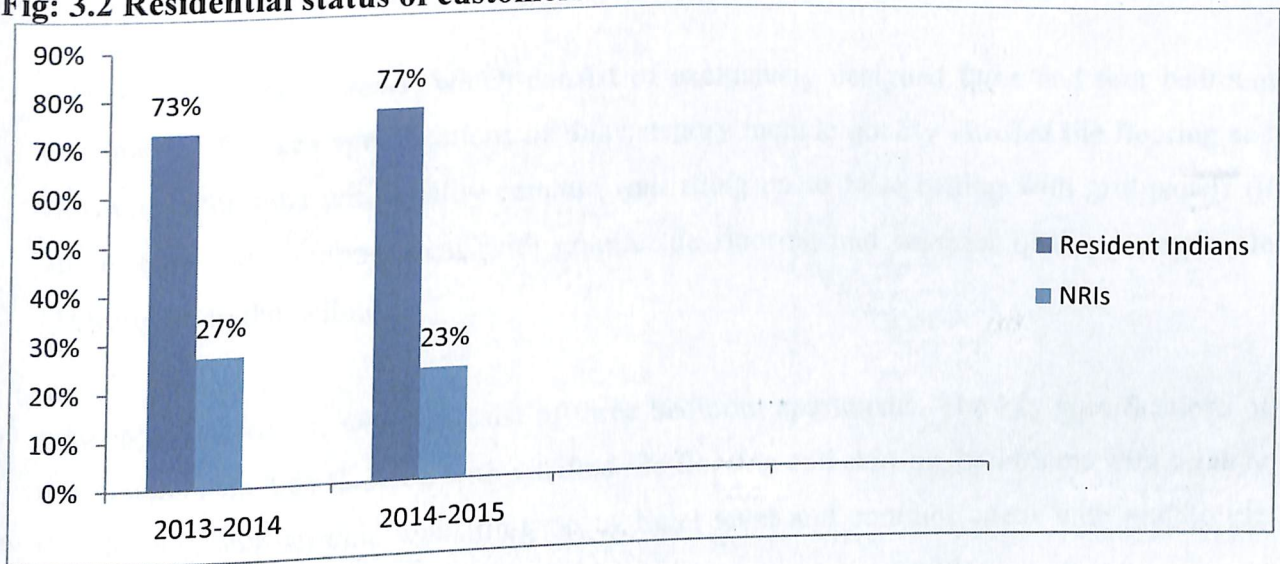
The products of the company have been well received by customers. An analysis of the customer profile reveals a healthy mix comprising of IT/ITES Professionals, Non IT Professionals and Entrepreneurs. About 33% of customers are IT / ITES professionals and continue to enjoy good support from these customers.

Fig 3.1 Professional profile of customers



Source: Compiled from secondary data

Fig: 3.2 Residential status of customers



Source: Compiled from secondary data

About 73%-77% of customers are residents of the country. A considerable 23% – 27% of customers are from the NRI category and this trend has continued in the financial year 2014-15. The Company has its representative office in Dubai and a Branch Office in Singapore to market the products of the company among the NRI community.

3.6 Operations

Operations of Sobha Ltd can be divided into two segments:

- (i) Development and construction of residential projects and commercial projects on a turn-key basis and
- (ii) Construction of projects on a contractual basis.

Residential projects are categorized based on design, specifications and super built up area. :

- *Presidential apartments/ Villas/ Rowhouses*, which consist of three and four bedroom apartments/units. The key specifications of this category include main door of lacquered melamine finished natural wood frame and architraves, marble, granite or wooden flooring, timber windows with glass shutters, bathrooms with quality ceramic wall tiling up to grid false ceiling with one row of border tiles.
- *Super luxury apartments*, which consist of exclusively designed three and four bedroom apartments. The key specifications of this category include quality vitrified tile flooring and skirting, bathrooms with quality ceramic wall tiling up to false ceiling with grid panels (if applicable) and common areas with granite tile flooring and superior quality ceramic tile cladding up to the ceiling.
- *Luxury apartments*, which consist of three bedroom apartments. The key specifications of this category include flooring with vitrified tile flooring and skirting, bathrooms with ceramic tile flooring and ceramic wall tiling up to lintel level and common areas with granite tile flooring and textured paint for walls.
- *Dreams series*, which consists of standardized, affordable two and three bedroom apartments with key specifications, being similar to those of a luxury apartment. Typically, apartments in this category have a super built up, area up to 1,450 sq. ft.

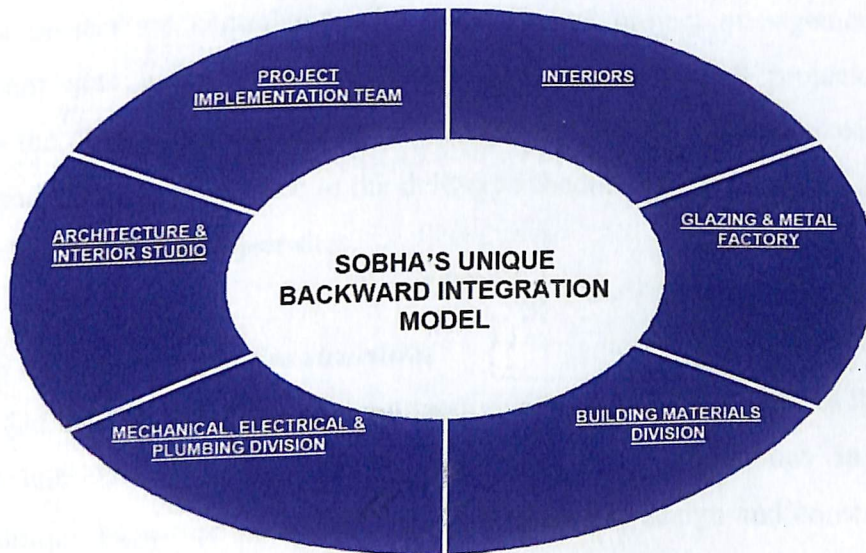
3.7 Competitive strengths

Sobha Ltd principal competitive strengths include the following:

3.7.1 Unique 'backward integration' model

Sobha Ltd has a unique 'backward integration' model, which means that they have the key competencies and in-house resources to deliver a project from its conceptualization to completion. Backward integration includes an architectural and design studio for their team of qualified architects, concrete block making plant, metal and glazing factory, interiors and wood working factory, mechanical, electrical and plumbing division, and project implementation team. Backward integration ensures that products and services required for development and construction of a project meet the quality standards and are delivered in a timely manner.

Fig 3.3 Backward integration of Sobha Ltd



Source: Compiled from secondary data

3.7.2 Quality of Construction

Sobha Ltd believes that the quality of their construction differentiates them from other real estate developers. They place a special emphasis on ensuring that their quality standards are adhered to at every stage of a project and for every product provided to a client. Quality standards are documented and workforce is trained to ensure their quality standards are met. They have employed technologically advanced tools from Germany and processes for

ensuring and monitoring quality at each stage of construction. The quality of each project is monitored by quality control department, headed by specialized German consultants, who report directly to the Vice-Chairman.

3.7.3 Access to skilled labour

Well-trained and skilled workforce is a key strength. The ability to recruit, train and retain skilled labour and tradesmen will be critical to meet growth plans and also to meet any immediate need for skilled labour in the future. Sobha Ltd laid a strong emphasis on in-house human resource initiatives, by focusing on hiring and retaining talent. They have also set-up an academy to train tradesmen in specialized fields.

3.7.4 Strong and efficient project management and delivery model

Sobha Ltd has a strong belief that they will successfully be able to complete projects in a timely and cost efficient manner without compromising on quality due to project management and delivery model. The conceptualization, design and project management aspects of the project are centralized with planning and project management team. This centralized team acts like a control-cum-coordination cell for all projects under their execution. On the other hand, the delivery of the project, which includes execution, project level costing and ensuring adherence to the delivery schedule, is decentralized at the project-manager level located at the project sites.

3.7.5 Ability to construct innovative structures

Sobha Ltd has the ability to construct modern and innovative structures that customers demand. The company will get benefits from significant experience in design and construction, unique backward integration model and skilled design and construction team. Sobha Ltd possesses requisite strengths at each stage of the project, right from the conceptualization stage to the construction and delivery of the project. At the conceptualization stage, the company draw upon the strengths of in-house architectural and design team, mechanical, engineering and plumbing (“M&E”) department, and the structural and project planning team to jointly plan the timely execution and delivery of the concept.

3.7.6 Qualified and experienced management team

Sobha Ltd believes that qualified and experienced management and technical teams have contributed to the growth of the operations and the development of in-house processes

and competencies. Mr. P.N.C. Menon, Chairman, has almost three decades of international and national experience in the real estate and construction industry. Sobha's technical teams bring with it extensive experience in design, engineering, marketing and construction of projects. The senior management team that is in charge of operations, finance, sales and marketing, business development and strategic planning has extensive experience in the industry.

3.7.7 Ability to identify emerging trends in customer requirements

Sobha Ltd believes that the ability to identify emerging trends in customer requirements and developing projects to suit such requirements is their strength. The marketing and sales team along with Customer Relationship Management team ("CRM") is the interface with potential customers and clients. This interface provides an insight into the customer requirement trends in terms of type, location and price of the product and guides to plan promotional activities. As an extension of the marketing and sales team and CRM team of Sobha Ltd have established a Customer Care Cell, a call center with the primary responsibility of taking records of complaints or feedback from clients, to ensure continuity of customer and client interface.

3.7.8 Standardized and documented internal processes

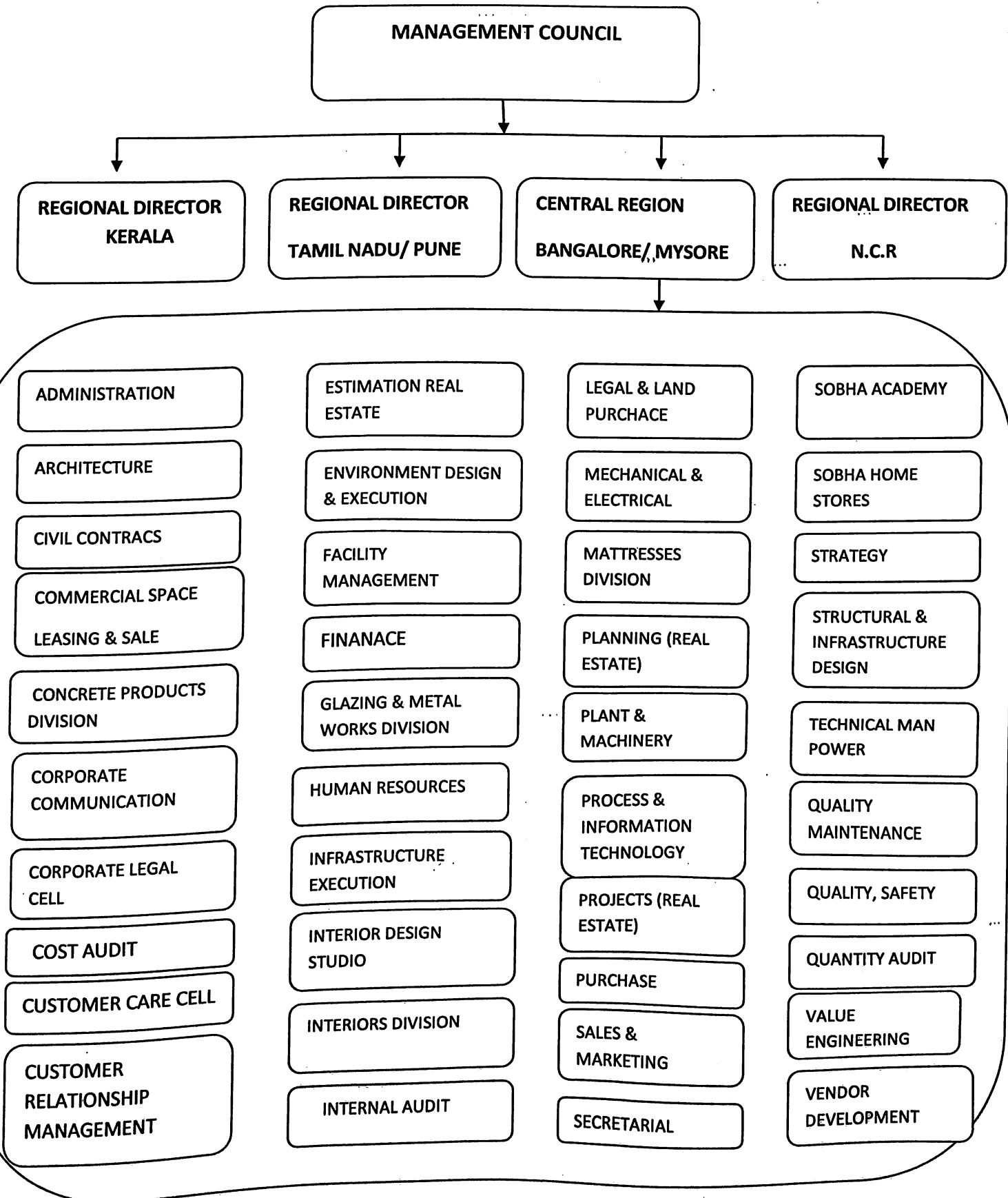
Under the guidance of Chairman, Sobha Ltd has documented the internal processes and methodologies which ensure that each department and each employee of the company are aware of their respective roles and obligations, and each activity of construction and development is as per the standards of quality that have been set for the company. This also ensures uniformity in all processes.

3.7.9 Extensive land reserves

Sobha Ltd believes that land reserves form an important asset for our business. The Land Reserves aggregating approximately 2,593 acres of land, representing an aggregate of approximately 118 million sq.ft of development or potential developed area, over 78 locations in 7 cities across India, and Land Arrangements aggregating approximately 3456 acres of land, representing an aggregate of approximately 117 million sq. ft of development or potential developed area, over 13 locations in 3 cities across India. Sobha Ltd has made partial payments for the lands comprising their Land Reserves and Land Arrangement.

3.8 Organizational structure

Fig: 3.4 Organizational structure



3.9 CSR activities

The Company believes that, for the overall well-being of the society, a comprehensive and sustainable development of rural India is a must. It is in this context that *Graamasobha*, a unique social developmental programme was initiated by the Company in 2006. 'Sri Kurumba Educational and Charitable Trust' – the CSR arm of Sobha Ltd, initiated this unique social development initiative by adopting two *grama Panchayats* in Palakkad - Vadakkenchery and Kizhakkenchery. Unlike the quintessential CSR programmes followed by corporates that focus on a single aspect of development, *Graamasobha* encompasses activities in the areas of education, health, employment requirements – a more holistic approach to improve the quality of life of the rural masses and to empower the beneficiaries to become self-sufficient. Some of the key social projects undertaken by the Trust are

- (a) Sobha Hermitage, a unique senior citizens' and widows' home with world-class amenities,
- (b) Sobha Health Care, a primary health center with best-in-class facilities for medical treatment,
- (c) Sobha Academy, an exclusive educational institution for the underprivileged children,
- (d) Sobha Icon, another educational initiative to improve the standards of Government school students in higher classes,
- (e) Sobha rural women empowerment,
- (f) Sobha Vocational Training Centre which trains to develop skilled tradesmen from the economically weaker sections of the society,
- (g) Sobha's support to "Mission: Zero Landless Kerala" by proposing to donating 3 cents of land each to 50 landless people and
- (h) Social rehabilitation scheme for the people of the two backward Panchayats.

3.10 Recognition and awards

Sobha Ltd has been honoured with over 160 prestigious awards by various institutions of repute. In 2014, Sobha Ltd was honoured by the World Economic Forum as a Global Growth Company. It is the only real estate company from India which is one among the three listed entities out of the 17 companies to have been honoured. The other awards include 'Best Luxury Residential Developer in Bangalore' at ALREN - Indian Luxury Real Estate Awards 2016, 'CSR Award' by CREDAI in 2015, 'Award of Excellence' at the 10th Construction World Architect and Builder Awards (CWAB) in 2015; the 'Real Estate Company of the

Year' by Construction Week in 2014; the 'Developer of the Year – Residential (for Sobha Eternia) by Realty Plus in 2014; the 'Mint-Institute for Competitiveness (IFC) Strategy' award (under the aegis of the Porter Prize) in 2014; 'Builder of the Year' award in 2013 and the 'Most Reliable Builder Award' in 2012 by CNBC; 'Achievement Award for Best Professionally Managed Company' and 'Achievement Award for Social Development and Impact - Sri Kurumba Trust' at 6th CIDC Vishwakarma Awards 2013; 'Top Indian Real Estate Company' by Dun & Bradstreet in 2014; 'India's Top 10 Builders Award' by Construction World in 2013; 'Best Annual Report in Real Estate Worldwide' by LACP in 2013; 'Muthiah Kasi Award for Value Engineering' by INVEST in 2013; 'Best Office Space Design' by GIREM in 2012; and 'Employer of the Year Award' by Realty Plus in 2012, amongst many others.

Multiple laurels have also been showered on the founder and Chairman Emeritus, Mr. P.N.C. Menon which include the 'Brand Icons – Excellence in Business (EIB) Award for Corporate Social Responsibility' by Times of India, 'Golden Peacock Lifetime Achievement Award for Business Leadership' by the Institute of Directors (IOD) in 2014, the 'Lifetime Achievement Award for Real Estate' by NDTV in 2013 and the '*Pravasi Bharatiya Samman Puraskar*' conferred by the Government of India in 2009. Mr. Ravi Menon, Chairman, was honoured with the 'Young Entrepreneur of the Year' by Construction Week, 'EY Entrepreneur of the Year – Real Estate, Energy & Infrastructure' by EY in 2014 and 'Pathfinders Award for Most Enterprising CXO' by Realty Plus in 2013. The Vice Chairman & Managing Director, Mr. J.C. Sharma, was voted 'Asia's Best Property CEO' by Institutional Investor Magazine for two years in succession. The Company's Chairman, Mr Ravi Menon was conferred with the 'Young Entrepreneur of the Year' by *Construction Week* during this FY 2014-15 & Mr J.C. Sharma, Vice Chairman and Managing Director was awarded the 'Best CEO in Real Estate' at the NDTV Property Awards.

Chapter – 4

*Various Welfare, Safety and Health
measures of Sobha Ltd*

Chapter - 4

VARIOUS WELFARE, SAFETY AND HEALTH MEASURES OF SOBHA LTD

4.1 Introduction

Employment is the nature's best physician and essential for human happiness. Employees are not just human resources, but are very important of all the resources especially in the construction industry. Human resource is the most and difficult to tackle, but of great importance. Without this resource, development of any organization is not possible. Thus, there is a need to channelize the human resource with the purpose to enable them to participate effectively in the task of the organization transformation. Mobilization would include the need to develop the human resource, their skill, attitude and aptitude, so that they can completely achieve the pre targeted goal. Safety, health & welfare measures are the facultative services which help to maintain the morale of the workers. These measures are in the interest of employees, employers and society as a whole. These measures enable the employees and their family to lead a good life.

What cannot be stressed enough is that a Company's biggest strength is the people who work for it. This is even truer for Sobha Ltd as it follows the principle of managing as many of its activities as it can in house. This means that not only does it need to have adequate staff numbers, but it also needs to have people with different skill sets to look after its various activities. Equally importantly, Employer also has to make sure that its staff members are not only well looked after financially, but that they are also given ample opportunities to grow both professionally and personally.

4.2 Labour laws

Sobha Ltd is very much complying with the laws, rules and regulations in relation to hiring and employment of labour. The laws applicable to Sobha Ltd include the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996, which is a social welfare legislation which aims to provide certain benefits as enumerated in the Act to the workers engaged in establishments that use manual labour for purposes of construction activities. The Act also provides for the regulatory regime to establish 'Boards' at the Central and the State level, to regulate the functioning of provisions the Act. All establishments involved in construction, are required to be registered under the act. The Minimum Wages Act, 1948, provides for the fixing of appropriate minimum wages

for workers involved in the various scheduled industries as specified in the act. The schedule of the Act refers to 'employment on the construction' or 'maintenance of roads or in building operations'. The Payment of Bonus Act, 1965 prescribes the compulsory payment of bonuses to the employees by the establishments not expressly excluded by the statute. The Payment of Wages Act, 1936 aims to regulate the payment of wages to certain classes of employed persons. It establishes a regulatory regime for the implementation of the objects of the Act. Pursuant to the insertion of Section 2 (g) of the Act, it also applies to the construction industry. Further, in the event that any aspect of the activity is outsourced and is carried by labourers hired on a contractual basis, then compliance with the Contract Labour (Regulation and Abolition) Act, 1970 shall also be necessary. The Payment of Gratuity Act, 1972 provides for the payment of gratuity to employees in certain prescribed establishments. Gratuity is payable to an employee on the termination of his employment after he has rendered continuous service for not less than five years on his superannuation, on his retirement or resignation or on his death or disablement due to accident.

4.3 Employee communiqué

Sobha Ltd in-house magazine 'Innervé' communicates news and developments in the organization to all its employees. The magazine also carries articles written by the senior management, recognizes high performing employees and also carries contributions by employees.

4.4 The various welfare measures provided of Sobha Ltd are given below.

4.4.1 Allowances

The various allowances provided by the company for its employees are as follows.

4.4.1.1 House rent allowance

The workers of the Sobha Ltd are entitled to housing rent allowances at the rate of 10% of the basic pay

4.4.1.2 Conveyance allowance

The conveyance allowance of Rs.175 to Rs. 250/month is granted as per the memorandum of understanding.

4.4.1.3 Shift allowance

There are two rotating shift and one general and administrative shift operating in with duration of eight hours.

Shift A-6 am to 2 pm.

Shift B-2 pm to 10 pm

The rotating shift is for the construction labourers and technical staff. The general and administrative staffs have to work from 9 am to 5 pm with the interval and lunch break of 30 minutes. For these staffs all second and fourth Saturdays are holidays. All employees will be eligible to get double wages if they do overtime for more than 9 hours in day.

4.4.1.4 Stitching allowance

The Stitching allowance is given as per the following rate and category. The rate is as follows.

Uniform for gents -Rs.300/set

For blouse and apron- Rs.70/set

For overcoat -Rs.175/set

4.4.2 Leave

4.4.2.1 Annual leave

In Sobha Ltd employees are allowed 26 days annual leave for every completed calendar year by service.

4.4.2.2 Sick leave

Employees of Sobha Ltd are eligible for 8 days sick leave in a year.

4.4.2.3 Casual leave

Casual leave of 7 days for a calendar year is allowed to all employees. Special leave with wages are given to patients of heart disease, cancer, those undergoing kidney transplantation and brain disease.

4.4.3 Loans, Advances & other benefits

4.4.3.1 Housing loan

The employees shall be paid a housing loan subsidy to the tune of 50% of the interest payable by them for housing loan up to Rs.300000 by limiting the eligible interest rate to the minimum rate prevailing with the financial institution approved by the company from time to time for the purpose of house building loan which at presents State Bank of India. The employees shall, if required be allowed interest subsidy of 50%for additional loan up to one lakh by limiting the interest rate at 10%.The subsidy shall be eligible for one house for the entire service of an employee subject to other prevailing rules for the payment of subsidy.

4.4.3.2 Vehicle loan

Vehicle loan for purchase of motor car is extended to all employees at 5% of simple interest limiting the total eligible amount of loan up to Rs.2 lakh .The maximum amount of loan admissible for the purchase of scoter or motor cycle to women is Rs.40000/.

4.4.3.3 Marriage advances

Marriage advance of three time gross salary has been given to employees from the welfare fund.

4.4.3.4 Gratuity & provident fund benefits

Sobha Ltd is following PF scheme as per the Employees provident fund act 1952.Gratuity benefits will be provided only for the employees those who works more than five years.

4.4.3.5 Medical benefits

This scheme is applicable to the employees and his family members. The scheme is allowed only if the treatment is made on an approved medical institution. Since construction industry is highly prone to accidents, Sobha Ltd is providing medical benefits up to Rs 2 Lakhs for all employees.

4.4.3.6 Maternity benefits & Paternity benefits

Sobha Ltd is very well concern about the employees' health and dependent, Sobha Ltd is providing 3 month maternity / paternity leave for the employees.

4.4.3.7 Medical Insurance & ESI benefits

Construction operations are subject to hazards inherent in the construction industry, such as risk of equipment failure, work accidents, fire, earthquake, acts of terrorism and explosions including hazards that may cause injury and loss of life, severe damage to and the destruction of property and equipment and environmental damage. Sobha Ltd provides specialized insurance for construction risks and third party liabilities for most projects for the duration of the project. Sobha Ltd also maintain automobile policies and workmen's compensation policies as well as hospitalization and group personnel accident policies for permanent employees. ESI scheme enable the construction workers to avail benefits of complete medical care (from primary to tertiary medical care), as well as a range of cash benefits in times of exigencies of employment injury, death, disablement, maternity and unemployment. Construction activity has been covered by the ESIC under Sec.1(15) treating them as a commercial establishment. Sobha Ltd provide ESI benefits for the worker whose salary is below Rs.15000.

4.4.3.8 Incentives and bonus

Incentives and bonus is a vital employee welfare measure to ensure the employee satisfaction. Sobha Ltd provides incentives for the sales & marketing division, who actually plays a key role in the business development. Bonus will be paid in the festive season only for the employees whose salary is less than Rs 20,000.

4.4.3.9 Death Relief

Death relief of Rs.50000 is given to family from the welfare fund.

4.4.3.10 Funeral Expense

In case of death of an employee Rs.20000 is given to the family to meet the funeral expenses.

4.4.4 Canteen facility

Canteen facilities are provided to construction labourers at a free of cost. The canteen is outsourced to the contractors and maintained by them. There is a canteen management committee which comprises of ten members of these five members from employee side and five from the contractors. The management nominates the chairman for the canteen management committee and the term of this committee is two years. The main functions of this canteen management committee are

- Arrangement of menu
- Ensure quality and quantity of food

4.4.5 Recreational & other training activities

4.4.5.1 Recruitment, Training and Development

Sobha Ltd has a team of experienced people who recruit and induct the best talent that is available. The Company also follows a detailed and comprehensive recruitment process. Using all possible avenues at its disposal for selecting the right candidates, including the social media networks, prospective employees are screened under three broad categories: technical, functional and behavioural competencies. Sobha Ltd also uses IQ and technical tests along with psychometric tests in the hiring process. Selected employees are made to go through an induction programme which includes a visit to SOBHA's manufacturing facilities. The induction programme is meant to give a broad overview of the Company and its activities and its processes and policies. At the same time, Sobha Ltd also has an in-depth training and development module which is upgraded regularly on the basis of technological developments and new practices and methods that come up. The training is both on-site and off-site and is meant to hone the skills of employees so that they can meet the set quality standards effectively.

4.4.5.2 The Management Trainee Scheme

This is a leadership development programme wherein talented civil engineers from reputed educational institutes are selected and groomed into future leaders. The intensive training sessions equip the trainees with necessary skill sets and knowledge to handle critical functions of project management and delivery.

4.4.5.3 Internships

Sobha Ltd provides opportunities to interns where they are exposed to a professional work environment, world-class manufacturing facilities and to innovative and benchmark practices in construction and development. The Leadership, Development and Training Department is located at the SOBHA Academy, Bangalore. The Academy has 11 in-house trainers who conduct behavioural and technical training programmes throughout the year.

4.4.5.4 Technical Training

To ensure that all employees at all levels are trained, Sobha Ltd also provides extensive technical training. The technical training includes that for tiling, water proofing, aluminium works, electrical and plumbing works. Sobha Ltd has identified 28 distinct activities which form a part of executing a project. These activities need to be undertaken in a

sequential order and need to use appropriate methodologies, techniques and tools. Hence, employees are given activity-specific training so that they can become familiar with the direction of the project's execution, reduce complexities and assure delivery on time by following international standards. Further, a novice trainee undergoes both theoretical and practical training for an average of four weeks. This is followed by eight weeks of on-the-job training under the supervision of skilled and experienced technicians. Then there is 12 weeks of precision training. After all these training modules are complete, a technician's skills are tested for the proficiency attained. This is followed by nine months of execution training. After a technician's basic skill set reaches the desired proficiency level, he is trained to acquire higher and advanced skills.

4.4.5.5 Behavioural Training

This training module covers a wide range of subjects such as Interpersonal Skills, Time Management, Communication Skills, Etiquette & Mannerism, Team Building, Industrial Relations, Man Management, Motivation Skills, Interviewing Skills, Art of Success and Work Life Balance. This training provides employees with an opportunity to develop their talent and augment their skills thus contributing to their overall development.

4.4.5.6 Retaining Talent

Sobha Ltd considers retaining talent and minimising employee turnover as a real challenge. For this it follows a transparent, open and supportive work culture so that employees can participate and be involved at all levels of the Company's functioning. Employees are also given various platforms to exhibit their ideas and innovations. The Company also encourages employees to air their grievances and tries to address their genuine needs and concerns. Deserving employees are recognised and rewarded to boost their morale.

4.4.5.7 Providing an employee friendly environment

Providing an employee-friendly environment and policies also helps Sobha Ltd in both attracting and talent. For this, it has a number of employee specific initiatives. Employee achievement awards celebrating its 20 year journey, the Company organised the first SOBHA Excellence Awards during the year. Out of all Sobha Ltd employees from across India, the jury short-listed 38 professionals (almost the top 1 per cent of the entire strength) as nominees across different award categories through a stringent process of nomination,

screening, selection and validation. Out of this remarkable group, the top 11 candidates were honoured with the coveted SOBHA Excellence Awards. A group of SOBHA's longest serving employees were also honoured for their Commendable Years in Service to the organization and a group of stalwarts was recognised with SOBHA Special Awards.

4.4.5.8 Team Building

The Company fosters team building by encouraging and supporting outbound recreational programmes and excursions for employees.

4.4.5.9 Creative club

The club celebrates important occasions like Earth Day, World Plumbing Day and Earth Hour. It also celebrates festivals and is responsible for organising 'SOBHA Utsav', an annual cultural programme in which employees showcase their talent and creativity. All employees are the members of the recreation club called Titanium Employees Recreation Club (TERC). Every member should contribute Rs.5/month to TERC. There is also a contribution from company to TERC. It also conduct various social programmes and cultural programmes.

4.4.6 Working condition

4.4.6.1 Shelter and Lunch room

Adequate and suitable shelters, rest rooms, and lunch rooms with drinking water facility is provided in the Sobha Ltd premises for employees. Workers can eat meals brought by them in such rooms. Rest and lunch rooms is sufficiently lighted and ventilated. It is maintained in cool and clean conditions.

4.4.6.2 Facilities for sitting

For workers who are to work in a standing position, suitable arrangement for sitting is provided. This is to enable workers to take advantage of any opportunity for rest which may occur in the course of their work.

4.4.6.3 Facilities for vehicle parking

Separate vehicle parking facility is provided for the employees who having vehicles. Vehicle parking shed is constructed near to the administration office.

4.4.7 Transportation

Transportation facilities are vital for the employee and employer. Employer will be more beneficial, especially for the construction industries. Employer can start work on time with employees. In Sobha Ltd transportation facilities are provided only for the construction labourers for transporting them from the residing place to construction site. The transportation service is provided in free of cost.

4.4.8 Grievance measures

Grievance measures are one of the major welfare measures that can be used by the employee to express their dissatisfaction towards various disputes in the organization. Sobha Ltd provides better freedom to the employees for settlement of issues.

4.4.9 Miscellaneous measures

4.4.9.1 Welfare officer

Sobha Ltd provided welfare officers with adequate qualification to look into the implementation of various facilities provided for the employees.

4.4.9.2 Employee referral scheme

Employee referral scheme is also practised in Sobha Ltd. The well qualified, skilled applicant is referred by the employees and is placed after proper screening.

4.4.9.3 Wages for overtime work

Construction industry is where the time duration of a specific task can't be predicted. Sobha Ltd is very much committed to pay the extra wages for the overtime for the labourers. The O.T depends on the duration the employee works.

4.4.9.4 Maintenance of registers and records

Sobha Ltd is one of the pioneer construction companies and follows strict regulation. Sobha Ltd keeps registers and record up to date especially regarding the attendance of employee, Quality of the instrument provided to the employees etc.

4.4.9.5 Accommodation

Accommodation facilities are only provided for the construction labourers on a free of cost. Sobha Ltd is very much bothered about the living condition of the labourers who perform extreme hard work for the company.

4.5 The various health measures provided by Sobha Ltd are given below.

Sobha Ltd is very much committed to complying with applicable health, safety and environmental regulations and other requirements in operations and also have workmen's compensation, group medical insurance and a personal accident insurance policy in place. To help ensure effective implementation of practices, at the beginning of every project Sobha Ltd identify all potential material hazards, evaluate all material risks and institute, implement and monitor appropriate risk mitigation measures. Sobha Ltd believe that accidents and occupational health hazards can be significantly reduced through the systematic analysis and control of risks and by providing appropriate training to management, employees and sub-contractors. Sobha Ltd seek to work proactively towards minimizing or eliminating the impact of hazards to people and the environment. Project heads are principally responsible for ensuring that safety standards are met at project sites. In addition health and safety is also supervised on site by QCD.

4.5.1 Cleanliness of factory premises

For the goodness of employee the working environment should be kept clean and free from effluvia arising from any drain, privy or other nuisance.

4.5.2 Ventilation and temperature

The structure is designed for proper ventilation and regulation of temperature.

Sobha Ltd is very much concern for the following.

- adequate ventilation by the circulation of fresh air, and
- such a temperature as will secure to workers reasonable conditions of comfort, and prevent injury to health, and in particular the walls and roofs shall be of such material and so designed that such temperature shall not exceed but kept within reasonable limits.

4.5.3 Lighting

Sobha Ltd provides sufficient and suitable lighting, natural or artificial where workers are working or passing through. As per regular maintenance cleaning of inner and outer surface is performed for all glazed windows and skylights used for the lighting of the workrooms.

Sufficient artificial lighting is provided in the construction site where the availability of natural light is less.

4.5.4 Drinking water

Sobha Ltd is very much concern in providing potable drinking water to the employees. Sobha Ltd has outsourced it with an external agency.

4.5.5 Latrines and urinals

Latrines and urinals are very much required for the employees. Sobha Ltd is very much concern in providing better facilities. Some of them are

- sufficient latrine and urinal accommodation conveniently situated and accessible to workers while they are in the factory;
- separate enclosed accommodation for male and female workers;
- such accommodation being adequately lighted and ventilated;
- all such accommodation being maintained in a clean and sanitary condition;
- sweepers being employed to clean latrines, urinals and washing places;

4.5.6 Medical check up

Management make weekly arrangements to conduct medical check-up for all employees .Health card is also issued to all the employees. Sobha Ltd is connected with nearby two hospitals for conducting check-ups and availing service in emergency situations.

4.5.7 Work space

Sobha Ltd have designed and planned in such a way to maintain the adequate workspace required for the employees including construction labourers. In construction each storey of the building is constructed in a way that the workers will get the adequate space to work.

4.5.8 Intervals for rest

Sobha Ltd is strictly following the labour laws, so Sobha Ltd provides sufficient intervals during the working time. During summer season labourers are restricted to work for certain time as specified by the authorities.

4.6 The various safety measures provided of Sobha Ltd are given below.

Employee safety measures

Fire-fighting and first aid training is imparted to employees on a regular basis. Safety Day is observed at all project sites every year when the construction workforce is briefed about the safety procedures to be followed. Sites which achieve zero accidents are rewarded.

4.6.1 Construction site safety

4.6.1.1 Helmet, glove, shoes and safety belts

Sobha Ltd has separate stores for providing safety wears like helmets, glove, shoes, safety belts etc. These are of high quality standard and will be provided only after quality check by the QSD.

4.6.1.2 Protection of head and eye

Sobha Ltd ensured the protection of head and eye by providing safety helmets and goggles. The helmet and goggles can be replaced if it gets damaged. Safety auditors are allotted in the construction site to ensure the safety of employees and fine will be charged if the employee not wears the protection shield.

4.6.1.3 Excessive weight (Lifting)

Excessive weight lifting is not allowed in Sobha Ltd site. Instruments like lift, trolley etc. is provided to shift the materials in the site.

4.6.1.4 Pits, sumps and opening in floor

Sobha Ltd is very much concern to avoid accidents in the site. Every opening in the floor will be covered with 8mm rod mesh and barricade will be developed to divert the employee. The rod mesh will save the life even if the worker falls accidentally.

4.6.1.5 Floors , stairs and means of access properly constructed and maintained

The construction of each storey and the access stair will be done simultaneously. This will ensure the better access to the employee to the work platform.

4.6.1.6 Hoist and lift

Hoist and lift is provided for the employees to get accessed in working platform also to transport the raw material for construction. The machine control will be trained by the safety department and will provide identity card those who operate the particular machine.

4.6.1.7 Work on or near machine

Work on nearby machine is permitted only for the trained worker who having the identity card, others are not allowed to work nearby or operate.

4.6.1.8 Fencing of machinery

All the machineries in the sites are covered with safety guard and instruction are provided in the machine itself.

4.6.2 General safety

4.6.2.1 Ambulance

Sobha Ltd has provided ambulance in the construction site for the emergency situations. 24 hour's ambulance service is offered to the employees and workers of Sobha Ltd.

4.6.2.2 Sufficient fire warning and evacuation systems

For resisting the fire the construction site and office is well equipped by modern fire extinguishers. These extinguishers will be verified in every 15 days. In Every three months the emergency evacuation system is verified by QSD (quality and safety department).

4.6.2.3 Safety sign board

Safety sign boards are very much essential in a construction site for the workers .Safety sign boards are placed in every prone area of accidents. These sign boards are written in different languages for the better understanding to the employees especially workers from other states.

4.6.2.4 Service offered by safety department

All the safety measures are regulated and controlled by the efficient QSD. Safety auditors are assigned to ensure the safety in the site and also to verify the quality and performance of safety shields.

4.6.2.5 Quality, frequency and Quantity of safety items.

QSD department is very much concerned on the quantity, quality and frequency of safety items given. Safety auditors are assigned to evaluate the usage of the safety items provided and will decide the type of the safety items provided for the particular job.

4.7 Conclusion

Finally to conclude that Sobha Ltd is very much vigilant for providing essential needs of the employees and labourers. From this chapter it's clear that Sobha Ltd has taken so much effort for providing better welfare, safety and health measures. Sobha Ltd is strictly following the different labour laws only for the betterment of employees. Also Bureau of Veritas certification has certified Sobha Ltd for maintaining the ISO 14001: 2004 & BS OHSAS 18001:2007, which include all the safety and health measures a construction industry must has to follow. For standardising their worksite Sobha Ltd is following OSHA (Occupational safety and health administration). These made Sobha Ltd one of the reputed organizations to work.

Chapter – 5
Welfare, Safety and Health measures– An
Analysis

Chapter - 5

WELFARE, SAFETY AND HEALTH MEASURES – AN ANALYSIS

5.1 Introduction

In the former chapter 4 various labour, welfare, safety and health standards of the SOBHA have been surveyed. The efficient execution of certain policies may be influenced by the attitude, perception and support of the employees. It becomes important to study how the demographic variables of an employee influence his position towards the labour welfare measures. It is necessary to secure the co-operation of labour force in society to increase the production and make profit. This is possible only when they are gratified with their employment and operating status. The present study explores and explains the degree of satisfaction of workers towards various welfare, safety and health measures provided by Sobha Ltd. Therefore, an apprehension of the perceptual experience of employees towards labour, welfare measures would assist the government agencies of the Sobha Ltd to improve the standard of the labour welfare activities

60 workers of Sobha Ltd constituted the sample size of the survey.

The analysis has been done in 4 phases

- Section I - Socio economic characteristics of the respondents
- Section II - Analyzing the level satisfaction of workers towards various welfare, Safety and welfare measures
- Section III - Studying the relationship between level of satisfaction and socioeconomic profile
- Section IV - Studying the relationship between level of satisfaction and job status

Section- I

5.2. Socio economic characteristics of the respondents in administration department

When a soul has come to work, he brings with him his entire personality, his positions, likes and dislikes, his personal characteristics and these in turn influence the satisfaction he gains from his oeuvre. As employment is one of the necessary aspects of the total life experience of an individual, it becomes important to study how his personal characteristics influence his satisfaction. A personal characteristic here refers to biosocial variables as age, education qualification, number of respondents and years of experience.

5.2.1 Age group of respondents

Age is found to be one of the variables considered for the work.

Table 5.1 Age wise classification of respondents in administration department (n=12)

Sl. No.	Age in years	Administration Department	
		No. of Respondents	Percentage (%)
1	Up to 25	1	8.3
2	26 to 35	7	58.3
3	36 to 45	2	16.7
4	46 to 55	1	8.3
5	Above 55	1	8.3
	Total	12	100

Source: Compiled from primary data

Table 5.1 reveals that 58.3 per cent of the respondents in administration department belong to the age group of '26-35'. Only below 10 per cent belongs to the age group 'Up to 25', '46 to 55' and 'above 55'. Just 16.7 Per cent of employees belong to the age group '36 to 45'.

5.2.2 Gender classification of employees

Table 5.2 Gender wise classification of respondents in administration department (n=12)

Sl. No.	Gender	Administration Department	
		No. of Respondents	Percentage (%)
1	Female	4	33.3
2	Male	8	66.7
	Total	12	100

Source: Compiled from primary data

Table 5.2 discloses that more than 60 per cent of the workers are male and only less than 34 per cent are women. This figure indicates that the number of male employees dominate the female employees. It's clearly shows that the organization encourages only male employees.

5.2.3 Educational qualification

Education is one of the important attributes which highly influences the performance of work. Satisfaction of workers may be variations on the basis of educational qualification. The floor of the educational status of the respondents is presented in the Table 5.3.

Table 5.3 Education Qualification of respondents in administration department (n=12)

Sl. No.	Education Qualification	Administration Department	
		No. of Respondents	Percentage (%)
1	Up to SSLC	0	0
2	Diploma & ITI	0	0
3	Graduate	5	41.7
4	Post graduate	5	41.7
5	Others	2	16.7
	Total	12	100

Source: Compiled from primary data

Table 5.3 depicts that more than 40 per cent of the respondents are graduate and post graduate. None of the employees has graduation less than SSLC.

5.2.4 Experience

Mirza S. Saiyadain (1988) in his book entitled "Human Resource Management" states that a person who is just starting his career would be more satisfied with it, because of initial enthusiasm, which might wear off after a while. Nevertheless, as soon as he hits a stop close to retirement, his satisfaction would again increase, because of lack of alternative opportunities available to him. The distribution of respondents according to the years of service is afforded in the table beneath.

Table 5.4 Year of experience of respondents in administration department (n=12)

Sl. No.	Year of Experience	Administration Department	
		No. of Respondents	Percentage (%)
1	Below 5 years	4	33.3
2	6-10 years	6	50.0
3	11-15 years	2	16.7
4	16-20 years	0	0.0
	Total	12	100

Source: Compiled from primary data

Table 5.4 depicts that 50 per cent respondents of administration department has a work experience of below ten years. While only less than 15 per cent have an experience of 11-15 years.

5.2.5 No of dependents

Table 5.5 No. of dependents of respondents in administration department (n=12)

Sl. No.	No. of dependents	Administration Department	
		No. of respondents	Percentage (%)
1	Nil	-	-
2	Up to 2	8	66.7
3	3 and 4	4	33.3
4	5 and 6	0	0.0
	Total	12	100

Source: Compiled from primary data

Table 5.5 depicts that less than 66.7 per cent of employees have up to 2 dependents. But less than 34 per cent have 3 and 4 dependents.

5.2.6 Awareness about the health, safety and welfare measures

Table 5.6 Awareness wise classification of respondents in administration department (n=12)

Sl. No.	Awareness	Administration Department	
		No. of respondents	Percentage(%)
1	Not aware	1	8.3
2	Partially aware	5	41.7
3	Aware	6	50.0
	Total	12	100

Source: Compiled from primary data

It is derived from the above table 5.6 that 50 % and 41.7 % of the respondents are aware and partially aware of the labor welfare, safety and wellness standards. But only 8.3 % of employees opined not aware.

5.3 Socio economic characteristics of the respondents in technical department

5.3.1 Age group of respondents

Table 5.7 Age wise classification of respondents in technical department (n=16)

Sl. No.	Age in years	Technical Department	
		No. of Respondents	Percentage (%)
1	Up to 25	2	12.5
2	26 to 35	9	56.3
3	36 to 45	3	18.8
4	46 to 55	1	6.3
5	Above 55	1	6.3
	Total	16	100

Source: Compiled from primary data

Table 5.7 reveals that 56.3 per cent of the respondents in technical department belong to the age group of '26-35'. Only below 10 per cent of employees are belongs to the age group 'Up to 25', '46 to 55' and 'above 55'. Only 18.8 Per cent of employees belong to the age group '36 to 45

5.3.2 Gender classification of employees

Table 5.8 Gender wise classification of respondents in technical department (n=16)

Sl. No.	Gender	Technical Department	
		No. of Respondents	Percentage (%)
1	Female	4	25
2	Male	12	75
	Total	16	100

Source: Compiled from primary data

Table 5.8 reveals that more than 75 per cent of the workers are male and only less than 25 per cent are women.

5.3.3 Educational qualification

Table 5.9 Education Qualification of respondents in technical department (n=16)

Sl. No.	Education Qualification	Technical Department	
		No. of Respondents	Percentage (%)
1	Up to SSLC	0	0
2	Diploma & ITI	3	18.8
3	Graduate	6	37.5
4	Post graduate	5	31.3
5	Others	2	12.5
	Total	16	100

Source: Compiled from primary data

Table 5.9 depicts that more than 30 per cent of the respondents are graduate and post graduate. None of the employees has a graduation less than SSLC.

5.3.4 Experience

Table 5.10 Year of Experience classification of respondents in technical department (n=16)

Sl. No.	Year of Experience	Technical Department	
		No. of Respondents	Percentage (%)
1	Below 5 years	4	25.0
2	6-10 years	6	37.5
3	11-15 years	5	31.3
4	16-20 years	1	6.3
	Total	16	100

Source: Compiled from primary data

Table 5.10 depicts that 40 per cent respondents of technical department has a work experience of below ten years. While only less than 6.3 per cent have an experience of 16-20 years.

5.3.5 No. of dependents

Table 5.11 No. of dependents of respondents in technical department (n=16)

Sl. No.	No. of dependents	Technical Department	
		No. of respondents	Percentage(%)
1	Nil	-	-
2	Up to 2	6	37.5
3	3 and 4	9	56.3
4	5 and 6	1	6.3
	Total	16	100

Source: Compiled from primary data

Table 5.11 depicts that less than 37.5 per cent of employees have up to 2 dependents. Around 56.3 per cent have 3 and 4 dependents.

5.3.6 Awareness about the health, safety and welfare measures

Table 5.12 Awareness wise classification of the respondents in technical department (n=16)

Sl. No.	Awareness	Technical Department	
		No. of respondents	Percentage (%)
1	Not aware	1	6.3
2	Partially aware	5	31.3
3	Aware	10	62.5
	Total	16	100

Source: Compiled from primary data

It is inferred from the above table 5.12 that 60% and 31 % of the respondents are aware and partially aware of the labour welfare, safety and measures. Only less than 6.3 % are not aware.

5.4. Socio economic characteristics of construction labourers

5.4.1 Age group of the respondents

Table 5.13 Age wise classification of construction labourers (n=32)

Sl. No.	Age in years	Construction labourers	
		No. of Respondents	Percentage (%)
1	Up to 25	15	46.9
2	26 to 35	6	18.8
3	36 to 45	6	18.8
4	46 to 55	3	9.4
5	Above 55	2	6.3
	Total	32	100

Source: Compiled from primary data

Table 5.13 reveals that 46.96 per cent of the respondents of construction labourers belong to the age group of below 25. Only below 10 per cent of employees are belongs to the

age group '46 to 55' and 'above 55'. Just 18.8 Per cent of employees belong to the age group '36 to 45' and '26 to 35'.

5.4.2 Gender classification of employees

Table 5.14 Gender wise classification of construction labourers (n=32)

Sl. No.	Gender	Construction labourers	
		No. of Respondents	Percentage (%)
1	Female	4	12.5
2	Male	28	87.5
	Total	32	100

Source: Compiled from primary data

Table 5.14 discloses that more than 87.5 per cent of the actors are male. This figure indicates that the number of male labourers dominate the female labourers. Only less than 12.2 per cent are women.

5.4.3 Educational qualification

Table 5.15 Education Qualification of construction labourers (n=32)

Sl. No.	Education Qualification	Construction Labourers	
		No. of Respondents	Percentage (%)
1	Up to SSLC	32	100
2	Diploma & ITI	0	0
3	Graduate	0	0
4	Post graduate	0	0
5	Others	0	0
	Total	32	100

Source: Compiled from primary data

Table 5.15 depicts that 100 per cent of the respondents has graduation less than SSLC.

5.4.4 Experience

Table 5.16 Year of Experience classification of construction labourers (n=32)

Sl. No.	Year of Experience	Construction Labourers	
		No. of Respondents	Percentage (%)
1	Below 5 years	21	65.6
2	6-10 years	10	31.3
3	11-15 years	1	3.1
4	16-20 years	0	0.0
	Total	32	100

Source: Compiled from primary data

Table 5.16 depicts that 65.6 per cent respondents of construction labourers has a work experience of below ten years. While only less than 3 per cent have an experience of 11-20 years.

5.4.5 No. of dependents

Table 5.17 No. of dependents wise classification of construction labourers (n=32)

Sl. No.	No. of dependents	Construction Labourers	
		No. of respondents	Percentage (%)
1	Nil	-	-
2	Up to 2	19	59.4
3	3 and 4	12	37.5
4	5 and 6	1	3.1
	Total	32	100

Source: Compiled from primary data

Table 5.17 depicts that less than 59.4 per cent of labourers has up to 2 dependents. Around 37.5 per cent has 3 and 4 dependents.

5.4.6 Awareness about the health, safety and welfare measures

Table 5.18 Awareness wise classification of construction labourers (n=32)

Sl. No.	Awareness	Construction Labourers	
		No. of respondents	Percentage (%)
1	Not aware	10	31.3
2	Partially aware	12	37.5
3	Aware	10	31.3
	Total	32	100

Source: Compiled from primary data

It is inferred from the above table 5.18 that almost 30 per cent of the respondents are aware, partially aware and not aware of the various welfare, safety and health measures of Sobha Ltd.

Section - II

Analysing the level satisfaction of workers towards various welfare, Safety and welfare measures

The calculation of satisfaction is performed in two phases, initially component wise satisfaction will be calculated then the overall satisfaction will be licked out from the index values obtained from the component satisfaction.

5.5 Administration department employee's satisfaction towards various welfare, safety and health measures

5.5.1 Satisfaction of respondents towards allowances

Allowances means an amount of something especially money or food, granted or allotted usually at regular intervals. The different types of allowances provided by the Sobha Ltd are house rent allowance, transportation allowance, stitching allowances.

Table 5.19 Satisfaction of respondents in the administration department regarding to allowances (n=12)

Sl. No.	Particulars	Total score obtained	Satisfaction index	Rank
1	House Rent / Housing Facilities	44	73	3
2	Conveyance	54	90	1
3	Stitching	46	77	2
	Satisfaction Index		80	

Source: Compiled from primary data

Table 5.19 summarizes the satisfaction of respondents in relation to allowances. The satisfaction index is higher for the conveyance allowance followed by stitching allowance. The bulk of respondents are met with the existing rate for stitching and conveyance allowance. The satisfaction index is slightly lesser in the case of house rent allowance. The respondents opined that the surviving pace of house rent allowance is not sufficient to fit out the expenses. The total satisfaction index of the component worked out was 80, which is classified under excellent category.

5.5.2 Satisfaction of respondents towards leave

Entrust can be excused as the official permission to be absent from the work or duty. There are dissimilar types of leave, such as annual leave, sick leave, casual leave, etc. The satisfaction of workers towards each of the sub components is examined and tabulated below.

Table 5.20 Satisfaction of respondents in the administration department regarding to leave (n=12)

Sl. No.	Particulars	Total score obtained	Satisfaction index	Rank
1	Annual Leave	46	77	2
2	Sick Leave	49	82	1
3	Casual Leave	40	67	3
	Satisfaction Index		75.33	

Source: Compiled from primary data

From the table 5.20, it is very clear that workers are satisfied with the leave allowances available in the organization. Here the satisfaction index worked out for the leave component is 75.3 which fall under the category of good. The satisfaction index is higher for the sick leave, and then accompanied by annual leave. From this we can infer that SOBHA is very much tough in issuing casual leave.

5.5.3 Satisfaction of respondents towards loan, advances & other benefits

Dissimilar types of loans and advances are provided to the employees as part of the welfare measures. The major loans and advances includes housing loans, vehicle loans, marriage advances etc.

Table 5.21 Satisfaction of respondents in the administration department regarding to loan, advances & benefits (n=12)

Sl. No.	Particulars	Total score obtained	Satisfaction index	Rank
1	Housing Loan	55	92	1
2	Vehicle Loan	43	72	7
3	Marriage Advances	50	83	2
4	Gratuity & Pension	46	77	4
5	Medical Benefits	48	80	3
6	Medical Insurance	44	73	6
7	Maternity & Paternity Benefits	37	62	8
8	ESI Benefits	48	80	3
9	Incentives / Bonus	45	75	5
10	Death Relief	45	75	5
11	Funeral Expenses	48	80	3
	Satisfaction Index		77.18	

Source: Compiled from primary data

Table 5.21 reveals that, the overall satisfaction index for the loans and advances is 77.18, which can be categorized as good. Among the sub components, the satisfaction index for the maternity & paternity benefits is only 62. Many of the respondents are not aware about the existing maternity & paternity benefits. Thus the part of workers, who opined this particular parameter was also less, and conduce to the waning of the satisfaction index.

The satisfaction index of the housing was higher than the overall satisfaction index of the component loans and advances. This is likely referable to the tie up arrangement of SOBHA with other financial institutions dealing with the living accommodations and vehicle loan for the faster distribution of loans and services.

5.5.4 Satisfaction of respondents towards recreational & other activities

Recreation is the refreshment of one's intellect or body after the work through the activity that amuses or stimulates the study. The recreational activity includes the conduct of cultural activities that helps the workers to relieve from the stress in their work environment. Vocational training, career development plan, guidance & counselling are inevitable, which

will indirectly serve to resist employee turnover. The responses on the satisfaction towards the recreational & other activities were gathered up and tabulated in the table 5.22.

Table 5.22 Satisfaction of respondents in the administration department regarding to recreational & other activities (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Conduct of cultural activities	52	87	1
2	Recreational facilities	43	72	4
3	Tour or get-together	46	77	2
4	Vocational training	41	68	5
5	Facilities for career development	46	77	2
6	Guidance and counselling	45	75	3
Satisfaction Index			76	

Source: Compiled from primary data

The overall satisfaction index of the recreational facilities & other activities is 76 which can be categorized as good. The satisfaction index worked out for the vocational training and recreational facilities is 68 and 72 respectively, which is less than the overall satisfaction index. The workers were opined that the frequency of the vocational training should be increased and the recreational facilities should be amended. The employees are extremely gratified with the conduct of cultural activities, which provide a relaxation to the stress full working environment.

5.5.5 Satisfaction of respondents towards working condition

The working condition is one of the important factors which influence the satisfaction of employees. Every individual expects good working status of the system in which they are operating. The factors of the working condition include restroom facilities, drinking water facilities, breathing and so on

Table 5.23 Satisfaction of respondents in the administration department regarding to working condition (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Shelter & lunch room	48	80	3
2	Changing room	47	78	4
3	Facilities for sitting	53	88	2
4	Facilities for vehicle parking	55	92	1
Satisfaction Index			84.5	

Source: Compiled from primary data

The responses to the gratification of working condition are presented in the table 5.23. The degree of satisfaction index for the shelter & lunchroom and changing room is 80 and 78, which is less than that of other portions. The satisfaction indices for all other sub components are above 84.5.

5.5.6 Satisfaction of respondents towards grievance measures

The level of Satisfaction on the grievance measures studied in terms of procedural simplicity, settlement of claims and timeliness in the resolution of grievances. The relevant data were compiled and furnished in the table 5.24.

Table 5.24 Satisfaction of respondents in the administration department regarding to grievance measures (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Timeliness of settlement	45	75	2
2	Procedural simplicity	39	65	3
3	Settlement of claim	48	80	1
Satisfaction Index			73.33	

Source: Compiled from primary data

The satisfaction indices worked out for all the sub components regarding the grievance measures are nearer to 70. The overall satisfaction index of this category is 73.33, which can be classified as good. The standard and systematic procedure adopted by Sobha

Ltd on receipt of claim, settlement of claim etc. would provide the evidence for the highest level of gratification.

5.5.7 Satisfaction of respondents towards miscellaneous measures

The welfare officer, employee referral scheme, wages for over time, maintenance of registers & records are considered under the miscellaneous measures. Satisfaction on these components were collected and presented in the Table 5.25

Table 5.25 Satisfaction of respondents in the administration department regarding to miscellaneous measures (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Welfare officer	48	80	4
2	Employee referral scheme	50	83	3
3	Wages for over time	54	90	1
4	Maintenance of registers & records	52	87	2
Satisfaction Index			85	

Source: Compiled from primary data

Similar to the major components, this said component also backed high satisfaction index (85) and categorized as excellent. Wages for over time are very beneficial for both employee and employer. Employee referral scheme is very much accepted by the organisation so they can recruit a well-known & experienced person.

5.5.8 Evaluation of satisfaction towards health measures

Physical fitness of the employees is a very significant component, which determines their functioning at workplace. Hence, different cases of health facilities are catered by the management to prevent their employees healthy and physically fit. It is the responsibility of the management to provide necessary and adequate facilities to hold their employees healthy and physically fit. Hence, higher the health facilities, higher will be the expiation.

Table 5.26 Satisfaction of respondents in the administration department regarding to health measures (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Cleanliness Of Factory Premises	48	80	5
2	Disposal Of Waste & Effluent	53	88	2
3	Ventilation & Temperature	42	70	7
4	Lighting	51	85	3
5	Drinking Water	55	92	1
6	Latrines & Urinals	50	83	4
7	Medical Check-up	55	92	1
8	Shift Timing	45	75	6
9	Work Space	51	85	3
10	Intervals For Rest	40	67	8
Satisfaction Index			81.7	

Source: Compiled from primary data

Table 5.26 presents the responses regarding the satisfaction of employees with different health facilities provided by the Sobha Ltd. The satisfaction index is higher for the sub component like medical check-up, drinking water and disposal of waste with a satisfaction index more than 85. Sobha Ltd is very much concern on providing quality drinking water and conducting medical check-up. For potable drinking water Sobha Ltd has outsourced it to an external agency. The satisfaction index is somewhat less in the case of intervals of respite. The overall satisfaction index on the health component facility is 81.7, which denote the satisfaction level is excellent.

5.5.9 Evaluation of satisfaction towards safety measures

Sobha Ltd is very much concern around the safety of employees. Since they are a construction company the environment is highly prone to the occurrence of an accident. Thus they pays more care to safety standards. It has taken all reasonable and pragmatic steps to forestall any major accidents and also take on a bit of safety measures and natural processes for its employees. The degree of atonement on the safety measures provided by the Sobha Ltd was studied by the inclusion of subcomponent items such as service of ambulance, fire warning and evacuation system, safety sign board and so on

Table 5.27 Satisfaction of respondents in the administration department regarding to safety measures (n=12)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Ambulance	54	90	1
2	Sufficient fire warning & evacuation systems	48	80	2
3	Safety sign board	41	68	5
4	Service offered by safety department	47	78	3
5	Safety measures at work place	46	77	3
Satisfaction Index			78.6	

Source: Compiled from primary data

Safety measures are very essential for the organisation which is related to construction. But administration department is very less exposed to the construction site, even though basic safety measures are provided to the administration department. Sobha Ltd has a 24 hours ambulance service in their site and the employees are very much gratified. The overall satisfaction can be categorized to good.

Overall job satisfaction index

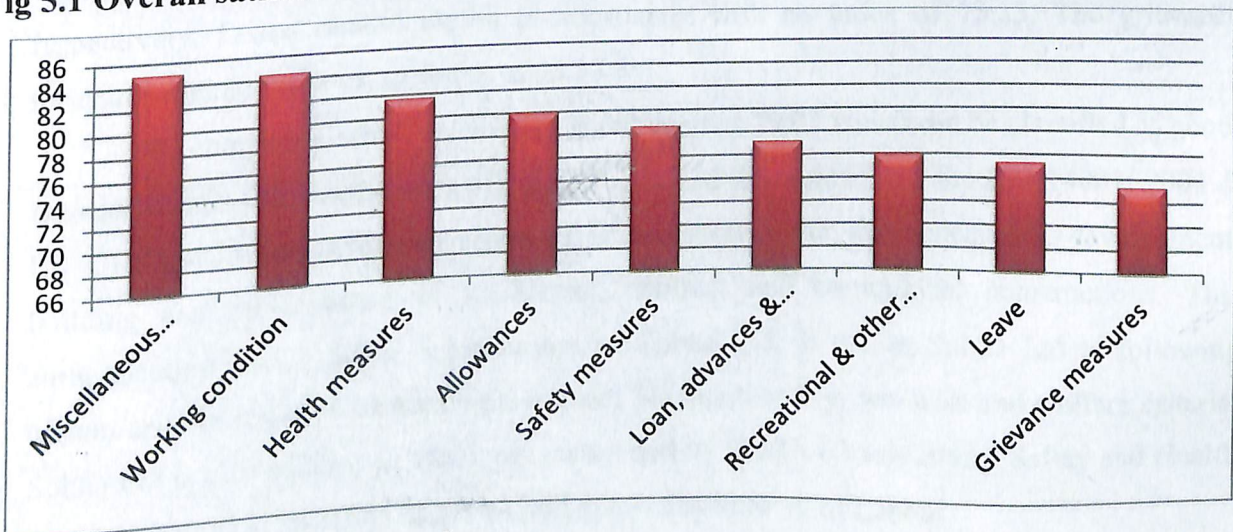
This part of analysis shows the overall job satisfaction of welfare, health & safety measures. The composite index on the layer of satisfaction of employee was turned out by inclusive of all the major elements. The composite index thus obtained was 79.07 and categorized as excellent. The finding supports the first stage of analysis.

Table 5.28 Overall satisfaction index of employees in administration department

Sl. No.	Major components	Satisfaction Index	Rank
1	Miscellaneous measures	85	1
2	Working condition	84.5	2
3	Health measures	81.7	3
4	Allowances	80	4
5	Safety measures	78.6	5
6	Loan, advances & other benefits	77.18	6
7	Recreational & other activities	76	7
8	Leave	75.33	8
9	Grievance measures	73.33	9
	Composite satisfaction index	79.07	

Source: Compiled from primary data

Fig 5.1 Overall satisfactions of administration department employees



Source: Compiled from primary data

Table 5.28 attempts to examine the contribution of each factor to the entire satisfaction. The component namely miscellaneous measures like welfare officer, wages for

overtime, employee referral scheme, maintenance of register and records, accommodation ranked first with satisfaction index of 85. The employees are fully satisfied with the existing miscellaneous measures of the governance. The employees are also very much satisfied because of the employee referral scheme, welfare officer, maintenance of records. These steps are very much welcomed by the employees, Sobha Ltd assured in maintaining a good relation with the employees by providing employee referral schemes, wages for overtime. These measures made employees to rank Sobha Ltd as a good in the perspective of maintaining good relation with the system. The working condition ranked second with a satisfaction index of 84.5, as we know that every employees expect certain standards in the working conditions. Sobha Ltd provides cleanliness and modernized working conditions for the employees, which made them satisfied.

The health measures received third place in contributing to the total satisfaction with an index of 81.7. Sobha Ltd is a mega construction company, which is handling mega projects where the engagement of number of employees and equipment will be more, so the health and prophylactic standards should be adequately provided for the employees. Sobha Ltd has a QSD department for assuring the above criteria. Allowances ranked fourth with an index of 80. Altogether these four components have a satisfaction index of above 80. Thus they are categorized as excellent. Safety measures ranked fifth with an index of 78.6. Sobha Ltd has formed a safety squad for ensuring safety in the workplace, where the squad official will report immediately to the chairman. Loan and advances ranked sixth and recreational facilities & other activities ranked seventh position with an index of 77.18 and 76 respectively. Leave ranked eighth position only with an index of 75.33. The grievance measures ranked last with an index of 73.33.

The composite satisfaction index is obtained as 79.07 which can be classified as good. Bureau Veritas Certification has certified Sobha Ltd for maintaining the ISO 14001: 2004 & BS OHSAS 18001:2007. The scope of certification is for the conception, development, building and maintenance of residential, contract and commercial constructions. This authentication was a larger achievement of Sobha Ltd, It shows Sobha Ltd is following certain criteria required of the employee and labourers safety, wellness and welfare criteria. Sobha Ltd is also sticking to standards mentioned by OSHA (Occupational Safety and Health Administration) is an office of the United States Department of Labour.

5.6 Technical employee's satisfaction towards various welfare, safety and health measures

The calculation of satisfaction of respondents in technical department is also performed in two stages, initially component wise satisfaction will be calculated then the overall satisfaction will be worked out from the index values obtained from the component satisfaction.

5.6.1 Satisfaction of respondents towards allowances

Table 5.29 Satisfaction of respondents in the technical department regarding allowances (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	House Rent / Housing Facilities	60	75	3
2	Conveyance	68	85	1
3	Stitching	63	79	2
Satisfaction Index			79.66	

Source: Compiled from primary data

Table 5.29 summarizes the satisfaction of respondents in relation to allowances. The satisfaction index is higher for the conveyance allowance followed by stitching allowance. The majority of respondents are satisfied with the existing rate for stitching and conveyance allowance. The satisfaction index is slightly lesser in the case of house rent allowance. The respondents opined that the existing rate of house rent allowance is not sufficient to meet out the expenses. The total satisfaction index for the component worked out was 79.66, which is classified under excellent category.

5.6.2 Satisfaction of respondents towards leave

Table 5.30 Satisfaction of respondents in the technical department regarding to leave (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Annual Leave	65	81	1
2	Sick Leave	48	60	3
3	Casual Leave	56	70	2
Satisfaction Index			70.33	

Source: Compiled from primary data

From the table 5.30, it is clear that workers are satisfied with the leave allowances available in the organization. Here the satisfaction index worked out for the leave component is 70.3 which fall under the category of good. The satisfaction index is higher for the annual leave, and then followed by casual leave. From it we can infer that Sobha Ltd is very tough in case of issuing sick leave for the technical department employees. Majority of the construction is handled by the technical employees; actually they are the back born. So Sobha Ltd provides leave only for the relevant reason.

5.6.3 Satisfaction of respondents towards loan, advances & benefits

Table 5.31 Satisfaction of respondents in the technical department regarding to loan, advances & benefits (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Housing Loan	73	91	1
2	Vehicle Loan	61	76	4
3	Marriage Advances	66	83	2
4	Gratuity & Pension	60	75	5
5	Medical Benefits	64	80	3
6	Medical Insurance	60	75	5
7	Maternity & Paternity Benefits	51	64	6
8	ESI Benefits	64	80	3
9	Incentives / Bonus	48	60	7
10	Death Relief	48	60	7
11	Funeral Expenses	66	83	2
	Satisfaction Index		75.18	

Source: Compiled from primary data

Table 5.31 reveals that, the satisfaction index for the loans and advances is 75.18, which can be categorized as good. Among the sub components, the satisfaction index of the housing was more eminent than the overall satisfaction index of the component loans and forward motions. This is likely referable to the tie up arrangement of Sobha Ltd with other financial institutions dealing with the living accommodations and vehicle loan for the faster distribution of loans and services. Only in case of maternity & paternity benefits, debt relief the index value is only 64 and 60. Many of the respondents are not aware about the existence

of maternity & paternity benefits and debt relief. So the percentage of workers, who availed this particular facility was also less, and lead to the declining of the satisfaction index.

5.6.4 Satisfaction of respondents towards recreational & other activities

Table 5.32 Satisfaction of respondents in the technical department regarding to recreational & other activities (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Recreational facilities	59	74	2
2	Tour or get-together	48	60	4
3	Vocational training	58	73	3
4	Guidance and counselling	61	76	1
Satisfaction Index			70.55	

Source: Compiled from primary data

The satisfaction index of the recreational facilities & other activities is 70.55, which is categorized as well. The satisfaction index worked out for the vocational training and a tour or get-together is 68 and 72 respectively, which is less than the overall satisfaction index. The workers were opined that the frequency of the vocational training should be increased. The employees are extremely gratified with the conduct of guidance, recreational facilities and counselling, which provide a relaxation to the stress full working environment.

5.6.5 Satisfaction of respondents towards working condition

Table 5.33 Satisfaction of respondents in the technical department regarding to working condition (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Shelter & lunch room	68	78	4
2	Changing room	63	79	3
3	Facilities for sitting	68	85	2
4	Facilities for vehicle parking	72	90	1
Satisfaction Index			83	

Source: Compiled from primary data

The responses to the gratification of working condition are presented in the table 5.33. The degree of satisfaction index for the shelter & lunchroom and changing room is 78 and 79

which is less when compared with other parts. The satisfaction indices for other two sub components are above 85.

5.6.6 Satisfaction of respondents towards Grievance measures

Table 5.34 Satisfaction of respondents in the technical department regarding grievance measures (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Timeliness of settlement	63	79	1
2	Procedural simplicity	48	60	2
3	Settlement of claim	48	60	2
Satisfaction Index			66.33	

Source: Compiled from primary data

The satisfaction indices worked out for all the sub components regarding the grievance measures are nearer to 70. The overall satisfaction index of this category is 66.33, which is classified as good. The standard and systematic procedure adopted by Sobha Ltd on receipt of claim, settlement of claim etc. would provide the evidence for the highest level of gratification.

5.6.7 Satisfaction of respondents towards miscellaneous measures provided

Table 5.35 Satisfaction of respondents in the technical department regarding miscellaneous measures (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Welfare officer	67	84	3
2	Employee referral scheme	68	85	2
3	Wages for over time	73	91	1
4	Maintenance of registers & records	68	85	2
Satisfaction Index			86.25	

Source: Compiled from primary data

Standardized to the major constituents, these said components also backed high satisfaction index (86.25) and categorized as excellent. Wages for over time are really beneficial for both employee and employer. Employee referral scheme is very much taken by the constitution so they can recruit a well-known & experienced person.

5.6.8 Evaluation of satisfaction towards health measures

Table 5.36 Satisfaction of respondents in the technical department regarding to health measures (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Cleanliness Of Factory Premises	66	83	5
2	Disposal Of Waste & Effluent	71	89	3
3	Ventilation & Temperature	59	74	7
4	Lighting	70	85	4
5	Drinking Water	73	91	1
6	Latrines & Urinals	63	79	6
7	Medical Check-up	72	90	2
8	Shift Timing	61	76	7
9	Work Space	58	73	8
10	Intervals For Rest	52	65	9
Satisfaction Index			80.5	

Source: Compiled from primary data

Table 5.36 presents the satisfaction of employees towards different health facilities provided by the Sobha Ltd. The satisfaction index is higher for the sub component like medical check-up, drinking water and disposal of waste with a satisfaction index more than 85. Sobha Ltd is very much concern on providing quality drinking water and conducting medical check-up. For potable drinking water Sobha Ltd has outsourced it with an external agency. The satisfaction index is somewhat less in the case of intervals of respite. The overall satisfaction index on the health component facility is 80.5, which denote the satisfaction level as excellent

5.6.9 Evaluation of satisfaction towards general safety measures

Table 5.37 Satisfaction of respondents in the technical department regarding to safety measures (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Ambulance	72	90	1
2	Sufficient fire warning & evacuation systems	64	80	3
3	Safety sign board	65	81	2
4	Service offered by safety department	65	81	2
5	Safety measures at work place	64	80	3
Satisfaction Index			82.4	

Source: Compiled from primary data

Prophylactic steps are really indispensable for the organization which is related to expression. Technical department is very much exposed to the construction site. Sobha Ltd has own ambulance in their site and the employees are very much gratified. The overall satisfaction can be categorized to excellent.

5.6.10 Evaluation of satisfaction towards construction site safety measures.

Table 5.38 Satisfaction of respondents in the technical department regarding to construction site safety measures (n=16)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Helmet, gloves, shoes & safety belts	63	79	7
2	Protection of head & eye	72	90	1
3	Pits, sumps & opening in floor	66	83	5
4	Floors, stairs etc means of access properly constructed & maintained	67	84	4

5	Hoist & lifts	70	88	2
6	Fencing of machinery	68	85	3
7	Quality of safety items given	59	74	8
8	Frequency of safety items given	66	83	5
9	Quantity of safety items given	65	81	6
10	Safety squad	68	85	3
Satisfaction Index			83.2	

Source: Compiled from primary data

The construction site is very much prone to chances of happening accidents. Employer must have to pursue the standards to ensure the safety of employers. From the index value it is clear that Sobha Ltd has succeeded in providing sufficient safety measures to the employee, which induced them to quote excellent for this amount.

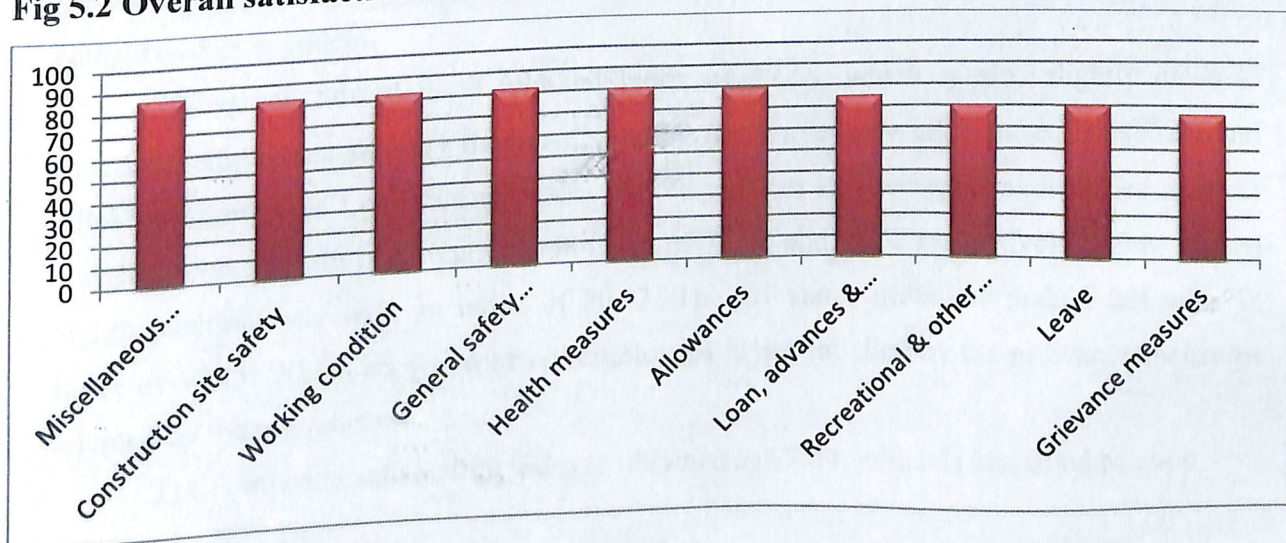
Overall job satisfaction index

Table 5.39 Overall satisfaction index of technical department employees

Sl. No.	Major components	Satisfaction Index	Rank
1	Miscellaneous measures	86.25	1
2	Construction site safety	83.22	2
3	Working condition	83	3
4	General safety measures	82.4	4
5	Health measures	80.55	5
6	Allowances	79.66	6
7	Loan, advances & other benefits	75.18	7
8	Recreational & other activities	70.55	8
9	Leave	70.33	9
10	Grievance measures	66.33	10
	Composite satisfaction index	77.74	

Source: Compiled from primary data

Fig 5.2 Overall satisfactions of technical department employees



Source: Compiled from primary data

Table 5.39 attempts to examine the contribution of each factor to the entire satisfaction. The component, namely miscellaneous measures like public assistance officer, wages for overtime, employee referral scheme, maintenance of registration and records, accommodation ranked first with a satisfaction index of 86.25. The employees are fully satisfied with the existing miscellaneous measures of the governance. The employees are satisfied because of the employee referral scheme, welfare officer, maintenance of records. These steps are very much welcomed by the employees. Sobha Ltd assured in maintaining a good relation with the employees by providing employee referral schemes, wages for overtime. These measures made employees to rank Sobha Ltd as a good in the perspective of maintaining good relation with the system. The building site safety ranked second with a satisfaction index of 83.22, as we know that every employees expect certain safety standards in the working site. Sobha Ltd follows the OSHA standard, which encloses all standards required for the construction site safety. The working condition stands third with an index of 83. Sobha Ltd provides cleanliness and modernized working conditions for the employees, which made them satisfied. General safety measures ranked fourth with an index of 82.4. Sobha Ltd has formed a safety squad for ensuring safety in the workplace, where the squad official will report immediately to the chairman. The health measures received fifth place in contributing to the total satisfaction with an index of 80.55. Sobha Ltd is a mega construction company, which is handling mega projects where the engagement of number of employees and equipment will be more, so the health and prophylactic standards should be adequately provided for the employees. Sobha Ltd has a QSD department for assuring the above measures. All these five components have a satisfaction index of above 80. So they are categorized as excellent.

Allowance ranked sixth with an index of 77.66, which is also slightly close to excellent, employees are very much satisfied by the conveyance allowances, house rent and stitching allowances Loan and advances ranked seventh and recreational facilities & other activities ranked eight positions with an index of 75.18 and 70.55 respectively. Leave ranked eighth position only with an index of 70.33. The grievance measures ranked last with an index of 66.33. Which shows technical employees is not satisfied by the grievance measures adopted by the organisation.

The composite satisfaction index is obtained as 77.44, which is classified as good.

5.7 Evaluation of Labourers satisfaction towards various welfare, safety and health measures

5.7.1 Satisfaction of respondents towards leave

Table 5.40 Satisfaction of construction labourers regarding to leave (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Annual Leave	108	68	1
2	Sick Leave	103	64	2
3	Casual Leave	109	68	1
Satisfaction Index			66	

Source: Compiled from primary data

From the table 5.40, it was very clear that workers are satisfied with the leave allowances available in the organization. Here the satisfaction index worked out for the leave component is 66 which fall under the category of good. The satisfaction index is higher for the annual leave, and then followed by casual leave. From it we can infer that SOBHA is very tough in case of issuing sick leave for the labourers.

5.7.2 Satisfaction of respondents towards loan, advances & benefits

Table 5.41 Satisfaction of construction labourers regarding loan, advances & other benefits (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Marriage Advances	128	80	5
2	Gratuity & Pension	124	78	6
3	Medical Benefits	135	84	1
4	Medical Insurance	132	83	2
5	Maternity & Paternity Benefits	116	73	7
6	ESI Benefits	132	83	2
7	Death Relief	129	81	4
8	Funeral Expenses	131	82	3
Satisfaction Index			80.5	

Source: Compiled from primary data

Table 5.41 reveals that, the satisfaction index for the loans and advances is 75.18, which are categorized as good. Among the sub components, the satisfaction index of the housing was higher than the overall satisfaction index of the component loans and advances. But in case of maternity & paternity benefits, death relief the index value is only 64 and 60. Many of the respondents are not aware about the existence of maternity & paternity benefits and death relief. So the percentage of workers who are aware of this particular facility is also less, and leads to the declining of the satisfaction index.

5.7.3 Satisfaction of respondents towards canteen facilities

Table 5.42 Satisfaction of construction labourers regarding to canteen facilities (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Taste & Quality of food	79	49	2
2	Cleanliness	106	66	1
Satisfaction Index			57.5	

Source: Compiled from primary data

The satisfaction index is a high in case of cleanliness of the canteen. Sobha Ltd has outsourced the canteen to the contractor, where the performance of contractor towards different canteen measures will be analysed and administered. But the respondents were less filled with the taste of food available in the canteen. This is mainly because most of the employees are from different regions of the nation, then it becomes a dissatisfaction towards the taste and character of food.

5.7.4 Satisfaction of respondents towards recreational & other activities

Table 5.43 Satisfaction of construction labourers regarding to recreational & other activities (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Recreational facilities	113	71	2
2	Training	112	70	3
3	Guidance and counselling	123	77	1
Satisfaction Index			72.66	

Source: Compiled from primary data

The overall satisfaction index on the recreational facilities & other activities is 72.66, which is categorized as good. The satisfaction index worked out for the training and recreational facilities are 70 and 71 respectively, which is less than the overall satisfaction

index. The workers were opined that the frequency of the training should be increased. The labourers are highly satisfied with the conduct of guidance and counselling, which provide a relaxation to the stress full working environment.

5.7.5 Satisfaction of respondents towards working condition

Table 5.44 Satisfaction of construction labourers regarding to working condition (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Shelter & lunch room	118	74	2
2	Changing room	118	74	2
3	Facilities for sitting	121	76	1
Satisfaction Index			74.66	

Source: Compiled from primary data

The responses on the satisfaction of working condition are presented in the table 5.44. The level of satisfaction index for the shelter & lunchroom and changing room is 74, which is less when compared with facilities for sitting. The overall satisfaction index is 74.66

5.7.6 Satisfaction of respondents towards transportation facilities

Table 5.45 Satisfaction of construction labourers regarding to transportation facilities (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Time of vehicle	122	76	3
2	Frequency of transportation	131	82	2
3	Leave travel allowance	136	85	1
Satisfaction Index			81	

Source: Compiled from primary data

Sobha Ltd provided free transportation facility to the labourers, which progressed the Labourers to rank excellent in case of transportation facility. For the time of travel and frequency of transportation, labourers quoted them index at 76 and 82. Sobha Ltd provides leave travel allowance for the labourers who want to go native places on leave.

5.7.7 Satisfaction of respondents towards Grievance measures

Table 5.46 Satisfaction of construction labourers regarding to grievance measures (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Timeliness of settlement	125	78	1
Satisfaction Index			78	

Source: Compiled from primary data

The satisfaction indices regarding the grievance measure is 78. The satisfaction index is somewhat close to excellent i.e.; labourers are highly satisfied with grievance measures.

5.7.8 Satisfaction of respondents towards miscellaneous measures

Table 5.47 Satisfaction of construction labourers regarding to miscellaneous measures (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Welfare officer	132	83	3
2	Accommodation	129	81	4
3	Wages for over time	141	88	1
4	Maintenance of registers & records	135	84	2
Satisfaction Index			84	

Source: Compiled from primary data

Similar to the major components, this said component also backed high satisfaction index (84) and categorized as excellent. Wages for over time are very beneficial for both employee and employer. Sobha Ltd is providing free accommodation for the labourers, where the satisfaction index for accommodation is 81, which can be ranked as excellent.

5.7.9 Evaluation of satisfaction towards health measures

Table 5.48 Satisfaction of construction labourers regarding to health measures (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Cleanliness Of Factory Premises	141	88	3
2	Disposal Of Waste & Effluent	131	82	6
3	Ventilation & Temperature	131	82	6
4	Lighting	139	87	4
5	Drinking Water	153	96	1
6	Latrines & Urinals	135	84	5
7	Medical Check-up	143	89	2
8	Shift Timing	128	80	7
9	Work Space	128	80	7
10	Intervals For Rest	118	74	8
Satisfaction Index			84.2	

Source: Compiled from primary data

Table 5.48 gives the responses regarding the satisfaction of labourers on different health facilities provided by the Sobha Ltd. The satisfaction index is higher for the sub component like medical check-up, drinking water, cleanliness of factory premises and lighting with a satisfaction index more than 85. Sobha Ltd is very much concerned on providing quality drinking water and conducting medical check-up. For potable drinking water, Sobha Ltd has outsourced it with an external agency. The satisfaction index is slightly less in case of intervals of rest. The overall satisfaction index on the health component facility is 84.2, which denote that satisfaction level is excellent

5.7.10 Evaluation of satisfaction towards general safety measures

Table 5.49 Satisfaction of construction labourers regarding to safety measures (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Ambulance	139	87	1
2	Sufficient fire warning & evacuation systems	134	84	2
3	Safety sign board	127	79	3
4	Service offered by safety department	134	84	2
5	Safety measures at work place	135	84	2
Satisfaction Index			83.6	

Source: Compiled from primary data

Safety measures are very essential for the labourers who engaged in the construction activities. The labourers can be from the different states, So they should be communicated in their regional language. Sobha Ltd has succeeded in that and are providing safety sign boards, sufficient fire warning and evacuation systems for the benefits of employees. The labourers are very much satisfied by the service offered by safety department. The safety squads are allotted in the construction sites , where they deal with the verification of safety measures and enhance the labourers by educating them the need for safety precautions in site. The safety measures starts from the day one, the labourers will be grouped based on their capacity and the training sessions will be provided for the labourers who will deal with the construction equipment's. The overall satisfaction can be categorized to excellent.

5.7.11 Evaluation of satisfaction towards construction site safety measures

Table 5.50 Satisfaction of construction labourers regarding to construction site safety measures (n=32)

Sl. No.	Particulars	Total Score Obtained	Satisfaction Index	Rank
1	Helmet, gloves, shoes & safety belts	136	85	7
	Excessive weight	136	85	
2	Protection of head & eye	143	89	1
3	Pits, sumps & opening in floor	132	83	5
4	Floors, stairs etc means of access properly constructed & maintained	134	84	4
5	Hoist & lifts	140	88	2
6	Fencing of machinery	111	69	3
7	Quality of safety items given	131	82	8
8	Frequency of safety items given	136	85	5
9	Quantity of safety items given	137	86	6
	Work on near machine	131	82	
10	Safety squad	126	79	3
Satisfaction Index			83.08	

Source: Compiled from primary data

Construction site is very much important; Employer must have to follow the standards to ensure the safety of labourers. Construction sites are highly prone to the occurrence of accidents. From the index value it is clear that Sobha Ltd has succeeded in providing

sufficient safety measures to the labourers, which made them to quote excellent for this measure.

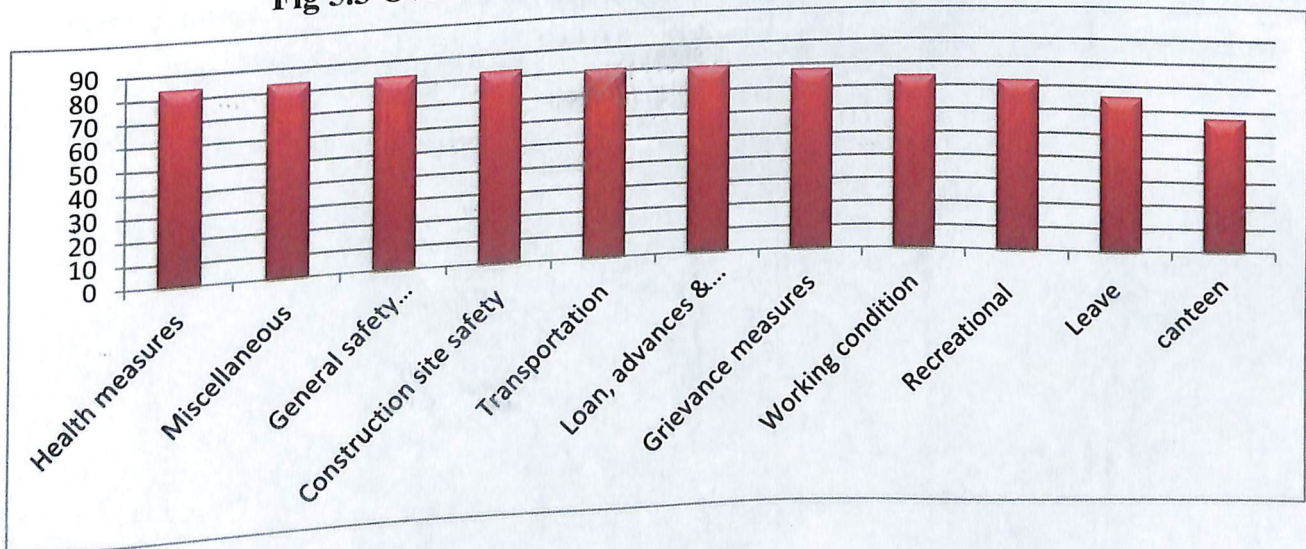
Overall job satisfaction index

Table 5.51 Overall satisfaction index of labourers

Sl. No.	Major components	Satisfaction Index	Rank
1	Health measures	84.2	1
2	Miscellaneous	84	2
3	General safety measures	83.6	3
4	Construction site safety	83.08	4
5	Transportation	81	5
6	Loan, advances & other benefits	80.5	6
7	Grievance measures	78	7
8	Working condition	74.66	8
9	Recreational & other activities	72.66	9
10	Leave	66	10
11	canteen	57.5	11
	Composite satisfaction index	76.83	

Source: Compiled from primary data

Fig 5.3 Overall satisfactions of construction labourers



Source: Compiled from primary data

Table 5.51 attempts to examine the contribution of each component to the total satisfaction. Health measures stand first in satisfaction index with an index of 84.2. The component namely miscellaneous measures like welfare officer, wages for overtime, employee referral scheme, maintenance of register and records, accommodation ranked second with satisfaction index of 84. The labourers are fully satisfied with the existing miscellaneous measures of the organization. The labourers are also satisfied because of the welfare officer, maintenance of records. These measures are very much welcomed by the employees and these measures made labourers to rank Sobha Ltd as a good in the perspective of maintaining good relation with the organisation. The construction site safety ranked third with a satisfaction index of 83.60, as we know that every labourer expect certain standards in the working condition that they can be availed from the employer. Sobha Ltd follows the OSHA standard which encloses all standards required for the construction site safety. Transportation is a major parameter for the conveyance of labourer to the site, Sobha Ltd provides free transportation for the labourers, and also leave travel allowance is provided for the labourers. The effect of this measure can be seen in index value.

The loan and other benefits stand sixth position even though we can rank it in to excellent category. The grievance measures followed by Sobha Ltd is very much welcomed by labourers with an index of 78, they got special freedom to report their issues. The working condition stands eighth position with an index of 74.66. Sobha Ltd provides cleanliness and modernised working condition for the labourers which made the satisfied. Leave provided by Sobha Ltd are satisfied by the labourers. The canteen stand tenth position, most of the dissatisfaction happened because of the taste and quality. The food taste will be different for every employee. So, it will be difficult provide the variety food required.

The composite satisfaction index is obtained as 76.83, which can be classified as good.

Section - III

5.8 Levels of Job Satisfaction based on employee segments

The satisfaction derived from the job and company will be different for different employees. The four major socioeconomic profiles of employees and laborers namely age group, years of experience, education and number of dependent were selected for analysis. And table 5.52, 5.53 , 5.54 and 5.55 depicts the details.

The **Kruskal–Wallistest, Kruskal–Wallis H test** (named after William Kruskal and W. Allen Wallis), or **One-way ANOVA on ranks** is a non-parametric method for testing whether samples originate from the same distribution. It is used for comparing two or more independent samples of equal or different sample sizes

Hence an attempt is made to test whether there is a divergence in the level of satisfaction based on age, experience, education and number of dependents. Kruskal-Wallis test is employed to grade the degree of satisfaction of employees in each socio- economic segment.

5.8.1 Age and Level of Satisfaction towards welfare, health and safety measures

Table 5.52 Age and Satisfaction level towards Welfare, safety and health Measures (n=60)

Sl. No.	Parameters	Age				
		Up to 25	26 to 35	36 to 45	46 to 55	Above 55
1	Allowances	23.33	35.32	30.68	31.30	34.75
2	Leave	30.53	30.70	27.73	25.30	43.38
3	Loan & other benefits	25.58	34.75	27.95	34.20	31.63
4	Recreational & other activities	20.97	29.86	39.27	39.30	41.75
5	Working condition	27.06	36.52	28.77	28	20.75

6	Grievance measure	27.75	28.75	29.27	36	49
7	Miscellaneous	29.69	32.80	26.41	35.70	26.25
8	Health	39.86	27.39	22.36	25.10	34.63
9	General safety	31.92	27.09	27.95	34.50	44.88
10	Construction site safety	34.33	26.34	31.09	32.20	32.38

Source: Compiled from primary data

Kruskal-Wallis test statistics provided the segment wise ranking of age towards the atonement of the employee towards the welfare, safety and health measures followed in Sobha Ltd. From the table, it's clear that employees of age above 55 are much more satisfied than other age segments, this happened mainly because of the experience they had from the organization. Especially in the case of allowances, recreational & other activities, grievance measure and general safety age category of above 55 are more satisfied than other age group.

Loans and other parameters, operating status and construction site safety are much satisfied by the age group of 26 to 35, these age period is a point where a person plans to fabricate his own assets. So those advances and loan will be much more beneficial to them. Every youngster will be parked a good working condition and construction site safety, as we know that most of the labourers are on an age group below 35, so they except more safety and health measures in sight. The grievance measures are more satisfied by the age group of 46 to 55, as an experienced employee they will suggest some modifications.

5.8.2 Experience and Level of Satisfaction towards welfare, health and safety measures

Table 5.53 Experience and Satisfaction Level towards Welfare, safety and health Measures (n=60)

Sl. No.	Parameters	Experience			
		Below 5 years	6 – 10 years	11 – 15 years	16 – 20 years
1	Allowances	27.22	30.00	41.81	46
2	Leave	32.16	25.50	40.13	15.50
3	Loan & other benefits	28.79	28.25	46.25	33.50
4	Recreational activities	28.86	28.86	39.69	40.50
5	Working condition	28.03	33.82	30.44	29.50
6	Grievance measure	31.03	27.89	39.19	30.00
7	Miscellaneous	33.38	22.66	38.25	57.50
8	Health	31.93	30.09	27.06	25.50
9	General safety	33.50	22.23	42.5	31.50
10	Construction safety	34.47	26.61	27.13	28.00

Source: Compiled from primary data

The table 5.53 reveals that the employee or labourers who have received more than 11 years' experience are more satisfied than other experience category, Also those who have experienced less than 5 years have also shown good satisfaction it can be because of the reason that most of them are beginner to the industry and will have more satisfaction. The allowances, recreation activities and miscellaneous measures are highly satisfied by the 16 to 20 years' experience segment. The leave, loan and other benefits, grievance measures and general safety are highly satisfied by the experience segment of 11 to 15 years. These segment employee and labourers mostly will be on stage to settle his life, hence go for several loans to make homes, vehicle loan, marriage advances, etc. The working condition, health and construction site safety are really much annoyed by the experience segment of below 10 years, most of the souls in this experience have an age group below 30 and will have more expectation and they are satisfied with the measures of Sobha Ltd.

5.8.3 Education and Level of Satisfaction towards welfare, health and safety measures

Table 5.54 Education and Satisfaction Level towards Welfare, safety and health Measures (n=60)

Sl. No.	Parameters	Education				
		Up to SSLC	Diploma & ITI	Graduate	Post Graduate	Others
1	Allowances	17.50	44.33	47.36	50.90	26.75
2	Leave	27.5	55	29.77	41.30	13.13
3	Loan & other benefits	24.11	53.67	37.27	40.65	20.25
4	Recreational & activities	22.33	49.83	41.63	40.70	25.13
5	Working condition	20.80	31.00	42.32	44.40	40.50
6	Grievance measure	29.88	53.83	22.64	36.40	24.88
7	Miscellaneous	23.00	46.83	38.23	37.80	38.75
8	Health	34.91	22.17	22.36	31.15	22.25
9	General safety	31.13	56.17	32.82	27.25	24
10	Construction site safety	36.89	31.33	22.50	22.15	21.63

Source: Compiled from primary data

The table 5.54 reveals that the employees and labours who having diploma and ITI, graduation and post-graduation have quoted more satisfaction towards the various welfare, safety and health measures provided by Sobha Ltd. The category education qualification below SSLC are the labourers, it appears that they are not much gratified with the different measures provided by Sobha Ltd. This can be mainly due to the deficiency of awareness of labourers towards the different measures provided by the employer and most of them suffer an experience less than five years. For the education category 'others' has opined less satisfaction compared to other, this may be because they await more from the system.

5.8.4 No. of dependence and Level of Satisfaction towards welfare, health and safety measures

Table 5.55 No. of dependence and Satisfaction Level towards Welfare, safety and health Measures (n=60)

Sl. No.	Parameters	No. of dependence		
		Up to 2	3 and 4	5 and 6
1	Allowances	29.71	31.59	31.75
2	Leave	32.60	28.09	21.50
3	Loan & other benefits	30.37	31.26	24
4	Recreational activities	28.29	33.83	31
5	Working condition	29.20	32.83	26.50
6	Grievance measure	31.86	28.98	24.25
7	Miscellaneous	30.00	31.57	27.00
8	Health	33.37	25.96	32.50
9	General safety	33.19	26.83	25.75
10	Construction safety	31.59	27.98	40.50

Source: Compiled from primary data

The table 5.55 reveals that the employees and labourers that having dependence less than four are more gratified by the welfare, wellness and safety measures of Sobha Ltd. Only those having more than 4 dependence are not much gratified. The measures like leave, running condition, grievance measures, health and general safety are more gratified by the segment of up to 2 depending. Other measures like miscellaneous, loans, other benefits and miscellaneous are satisfied by the segment of number of dependence 3 and 4

Section - IV

5.9 Influence of job status on job satisfaction factors

Kruskal-Wallis Test, is a statistical comparison of the mean. The dependence test assumes that the variables in the analysis can be split into autonomous and dependent variables. A dependence test compares the base scores of an independent and a subject variable and assumes that differences in the mean score of the dependent variable are caused by the independent variable.

Table 5.56 Job status and satisfaction towards welfare, safety and health measures

Parameters	Status	Mean Rank
Allowances	Administration	45.46
	Technical	45.28
	Labourer	17.50
Leave	Administration	37.38
	Technical	31.84
	Labourer	27.25
Loan & other benefits	Administration	41.63
	Technical	34.94
	Labourer	24.11
Working condition	Administration	43.42
	Technical	40.22
	Labourer	20.80
Grievance measure	Administration	33.88
	Technical	29.22
	Labourer	29.88
Miscellaneous	Administration	37.33
	Technical	40.38
	Labourer	23.00
Health	Administration	27.38
	Technical	24.03
	Labourer	34.91
General safety	Administration	26.08
	Technical	32.56
	Labourer	31.13
Construction site safety	Administration	6.50
	Technical	35.72
	Labourer	36.89
Recreational & other activities	Administration	41.04
	Technical	38.94
	Labourer	22.33

Source: Compiled from primary data

Table 5.57 Satisfaction parameters and significance level (n=60)

Job satisfaction factors	Asymp. Significance
Allowances	.000
Leave	.208
Loan & other benefits	.006
Working condition	.000
Grievance measure	.743
Miscellaneous	.001
Health	.097
General safety	.588
Construction site safety	.000
Recreational & other activities	.000

Source: Compiled from primary data

Significance \leq .05

Kruskal-Wallis Test statistics revealed a significant divergence in the job satisfaction of Administration employees, technical employees and labourers as regards to allowances, Loan & other benefits, Working condition, Miscellaneous, Health, Construction site safety, Recreational & other activities. The significance is observed by comparing the allowable significant level. If the value obtained is less than or equal to .05 then significance exists in between the independent and dependent variables. As per the rank administration employees are more satisfied towards allowances, loan & advances, turning condition and recreational & other activities. In the case of miscellaneous measures and site safety measures technical employees and labourers are more gratified.

Chapter - 6

*Summary of Findings and
Suggestions*

Chapter - 6

SUMMARY OF FINDINGS AND SUGGESTIONS

The present chapter contains resume of the project report in three parts namely summary, findings and conclusion.

6.1 Summary

Welfare, safety and health are a broad concept referring to a state of living of an individual or a group in a desirable relation with the ecological, economical and social environment. In modern construction concept mega structure are constructed in a short span of time by using heavy equipment's, machines and involving a large number of labourers. As the time changes the employer has to concern more about those measures which provide safety and satisfaction to their employees. The modern concept of welfare, safety and health measures enacts all those activities of the employer which are directed towards providing with certain facilities and services in addition to wages and salaries. This measure plays a pivotal role in the workers satisfaction. The satisfied labour force would help to increase the productivity and there by better performance of the organization.

The study was carried with the objective to examine the level of workers satisfaction towards various welfare, safety and health measures provided by Sobha Ltd. Presently we can see that there is a hike in labourer's accident in the construction site, so this study will be a break through to understand the urgency of employees to be getting satisfied and to ensure safety. The study is based on twelve identified components. The primary data were collected through a structured schedule from a sample of 60 using scaling techniques. The data were analysed using simple percentage, index and kruskal –wallis test.

Design of the study is presented in the first chapter. The second chapter examines the literature reviews obtained from various resources which helped to understand the various concept regarding the satisfaction, welfare measures, safety measures and health measures. The third chapter is about organizational profile of Sobha Ltd. The fourth chapter gives a clear picture regarding the different welfare, safety and health measures provided by Sobha Ltd.

The fifth chapter attempted to analyse the level of satisfaction in order to find out the major areas of discontent, which would adversely affect the organization. The study was

undertaken in four stages. On the First stage studied the different socio economic characteristics of the respondents. Secondly measured the satisfaction with respect to individual component and worked out the percentage of contribution to the composite satisfaction index. On the third stage, analysed variation in satisfaction level with respect to socio economic profile. At last studied the variation in the job satisfaction level with respect to job status

6.2 Major findings

6.2.1 Socio-economic profile of the respondents.

The socio economic characteristics reveal that most of the respondents belong to the age group of below 35, especially in case of labourers most of them are of age group below 25 years. Most of the employees in administration department are graduate and post graduate, In case of technical department most of the employees are of diploma, ITI, graduate and post graduate. In Sobha Ltd most of the employees and labourers had the experience less than 15 years. About 60 per cent of employees are aware and 30 per cent are partially aware about the various health, safety and welfare measures.

6.2.2 Level of satisfaction towards various parameters of welfare, safety and health

6.2.2.1 Administration Department

The employees of administration department are very much satisfied by the various allowances provided by the employer. Conveyance allowance scored maximum with an index value of 90. Leave allowances are very much required for the employees for satisfying their personal requirement, Sobha Ltd employees ranked good for the various leave allowances. Employees might require some kinds of funds and benefits especially like housing loan, ESI, medical benefits etc and from the analysis its clear that the employees are very much satisfied by various benefits provided. The stressful working environment can adversely affect the performance of employees, recreational and other training activities can be very much helpful for the employees to get relaxed. Sobha Ltd concern it as serious measures and had taken different measures for establishing recreational facilities and training, guidance, counselling programmes for those who requires. Grievance measures are those required in an organization for maintain a good relation with the employer. From the analysis it's clear that

employees are satisfied by the grievance measures. Working condition of an organization is a major factor which will influence an employee physically and psychologically. Sobha Ltd succeeded in providing good working condition which can be seen from the score and ranked as excellent. Wages for overtime, employee referral scheme, welfare officer and maintenance of register and records are some of the miscellaneous measure followed by Sobha Ltd, The employees are highly satisfied with this and ranked excellent. Safety and health measures are very much essential in case of a construction industry, even though administration employees are not exposed to work site, the employees are highly satisfied by various measures.. From the overall satisfaction index we can infer that most of the measures followed by Sobha Ltd are warmly welcomed by the employees by providing an overall satisfaction index of 79.07.

6.2.2.2 Technical department

The technical department employees are highly exposed to construction site. Engineers, supervisors, architects etc are the employees come under this department. So the important parameters required for them are safety and health measure. From the analysis it's clearly evident that these measured scored high index value (more than 80), also reached in top four position. The measures like loan, advances, recreational facilities, other training activities, leave allowance and grievance measures scored below 80. Since they belongs to the technical team these measures might not be able to enjoy fully. Grievance measure of technical employees scored index value of 66.33 which is the lowest score obtained for Sobha Ltd from the overall response.

6.2.2.3 Construction labourers

Same as that of technical department, the construction labourers are also highly exposed to work site. Actually they are highly prone to construction accidents, which can be happened because of the careless mistakes of workers or because of the inefficient employer. Sobha Ltd follows OSHA standards which is an international standard to be followed by the employer especially in a construction site. This standardization mechanism made the labourers to quote high index value for the measures like general safety, construction safety and health measures. Apart from other department the labourers are getting free transportation facilities, accommodation and canteen. The transportation and accommodation facilities are highly satisfied by the labourers but in case of canteen they are not satisfied this is mainly because the taste and recipe. Most of the labourers are from different part of the country and their

taste also will be different. Also labourers are not much satisfied by the leave provided to them.

6.2.3 Variation in satisfaction with respect to socio economic profile.

6.2.3.1 Age and variation in satisfaction

Age is an important factor which can influence the satisfaction level of employees, from the analysis we found out that employees of age above 55 are more satisfied by the different measures provided by Sobha Ltd. Also age below 25 shows same pattern.

6.2.3.2 Experience and variation in satisfaction

After age the next major socio economic factor which influences the satisfaction level is the experience. Experience of employee in the organization provides him better awareness about the different safety, health and welfare measures. The increase in satisfaction level can be observed when we go through experience level. Also the employees having less than 5 years shows high satisfaction, this might be because they are a beginner to the organization.

6.2.3.3 Education and variation in satisfaction

Well educated person will have a basic knowledge about the different regulation and welfare measures the employer must have to follow. In case of labourers mostly have a qualification less than SSLC, so they are not much aware about the various measures provided by Sobha Ltd. But in case of employees they are of well-educated and have a better understanding about various measures. So education can be a major factor to influence the satisfaction.

6.2.3.4 No. of dependents and variation in satisfaction

Employment is a duty performed for earning money, which is required to meet the needs of dependents. Employee's satisfaction can be influenced by the no of dependents especially for the factors like loan, advances, accommodation, health of employees etc. from the analysis we can infer that those having dependents less than four are more satisfied.

6.2.4 Variation in the job satisfaction with respect to job status.

Kruskal - wallis test is used for the analysis to understand the variation in satisfaction with respect to job status. The job status is classified as administrative department employees, technical employees and labourers. From the analysis we found that there is a significance difference is there for the satisfaction of following parameters like allowances, loan and other

benefits, working condition, miscellaneous, health, construction site safety and recreational and other activities. As per the index administration employees are more satisfied towards allowances, loan & advances, working condition and recreational & other activities. In the case of miscellaneous measures and site safety measures technical employees and labourers are more gratified.

6.3 Suggestions

On the basis of the observations, discussions with the workers and the opinions awarded by them, certain suggestions are proposed.

- The grievance redressal mechanism in the company is not functioning very well. So the organization may develop a suitable system for the grievance redressal mechanism.
- Employees are demanding for crèches in the premises.
- Maternity and paternity benefits including leave should be verified and adequate changes must be done.
- Labourers are not satisfied with the canteen in respect of the taste and recipes. Food menu should be revised based on the majority opinion.
- The frequency of the cultural activities organized by the organization should be increased. It will help them to relieve from the tension and can concentrate more on their work.
- Most of the labourers are not aware about welfare, safety and health measures, so proper orientation should be given to the labourers.
- Intervals for rest for both employees and labourers should be extended, especially in summer season

6.3 Conclusion

To conclude, the study was very useful to get a practical knowledge regarding the various aspects of labour welfare, safety and health measures. This topic was highly relevant for the current scenerio; we can see an increase in number of accidents in the site mostly because the employer itself, But Sobha Ltd was a really different experience, they are more concern about employees and labourers who work for them. Sobha Ltd is really a good model for other construction companies. But from the survey we found some parameters are not highly satisfied by the employees and labourers, so suggestions are provided for their betterment.

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Appendix

APPENDIX

COLLEGE OF CO – OPERATION, BANKING AND MANAGEMENT

KAU, VELLANIKARA

EMPLOYEE SATISFACTION ON SAFETY, HEALTH AND WELFARE
MEASURES.A CASE STUDY OF SOBHA LTD, THRISSUR

QUESTIONNAIRE

1. Name of the respondent :
2. Age : a) Up to 25 b) 26- 35 c) 36-45 d) 46-55
e) Above 55
3. Gender : a. Female b. Male
4. Department :
5. Designation :
6. Educational Qualification : a) Up to S.S.L.C b) Diploma & ITI c) Graduate
d) Post Graduate e)Others
7. Year of Experience : a) Below 5 years b) 6- 10 years c) 11-15 years
d)16-20 years e) above 20 years
8. Monthly salary :
9. Marital status : a) Married b) Widowed c) Divorced
d) Unmarried
10. No of dependents : a) Up to 2
b) 3 and 4
c)5 and 6
d) More than 6
11. Are you aware about the health, safety and welfare measures?
a)Aware b)Partially aware c)Not aware

1. WELFARE MEASURES

Kindly put tick (√) in the appropriate column

a) Allowances

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.1	House rent/ Housing Facilities						
1.2	Conveyance						
1.3	Shift						
1.4	Stitching						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

b) Leave

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.5	Annual						
1.6	Sick						
1.7	Casual						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

c) Loans, Advances & other benefits

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.8	Housing loan						
1.9	Vehicle Loan						
1.10	Marriage advances						
1.11	Gratuity & provident fund benefits						
1.12	Medical benefits						
1.13	Maternity benefits						
1.14	Medical Insurance						
1.15	ESI benefits						
1.16	Incentives and bonus						
1.17	Wages during leave periods						
1.20	Death relief						

1.21	Funeral Expenses						
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H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

d) Recreational & other activities

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.22	Conduct of cultural activities						
1.23	Recreational facility						
1.24	Tour or Get-together						
1.25	Vocational training						
1.26	Facilities of career advancement						
1.27	Guidance and counselling						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

e) Working condition

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.28	Shelter and Lunch room						
1.29	Changing Rooms						
1.30	Washing Facilities						
1.31	Facilities for sitting						
1.32	Creches						
1.33	Spittoons						
1.34	Facilities for vehicle parking						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

f) Transportation

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.35	Time						
1.36	Frequency						
1.37	Charge						
1.38	Leave travel allowance						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

g) Grievance measures

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.39	Timeliness of settlement						
1.40	Procedural simplicity						
1.41	Settlement of claim						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

h) Canteen Facility

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.42	Taste & Quality of food						
1.43	Cleanliness						
1.44	Price						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

i) Miscellaneous measures

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
1.45	Welfare officer						
1.46	Employee referral scheme						
1.47	Employee assistance program						
1.48	Wages for overtime work						
1.49	Maintenance of registers and records						
1.50	Accommodation						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

2. HEALTH

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
2.1	Cleanliness of factory premises						
2.2	Disposal of waste and effluent						
2.3	Ventilation and temperature						

2.4	Lighting						
2.5	Drinking water						
2.6	Latrines and urinals						
2.7	Medical check up						
2.9	Work space						
2.10	Intervals for rest						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied

3.SAFETY

SL.NO	Parameters	H.S	S	N	DS	H.DS	Suggestions
3.1	Helmet, glove, shoes and safety belts						
3.2	Ambulance						
3.3	Protection of head and eye						
3.4	Excessive weight (Lifting)						
3.5	Pits, sumps and opening in floor						
3.6	Floors , stairs and means of access properly constructed and maintained						
3.7	Hoist and lift						
3.8	Work on or near machine						
3.9	Fencing of machinery						
3.10	Sufficient fire warning and evacuation systems						
3.11	Safety sign board						
3.12	Service offered by safety department						
3.13	Quality of safety items given						
3.14	Frequency of safety items given						
3.15	Quantity of safety items given						
3.16	Safety Measures at work place						

H.S – Highly Satisfied S-Satisfied N-Neutral DS- Dissatisfied H.DS – Highly Dissatisfied



Thank You

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