

Welfare Programmes play an important role in providing good and better working environment and by increasing the standard of living which in turn increases the efficiency thereby contributing to the higher productivity of the women employees. Welfare programmes brings out various facilities and amenities in and around the work-place for the better quality of work life of the employees and also boost up the sentiments of the employees. Employee Welfare activities includes the service such as good canteen, employee rest rooms, recreational facilities to the employees , sanitary and medical facilities at the work place. Social security measure is a support given by the government to the employees and workers families in time of sudden calamity, sickness, injuries and disablement. Social security programmes include Medicare and insurance benefits, maternity benefits, fringe benefits, family pension and retirement benefits.

Welfare programmes generally tries to instill in the employees feelings of security, equity, pride, autonomy, responsibility and flexibility. Thus it is very important for Telanagana state Road Transport Corporation to maintain quality relationship in its workplace. Women employees whether they are Bus conductors and Office staff, sub staff & fourth class employees need to work-in a convenient and a hygienic environment. They must be paid well, with good facilities to have good relations between management and staff. The management must support the staff to get trained with the latest technology in their respective fields for better performance and services.

The study was aimed to measure the implementation of employee welfare programmes for women with reference to telanagana state road Transport Corporation.

The present chapter deals with the findings of the study based on the results obtained from chapter four and five. Suitable interpretations have been given to justify the results. Based on these interpretations findings were drawn on the implementation of employee welfare programmes for women with reference to Telangana state road Transport Corporation.

## **6.1 FINDINGS OF THE STUDY**

The findings of the study are within the framework of objectives and hypothesis. It also pinpoint the major issues, concerns and Problems of Bus conductors and Office staff, sub staff & fourth class employees. It provides suggestions that are to be incorporated for a better policy formulation and timely implementations by Telangana State Road Transport Corporation and set a model to the remaining public transport corporations in our country. The views of the research are from theoretical, statistical and empirical grounds hence the suggestions are to be incorporated by the organization and the same should set a model to the remaining organizations of the country.

### **Socio-Economic Background of the respondents:**

- ❖ The majority of the women employees are in between the age group of 30-40 years and it constitutes 82.45 percent of the total sample and at the same time they got married below the age of 25 years. It clearly indicates the social awareness and social legislation among their family and also the entry of women in transport sector as bus conductor and Office staff, sub staff & fourth class employees is recent phenomena.
- ❖ The majority of the women employees are married and it constitutes 82.05 percent of the total sample. This shows even married women in transport

sector as bus conductor and Office staff, sub staff & fourth class employees are shouldering the family responsibility balancing their professional and family life. It also shows they are working for fulfilling the economic needs of the family.

- ❖ The majority of the women employees are Hindus and constitutes 67.51 percent of the total sample. This shows that Hindu women are more inclined towards transport industry when compared with minorities such as Christians and Muslims.

The majority of the women employees working in TSRTC belongs to Backward class and constitutes 71.34 percent of the total sample. The government women reservation policy and TSRTC recruitment percentage policy reveal that the BC category women are entering in large numbers in transport sector as bus conductor and Office staff, sub staff & fourth class employees in various categories and levels of employment. SC & ST constitute 49.27 percent and it reveals that the male dominated works are majorly occupied only by the socially deprived lower strata of the society.

- ❖ It is evident that 52.77 percent of the women employees have received pre-university of education and most of them are Inter/Diploma/ITI passed candidates even though 40.62 percent women employees have obtained graduation and post graduation, they entered the C and D group post which shows the intensity and inevitability of the economic condition and unemployment of the women employees.
- ❖ It is observed that 52.93 percent are permanent employees and 47.07 percent of the employees are working on contract basis, Daily wage and even on Hourly basis. The benefits that regular employees get are not the same for the employees working on contract basis, Daily wage and on Hourly basis.

- ❖ Majority of the women employees are from rural area constituting 59.08 percent of the total sample and whereas 40.91 percent comes under urban area. It reveals that rural young women are more attracted towards employment to become self-sufficient and utilize their education.
- ❖ Majority of the women employees are having an work experience more than 10 years constituting 69.44 percent of the total sample. It reveals that they have enough experience by which they are proved that they posses expertise in their profession.
- ❖ It is observed that 42.38 percentage of the women employees get a monthly salary between Rs10000-Rs20000 and 43.08 percentage get a monthly salary between Rs1000-Rs10000 which is very less when compared with other public or private sector organizations. This clearly reveals that economically lower strata of the society seeking social security through getting employment in public sector and improve the socio-economic status of their family.

**Family profile of the respondent:**

- ❖ It is observed that majority of the women employees in both the categories have a family size of four members constituting 54.64 percent of the total sample. It shows that it is very difficult to have number of children for working women and also very difficult to manage big family by lower cadre of position and less salary of the respondents. Therefore the working women need to reduce their family size.
- ❖ It is observed that 30.95 percent of the women employees in both the categories have their own House but whereas 55.27 percent stay in rented House .This shows the standard of living and extent of their expenditure alone paying 30to 40 percent of their salary towards rent.

- ❖ It is observed that 8.01 percent of the women employees in both the categories belong to High income groups. But majority of them constituting 56.46 percent belongs to medium income group, 42.85 percent belong to low income group. This shows that majority of the employees standard of living is low.
- ❖ Majority of the women employees are having nuclear family constituting 62.06 percent of the total sample and whereas 37.94 percent stay in a joint family. It reveals that women employees are more attracted towards employment to become self-sufficient and want to live a better life in the society.

#### **Welfare measures and level of satisfaction**

- ❖ It is observed that 37.97 percent of the women employees in both the categories get an annual income from all the sources between 1-3 Lakhs.
- ❖ It is observed that majority of the women employees in both the categories constituting 62.09 percent expressed that they get salaries regularly.
- ❖ It is found that 50.75percent of women employees in both the categories expressed that they are not satisfied with the salary they get and 42.25percent expressed that they are satisfied with the salary they are getting.
- ❖ It is observed that 60.07percent of women employees in both the categories expressed that they are not aware of the welfare measures and only 39.92 percent expressed that they are aware of the welfare measures.
- ❖ It is observed that 35percent of women employees in both the categories expressed that they are not satisfied by the educational assistance for children provided by Telangana State Road Transport Corporation.
- ❖ It is found that majority of women employees with 74.22 percent in both the categories expressed that they are not satisfied with the funds allocated towards welfare activities.

- ❖ It is observed that majority of the women employees in both the categories constituting 67.65 percent expressed that they are not willing to work overtime.
- ❖ It is found that that majority of the women employees in both the categories constituting 68.25 percent expressed that they are satisfied with the Bonus given to them by Telangana State Road Transport Corporation.
- ❖ It is observed that majority of the women employees in both the categories constituting 67.65 percent expressed that the Quality of Work life is up to their satisfaction level.
- ❖ It is observed that majority of the women employees in both the categories constituting 71.93 percent expressed that they are satisfied and highly adequate with the medical facilities provided to all their family members.
- ❖ It is found that majority of the women employees in both the categories constituting 87.25 percent expressed that they work only for 8 Hours and it implies that they are following the norms specified in the APSRTC Act .Only1.62 percent of the women employees perform their duties for 10-12 hours which is very rare.
- ❖ It is found that majority of the women employees in both the categories constituting 79.36 percent expressed that they not given any night duties and only20.63 percent of the women employees expressed that they are given night duties only in unavoidable circumstances.

#### **Welfare measures on work commitment**

- ❖ It is observed that only 50.83 percent of the women employees in both the categories expressed that they are given rest room facility.

- ❖ It is observed that only 60.00 percent of the women employees in both the categories expressed that they are provided by subsidized in all bus depot canteen of Telangana State Road Transport Corporation.
- ❖ It is observed that only 48.05 percent of the women employees in both the categories expressed that they satisfied with wash room and changing room facilities.
- ❖ It is found that majority of the women employees in both the categories constituting 100.00 percent expressed that they have life Insurance policies for the benefit of their family members.
- ❖ It is observed that only 23.48 percent of the women employees in both the categories expressed that they are not satisfied by the retirement benefits that Telangana State Road Transport Corporation is providing to its employees.
- ❖ It is found that only 28.04 percent of the women employees in both the categories expressed that they are not satisfied by the casual and special leave policies that Telangana State Road Transport Corporation is adopting for its employees.
- ❖ It is found that majority of the women employees in both the categories constituting 100.00 percent expressed that Telangana State Road Transport Corporation is providing all the social security benefits on par with other governmental organizations.
- ❖ It is found that majority of the women employees in both the categories constituting 67.89 percent expressed that they are utilizing all the provisions and benefits of Employee state Insurance (ESI).
- ❖ It is observed that only 59.75 percent of the women employees in both the categories expressed that safety measures taken by Telangana State Road

Transport Corporation are adequate and 40.25 percent women employees stated that safety measures taken by Telangana State Road Transport Corporation are not at all adequate.

- ❖ It is observed that majority of the women employees in both the categories constituting 82.29 are having the membership in trade unions recognized by Telangana State Road Transport Corporation.
- ❖ It is observed that only 63.17 percent of the women employees in both the categories expressed that Telangana State Road Transport Corporation is providing them Fringe benefits.
- ❖ It is observed that only 64.2 percent of the women employees in both the categories expressed that Telangana State Road Transport Corporation is providing them social security benefits.

#### **Welfare programmes on work motivation**

- ❖ It is observed that only 32.96 percent of the women employees in both the categories expressed that the promotion policy implemented by the authorities of Telangana State Road Transport Corporation is not satisfactory.
- ❖ It is observed that only 42.61 percent of the women employees in both the categories expressed that job security is poor especially for women conductors in Telangana State Road Transport Corporation.
- ❖ It is observed that only 32.96 percent of the women employees in both the categories expressed that the promotion policy implemented by the authorities of Telangana State Road Transport Corporation is not satisfactory.
- ❖ It is found that majority of the women employees in both the categories constituting 84.00 percent expressed that Telangana State Road Transport Corporation provided good First Aid facilities to all its employees.



- ❖ It is observed that only 81.43 percent of the women employees in both the categories expressed that crèche facilities are very poor.
- ❖ It is found that majority of the women employees in both the categories constituting 67.87 percent have the membership in consumer cooperative societies which are under the control of Telangana State Road Transport Corporation.
- ❖ It is observed that only 59.48 percent of the women employees in both the categories expressed that free bus pass facility is provided to all their family members.
- ❖ It is found that majority of the women employees in both the categories constituting 72.42 percent have deliberately expressed they are not satisfied by the counseling centers for the employees provided by the Management of Telangana State Road Transport Corporation.
- ❖ It is observed that majority portion of the women employees in both the categories constituting 80.00 percent have expressed that employee motivational activities are satisfactory in Telangana State Road Transport Corporation.
- ❖ It is found that majority of the women employees in both the categories constituting 70.00 percent have expressed that employee benefits are not satisfactory in Telangana State Road Transport Corporation.
- ❖ It is found that majority of the women employees in both the categories constituting 60.56 percent have expressed that the women employees are not treated with respect by the authorities of Telangana State Road Transport Corporation.

- ❖ It is observed that only 48.16 percent of the women employees in both the categories express that labour laws are properly implemented by Telangana State Road Transport Corporation.
- ❖ It is observed that 51.99 percent of the women employees in both the categories express that provident fund is not implemented to them by Telangana State Road Transport Corporation.
- ❖ It is found that majority of the women employees in both the categories constituting 69.00 percent have expressed that welfare programmes increase the efficiency and productivity of the employees in Telangana State Road Transport Corporation.

## **6.2 Suggestions:**

Few suggestions are listed below for the well-being and to provide welfare benefits for women conductor and Office staff, sub staff and fourth class employees of Telangana State Transport Corporation, Telangana.

1. The Telangana State Road Transport Corporation management should initiate proper steps to regularize the Jobs of the employees working on contract basis.
2. In order to raise the socio economic background of the women employees there is a necessity to increase the salaries and provide all benefits on par with government organizations.
3. Provide the Housing quarters to the employees at a subsidized rate and improve the amenities and facilities.
4. Women conductors and office staff, sub staff and fourth class employees should not be assigned duty in the night shifts. Work schedules should be flexible for better convenience to women workers.

5. Telangana State Road Transport Corporation operated schools and hospitals should be opened for the welfare of the employees and their family.
6. Bonus should be given to all the employees irrespective whether they are Regular employees or Contract employees.
7. Sufficient funds are to be allocated for welfare activities.
8. Separate Rest rooms and wash rooms with all facilities should be provided to all the categories of employees in all depots and in the last destinations, so that they can take physical rest.
9. Sufficient number of casual and special leaves are to be provided as women employees need to balance their family life as well as professional life.
10. Employee state insurance (ESI) facility to be provided to all the women employees for Contract employees also.
11. Safety measures still need to be improved.
12. Proper implementations of Promotion policy.
13. Policies should be reviewed from time to time regarding the maternity leave and special leaves and the number of the said leaves should be increased.
14. Child care and crèche centers should be established in all depots of Telangana State Road Transport Corporation. These enable all women employees to be stress free, balance the work life, the personal life and further helps in improving the overall performance.
15. Free bus passes facility to be provided to all the contract employees.
16. To improve the quality of service and efficiency and productivity of women conductors, rewards and time bound promotions to be introduced. Penalties and punishment should to be reduced.
17. Office work should be assigned during the period of pregnancy for women conductors.

18. Social security and fringe benefits should be provided in the event of an accident to all the categories of employees.
19. As far as possible minimum route schedules to be assigned to women conductors so that working hours do not exceed 8 hours.
20. The employees opined that Government should takeover Telangana State Road Transport Corporation.

### **6.3 Conclusion:**

Welfare programmes in the organizations is the need of the hour. To retain good talented employees in the organization it is important for the organizations to have better welfare programmes and provide social security to the women employees which creates low stress levels and enhances the performance of the employees. The problems of women working in this sector are not the same and cannot be generalized with other sectors, whereas transport sector has its own problems. Therefore there is a need to explore such neglected sections of the society.

There is a need to frame policies for the betterment of women employees that can satisfy them with the welfare programmes and reduce the burden on women to some extent. The state government must take necessary steps and monitor the implementation of welfare programmes for women employees and also improve the facilities exclusively for the women employees working in Telanagana State Road Transport Corporation.

The Telangana State Transport Corporation administrators should initiate strategies to reduce the amount of occupational stress and should provide more support especially to Women employees of all categories that enhance their performance.

To sum up implementation of welfare programmes intends to develop, enhance and utilize human resource effectively to improve Quality of services, and satisfy the employee's psychologically.