

A Study On Labour Welfare Practices In Suprajit Automotive Pvt Ltd, Bengaluru

Dr.K.B.Ravindra

Senior Faculty, Kongadiyappa College, Bengaluru

Abstract:

Labour Welfare and Social Security has got tremendous significance with Public Sector, Private Sector and also Multinational Companies. The aspect of Labour Welfare requires a serious thought and also a honest and open approach that Money and Good Environment given to Employees never go waste. The Motto is take care of Employees and Workers and the Employees and Workers will take care of the Organisation. Employee oriented management has become a highly successful management in the Corporate Sector in India as well as in the Global arena. A happy employee is naturally a productive employee. The function of Human Capital Management is changing significantly in the present digital era. In response to the changing nature of the Workforce, Globalisation and rapid advancement in Technology, HR leaders are adopting innovative approaches and cutting-edge technologies to enhance Organisational effectiveness and enable employees to give their best. In this background, a detailed study has been conducted on the Labour Welfare Practices adopted at Suprajit Automotive Pvt Ltd, Bengaluru. Primary Data collected through a Structured Questionnaire administered to 100 respondents covering all departments and levels has revealed that the Company is providing satisfactory Welfare and Social Security amenities to its employees and Workers. However, there are certain areas where the respondents have expressed dissatisfaction and partial satisfaction. It will be in the interest of the company to look into these areas and take necessary remedial steps.

Keywords: Company, Employee, Global, Labour Welfare, Social Security, Worker.

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I. Introduction:

Meaning of Labour Welfare

Labour Welfare means setting up of minimum desirable standards and provisions for facilities like Health, Food, Safety, Housing, Medical Assistance, Education, Recreation etc

The Oxford Dictionary defines Labour Welfare as all those efforts to make life worth living for workmen

The International Labour Organisation defines Labour Welfare as “Workers Welfare may be understood as a meaning such as services, facilities, amenities which may be established in an Organisation to enable the persons employed in them to perform their work in healthy congenial surroundings and providing them amenities conducive to good health and moral”.

Elements of Labour Welfare

To provide to the workers a better life and health

To provide relief to the workers from Industrial Fatigue

To enhance the intellectual and cultural conditions of living of the employees

Labour Welfare is a dynamic concept as new welfare measures are added to the existing ones with the passage of time The welfare measures are in addition to regular wages and other economic benefits available to workers Labour Welfare measures helps to make the workers happy, efficient and contented

Need for Welfare activity in India

India has a much greater need for Labour Welfare work due to several deficiencies in the Indian Labour Force. These deficiencies include the following:

Lack of good and organised Labour Unions

Industrial Backwardness

Low level of Health and Nutrition among the Indian workers

Problems of Absenteeism and Migration

Lack of healthy recreation for Workers

Extreme Poverty

Large scale illiteracy among the workers

Classification of Labour Welfare activities

The Labour Welfare activities are classified as follows:

Statutory Welfare facilities

Non-Statutory or Voluntary Welfare facilities

Intra Mural Welfare facilities

Extra Mural Welfare facilities

Statutory Welfare facilities: These are Welfare facilities which have to be compulsorily provided by the Employer to workers as per various Labour Welfare Acts. These acts include Factories Act, Dock Workers Regulation of Employment Act, Motor Transport Workers Act, Coal Mines Act, The Plantations Act etc

Various Statutory Welfare facilities include Drinking Water facilities, Toilet Facilities, Creche, Canteen, First Aid facilities etc

Non-Statutory Welfare Facilities: These are welfare facilities which are not compulsory as per law but provided by the employer to the employees and workers on a voluntary basis. Non Statutory Welfare facilities include Transportation facilities, Housing facilities, Educational facilities, Holiday Homes etc

Intra Mural Welfare Facilities: These are welfare facilities provided inside the Factory premises like Toilets, Drinking Water, Creches, Canteen etc

Extra Mural Welfare Facilities: These are welfare facilities which are provided outside the factory premises like Housing facilities, Holiday Homes, Transportation facilities, Workers Co-operative Societies etc

Social Security: In the present time insecurities of life has increased to a great extent and it has become imperative to safeguard the individual and society from these uncertainties. The concept of Social Security has been designed to help deal with these uncertainties.

The International Labour Organisation defines Social Security as “ By Social Security we undertake a programme of protection provided by the Society against those contingencies against which an individual of small means can not effectively provide by his own ability and foresight”.

Sir William Devergidge defines Social Security as “Social Security is an attack on five giants namely Want, Disease, Ignorance, Squalor and Illness”.

Features of Social Security:

It helps to provide protection against all ordinary risks of life and special risks of employment

It provides financial help in case of contingencies such as Unemployment, Maternity, Work Injury, Industrial Disease, Old Age etc

Social Security consists of Social Insurance and Social Assistance

In Social Insurance contribution to meet contingencies will be made both by Employer and Worker. In Social Assistance full contribution will be made by the Government.

The important Social Security Legislations include The Employees Provident Fund Act, The Payment of Gratuity Act, Workmens Compensation Act, The Maternity Benefit Act etc which have all been clubbed and now called as Code on Social Security, 2020.

II. Review Of Literature:

Shivaraj.M and Vidya.R (2022) in the study “ A Labour Welfare Measures Research at United Breweries Ltd” have analysed the various Welfare measures being provided by the Company to its Employees and Workers. Descriptive Research was adopted and out of 250 plus employees in the Unit, 55 respondents were selected covering all levels using Convenience Sampling. A structured Questionnaire was administered to the respondents. Tabulation, Graphs, Percentages, Chi Square test etc was used to analyse the data. The study has revealed that employees expressed satisfaction regarding Safe working conditions, Safety Equipment, Drinking Water facilities, Waste Management, Sanitization, Medical facilities, Stress Free working environment, Low Attrition rate, Job Security etc. Based on the findings the authors have put forth the following suggestions:

Facilities are not well known to the Machine Operators and hence measures should be taken to make them aware of them

The Company can further improve the safety measures inside the Plant

The Management should be more flexible towards the Labour Unions

The Company can further improve the Employer’s contribution parameters like Salary and Working Environment

The Company should hire more Female Employees

AmtulWahab, MohdWaheeduddi, BattuSindhuja, BennallaNavya Sri, BhagavathulaJyothi and Bhavana (2024) in the research article “A Study on Labour Welfare Measures at Abhishek Rolling Mills India Pvt Ltd, Hyderabad” have analysed the various welfare facilities being provided by the Company to its Employees and Workers. Primary data has been collected from 60 Employees selected through Random Sample at Convenience. A structured Questionnaire has been administered to the respondents. Tabulation, Percentages and Pie Charts have been used to analyse the data. The important findings reveal that majority of the respondents are satisfied with the Safety Facilities and Equipment, First Aid Services, Canteen Facility, Drinking Water facilities, Lighting and Working environment. The employees have also expressed satisfaction regarding Job Security, Bonus, Increment and the flexible Shift timings. Based on the findings the authors have put forth the following suggestions:

Maternity Leave has to be provided to the Female staff

Listen to the ideas and advice of the employees. Encourage them to speak up on different issues relating to the Organisation or themselves. Implement their ideas if found practical and let people know of their contribution

Reimburse the Employees for the expenses incurred for participation in Workshops, Seminars, Conferences etc

Maintain a specific budget for Entertainment and arrange a team to decide on the fair allocation of budget for each quarter.

Run contests, rewards and suggestions programmes. Give a prize for best suggestions and also the best customer feedback received during the month

Statement of the Problem: A happy Employee is a Productive Employee and naturally a unhappy Employee is a unproductive Employee. Good Labour Welfare measures helps to keep a Employee in good Morale and Happiness. In the absence of good Welfare amenities, the Morale and Happiness of the Employee will be low leading to Low Motivation, low efficiency and low productivity. This in turn will negatively affect the Sales and Profitability of a Organisation. Lack of good Welfare Measures leads to high Employee Turnover and High Absenteeism. If Welfare measures like good working environment and safety facilities are poor it will affect the Health of the Worker. It will also lead to accidents and illness among the workers leading to not only low output but also increased Hospitalisation cost.

All these negative aspects can be completely avoided by providing good Welfare Amenities to Employees and Workers.

Scope of the Study: The study covers the entire area of Labour Welfare including Social Security. The Sample Respondents are 100 and the respondents selected include people from all Departments and also all levels which makes the Sample a fully representative one. The study covers various Statutory Welfare Facilities like Canteen, Creche, Drinking Water, Toilets, First Aid, Safety facilities etc. The study also Non Statutory i.e Voluntary Welfare Facilities like Transportation Facilities, Housing Facilities, Co-Operative Societies, Holiday Homes, Club Facilities etc. Both Intra Mural Welfare Facilities and Extra Mural Welfare Facilities have also been covered in the study.

Objectives of the Study:

1. To understand the concept of Labour Welfare and Social Security
2. To analyse in detail the various Labour Welfare facilities being provided to Employees and Workers at Suprajit Automotive Pvt Ltd
3. To study in detail the needs of the Employees and Workers regarding Welfare and Social Security facilities
4. To study the satisfaction level of Employees and Workers regarding the various Labour Welfare facilities being provided by the Company.
5. To offer suggestions based on the findings of the study so as to make the Employee Welfare facilities more effective in the Organisation

III. Research Methodology:

The sample size is 100 Employees and Workers. Respondents have been selected using Simple Random Sampling. It is ensured that all Departments and Levels of Management are covered while drawing the Sample of 100 respondents thus making the Sample a truly Representative Sample.

Both Primary data and Secondary data has been used in the study

Primary data has been collected by administering a Structured Questionnaire to the respondents

Secondary data has been collected through various Journals, Text Books, Website of the Company, Reports etc Data collected has been analysed by the use of Percentages, Tabulation and other similar Statistical Techniques

IV. Major Findings Of The Study:

Personal Details

1. 80 percent of the respondents are Male and 20 percent are Female. Since the Company is a Manufacturing Organisation, majority of the respondents are Male
2. 14 percent of the Respondents are in the age group of 18-24, 29 percent in the age group of 25-35, 26 percent are in the age group of 36-45 and 31 percent are more than 46 years old.
3. 17 percent of the respondents have passed SSLC, 13 percent have passed PUC, 20 percent hold a Diploma, 26 percent have a Degree and 24 percent hold a Post Graduate/Professional Degree
4. 10 percent of the respondents have a work experience of less than 5 years, 24 percent have a work experience of 5-10 years, 18 percent have a work experience of 11-15 years, 22 percent have a work experience of 16-20 years and 26 percent of the respondents have a work experience of more than 20 years.

Canteen Facilities:

1. All the Employees have stated that they are being provided with Canteen Facility
2. 72 percent of the respondents are satisfied with the price charged by the Management for the Food served in the Canteen
3. 82 percent of the respondents have expressed satisfaction regarding the quantity of the Food provided in the Canteen
4. 64 percent of the respondents have stated that the Quality of the Food in the Canteen needs improvement. They have stated that more healthy food is required
5. 74 percent of the respondents are satisfied with the Seating arrangements, Space, Service and Ventilation in the Canteen
6. 66 percent of the respondents have stated that the Food served in the Canteen only has a average effect on their health and productivity
7. 62 percent of the respondents have stated that Hygiene should be improved in the Canteen
8. 84 percent of the respondents have stated that there has not been any incidents when Food served in the Canteen had resulted in health disorder for the employees
9. 66 percent of the respondents have stated that more variety is needed in the Menu at the Canteen
10. 82 percent of the respondents have stated that there is no disparity in Canteen facilities between Higher level employees and Lower level employees

Medical Facilities:

1. All the respondents have stated that there is neither a Part time Doctor or a Full time Doctor in the Factory Premises
2. All the respondents have stated that there is no Ambulance parked in the Factory Premises to deal with Medical problems and Emergencies of Employees and Workers
3. All the Employees have stated that the Company has a provision of regular Medical Check up of Employees once in a year
4. All higher level employees are getting Medclaim Insurance facility and lower level employees are getting ESI facility. However the higher level employees have stated that Medclaim Facility needs improvement
5. All Employees have stated that providing good Medical facilities will improve the Employees Productivity

Safety Facilities:

1. All the Employees/Workers working in the Production Department stated that they are being provided with the necessary Safety/Protective Equipment
2. Around 52 percent of the respondents have stated that they are only moderately aware of the Company's Safety Measures/Policies as required by the Factories Act
3. 54 percent of the respondents have stated that Safety training programmes should be conducted more often
4. All respondents have stated that Accidents are being properly investigated and preventive measures taken by the company
5. All Employees/Workers have stated that Safety Instructions and Slogans are properly displayed at important and critical points in the Factory
6. All Employees and Workers have agreed that providing good Safety facilities will help to improve Health and Productivity of Employees and Workers
7. Since the total number of Employee/Workers in the Company is less than 1,000 the Company has not appointed a Safety Officer

Other Welfare Facilities:

1. 84 percent of the Respondents have expressed satisfaction regarding Sitting Facilities, Drinking Water Facilities, Toilets, Cleanliness, Hygiene & Sanitation and Ventilation, Temperature and Lighting
2. 62 percent of the respondents have stated that improvement is needed in the areas of Washing Facilities, Storing & Drying Facilities for Clothes, Spittoons and Rest Rooms
3. 82 percent of the respondents have expressed satisfaction regarding Disposal of Wastes & Effluents, Prevention of Dust, Fumes & Smoke, Prevention of Overcrowding, Maintenance of Factory & Office Building, First Aid Facilities, Employment of Young Persons, and Working Conditions & Environment
4. 58 percent of the respondents have stated that improvement is needed in the areas of Over Time, Company Loans & Advances, Library/Reading Room, Sports & Recreation, Flexitime and Creches.
5. 84 percent of the respondents have expressed satisfaction regarding Leave Facilities, Grievance Handling & Harassment Handling Procedure, Work Timings, Work Load and Job Security
6. 82 percent of the Employees have expressed satisfaction regarding the Transportation facilities provided by the Company. However, Transportation is being provided only to Staff and not to Workers
7. 56 percent of the respondents have stated that Educational, Training and Development programmes should be conducted more often
8. 72 percent of the respondents have expressed dissatisfaction regarding the service rendered by the Labour Welfare Officer and they have stated that the Welfare Officer rarely meets them to enquire about their problems and needs with respect to Welfare Amenities
9. 68 percent of the respondents have stated that they are only moderately aware of provisions relating to Canteen, Medical, Safety and other Welfare Facilities in the Factory
10. There is no Trade Union in the Factory
11. Majority of the respondents have stated that Inspectors from Factory Inspectorates are not meeting them during their Inspection visit to the Factory
12. 74 percent of the respondents have stated that there is no structured Feedback Mechanism in the Factory to obtain the satisfaction level and needs of Employees and Workers with respect to various Labour Welfare Amenities.
13. All Employees and Workers have agreed that providing Good Welfare Facilities will help a Organisation to Face challenges and Competition and also result in Job Satisfaction and improved Motivation and Morale among Employees and Workers
14. All Employees and Workers have also agreed that providing good Labour Welfare Facilities will help to retain existing employees, reduce Labour Turnover and Absenteeism and also improve the Company's Image and Goodwill.

V. Suggestions:

Canteen Facilities:

1. 64 percent of the respondents have expressed dissatisfaction regarding the quality of Food in the Canteen. They have also stated that more healthy Food is required. 66 percent of the respondents have stated that Food served in the Canteen has only a average effect on their health and productivity. The Company should take steps to provide good quality food which is rich in nutritional content to all the Employees and Workers. Food being served in the Canteen should be checked by a Nutritional expert. This will ensure better quality and healthy Food which will have a positive impact on the health and productivity of all Employees and Workers.
2. 62 percent of the respondents have stated that improvement is needed with respect to Hygiene in the Canteen. Mechanised floor cleaning machines and dish washing machines can be used to improve hygiene in the Canteen. It should be ensured that all persons serving food in the Canteen are compulsorily wearing Caps and Gloves. These steps will help improve Hygiene in the Canteen
3. 66 percent of the respondents have stated that more variety is needed in the Menu served in the Canteen. The Management should take steps to introduce more number of dishes in the Canteen with the Menu being changed on a daily basis. Once in a week a special dish can be served along with fruit salad and ice cream. This will help to remove the monotony in the Menu served in the canteen.

Medical Facilities:

1. All respondents have stated that there is neither a full time nor a part time Doctor in the Factory. The Company should immediately take steps to appoint atleast one full time Doctor and one part time Doctor to deal with medical problems as well as medical emergencies at the factory.
2. All respondents have stated that there is no Ambulance facility in the Factory. The Management should immediately procure a Ambulance and ensure that the Ambulance is always parked in the Factory to deal with medical problems and emergencies of Employees and Workers

3. The Company is providing ESI facility to lower level staff and Mediclaim Insurance facility to higher level staff. The higher level employees have stated that Mediclaim facility needs improvement. The Management can take steps to enhance the Sum Assured and cover more number of diseases as well as hi-tech hospitals in the Medical Insurance policy.

Safety Facilites:

1. 52 percent of the respondents have stated that they are only moderately aware of the Company's Safety Measures/Policies as required by the Factories Act. The Company should take steps to conduct safety awareness programs periodically so that all employees and workers become aware of the Safety provisions in the Factory
2. 54 percent of the respondents have stated that Safety training programs should be conducted more often. The Management should take steps to conduct Safety training programs more often so that the employees specially those working in the Production department will become aware of the latest safety techniques in the Industry
3. It is suggested that a Safety Suggestion Scheme be introduced in the Factory. The top three suggestions can be awarded in the form of a Prize. This will not only motivate the Employees and Workers but also create a safe environment in the Factory.
4. The Factories Act makes it compulsory for all Factories employing more than 1000 Employees and Workers to appoint a Safety Officer. Since the number of Employees and Workers in the Factory is less than 1000 the Company has not appointed a Safety Officer in the Factory. Even though it is not compulsory, it would be advisable for the Company to appoint a Safety Officer to ensure a totally safe environment in the Factory.

Other Welfare Facilities:

1. 62 percent of the respondents have stated that improvement is needed in the areas of Washing Facilities, Storing and Drying Facilities for Clothes, Spittoons and Rest Rooms. The Management can take steps to improve these facilities which will help to enhance Hygiene and Cleanliness in the Factory Premises and also help the Employees and Workers to take a well deserved rest after long hours of work.
2. 58 percent of the respondents have stated that improvement is needed in the areas of Over Time, Company Loans & Advances, Library/Reading Rooms, Sports & Recreation, Flexitime and Creches. The Management should take steps to improve the provisions regarding these facilities which will increase the Job Satisfaction and Motivation of all Employees and Workers.
3. Majority of the respondents have expressed satisfaction regarding Transportation facilities provided by the Company. However, Transportation is being provided only to Executives and Staff and not for Workers. This discrimination should be stopped and Transportation facilities should be provided to Workers also.
4. 56 percent of the respondents have stated that Educational, Training and Development Programmes should be conducted more often. Apart from conducting these programmes more often the Management should also sponsor Employees and Workers to participate in various Seminars, Conferences, Workshops etc so that the Employees and Workers can keep in touch with the latest developments in their respective field.
5. 72 percent of the respondents have expressed dissatisfaction regarding the services rendered by the Labour Welfare Officer and they have stated that the Welfare Officer rarely meets them to enquire about their problems. The Labour Welfare Officer should sincerely carry out all the duties as prescribed by the Factories Act. The Welfare Officer should regularly meet the Employees and Workers and enquire about their problems and needs with respect to various Welfare facilities.
6. 68 percent of the respondents have stated that they are only moderately aware of provisions relating to Canteen, Medical, Safety and other Welfare facilities. The Management should conduct awareness programs periodically to increase the awareness of Employees and Workers regarding the provisions relating to various Welfare facilities. The Supervisors and Managers should educate the Employees and Workers regarding various Welfare and Social Security provisions.
7. There is no Trade Union in the Factory. It is suggested that the Management should encourage starting of a Trade Union. The Trade Union can maintain cordial relations with the Management and work for the prosperity of the Workers in the Factory
8. The Company belongs to the Small/Medium Sized category. So it does not provide Housing Facilities, Co-Operative Society and Credit Co-Operative Society. It is suggested that the Company start providing these facilities atleast on a small or medium sized basis which will be of great help to the Employees and Workers
9. It is also suggested that the Company should provide Educational facilities and Scholarship to the Children of Employees and Workers so that the students can progress in the academic field

10. Majority of the respondents have stated that the Inspectors from the Factory Inspectorates do not meet them during their Factory Inspection. The Inspectors should meet Employees and Workers during their Factory visit and enquire about their problems and needs and communicate the same to the Management
11. 74 percent of the respondents have stated that there is no structured Feedback Mechanism in the company to obtain the satisfaction level of Employees and Workers regarding various Welfare and Social Security benefits being provided by the Company. A Structured Feedback Mechanism should be introduced which will help the Management to know the satisfaction level and also the problems and needs of the Employees and Workers regarding various Welfare Facilities.

VI. Conclusion:

A study on Labour Welfare and Social Security is an effort to be perfect in the art of managing people and in these days the most important management is the People's Management. Welfare schemes should be regarded as a wise investment which should and usually does bring a profitable return in the form of greater efficiency and productivity. The Planning Commission had realised the importance of Labour Welfare when it observed that in order to get the best out of a worker in the context of production, the working conditions requires to be improved from time to time. Therefore, businesses are now compelled to embrace the new era of Human Capital, shifting from HR functioning as a transactional partner primarily focused on administrative tasks like pay roll to HR becoming a crucial element of Corporate Decision Making. A comprehensive study has been conducted on Labour Welfare and Social Security at Suprajit Automotive Pvt Ltd a 100 percent export oriented Subsidiary of Suprajit Engineering Ltd which specialises in the large scale manufacture of Cables and other related automotive products for two wheelers and four wheelers with its factory located in Bengaluru Rural District. The study has revealed that the company is providing good Welfare and Social Security amenities to its Employees and Workers. There are a few areas where the respondents have expressed dissatisfaction and partial satisfaction. If the suggestions given in the study are properly analysed and implemented, it will go a long way in increasing the effectiveness of Welfare facilities in the Company resulting in enhanced Quality of Work Life, Job Satisfaction, Motivation and Productivity among the Employees and Workers.

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