SYNOPSISS

“**SAFETY AND WELFARE MEASURES OF EMPLOYEE DHl’’**

Synopsis submitted in partial fulfillment of the requirements for

The award of the Degree of

Master of Business Administration of

Bengaluru Central University



By

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Reg.No.MB185219

Under the guidance of

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Assistant professor



RJS INSTITUTE OF MANAGEMENT STUDIES

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Batch-2018-2020

1. **TITLE OF THE STUDY**

**A STUDY ON** **SAFETY AND WELFARE MEASURES OF EMPLOYEES DHL .**

**2.NEED FOR THE STUDY**

Safety and Welfare is the main concern for the employees every industry. Its focus is on employee safety and it can provide for higher morale and productivity in the workplace. This is due to the perception that the industry truly cares about the health and well-being of its employees, thus creating a sense of pride for the industry.

Increased productivity as it correlates to safety and morale is a difficult metric to measure, but thinking organizations realize that it does exist and can therefore justify the costs of their safety programs as compared to the productivity benefits that they provide. In contrast to measuring productivity as it relates to safety, the indirect costs of employee injuries are much more measurable.

**3. STATEMENT OF THE PROBLEM:**

The sustainability of any organization mainly depends on human resources. It is proposed to study “On Safety and Welfare measures of Employees” because maintaining the human resources in presence scenario is a challenging task with various changes. There is a cut throat competition among the trucks industries retaining the employees as well as executives are high. So welfare and safety benefits are needed to satisfy the employees and thereby increasing morale and healthy environment in the organization.

Hence this project is an attempt to know employees satisfaction regarding safety and welfare measures provided at the organization.

**4. OBJECTIVES OF THE PROBLEM**

* The main objective of the study is to understand the company in terms of employee welfare programmers.
* To know how far the company has been successful in satisfying the employees.
* To find employees expectation and the satisfaction level.
* TO know the safety equipment by the management.
* To find out employees preference regarding welfare measures which they like to have in future.
* To identify the various welfare measures provided to the employees.

**5. SAMPLE SIZE**

Random sampling is one of the simplest forms of collecting data from the total population. Under random sampling, each member of the subset carries an equal opportunity of being chosen as a part of the sampling process.

Sampling method – Random sampling technique is followed.

Size of the sample - 50 respondent

**6. SOURCES OF DATA**

There are two types of sources of data collection ❖

**1.Primary data** . Primary data is the data which is collected for the first time and which is original in nature and it is collected primarily with primary source and which fetches greater originality. From different primary data collection includes survey, observation, letters, and diary entries raw data, artifacts, and photographs etc. data will be collected using structure questionnaire it will consist of questions both specific and general questions which is multiple choice questions

**2.Secondary data This** refers to the data that is collected by secondary sources. It refers to the data which is collected by other than the user. Secondary data includes the data which is in existence and in use and directly applied for this study. Secondary data is collected through journals, books, websites, and magazines.

**7. TOOLS DATA COLLECTION**

**Primary data**

Questionnaire, Observation, Discussions, Personal interview

**Secondary data**

Company Brochures, websites, company Publication, Magazines, Newspapers, earlier project reports and related books.

**8 .PLAN OF ANALYSIS**

The data was collected from 50 respondents who are working at DHL. A lot of Questionnaires were right off the bat issued to 50 respondents so as to know whether the set destinations of the examination are satisfied, at that point later the confirmed surveys were issued to respondents and in this manner investigation made depends on that viewpoint. Investigation goes about as the reason for end, proposals and suggestions, for the issue worked out amid the exploration think about.

Appendix

Registration Form

Name of the Student with Reg .No : DEEPANJALI T.K ( MB185219)

Name of the Organization : DHL

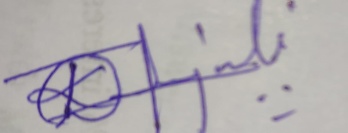
Name and details of Co Guide in the Organization

Proposed dissertation area: HR

Proposed dissertation topic: A study on SAFETY AND WELFARE MEASURES OF EMPLOYEES DHL .

Changes incorporated as per Review:

Student’s Signature

: 

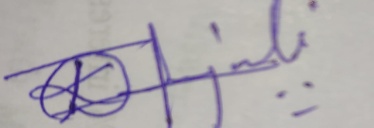
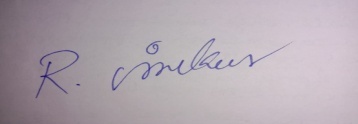
APPENDIX 2

**MBA Dissertation**

**PROGRESS REPORT**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Particulars** |  |
| 1 | Name of the Student | DEEPANJALI T,K |
| 2 | Registration Number | MB185219 |
| 3 | Name of College Guide | VAJRESH |
| 4 | Name and contact no of the Co- Guide/External Guide (Corporate) |  |
| 5 | Title of the Dissertation | : A study on SAFETY AND WELFARE MEASURES OF EMPLOYEES DHL . |
| 6 | Brief note on Introduction of the Topic ( 100 words) | The study of various safety and welfare measures brings in to light about the present measures adopted by the company.  The improvement in working condition are suggested to improve effectiveness of the employee safety and welfares measures like canteen facility, drinking water, spittoons, rest rooms and housing facilities which in turn would build the morale and increase the productivity of the employees .  Therefore safety and welfare measures are important to any organization and it helps in improving recruitment, it improves moral & loyalty of workers.. |
| 7 | Progress report : A brief note reflecting ,Number of meeting with Guides, places visited, libraries visited, books referred, meeting with persons, activities taken up, preparations done for collection and analysis of data etc.,) | Visited college library had contact with the guide through mobile books referred for the study such as S safety and welfare measure .  HRM and organizational behavior collected information for analysis of data with the employees through telephone . |

Date:

Signature of the Candidate Signature of the College guide d 

**CHAPTER-1**

**INTRODUCTION**

**INDUSTRY PROFILE**

Employee is considered as an important asset for organizations. Thus it becomes important that every area related with the employees right since their recruitment to resignation is equally taken care of by the management.

This study attempts to focus and analyze various employee welfare and safety measures provided at DHL and to ascertain if they are being implemented effectively. Welfare and safety measures pave a way both for satisfaction and motivation among employees. Thus it’s important to implement proper security and welfare measures in the organization for ultimate satisfaction of employees.

For the purpose of study a structured questionnaire was given to the employees.

* It is observed that the welfare and safety measures are being implemented effectively.
* It is improving the motivation levels and also relationship between employee and employer.
* The safety measures are being implemented effectively in the factory area and especially while working with machines.
* Welfare measures also provide build-up stable employee force and promotes better working environment. The employees prefer to have few additions in the list of welfare measures provided by the organization.

**THEORETICAL BACKGROUND OF THE STUDY**

Employee Welfare defines as “efforts to make life worth living for workmen”. These efforts have their origin either in some statue formed by the state or in some local custom or in collective agreement or in the employer’s own initiative.

* To give expression to philanthropic and paternalistic feelings.
* To win over employee’s loyalty and increase their morale.
* To combat trade unionism and socialist ideas.
* To build up stable labour force, to reduce labour turnover and absenteeism.
* To develop efficiency and productivity among workers.
* To save oneself from heavy taxes on surplus profits.
* To earn goodwill and enhance public image.
* To reduce the threat of further government intervention.
* To make recruitment more effective (because these benefits add to job appeal)

Development of human resources is essential for any organization that would like to be dynamic and growth oriented.

* It is widely recognized that workers constitute a major source in any organization. If the organizational efforts are directed to develop this resource to unleash the latent potential in them, the organization will bloom with energy.
* It is on the count that the labour welfare becomes highly relevant. According to a report of ILO, labour welfare can be understood as meaning such services, facilities and amenities which may be establish in or in the vicinity of an undertaking to enable the persons to employee in it to perform their work in healthy congenial, surroundings and provided with amenities conducive to good health and morale. We can identify various objectives for having labour welfare programs.
* It would be partly humanitarian to enable the workers to enjoy a full and richer life and partly economic to improve their efficiency through labour welfare programs. From the worker’s point of view, labour welfare measures are very important because modern day worker is constantly exposed to tremendous amount of physical and mental stress and accidents of various kinds. No amount of wages can compensate him adequately. He needs an added stimulus and support to meet his requirements and maintain himself and his family. So, labour welfare measures have become an integral part of industrial organization in almost all the countries. These measures create a sense of belonging and adequacy in the minds of workers, which benefit the organization in the long run.

**2.3IMPORTANCE OF THE TOPIC**

The Significance of welfare measure was accepted in 1931, when the Royal Commission on Labour Started: The Benet are of great importance to the worker. The schemes of labour welfare would bring a portable return in the form of greater Efficiency. The working environment in an organization affects the health of employees because of excessive heat or cold, noise, fumes, dust and lack of sanitation and pure air. Such oppressive conditions create health problems for employees. Preventive steps aimed at improving a lot of employees.

A second reason in favor of welfare work is called the “ Social invasion of the Organization’. Workers face lots of problems when they take up the Job. The congested environs, noisy machines, slum areas, monotonous jobs impact the psyche of realities who come to cities in search of jobs. To escape from such trying conditions, the worker absents himself, becomes irregular and shows signs of indiscipline. Such changes- known as the social invasion of the company – workers begin to enjoy a fuller and richer life when they call for extra inducements in the workplace in addition to salaries.

Labor Investigation Committee point out thus.” The provision of canteens improves the physique; entertainment reduces the incidence of vices; medical aid maternity and child welfare services improve the health of the workers, this brings down the rates of general, maternal and infantile mortality; and educational facilities increase their mental efficiency and economic productivity.

**2.4 NEED TO STUDY THE TOPIC**

Safety and Welfare is the main concern for the employees in an organization. Minor neglects may also cause irreversible hazards. Hence, the malfunctions in day to day activities should be checked in every function.

An environment should be created such that the employees work fearlessly, focusing on their work rather than safety issues. Welfare measures should be adopted by the organizations in a way to take utmost care of the employee and its family, in case anything happens. Organization should make an attempt to make its associates aware of all the related issues. This in turn will improve the employee productivity and efficiency.

Organizational focus on employee safety can provide for higher morale and productivity in the workplace. This is due to the perception that the company truly cares about the health and wellbeing of its employees, thus creating a sense of pride for the organization. Increased productivity as it correlates to safety and morale is a difficult metric to measure, but forward-thinking organizations realize that it does exist and can therefore justify the costs of their safety programs as compared to the productivity benefits that they provide. In contrast to measuring productivity as it relates to safety, the indirect costs of employee injuries are much more measurable.

For example, a death or severe injury on the job site can shut down a project for extended periods of time while it is under investigation, and lost time equals lost money. Additionally, there is the cost of lost productivity of the affected employee, increased insurance premiums, cost of replacing the injured worker, cost of training the new worker and potential fines.

These costs can be so severe that they may make it difficult to run a profitable organization. The above mentioned points stand as motivation factors to undertake the present study.

**CHAPTER-2**

**REIVEW OF LITERATURE AND RESEARCH DESIGN**

**2.1REVIEW OF LITERATURE & DESIGN OF THE STUDY**

|  |  |
| --- | --- |
| **INTRODUCTION** | |
|  | |
| Work is a necessary piece of our regular daily existence, as it is our vocation or profession or business. On a normal we go through around twelve hours day by day in the work put, that is 33% of our whole life; it influences the general nature of our life. It should yield work fulfillment, give true serenity, a satisfaction of having completed an assignment, as it is normal, with no defect and having invested the energy productively, valuably and deliberately. Regardless of whether it is a little advance towards our lifetime objective, by the day's end it gives fulfillment and energy to anticipate the following day.  Place each work with regards to its commitment to the comprehension of the subject under audit  **Purpose:**   1. Describe the relationship of each work to others under consideration 2. Identify new ways to interpret, and shed light on any gaps in, previous research 3. Resolve conflicts amongst seemingly constrictor previous studies 4. Identify areas of prior scholarship to prevent duplications of efforts 5. Point the way forward for further research |  |

**2.2.1REVIEW LITERATURE:**

* Kenji IWASAKI (2006) in his International review, Late during the 1970s, genuine social worry over medical issues because of long working hours has emerged in Japan. This report quickly condenses the Japanese conditions about long working hours and what the Government has accomplished up until now. The national insights demonstrate that in excess of 6 million individuals worked for 60 h or more for every week amid years 2000 and 2004.
* Roughly three hundred instances of mind and heart sicknesses were perceived as work mishaps coming about because of exhaust (Karoshi) by the Ministry of Health, Labor and Welfare (MHLW) somewhere in the range of 2002 and 2005.
* Subsequently, the MHLW has been attempting to build up a progressively fitting remuneration framework for Karoshi, and in addition preventive measures for exhaust related medical issues. In 2001, the MHLW set the principles for obviously perceiving Karoshi relationship with the measure of extra time working hours. These benchmarks depended on the aftereffects of a writing survey and medicinal examinations showing a connection among exhaust and cerebrum and heart sicknesses. In 2002, the MHLW propelled the program for the anticipation of wellbeing impedance because of exhaust, also, in 2005 the wellbeing direction through a meeting by a specialist for exhausted laborers has been sanctioned as law.
* Long working hours are disputable issues in view of contentions between wellbeing, security, work-life parity, and efficiency. Clearly we have to proceed with research in regards to the effect on specialist wellbeing and the administration of long working hours.
* Zahra, Dow (1980) in his article A 40-thing proportion of hierarchical atmosphere for wellbeing was developed and approved in a stratified example of 20 specialists from every one of 20 mechanical associations in Israel.
* This proportion of atmosphere mirrors workers' recognitions about the general significance of safe direct in their word related conduct. It can change from profoundly positive to an unbiased dimension, and its normal dimension mirrors the security atmosphere in a given organization. It is appeared there was an assertion among Ss' recognitions in regards to wellbeing atmosphere in their organization and that the dimension of this atmosphere was associated with security program adequacy as made a decision by wellbeing Monitors.
* The 2 measurements of most noteworthy significance in deciding the dimension of this atmosphere were Ss' impression of the board mentalities about security and their very own observations in regards to the pertinence of wellbeing as a rule generation forms. It is suggested that authoritative atmosphere, when operational zed and approved as exhibited in this article, can fill in as a valuable instrument in understanding word related conduct. (25 ref) (PsycINFO Database Record (c) 2012 APA, all rights held) Martin Hingley, (2003) in his Journal The European sustenance area has been hit by various genuine purchaser frightens over the previous decades. Frequently, the concerned organizations have neglected to give proper and prompt data to customers.
* This article talks about the measures that one sustenance organization – Tesco – has taken. Its methodology manages setting up successful rules for dealing with its associations with meat providers. These rules make it workable for Tesco to educate buyers suitably and promptly about genuine nourishment alarms and to address purchasers' worries over creature welfare and natural issues. The article additionally portrays how the meat provider Tesco connections are being assessed utilizing the alleged key execution marker process.
* Explicit activities incorporate diverse creature, feeds and meds arrangements, and additionally meat confirmation plots; these approaches and plans have been actualized by both Tesco and the meat providers.
* The advantages of Tesco's way to deal with its providers and customers are considered and incorporate the capacity to convey higher esteem items.
* The article proposes various roads for future research. DrNicoDragano (2010) in his exploration Backgrounf ongoing investigations investigated relationship of welfare state routines with populace wellbeing, with specific enthusiasm for contrasts between social assurance situated censuses progressively liberal routines. Little is thought about such relationship with work – related wellbeing. The points of this commitment are, to think about varieties of nature of work as per sort of welfare routine and to examine contrasts in the extent of impacts of nature of work on specialist's wellbeing as per kind of welfare routine.
* Strategies The creators utilize cross-sectional and longitudinal information from two investigations ('Survey of Health, Aging and Retirement in Europe' and the 'English Longitudinal Study on Aging') with 9917 utilized people (matured 50 to 64) in 12 European nations. Psychosocial nature of work is estimated by low control and effort– compensate lopsidedness at work. Burdensome manifestations are presented as a wellbeing marker.
* Direct staggered models and calculated relapse examinations are performed to test the theories. Notwithstanding the welfare routine typology, the creators present work arrangement and economy-related full scale pointers. Results Between-nation varieties in nature of work are generally clarified by large scale markers and welfare routines, with poorer nature of work in nations with less accentuation on more seasoned specialists' security.
* In addition, in the Liberal and Southern welfare routine, impacts of nature of work on burdensome side effects are moderately most grounded (balanced ORs differing from 1.45 to 2.64). end Active work approaches and dependable social insurance measures (eg, Scandinavian welfare routine) apply advantageous impacts on the wellbeing and prosperity of more seasoned laborers. More accentuation on enhancing nature of work among this gathering is justified.

* Gumbus, A. what's more, Lussier, R. N. (2006) in their Journal, Organizational culture is an idea regularly used to portray shared corporate qualities that effect and impact individuals' dispositions and practices. Security culture is a sub-feature of authoritative culture, which is thought to influence individuals' demeanors and conduct in connection to an association's progressing wellbeing and security Occupied Performance.
* Howzez, the bunch of meanings of 'hierarchical culture' and security culture that possess large amounts of both the administration and wellbeing writing recommends that the idea of nests-explicit societies isn't obvious. Putting such 'culture' develops into an objective setting worldview seems to give more prominent clearness than has until now been the situation. In addition, up 'til now there is no generally acknowledged model with which to define testable theories that consider forerunners, behavior(s) and consequence(s).
* A complementary model of security culture drawn from Social Cognitive Theory (Bandura, 1986 Social Foundation of Thought and Action: A Social Psychological Theory. Prentice Hal , Englewood Clifs NJ.) is offered to give both a hypothetical and handy structure with which to gauge and analyze safety culture. Suggestions for future research to build up the model's utility and legitimacy are tended to.

**RESEARCH DESIGN**

**2.3Statement of the problem:**

The sustainability of any organization mainly depends on human resources. It is proposed to study “On Safety and Welfare measures of Employees” because maintaining the human resources in presence scenario is a challenging task with various changes. There is a cut throat competition among the trucks industries retaining the employees as well as executives are high. So welfare and safety benefits are needed to satisfy the employees and thereby increasing morale and healthy environment in the organization.

Hence this project is an attempt to know employees satisfaction regarding safety and welfare measures provided at the organization.

**2.4 Scope Of the study**

* The present study has been undertaken to find out the effectiveness of employee safety and welfare measures.
* To find out the practical difficulties involved in safety welfare measures that can be evaluated through this study.
* The study can be used to bring out the solution for the problem faced by the employees availing the welfare measures.
* Through the study, companies would be able to know the satisfaction level of employees on welfare measures.

**2.5 Objectives of the study**

* The main objective of the study is to understand the company in terms of employee welfare programmers.
* To know how far the company has been successful in satisfying the employees.
* To find employees expectation and the satisfaction level.
* To know the safety equipment by the management.
* To find out employees preference regarding welfare measures which they like to have in future.
* To identify the various welfare measures provided to the employees.

**2.6HYPOTHESES**

**2.7Sampling**

Size of the sample - 50 respondents

Sampling method – Random sampling technique is followed.

**2.7Tools of data collection**

**Primary data**

Questionnaire, Observation, Discussions, Personal interview

**Secondary data**

Company Brochures, websites, company Publication, Magazines, Newspapers, earlier project reports and related books.

**2.8 Data analysis**

The data was collected from 50 respondents who are working at DHL. A lot of Questionnaires were right off the bat issued to 50 respondents so as to know whether the set destinations of the examination are satisfied, at that point later the confirmed surveys were issued to respondents and in this manner investigation made depends on that viewpoint.

Investigation goes about as the reason for end, proposals and suggestions, for the issue worked out amid the exploration think about.

**3.10Limitation of the study**

* A sample size of 50 respondents was chosen on a sample random basis.
* The sample size is limited
* The information & literature given by the companies are the source of the study.
* The data collected from the field as significance only in the present situation.
* The study has been made by them observing the function of the DHL
* The data collected from the field has significance only in the present situation.

**CHAPTER-3**

**PROFILE OF THE SELECTED ORGANISATION AND RESPONDENTS**

**PROFILE OF THE SELECTED ORGANISATION AND RESPONDENTS**

**1.1PR0FILE OF THE COMPANY**

INTRODUCTION

DHL Supply Chain is a division of Deutsche Post DHL and is associated with DHL Express. Headquartered in Bonn, Deutsche Post has 510,000 representatives. In the Supply Chain business, DHL gives contract coordination’s arrangements along the whole production network for clients from a wide assortment of parts.

In 2016, DHL Supply Chain was basically contending in key Life Sciences and Healthcare, Automotive and Technology areas of the market. The Automotive division, with its Lead Logistics Provider (LLP) benefit, has been moving to China, India and Mexico as those nations end up huge vehicle and parts producers. In Canadian and USA markets DHL Supply Chain worked under the name Exel until January 2016.

In 2016, the DHL Supply Chain division's income diminished by 11.6% to €14.0 billion versus 2015, yet working benefit enhanced by 27.4% to €572 million.

**VISION**: the logistics company for the world,

Organization logic has constantly centered around consumer loyalty with uncompromising honesty. DHL carries items and administrations with the best esteem and quality in the market. To live up to our client desires, we guarantee that our salesmen and client benefit agents produce energy and react with additional endeavors in tending to our clients' needs.

Our kin are prepared to be transparent with you. We are continually searching for new and better approaches to enhance our business associations with our proceeded with progress and diligent work, our vision has moved toward becoming reality.

**MISSION:**

To excellence simply delivered is our guiding light.

**TIMELINE**

**ISO 9001: 2000**

**ISO Certificate Registration No. 99 100 03125**

**JOURNEY (MILE STONE):**

**2009:**

Even in the period of recession DHL had a good growth of 30%

DHL has a plan to start 2 new more units.

**2008:** Concentrated more on tie-ups for Marketing High ranges in India

* M/s.YALE- USA for Ware housing equipments
* M/s.AIRO- ITALY for Aerial Platforms
* M/s.PYROBAN- NETHERLAND for Explosion protection system
* M/s.FAC- ITALY for special trucks
* M/s.Magaziner -Germany for order pickers

**2007:** Achieved 65% growth and became leading Manufacturer in India for material handling equipments

**2006:** Expanded Sales and service network to 8 more states in India

**2005:** Achieved good market share

**2004:** Launched in to racking systems tie-up with M/s.Divakaran Storage solutions and M/s.Donracks

**2003:** Started another unit for production activities. DHL started operating unit – 2 and DHL got widest range of products dhl Plants acquires ISO 9001 – 2000 Certification

**2002:** Expanded and covered 12 states

**2001:** The Company’s trade is once again changed from DHL

**2000:** Launched additional four projects

**1999:** Expanded activities to Gujarat, Kerala and Andhra Pradesh.

**1998:**DHL new plant is completed and the Company’s trade is changed from DHLENGINEERS to DHLENGINEERS Co., in line with the introduction of battery Stackers

**1997:** Expanded sales and services activities to Tamil Nadu and Maharashtra.

**1996:** Launched Semi-Electric Stackers.

**1994:** Launched Stackers.

**1992:** DHL Started Production of Pallet Truck.

**1991:** DHL Engineers is established.

**POLICY**

DHL SUPPLY CHAIN MANAGEMENT is committed to sell safest and the most efficient material handling equipments, by continually improving on the product, resources and technical capabilities: also shall look forward to providing undeterred after sales services.

**Range of Products:**

* [Hydraulic Hand Pallet Trucks](http://www.pumalift.net/product01.html)
* [Manual Stackers](http://www.pumalift.net/product03.html)
* [Semi Electric Stackers](http://www.pumalift.net/product04.html)
* [Electric Stackers](http://www.pumalift.net/product06.html)
* [Electric Pallet Trucks](http://www.pumalift.net/product02.html)
* [Mini Fork Lifts](http://www.pumalift.net/product15.html)
* [Tow Tractors](http://www.pumalift.net/product16.html)
* [Electric Platform Trucks](http://www.pumalift.net/product07.html)
* +[Scissor Lift Tables](http://www.pumalift.net/product08.html)
* [Dock Levelers](http://www.pumalift.net/product09.html)
* [Order Pickers](http://www.pumalift.net/product10.html)
* [Goods Lift](http://www.pumalift.net/product14.html)
* [Floor Cranes](http://www.pumalift.net/product11.html)
* [Storage System](http://www.pumalift.net/product13.html)s

**New products:**

* Towing tractors
* Counter panel

**Product Profile:**

|  |  |
| --- | --- |
|  | **Electrical Platform Trucks - PBT – 5**  Model:PCS-10/12/14  Capacity :500 Kg Single  Platform :1230 X 810 mm |
|  | **Hydraulic Hand Pallet Truck - PEX - 25**  Model :PEX-25  Capacity :2500 Kg  Fork Size :1130 X 520/685 mm Maximum Height : 210 mm  Minimum Height :85 mm  Wheel :Nylon |
|  | **Hydraulic Hand Pallet Truck - PEX - 25- SS**   |  |  |  | | --- | --- | --- | | Model | : | PEX-25-SS | | Capacity | : | 2500 Kg | | Fork Size | : | 1130 X 520/685 mm | | Maximum Height | : | 210 mm | | Minimum Height | : | 85 mm | | Wheel | : | Polyurathane | |
|  | **Manual Stackers - PHS - 5- 8**  Model: PHS – 5/8  Capacity :500 /800 Kg  Fork Size :1150 X 560 mm  Maximum Height :1600/2000 mm Minimum Height :90 mm  Wheel :Nylon |
|  | **Electric Walkie Stackers - PCS - 10 -12- 14**   |  |  |  | | --- | --- | --- | | Model | : | PCS-10-12-14 | | Capacity | : | up to 1400 Kg | | Fork Size | : | 1150 X Adjustable | | Maximum Height | : | 3600 mm | | Minimum Height | : | 90 mm | | Wheel | : | Poly**urethane** | |
|  | **DOCK LEVELER - PHDL - H – Series**  Model: PHDL –III  Capacity :9000 Kg |
|  | **Floor Crane - PFC - 10**  Model : PFC - 10  Capacity :500/1000 Kg  Maximum Height :1600 mm  Minimum Height :500 mm |
|  | **Electric Pallet Trucks - PET - 16/25**   |  |  |  | | --- | --- | --- | | Model | : | PET - 16/25 | | Basic Capacity | : | 1600/2500 Kg | | Fork Size | : | 1150 X 560 mm | | Maximum Height | : | 200 mm | | Minimum Height | : | 90 mm | | Wheel | : | Nylon | |

**ORGANIZATIONAL STRUCTURE**

**Managing Director**

**Purchase Manager**

**General Manager Marketing**

**Purchase Manager**

**H.R Manager**

**Finance dept**

**Marketing dept**

**Purchase dept**

**Production dept**

**Personnel dept**

**Finance manager**

**Asst. manager**

**Asst. manager**

**Asst. manager**

**Asst. manager**

**Asst. manager**

**Accounts officer**

**Staff**

**Executives**

**Executives**

**R&D**

**Dept**

**Quality Control**

**Dealer Operations**

**Product Designer**

**Branch sales managers**

**Supervisor**

**Operators**

**Sales Executives**

**Service Management**

**Major customers of DHL logistics**

* Amara raja Batteries, Tirupathi
* Areva T&D Indian Ltd. Bangalore/Chennai
* Ashok Leyland ltd, Chennai
* M.T.R Foods limited, Bangalore
* Biocon Limited, Bangalore
* Coca-cola India Pvt Ltd, Pune
* Dauber pharma
* Mysore Paper Mills Ltd. Bangalore
* Max India Ltd, Punjab
* Eastern Groups of companies, Ernakulum
* FDC limited, Mumbai
* Mahindra & Mahindra Company, Bangalore
* S.K.F India ltd, Bangalore
* TVS Ltd, Maduri
* Kingfisher Ltd, Mumbai

**Competitors in DHL:**

* Maine Material Movement Pvt. Ltd.
* Marathi Handling
* Dilip Material Handling Equipment
* Elite Material Handling
* Acer Engineers Pvt Ltd
* Dock Lifts
* Adithya material Handling
* Josts
* Nilkiamal
* Patel Handling
* Furrow foundries
* Jaldoot

**1.2 COMPANY PROFILE:**

|  |  |  |
| --- | --- | --- |
| 1 | Name of the company | DHLSUPPLY CHAIN MANAGEMENT |
| 2 | Year of establishment | 2005 |
| 3 | Company registration No. | U29199KA2001PTCO29595 |
| 4 | Ownership pattern | PVT. LTD |
| 5 | Registered address | HSR layout sector-11  Bommanahalli CMC Bangalore-560102  Bangalore-562106 |
| 6 | Telephone No | 080-27834455 |
| 7 | Fax No. | 080-27836555 |
| 8 | Website | www.DHL logistics.net |
| 9 | Name of the directors | A. Prasad- Manager  A.P. Veena- Director |
| 10 | Branch offices in India | Pune, Chennai, Mumbai |

**Marketing branches of DHL:**

* Mumbai
* Chennai
* Coimbatore
* Pune
* Bangalore

**Staff:**

The strength of the staff members are 35

Bangalore Head Office: 20

Mumbai marketing office: 40

Pune marketing office: 20

Chennai marketing office: 60

Coimbatore marketing office: 30

**3.4SWOT ANALYSIS**

**STRENGTH OF DHL:**

1. DHL is having widest number of products in their range and covered all equipments in their range for warehousing.
2. The number of customer served by DHL is in 1000’s, so there is no dependency on particular customer or particular segment of industry.
3. Good infrastructure and excellent working condition.
4. Numerous customers.
5. Friendly relation among the department.
6. Diversification and innovation of the product.

**Weakness of DHL**:

1. Low production capacity compare to market potential.
2. Lake of resources like human and financial.

**Opportunities of DHL**:

The number of manufactures is less for this product worldwide and many traders want to get tie-up with the manufacture from India due to rice advantage of labour and product. And 250 to 300 equipments per month.

**Challenges of DHL:**

1. Importing equipments from Far East countries.
2. Trade and importing weak duties policies.

**COMPANY OBJECTIVES:**

* Introduce 3 new products to the market.
* Making 350 new customers.
* Adopt A.C technology to the equipments.
* Extend **sales** network to 4 states.

**CHAPTER-4**

**DATA ANALYSIS**

**4.1 DATA ANALYSIS**

**Table No 4.1Table showing employees’ opinion towards the safety and welfare policies of the company.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Excellent | 18 | 36 |
| Satisfactory | 12 | 24 |
| Good | 10 | 20 |
| Average | 10 | 20 |
| Total | 50 | 100 |

**Analysis** :It is analyzed that 36% of the employees felt that safety and welfare policies of the company is excellent, 24% of the employ felt that it is satisfactory,20% of the employees felt that it is good and 20% of the employees felt that it is average.

**Graph No 4.1 graph showing employees’ opinion towards the safety and welfare policies of the company.**

**Interpretation:** It is concluded from the above analysis, 36%of the employees said that a safety and welfare policy of the company is excellent.

**Table No 4.2: Table showing employees’ opinion towards safety and welfare measures provided by the company**

|  |  |  |
| --- | --- | --- |
| **Parameters** | **No. of respondents** | **Percentage (%)** |
| Fire extinguish | 15 | 30 |
| Emergency exit | 15 | 30 |
| Gloves | 10 | 20 |
| Masks | 10 | 20 |
| Total | 50 | 100 |

# **Analysis:** It is observed that 30% of the employees felt that they are provided with fire extinguisher, 30% of the employees felt that they are provided with emergency exit, 20% of the employees felt that they are provided with masks.

# **Graph No 4.2: graph showing employees’ opinion towards safety and welfare measures provided by the company**

# **Interpretation:** It is inferred from the above analysis 30% of the employees felt that they are provided with fire extinguisher.

# **Table No 4.3 Table showing whether safety training programs are attended by the employees.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 35 | 70 % |
| No | 15 | 30 % |
| Total | 50 | 100 % |

# **Analysis:** It is analyzed that 70% of the employees said that they have attended the safety training programs and 30% of the employees said that they have not attended the safety training programs.

# **Graph No 4.3 graph showing whether safety training programs are attended by the employees.**

# **Interpretation:** It is concluded from the above analysis 70% of the employees said that they have attended the safety training programs.

**Table No 4.4Table showing employees’ opinion towards effectiveness of the training program**.

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Highly effective | 10 | 20 |
| Effective | 20 | 60 |
| Ineffective | 10 | 20 |
| Highly in effective | 10 | 20 |
| Total | 50 | 100 |

**Analysis:** It is observed that 60% of the employees felt that training program was effective, 20% of the employees felt that it was ineffective and 20% of the employees said that it was highly ineffective.

**Graph No 4.4graph showing employees’ opinion towards effectiveness of the training program**.

**Interpretation:** It inferred from the above analysis 60% of the employees felt that the training program is effective.

**Table No.4.5 Table showing safety measures reducing the severity of the accidents**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 42 | 84 |
| No | 8 | 16 |
| Total | 50 | 100 |

**Analysis:** 84% of the respondents felt that the safety measures reduce the severity of the accidents16% of the respondents felt that the safety measures are not reducing the severity of the accidents.

**Graph No.4.5 graph showing safety measures reducing the severity of the accidents**

**Interpretation:** It inferred from the above analysis, 84% of the respondents felt that the safety measures reduce the severity of the accidents.

**Table No.4.6 Table showing whether the management is taking good care of their employees.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 47 | 94 |
| No | 3 | 6 |
| Total | 50 | 100 |

**Analysis:** 94% of the respondents felt that the management is taking good care of the employees and another 6% of them felt that management is not taking good care of the employees.

**Graph No.4.6 graph showing whether the management is taking good care of their employees.**

**Interpretation**: It is inferred from the above analysis, 94% of the respondents felt that the management is taking good care of the employees.

**Table No4.7 Table showing the employees’ satisfaction level towards the existing safety measures.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Highly satisfied | 38 | 76 |
| satisfied | 8 | 16 |
| Not satisfied | 4 | 8 |
| Total | 50 | 100 |

**Analysis:** From the above table, it is observed that 76% of the employees are highly satisfied towards the existing safety measures, 16% of the employees are satisfied towards the existing safety measures and 8% of the employees are not satisfied towards the existing safety measures.

**Graph No4.7 graph showing the employees’ satisfaction level towards the existing safety measures.**

**Interpretation:** From the above analysis, it is clear that 76% of the employees are highly satisfied towards the existing safety measures

**Table No.4.8 Table showing the employees’ level of satisfaction towards welfare facilities.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Transportation | 15 | 30 |
| Canteen | 10 | 20 |
| Sanitary | 15 | 30 |
| Dispensary | 10 | 20 |
| Total | 50 | 100 |

**Analysis:** It is analyzed that 30% of the employees felt that they are satisfied with the transportation facility,30% of the employees felt that they are satisfied with the sanitary 20% of the employees felt that they are satisfied with the canteen and 20% of the employees felt that they are satisfied with the dispensary.

**Graph No.4.8 graph showing the employees’ level of satisfaction towards welfare facilities.**

**Interpretation:** it is inferred from the above analysis, 30% of the employees felt that they are satisfied with the transportation facility and 30% of the employees felt that they are satisfied with the sanitary facility.

**Table No 4.9 Table showing the employees’ opinion about the basic amenities provided the work place.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Lighting | 20 | 40 |
| Ventilation | 15 | 30 |
| Dustfree environment | 15 | 30 |
| Total | 50 | 100 |

**Analysis:** It is observed that 40% of the employees said that they are provided with good lighting facility, 30% of the employees said that they are provided with ventilation facility and 30%of the employees said they are happy with dust free environment.

**Graph No 4.9 graph showing the employees’ opinion about the basic amenities provided the work place.**

**Interpretation:** It is inferred from the above analysis, that 40 % the employees felt that they are provided with good lighting facility.

**Table No 4.10 Table showing employees’ opinion towards working environment in the organization.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Excellent | 20 | 40 |
| Satisfactory | 10 | 20 |
| Good | 10 | 20 |
| Bad | 10 | 20 |
| Total | 50 | 100 |

**Analysis:** From the above table, it is observed that 40% of the employees felt that the working environment of the company is excellent, 20% of the employees felt that it is good, 20% of the employees felt that it is satisfactory and 20% of the employees said it is bad

**Graph No 4.10 graph showing employees’ opinion towards working environment in the organization.**

**Interpretation:** from the above analysis, it is clear that 40%of the employees felt that the working environment of the company is excellent.

**Table No 4.11 Table showing whether employee’s industrial relationship is important in the organization.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| To a large extent | 30 | 60 |
| To some extent | 15 | 30 |
| Not required | 5 | 10 |
| Total | 50 | 100 |

**Analysis:** It is analyzed to a large extent that 60% of the employees felt that industrial relationship is important is a large extent, 30% of the employees felt that it is important and 10% of the employees felt that is not required.

**Graph No 4.11 graph showing whether employee’s industrial relationship is important in the organization.**

**Interpretation:** It is inferred from the above analyses 60% of the employees felt that industrial relationship is important is a large extent.

**Table No 4.12 Table showing employees’ opinion towards the canteen facilities.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Excellent | 35 | 70 |
| Good | 10 | 20 |
| Satisfactory | 5 | 10 |
| Average | 0 | 0 |
| Total | 50 | 100 |

**Analysis:** It is analyzed that 70% 0f the employees felt that canteen facility provided by the company is excellent, 20% of the employees felt that it is good and 10% of the employees are satisfied with the canteen facility provided by the company.

**Graph No 4.12 graph showing employees’ opinion towards the canteen facilities**

**Interpretation:** It is inferred from the above analysis 70% 0f the employees felt that canteen facility provided by the company is excellent.

**Table No.4.13 Table showing the opinion towards job security.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Excellent | 10 | 20 |
| Good | 25 | 50 |
| Satisfactory | 10 | 20 |
| Bad | 5 | 10 |
| Total | 50 | 100 |

**Analysis:** It is analyzed that 50% of the employees felt that job security provided by the company is good, 20% of the employees felt that it is excellent, 20% of the employees felt that it is satisfactory and 10% of the employees felt that it is bad.

**Graph No.4.13 graph showing the opinion towards job security.**

**Interpretation:** It is inferred from the above analysis, 50% of the employees felt that job security given by the company is better and 10% of the employees felt that it is bad.

**Table No 4.14 Table showing the employees opinion about the various medical facilities.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | excellent | Good | Satisfactory | Poor |
| First aid facility | 40 |  |  |  |
| Treatment of accident | 20 |  |  |  |
| Qualified medical practitioner |  | 20 |  |  |
| Ambulance facility |  |  | 20 |  |

**Analysis:** It is analyzed that 40% of the employees said that the first aid facility given to the employees is excellent, 20% of the employees said that the treatment given to the time of accidents is excellent, 20% of the employees said that they have good qualified medical practitioner and 20% of the employees said that the ambulance facility is satisfactory.

**Graph No 4.14 graph showing the employees opinion about the various medical facilities.**

**Interpretation:** It is inferred from the above analysis 40% of the employees said that the first aid facility is excellent.

**Table No 4.15 Table showing the employees’ opinion about annual health checkup.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 50 | 100 |
| No | 0 | 0 |
| Total | 50 | 100 |

**Analysis:** From the above table, it is observed that 100% of the employees said that they always get annul health checkup.

**Graph No 4.15 graph showing the employees’ opinion about annual health checkup.**

**Interpretation:** It is concluded from the above analysis, 100% of the employees said that they always get annul health checkup.

**Table No 4.16Table showing the employees’ opinion about the relationship with the management and peers.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Excellent | 5 | 10 |
| Moderate | 40 | 80 |
| Poor | 5 | 10 |
| Total | 50 | 100 |

**Analysis:** The data in the table shows that 80% of the employees felt that the relationship with management is moderate, 10%of the employees felt that it is excellent and 10% of employees felt that it is poor.

**Graph No 4.16 graph showing the employees’ opinion about the relationship with the management and peers.**

**Interpretation:** It is concluded from the above analysis that80% of the employees felt that the employee and the employer relationship is moderate.

**Table No 4.17Table showing the management is sincere in the well-being of employees.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 40 | 80 |
| No | 10 | 20 |
| Total | 50 | 100 |

**Analysis:** It is observed that 80% of the employees said that the management is serious about the well being of an employees and 20% of the employees said that the management is not serious about the well being of an employees.

**Graph No 4.17 graph showing the management is sincere in the well-being of employees**

**Interpretation:** It is concluded from the above analysis 80% of the employees said that the management is not serious about the well being of an employees.

**Table No 4.18Table showing whether employees are happy about the working timings and schedules.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Yes | 38 | 76 |
| No | 12 | 24 |
| Total | 50 | 100 |

**Analysis:** It is analyzed that 76% of the employees mentioned that they are happy about the working timings and schedules and 24% of the employees mentioned that they are not happy with the working timings and schedules.

**Graph No 4.18 graph showing whether employees are happy about the working timings and schedules.**

**Interpretation:** It is concluded from the above analysis, that 76% of the employees mentioned that they are satisfied with the working timings and schedules.

**Table No 4. 19Table showing the employees’ opinion about voluntary benefits.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | excellent | Good | Satisfactory | Poor |
| Rest period | 64 % |  |  |  |
| Holidays |  | 14 % |  |  |
| Leave travel  Allowance |  |  | 12% |  |
| Paid vacation |  |  |  | 10 % |

**Analysis:** It is observed that 64% of the employees felt that the rest period given to them is excellent, 12% of the employees felt that leave and travel allowances is satisfactory and 10% of the employees felt that the paid vacation given to them is poor.

**Graph No 4. 19graph showing the employees’ opinion about voluntary benefits.**

**Interpretation:** It is inferred from the above analysis64% of the employees said that rest period given to them is excellent and 10% of the employees said that paid vacation given to them is poor.

**Table No.4.20 Table showing the satisfaction level of the employees’ working culture of the organization.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Highly satisfied | 30 | 60 |
| Satisfied | 18 | 36 |
| Dissatisfied | 2 | 4 |
| Highly dissatisfied | 0 | 0 |
| Total | 50 | 100 |

**Analysis:** It is analyzed that 60% of the employees said that they are highly satisfied with the working condition, 36% of the employees are satisfied with working condition and 4% of the employees dissatisfied with the working condition.

**Graph No.4.20 graph showing the satisfaction level of the employees’ working culture of the organization.**

**Interpretation** It is concluded by the above analysis 60% of the employees said that they are highly satisfied with the working condition.

**Table No 4.21 Table showing the cleanliness of the work place.**

|  |  |  |
| --- | --- | --- |
| Parameters | No. of respondents | Percentage (%) |
| Always | 18 | 36 |
| sometimes | 12 | 24 |
| Rarely | 15 | 30 |
| never | 5 | 10 |
| total | 50 | 100 |

**Analysis: From** the above analysis it is analyzed that 36% of the employees said that they always maintain the work place in clean condition, 24% of the employees said that it is sometimes, 30% of the employees said that rarely it is kept clean and 10% of the employees said that it is never.

**Graph No 4.21 graph showing the cleanliness of the work place.**

**Interpretation** : It is inferred from the above analysis 36% of the employee said that work place is maintained in clean condition**.**

**Table No .4.22Table showing employees’ awareness of the company’s policies& practices.**

|  |  |  |
| --- | --- | --- |
| Description | Respondents | Percentage (%) |
| Fully aware | 8 | 16 |
| Partially aware | 27 | 54 |
| Not at all aware | 15 | 30 |
| Total | 50 | 100 |

**Analysis:** It is obtained that 54% of employees are partially aware of company’s policies and practices, 16% of employees are fully aware of company’s policies and practices and 30% of employees are not at all aware of company’s policies and practices.

**Graph No .4.22 graph showing employees’ awareness of the company’s policies& practices.**

**Interpretation:** It is concluded from the above analysis 54% of employees are partially aware of company’s policies and practices.

**CHAPTER- 5**

**SUGGESTIONS FINDINGS &**

**CONCLUSION**

**SUMMARY FINDINGS, CONCLUSION and SUGGESTIONS**

**5.1 Findings**

* It is observed as per the study that 36%of the employees said that safety and welfare policies of the company are excellent.
* 30% of the employees felt that they are provided with fire extinguishers.
* From the study, it is found that 70% felt that they have attended the safety training programs.
* It is observed that60% felt that the training program is effective
* It is found that 84% of the respondents felt that the safety measures reduce the severity of the accidents.
* 94% felt that the management is taking good care of the employees.
* During the survey, we find that the employees are highly satisfied towards the
* existing safety measures in DHL company
* Few employees think that they are satisfied with the transportation facility and other few felt that they are satisfied with the sanitary facility.
* 40 % the employees felt that they are provided with good lighting facility.
* 40%of the employees felt that the working condition and environment of the company is excellent.
* Employees felt that industrial relationship is important to a large extent.
* 40% of the employees mentioned that welfare amenities provided to them are excellent.
* 50% of the employees felt that job security provided by the company is better and 10% of the employees felt that it is bad.
* It is found that majority of the employees (80%) felt that the employee and the employer relationship is moderate.
* 80% of the employees said that the management is not serious the well being of an employees.

**5.2Conclusion**

Safety and welfare measures of Employees are advocated to strengthen the manpower both physically and mentally. The study of various safety and welfare measures brings in to light about the present measures adopted by the company.

The improvement in working condition are suggested to improve effectiveness of the employee safety and welfares measures like canteen facility, drinking water, spittoons, rest rooms and housing facilities which in turn would build the morale and increase the productivity of the employees .

Therefore safety and welfare measures are important to any organization and it helps in improving recruitment, it improves moral & loyalty of workers. It reduces labor turnover & absenteeism then it helps in improving industrial relation & industrial peace.

**5.3Recommendations (suggestions)**

1. The Management has to improve the quality and adequate items of the food which is one of the most important basic amenities and it helps to satisfy the employees.
2. The Number of spittoons provided at the work place is not sufficient, so the company has to increase the number of spittoons which keeps the environment clean.
3. Rest room facility has to be sufficiently provided.
4. Housing facility can be improved.
5. Adequate number of first aid appliances has to be provided
6. The organization is successfully carrying its operation and has occupied strong position in the minds of the customers.
7. From the study it can be concluded that the customers are satisfied with “DHL”, and have a positive attitude towards the organization.

**SCOPE OF FURTHER STUDY**

The current study is not an end in itself; future study can also be done in many other aspects. They are;

* The comparative can be analyzed among public and private sectors.
* The study can be further carried out on other places than Bangalore.
* Every organization is facing lots of challenges.
* Hence the study can also be done on these new challenges by implementing HR Policies towards employees.

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