

**A STUDY ON THE ISSUES CONCERNING THE CONTRACTUAL EMPLOYEES OF
ASSAM MEDICAL COLLEGE OF DIBRUGARH DISTRICT**

*A Dissertation Submitted to the Dibrugarh University in Partial Fulfilment of the
Requirements for the Award of the Degree of*

**Master of Social Work
With specialization in
Human Resource Management**



Submitted By

Sahadev Sutradhar
Registration No. : 2284

Under the Guidance of

Ms. Monalisha Phukan Roy
Assistant professor

Centre for Social Work Studies

Dibrugarh University

Dibrugarh- 786004

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**CENTRE FOR SOCIAL WORK STUDIES
DIBRUGARH UNIVERSITY
DIBRUGARH- 786004**

CERTIFICATE

This is to certify that **Sahadev Sutradhar**, 4th Semester student of Centre for Social Work Studies, Dibrugarh University, Dibrugarh, bearing the registration No. **2284** have successfully completed the dissertation on “**A Study on the Issues Concerning the Contractual Employees of Assam Medical College of Dibrugarh District**” under proper guidance and supervision. He had made a successful completion of the research paper by himself and facts presented by him are true. He took my necessary advice and guidance whenever required. I wish him a bright future.

Prof. Joyanta Borbora

(Chairperson)

Ms. Monalisha Phukan Roy

(Research Guide)

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With regards and thanks.

Yours faithfully

Sahadev Sutradhar

MSW(HR) 4th Semester

Centre for Social Work Studies

DECLARATION

I, SAHADEV SUREADHAR, hereby declare that the project entitled. **“A STUDY ON THE ISSUES CONCERNING THE CONTRACTUAL EMPLOYEES OF ASSAM MEDICAL COLLEGE OF DIBRUGARH DISTRICT”** With special reference to Assam Medical College submitted to Dibrugarh University is a report of original work done by me under the supervision of Monalisha Phukan Roy towards the partial fulfillment of the requirements of the award of the Degree of Master of Social Work (MSW). The empirical findings in the study are based on the data collected by myself are not a reproduction from any other source.

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SAHADEV SUTRADHAR

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CHAPTER 1

- **Introduction**
- **Objectives**
- **Statement of the study**
- **Significance of the study**
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1.0 INTRODUCTION

An employee works full- or part-time for a business and is subject to federal and state employment laws, including those that cover pay, benefits, termination procedures and taxes. Typically, an employee won't be allowed to work for a competitor of the employer.¹

Contractors often work on a handshake, or a verbal commitment after an initial contract is signed. Contractors should always try to get a work agreement in writing, at least in the form of an email. Contractors often ask for a deposit before they begin work, with final payment due when the project is finished. Employees usually sign a contract when they start work. Employees get raises or their benefits change, but an employer might or might not rewrite a contract. Employees are eligible for company benefits, such as health insurance, while contractors are not.²

A contract is a promise or set of promises that are legally enforceable and, if violated, allow the injured party access to legal remedies. Contract law recognizes and governs the rights and duties arising from agreements. In the Anglo-American common law, formation of a contract generally requires an offer, acceptance, consideration, and a mutual intent to be bound. Each party must have capacity to enter the contract. Although most oral contracts are binding, some types of contracts may require formalities, such as being in writing or by deed.³

A contract is a legal agreement, usually between two companies or between an employer and employee, which involves doing work for a stated sum of money. A document describing the terms of a contract.⁴

A contractor, also called an independent contractor, often erroneously referred to as a contract employee, is someone who works for a business on a project or finite basis. For example, an employer might hire a graphic designer to work on a project-by-project basis, rather than bringing the designer on to work at the office. The contract can be for a one-time project or an

¹ <http://work.chron.com/contractual-employee-vs-permanent-employee-1750.html>

² <http://work.chron.com/contractual-employee-vs-permanent-employee-1750.html>

³ <https://en.wikipedia.org/wiki/Contract>

⁴ <https://www.collinsdictionary.com/dictionary/english/contract>

agreement that allows the business to hire the designer frequently without writing a new contract each time.⁵

Labour is used to refer to the workers of a country or industry, considered as a group. The work done by a group of workers or by a particular worker is referred to as their labour.⁶

Labour are the services performed by workers for wages as distinguished from those rendered by entrepreneurs for profits. Human activity that provides the goods or services in an economy. Industry needs labor for production. Labour is an economic group comprising those who do manual labor or work for wages.⁷

Wage labour is the socioeconomic relationship between a worker and an employer, where the worker sells his or her labour power under a formal or informal employment contract. These transactions usually occur in a labour market where wages are market determined. In exchange for the wages paid, the work product generally becomes the undifferentiated property of the employer, except for special cases such as the vesting of intellectual property patents in the United States where patent rights are usually vested in the employee personally responsible for the invention. A wage labourer is a person whose primary means of income is from the selling of his or her labour power in this way.⁸

Manual labour or manual work is physical work done by people, most especially in contrast to that done by machines, and to that done by working animals. It is most literally work done with the hands (the word "manual" comes from the Latin word for hand), and, by figurative extension, it is work done with any of the muscles and bones of the body. For most of human prehistory and history, manual labour and its close cousin, animal labour, have been the primary ways that physical work has been accomplished. Mechanisation and automation, which reduce the need for human and animal labour in production, have existed for centuries, but it was only starting in the 18th and 19th centuries that they began to significantly expand and to change human culture. To

⁵ <http://work.chron.com/contractual-employee-vs-permanent-employee-1750.html>

⁶ <https://www.collinsdictionary.com/dictionary/english/labour>

⁷ <https://www.merriam-webster.com/dictionary/labor>

⁸ https://en.wikipedia.org/wiki/Wage_labour

be implemented, they require that sufficient technology exist and that its capital costs be justified by the amount of future wages that they will obviate.

Although nearly any work can potentially have skill and intelligence applied to it, many jobs that mostly comprise manual labour—such as fruit and vegetable picking, manual materials handling (for example, shelf stocking), manual digging, or manual assembly of parts—often may be done successfully (if not masterfully) by unskilled or semiskilled workers. Thus there is a partial but significant correlation between manual labour and unskilled or semiskilled workers. Based on economic and social conflict of interest, people may often distort that partial correlation into an exaggeration that *equates* manual labour with lack of skill; with lack of any potential to apply skill (to a task) or to develop skill (in a worker); and with low social class. Throughout human existence the latter has involved a spectrum of variants, from slavery (with stigmatisation of the slaves as "subhuman"), to caste or caste-like systems, to subtler forms of inequality.⁹

The workforce or labour force (labor force in American English; see spelling differences) is the labour pool in employment. It is generally used to describe those working for a single company or industry, but can also apply to a geographic region like a city, state, or country. Within a company, its value can be labelled as its "Workforce in Place". The workforce of a country includes both the employed and the unemployed. The labour force participation rate, LFPR (or economic activity rate, EAR), is the ratio between the labour force and the overall size of their cohort (national population of the same age range). The term generally excludes the employers or management, and can imply those involved in manual labour. It may also mean all those who are available for work.

Formal labour is any sort of employment that is structured and paid in a formal way. Unlike the informal sector of the economy, formal labour within a country contributes to that country's gross national product. Informal labour is labour that falls short of being a formal arrangement in law or in practice. It can be paid or unpaid and it is always unstructured and unregulated. Formal employment is more reliable than informal employment. Generally, the former yields higher income and greater benefits and securities for both men and women

⁹ https://en.wikipedia.org/wiki/Manual_labour

Informal labour. The contribution of informal labourers is immense. Informal labour is expanding globally, most significantly in developing countries. According to a study done by Jacques Charmes, in the year 2000 informal labour made up 57% of non-agricultural employment, 40% of urban employment, and 83% of the new jobs in Latin America. That same year, informal labour made up 78% of non-agricultural employment, 61% of urban employment, and 93% of the new jobs in Africa. Particularly after an economic crisis, labourers tend to shift from the formal sector to the informal sector. This trend was seen after the Asian economic crisis which began in 1997.¹⁰

A contractual employment is a form of employment that requires an employee to sign and agree to terms of contract before one starts working. These days' permanent employment contract are on the rise and more and more corporates are offering new joiners the privilege of contractual employment. Some companies also offer permanent employment contract to new employees. While in India, the concept of contractual employment is yet to become more popular like its western counterparts, nonetheless everyone seems to be embracing the same gradually. While Indians (whether employer or employee) still need to get used to overall concept of contractual hiring and permanent employment contract, there are ample benefits of accepting a contract employment. Let's take a look at the major benefits of a contractual employment for employers:

I. Substantially cost effective

As an employer, if you roll out a proper and permanent employment contract, it will turn out to be substantially cost effective in the long run. It is a fact that contract employees generally come with a fixed cost and the cost of employing them is mentioned in the contract. There is also no maintenance cost, medical bills or medical insurance that needs to be covered for them. Needless to say that this saves the company a lot of money. If efficiently managed, contract employees can make things done at a really low cost. This is one of the biggest advantages of contract employees.

¹⁰ <https://en.wikipedia.org/wiki/Workforce>

II. **Higher availability**

Contract employees have more flexibility and mainly due to this, there are many options available to them, when it comes to choosing from employers. Employers can also choose from multiple options in their way of employment opportunities.

III. **Specialized or seasonal Help**

Companies requiring a specialized skill set for a particular project, that may be of a short duration such as six months or one year, would ideally prefer to hire a contractual employee, rather than train current employees or even go for a permanent hiring. These independent contact employees can get the project running and even end up supervising permanent employees who probably possess the minimum skills required.

IV. **Employer satisfaction**

On the other hand, employer who chooses to opt for contract employees, leverages the benefit of employer satisfaction. This is because, hiring a contract employee involves the ease of separation. If an independent contact employee is unable to live up to the expectations of his or her employers, the employer can choose to terminate the contract without much hassle.

V. **Lower exposure to legal action**

Permanent employees whether part-time or full-time have lots of rights and protection under legal laws. But many of these laws do not apply to contractual employees. And this is where employers have an upper hand. Lower exposure to legal action implies that employers will not have to worry about any legal hassled in case they need to take any action against contractual employees.¹¹

Contract labour, the labour of workers whose freedom is restricted by the terms of a contractual relation and by laws that make such arrangements permissible and enforceable. The essence of the contract labourer's obligation is his surrender for a specified period of the freedom to quit his work and his employer. Other stipulations cover such matters as repayment of the costs of transportation, housing, training, and other expenses.¹²

¹¹ <https://medium.com/@realtynewsIndia/contractual-employment-benefits-of-employers-f864347e30d7>

¹² <https://www.britannica.com/topic/contract-labor>

Contract labour generally refers to “Workers employed by or through an intermediary on work of any establishment”. Such labour can be distinguished from the direct workers in terms of employee-employer relationship and the method of wage payment. The contract labour does not have any direct relationship with the principal employer. It has a distinct way of working unlike in any other classes of labour like permanent, temporary, casual etc. The contract labour system is based on triangular relationship between the user enterprises, the contractors including the sub-contractors as middle man, and the worker. The workers are recruited by an outside agency or person and are supplied to an establishment or engaged on its work. Unlike direct labour, they neither feature on the muster roll of principal employer/ establishment nor are paid directly.

In India, a legal definition of contract labour is given in Contract Labour (Regulation and Abolition) Act, 1970. According to Section 2(b) of the Contract Labour (Regulation and Abolition) Act, 1970, a workman shall be deemed to be employed as "contract labour" in or in connection with the work of an establishment when he is hired in or in connection with such work by or through a contractor, with or without the knowledge of the principal employer. The expression “employed in or in connection with the work of the establishment” does not mean that the operation assigned to the workman must be a part of, or incidental to, the work performed by the principal employer. Further, workers employed by a licensee for its own benefit are not considered as contract labourers. Similarly, a permanent employee of the contractor who could be placed at different establishments at the choice of the contractor are not called as contract labourer.

Contract Labour is a significant and growing form of employment. The practice of employing contract labour is observed all over the world and has been in operation since ages. The origin of Contract Labour can be traced back to the emergence of the small scale industries which found it economically unfeasible or unviable to undertake all activities of production process themselves and therefore got some part of work done from workers hired through contractors. The contract workers generally belong to the unorganized sector as they lack bargaining power, have little or no social security and are often engaged in hazardous occupations which could endanger their health and safety. They often have little or no security of employment. However, factors like lack of continuity of work, difficulty in ensuring closer supervision by the employer, higher output or

productivity of such workers, cost effectiveness, flexibility in manpower deployment, facilitation for focusing on core competencies, etc., constitute advantages of the system of contract labour.

Various Committees and Commissions set up to look into the contract labour system laws recommended its abolition. However, recognizing the need and inevitability of this system in the increasingly uncertain business environment, the Labour Investigation Committee in 1946, recommended the abolition of contract labour, wherever possible, and its regulation wherever abolition was not possible. Based on this view, the Contract Labour (Regulation and Abolition) Act, 1970 was passed in 1970. Under this Act, Contract Labour has been banned in certain categories of work.

This Act applies to every establishment in which twenty or more workmen are employed or were employed on any day of the preceding twelve months as contract labour and to every contractor who employed on any day of the preceding twelve months, twenty or more workmen in the establishment of principal employer. This Act is not applied to establishments in which work only of an intermittent or casual nature is performed.

The objective of the Act is to ensure healthy workplace environment, healthy working conditions, timely Payment of wages and payment of full wages. Section 16-19 of the Act cover basic facilities like canteen, rest rooms, first aid etc. to be provided to contract labourers. However, Section 20 and 21 of the Act fixes the responsibility of the principal employer in case when these facilities are not provided by the contractor within the time prescribed thereof and also payment of wages. According to Section 21(3) of the Act, it shall be the duty of the contractor to ensure the disbursement of wages in the presence of the authorized representative of the principal employer.

As per Section 21(4), in case the contractor fails to make payment of wages within the prescribed period or makes short payment, then the principal employer shall be liable to make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the contractor and recover the amount so paid from the contractor either by deduction from any amount payable to the contractor under any contract or as a debt payable by the contractor.¹³

¹³ http://www.arthapedia.in/index.php?title=Contract_Labour

Contract Labour (Regulation and Abolition) Act, 1970. It extends to the whole of India. To every establishment in which twenty or more workmen are employed or were employed on any day of the preceding twelve months as contract labour. to every contractor who employees or who employed on any day of the preceding twelve months twenty or more workmen. Provided that the appropriate Government may, after giving not less than two months' notice of its intention so to do, by notification in the Official Gazette, apply the provisions of this Act to any establishment or contractor employing such number of workmen less than twenty as may be specified in the notification. It shall not apply to establishments in which work only of an intermittent or casual nature is performed. If a question arises whether work performed in an establishment is of an intermittent or casual nature, the appropriate Government shall decide that question after consultation with the Central Board or, as the case may be, a State Board, and its decision shall be final.

Definitions.- (1) In this Act, unless the context otherwise requires,--

2 [(a) "appropriate Government" means,--

- (i) in relation to an establishment in respect of which the appropriate Government under the Industrial Disputes Act, 1947 (14 of 1947), is the Central Government, the Central Government.
 - (ii) (ii) in relation to any other establishment, the Government of the State in which that other establishment is situated
- (b) a workman shall be deemed to be employed as "contract labour" in or in connection with the work of an establishment when he is hired in or in connection with such work by or through a contractor, with or without the knowledge of the principal employer.
- (c) "contractor", in relation to an establishment, means a person who undertakes to produce a given result for the establishment, other than a mere supply of goods of articles of manufacture to such establishment, through contract labour or who supplies contract labour for any work of the establishment and includes a sub-contractor.
- (d) "controlled industry" means any industry the control of which by the Union has been declared by any Central Act to be expedient in the public interest.

(f) "prescribed" means prescribed by rules made under this Act.

(g) "principal employer" means—

(i) in relation to any office or department of the Government or a local authority, the head of that office or department or such other officer as the Government or the local authority, as the case may be, may specify in this behalf,

(ii) in a factory, the owner or occupier of the factory and where a person has been named as the manager of the factory under the Factories Act, 1948 (63 of 1948) the person so named,

(iii) in a mine, the owner or agent of the mine and where a person has been named as the manager of the mine, the person so named,

(iv) in any other establishment, any person responsible for the supervision and control of the establishment.

(h) "wages" shall have the meaning assigned to it in clause (vi) of section 2 of the Payment of Wages Act, 1936 (4 of 1936).

(i) "workman" means any person employed in or in connection with the work of any establishment to do any skilled, semiskilled or un-skilled manual, supervisory, or clerical work for hire or reward, whether the terms of employment be express or implied, but does not include any such person—

(A) who is employed mainly in a managerial or administrative capacity; or

(B) who, being employed in a supervisory capacity draws wages exceeding five hundred rupees per mensem or exercises, either by the nature of the duties attached to the office or by reason of the powers vested in him, functions mainly of a managerial nature; or

(C) who is an out-worker, that is to say, a person to whom any articles or materials are given out by or on behalf of the Principal employer to be made up, cleaned, washed, altered, ornamented, finished, repaired, adapted or otherwise processed for sale for the purposes of the trade or business of the principal employer and the process is to be carried out either in the home of the out-worker or in some other premises, not being premises under the control and management of the principal employer.

(2) Any reference in this Act to a law, which is not in force in the State of Jammu and Kashmir, shall, in relation to that State, be construed as a reference to the corresponding law, if any, in force in that State.¹⁴

A contractual job is employment that requires you to sign and agree to terms of a contract before you begin working. Contractual work is usually for a specified amount of time and ends upon completion of a project or assignment. Some employers prefer to hire contractual workers if their workload fluctuates or if they want to test workers' capabilities before hiring them permanently. Contractual workers are often paid a lump sum upon project completion, but some receive payments during the course of the assignment.

Some contractual jobs require employees to work specific hours, while others allow workers to set their own schedules. For example, contractual jobs with schools and universities usually require employees to work class-time hours and after-school hours to serve the needs of students. Contractual employment with construction companies, hospitals, publishers and other service industries is often scheduled by the employee, according to weather conditions, clients' expectations, workload demands and deadlines. Required work hours and project completion dates are usually detailed in the labor contract, so you'll know what's expected.

You are required to complete projects and assignments in a timely and satisfactory manner, according to stipulations in the contract, or you could face legal consequences. According to The University of Vermont, a non-contractual employee can quit her job at any time without incurring liability, but an independent contractor is legally obligated to "make good for failure to complete the job." Quitting a contractual job before fulfilling your commitments can lead to lawsuits and other unwanted legal actions.

Since a contractual worker is usually hired on a short-term basis, the Internal Revenue Service allows employers and hiring agencies to issue 1099-MISC forms, rather than W-2 forms, to those workers. As a result, employers don't pay payroll taxes, and income is considered self-employment income. A contractual job is an easy way for

¹⁴ http://labour.bih.nic.in/acts/contract_labour_regulation_and_abolition_act_1970.pdf

an employer to avoid paperwork and payroll tax obligations associated with permanent, full-time employment. As a contractual worker, you are still required to report the income on your federal tax return and pay self-employment tax.

Unless the hiring agency or employer agrees to pay business or travel expenses for the contracted project or assignment, you are expected to cover those costs. Expenses for supplies, travel and other work materials are usually included in the total contracted amount, so it's your responsibility to budget your resources. With some contractual jobs, such as temporary teaching positions or short-term construction projects, hiring agencies provide equipment, textbooks, computers and other tools necessary for the job. If the labor contract doesn't specify what materials are provided, discuss those needs with the hiring agency before you sign.¹⁵

Contractual employees are hired for specific durations of time to complete specific jobs. Once the job is completed the contractual employee is no longer part of the company. Although contractual employees do not typically get benefits from the company in which they perform the work, they do have rights such as compliance with OSHA safety standards and to not be discriminated against.

Contractual employees have the right to work in an environment that complies with Occupational Safety and Health Administration standards. This includes the proper handling of chemicals, ergonomically designed equipment and hearing protection in loud areas of the company.

In addition, they have the right to receive the same training in the use of hazardous materials that the company's permanent employees receive.

At any time, contractual employees also have the right to speak to OSHA inspectors and request a company employee accompany inspectors on company premises.

In keeping with the OSHA rights of contractual employees, there is also the right to file a complaint with OSHA in the event that OSHA standards are not being complied with.

¹⁵ <http://work.chron.com/contractual-job-12644.html>

1. **Discrimination Protection**

If a company discriminates against a contractual employee based on an element protected by the ADA, the contractual employee has the right to file a complaint with the American Disability Office. In addition, the company cannot terminate the contractual employee as a punishment for filing such a complaint.

2. **Contractual Agreements**

Contractual employees have the right for the company they work with to uphold all elements in the contract. For example, if a bonus is promised if the job is done by a certain date, the bonus must be forthcoming if the deadline is met. Any written promise of time off or a vacation must also be honored.

3. **Violations**

In the event a contractual employee's rights are violated, whether it be through non-compliance of OSHA standards, not meeting the contracted agreements or being discriminated against, the employee has the right to sue. Whether the suit is heard in federal or local court depends on what right was violated. For example, OSHA standard issues are heard in federal court, whereas, agreed upon job perks not upheld are heard in local civil courts.¹⁶

Government reforms that are moving from pro labour to pro capitalist has led to impact on labour system in India. Liberalization of Indian economy and increasing globalization and foreign companies interested in Investment in India , Global market uncertainty making corporations unsure of the workforce they would need has led to rise in contract based labour system and out sourcing.

From assembly line workers to Information technology workforce, contract labourers have become a popular staffing option in today's market.

¹⁶ <http://smallbusiness.chron.com/rights-contractual-employees-11827.html>

As businesses poke their heads out of the recession, they are finding the courage to hire, but don't want to lay off new hires if the economy sours. The solution is to hire Contracted workers, or more specifically, temporary workers on contract.

Contracted workers solve several HR staffing issues: They provide flexible hiring for major projects and seasonal rushes; they provide specific expertise; and they let HR induct new employees without actually hiring them, and in the long run, they save money because many expenses, from salary to benefits, are managed by the staffing firm.

Industrialists express concern that customers have become pretty aggressive, the competition is very tough and rapidly changing technologies constantly entail learning and upgrading skills. There is a need for continuous training because of constantly changing nature of businesses. The time to market is shrinking which makes aggressive planning and scheduling inevitable and hence delivering the right quality in a time bound manner has become imperative and extremely challenging. Further, cost cutting and budget constraints on human resource costs, today's situation is such that in many organizations the issues of man management creep up frequently; it is heard at many places that getting the right manpower with the right skill sets is becoming a big challenge that many companies are facing today.

The commercial models are also changing. The entire industry is moving towards a 'delivery based model'. This concept is based on the motto - pay for results only and not for the efforts/time/manpower that go into it in achieving outcomes. The focus is on tangible, measurable results. This means deliver quickly through reduced cycle time, innovative, light weight, accelerated practices and improved processes. We many a times hear that building teams and developing the right mindsets and culture of open collaboration is getting difficult hence there arrives the need to hire labour through a contractor.

A contract Labourer is defined in the The Contract labour(R&A) Act, 1970 as the person who is hired in connection with the work of an establishment by a principal employer who is the firm owner or a manager through a contractor.

1.0.0 NEED FOR FLEXIBILITY IN LABOUR MARKET AND LABOUR LAWS

There are 3 primary reasons for which this need is being emphasized:

1) Emphasis on need for labour force to change according to the market fluctuations which happens because of increase in specialized products that requires firms to quickly change the size, composition, and at times the location of the workforce.

Employers view flexibility in the labour markets as essential because in the era of economic liberalization and growing competition between firms and countries, production should be organized to suit market conditions. Even Second national Commission on Labour and Deputy Chairman of Planning Commission Mr. Montek Singh Ahluwalia advocates the need for flexibility in the labour markets saying that it would promote competitiveness and efficiency in the current wake of globalization and rapid technological progress.

An underlying wave of change in Laws can be because of foreign investors who are keen on investing in labour intensive countries are deterred from investing in India presently due to provisions in Industrial disputes Act 1947 especially Ch V-B, and Section 9-A, and of Section 10 and complications of Contract Labour (regulation & Abolition) act 1970, can be a probable reason to favour changes pro contract labour, which is not fully proved yet.

2) Emphasis on lowering labour costs and increasing productivity because of rising competitiveness.

3) The political economy perspective which advocates free markets where there would be no government intervention and interference of trade unionism.

While Speaking in favour of Contract labour policy we can say that it permits employers to have

(i) Staffing Flexibility, that is to say, there may be certain positions whose futures are unsure. Hiring a contractor to fill the position for a particular time frame is a good alternative to hiring someone permanent if you are not certain of the position's stability. Independent contractors are also useful for companies that have fluctuating workloads and need short-term staff to help out for a specific project. Once the contract term is fulfilled, there is no obligation for either party to continue the relationship.

(ii) Trial Evaluation: If the company has a permanent position available, but you want to evaluate a potential employee first, you can hire him on a contract basis. This will enable you to assess the person's abilities and skills to see whether he measures up to your standards. If you're unsatisfied with the contractor's performance, you can simply choose not to call him back for future work. If, however, you're happy with the work done, you can offer to hire that individual as a permanent employee who is already trained for the work.

(iii) Reduced Costs: The cost of hiring temporary contract workers is a lot less than hiring an employee. Most temporary workers may not be provided with company benefits such as health insurance, and you do not have to pick up a share of Social Security. Also, in many cases, contract workers have their own equipment to do the job they're contracted for and don't need company office space.

Labour market flexibility, especially employment flexibility, is an essential requirement of structural adjustment process. It allows managements to have the necessary leverage to fine-tune organization structure, marketing of products and services, pricing, technology, human resource competencies with micro-economic changes to achieve financial viability and competitive efficiency. Opposition to flexibility, emanates more from ideological considerations than on careful study of market conditions, compulsions of technology and imperatives of good management. Global experiences have clearly suggested that though flexibility in labour market, in the initial stages, does cause employment drift and social tensions but it ultimately facilitates employment generation. However, opinions about how much flexibility is actually required for spurring economic growth differ very widely from country to country and situation to situation.

As a prime mover of economic growth and the custodian of people's interest, the government can neither allow free licence to employers nor permit the ideologues of trade unions to impede national economic development. However, this demand for humanitarian impulse, social insurance and other protective covers merits very serious consideration and support from all quarters.¹⁷

¹⁷ <https://www.linkedin.com/pulse/need-contract-labour-todays-times-aniruddh-shastree>

1.1 OBJECTIVES

The objective in the research plays an important role in the researcher paper. In the objective the researcher have knowledge about the Research Topic, and how to make Questionnaire or Interview schedule without objective the researcher wouldn't be able to do Questionnaire or Interview schedule in the research. The objective determines the purpose of the research and what the researcher want to find while collecting the data.

- ❖ To understand the Socio- economic condition of the Contractual Employee.
- ❖ To Know the Job Structure in the organization.
- ❖ To know about the facilities/benefits they get from the organization.
- ❖ To understand their viewpoint about the improvisation in the facilities within the organization.

In this research the researcher set an objective the researcher wants to find out the Socio-economic condition of the Contractual Employee. The second objective is Job-structure of the contractual employee in the organization. The third objective is to know the facilities/benefits they get in the organization. The last objective is to know the viewpoint about the improvisation in the facilities within the organization.

1.2 STATEMENT OF THE STUDY:

Contract labour are the most vulnerable worker in an organization. The work temporary in an organization and the work more than the principal employee. In earlier and present day the contract labour are exploited in manner way. There is law for the contract labour then also the are exploited in the organization. The study of the causes and consequences that are faced by the contract labour.

For the purpose of this study it is important to examine the impact that affect the contract labour and what are the reason the are not get there proper rights in an organization. The purpose of the study is to know that the contract labour will get the benefit from the contractor or the organization. And to know that if the organization will take any action if there is any violation of the law.

1.3 SIGNIFICANCE OF THE STUDY

Contract labour are the most vulnerable worker in an organization. They work temporary in an organization and the work more than the principal employee. In earlier and present day the contract labour are exploited in manner way. There is law for the contract labour then also the are exploited in the organization. The study of the causes and consequences that are faced by the contract labour.

For the purpose of this study it is important to examine the impact that affect the contract labour and what are the reason they are not get there proper rights in an organization. The purpose of the study is to know that the contract labour will get the benefit from the contractor or the organization. And to know that if the organization will take any action if there is any violation of the law.

This study is provide an overview of how the contract labour will feel about their work and what are the problem the are facing in the organization. The study also give a brief idea about The contract labor (regulation and abolition) Act,1970 and help us to know about its works in an organization. It will also know about how the organization will respond if the found the violation of this law. It also gives a brief idea about the relationship between the contract labour and the contractor.

In this research its help the stack holder in different way, mostly there is Primary and Secondary stakeholders

- Primary stakeholder: Its helped the primary stakeholder is different way, its helps them to understand what are the facility/benefit the get while working as an contractual employee. While asking in the interview schedule the get to know the benefits will work in the organization.
- Secondary Stakeholder: In this research it help the secondary stakeholder that if they want to take any decision regarding contract labour they can get some idea about their problem face and help them to build policy.

1.4 LIMITATION OF THE STUDY

While collecting the data two of the Department (HOD) would not give permission to collect data in their Department they told the researcher to get Ethical Certificate from the office while asking in the office they told that it is a very long process and meeting should be conducted to give the Ethical Certificate. And most of the contractual employees have shift duty so it's very hard to get collect the data from them.

1.5 CHAPTERIZATION

In the research there are Five Chapters

In Chapter 1- In this Chapter the researcher give Introduction, Objective, Statement of the study, Significant of the Study, Limitation of Study, Chapterization, Literature Review.

In Chapter 2- In this Chapter the researcher give Field, Universe of Study, Population, Research approach, Research Design, Sampling methods, Research Tools and Techniques, Data Collection Procedure, Duration of the study, Tabulation of data, Plane of data analysis.

In Chapter 3- In this Chapter the researcher give Data analysis and Interpretation.

In Chapter 4- In this Chapter the researcher give Finding and Vital Observation.

In Chapter 5- In this research the research give Summery, Social Work Intervention, Conclusion and Bibliography

1.6 LITERATURE REVIEW

S.N.Misra (2016) in the book “Labour & Industrial Laws” he explain that in the second five year plan the Planning Commission made certain recommendation namely, undertaking of studies to ascertain the extent of the problem of contract labour.¹⁸

J.I.Husband (1980) in the book “ Labour Administration: A General Introduction “ explain in the book that contract labour is a voluntary agreement which the parties have an absolute right to make, in the absence of specific legislation, the contract of service is enforceable under the ordinary law applicable to the private contracts. And something to be

¹⁸ Labour & Industrial Laws by S.N.Misra (2016)

given in return for the other party's performance of the contract this is usually wages, rent or purchase price.¹⁹

K.G.Parashurama (2002) in the book "The problems and prospects of contract labour _an empirical study" explain that the use and abuse of contract labour is growing rapidly worldwide. The contract labour is viewed as an alternative to direct or permanent jobs. The contract labour is an outcome of migration.²⁰

M Shreekant Singhi (2001) in the book "Study of labour laws and policies with refence to contract labour in india" explain that contract labour is increasingly becoming a prominent issue in different economic sector both in developed and developing countries around the world. ²¹

K Uma maheswari (2015) in the book "A study of contract labour in service industries" explain that contract labour is not new to india.in early stage of industrialization, the recruitment of labour was primarily through intermediaries due to lack of mobility, low status of labourers, cast, religion and language. These obstacles were overcome by appointing middlemen, also called contractors. But after globalization, the contract labour system has been the growing from of employment prevalent in almost all industries.²²

Prashant Bhargava (2017) in his article "Complications faced by Contract Labours in India" he explain that Abraham Lincoln once said "Labour is prior to, and independent of capital. Capital is only the fruit of labour, and could never have existed if labour had not first existed. Labour is the superior of capital, and deserves much higher consideration". This phrase has lost its true meaning in the modern so-called organised world. In order to earn more money, industrialists are exploiting the workmen. They have forgotten the real existence of it, as they can't produce anything if they don't get labour power. ²³

Ajay Thakur (2017) in the article "CRITICAL ANALYSIS OF THE CONTRACT LABOUR (REGULATION AND ABOLISHMENT) ACT 1970" *explain that the*

¹⁹ Labour Administration: A General Introduction by J.I.Husband (1980)

²⁰ The problems and prospects of contract labour _an empirical study by K.G.Parashurama (2002)

²¹ Study of labour laws and policies with refence to contract labour in india by M Shreekant Singhi (2001)

²² A study of contract labour in service industries by K Uma maheswari (2015)

²³ <https://www.linkedin.com/pulse/complications-faced-contract-labours-india-prashant-bhargava>

present day and age of extensive globalisation has resulted in people and corporates increasing their pace of production in order to maximise their profits. This has resulted in careful cost cutting by companies thus promoting contract labour. Contract labourers are usually recruited through contractors who work as a link between the actual employers and the workers.²⁴

Saini Debi S (2010) in the article “The Contract Labour Act 1970 Issues & Concerns” explain that Contract workers constitute a large part of the total wage employment in India. It has been believed since long that most of these workers are engaged in activities necessitated by seasonal/occasional requirement of employers or in situations where there is a temporary increase of work. No one knows the exact number of contract workers employed in the country as no data on it has been systematically collected; but it is crudely estimated that this figure is around 30 million. Of course, all contract workers are not covered by the Contract Labour (Regulation and Abolition) Act 1970 (CLA), which is the principal central law regulating the employment of contract labour in India.²⁵

Amitabh Adhikary (2015) in his article “Make In India- Contracting labor pains” described that the make in india campaign is a powerful agenda to transform india into a global manufacturing hub.²⁶

G.Sampath (2016) in his article “A Supreme Court judgment poses an old question to India’s labour movement: how to unionise contract workers” the Supreme Court ruled that contract workers should get the same pay as permanent worker. It held that denial of equal pay for equal work to daily wagers, temporary, casual and contractual employees amounted to “exploitative enslavement, emerging out of a domineering position”.²⁷

Prabir Kumar Chattopadhyay (2017) in his article “CONTRACT LABOUR IN INDIA-A CONCEPTUAL ANALYSIS” explain that The rapid industrialization brought out the free trade in business operations to adopt the flexible labour practices in Indian economy. Especially contract labour is an important and increasing form of employment which is common in almost all industries, in agriculture and related operations and in service sector also. It is one

²⁴ <https://blog.ipleaders.in/critical-analysis-contract-labour-regulation-abolishment-act-1970/>

²⁵ <https://www.questia.com/library/journal/1G1-235631659/the-contract-labour-act-1970-issues-concerns>

²⁶ https://www.peoplesmatters.in/article/employee-engagement/make-india-contracting-labor-pains-11717?utm_source=peoplesmatters&utm_medium=interstitial&utm_campaign=learnings-of-the-day

²⁷ <http://www.thehindu.com/opinion/op-ed/On-parallel-tracks/article16090950.ece>

of the forms of informal employment obtaining in both informal and formal sectors. The globalization conditions have enhanced the mobility with bargaining power vis-à-vis increased workers.²⁸

²⁸ <http://oaji.net/articles/2017/490-1490960007.pdf>



CHAPTER 2

- Introduction
- Field
- Methodology

2.0 INTRODUCTION:

Research methodology is a way to systematically solve the research problem. It is a science of studying how research is done scientifically. Generally research means, the systematic investigation into and study of materials and sources in order to establish facts and new conclusions. In research methodology, we study the various steps in studying the research problem that are generally adopted by a research.

The research methods constitute a part of the research methodology and it has many dimensions. The scope of the research methodology is wider than that of the research methods. Thus, when we talk of research methodology, we not only talk of the research method that we use, but we also explain why we are using the other methods. We do it so that the research results are capable of being evaluated either by the research himself or by others. Why a research study is being undertaken by the researcher, how the research problem has been defined and what particular method had been adopted in order to solve the research problem etc. are usually been answered whenever we talk of a research methodology concerning a research problem or study.

2.1 FIELD

2.1.1 FIELD OF STUDY

The researcher has conducted the study in the state of Assam. Out of 35 District in Assam the research had chosen Debrugarh District. Assam serves as a major gateway to the North-Eastern corner of India. It shares borders with the countries of Bhutan and Bangladesh and is surrounded by the states of Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura and Meghalaya which together with Assam are called the seven sister states of the country. Assam has 33 districts. The total population of Assam 31,169,272(2011 census) and it covers an area of 78,550 km sq.

2.1.2 UNIVERSE OF THE STUDY

The researcher has chosen to carry his study at Dibrugarh District which is situated in the state of Assam. Dibrugarh District is situated in the easternmost part of Assam. Buridihing, a tributary of Brahmaputra, divides the district from east-to-west. Buridihing flows through Naharkatia and Khowang, and at a later stage in its course, Buridihing acts as a divider between Dibrugarh and Sivasagar districts. The region is flat with a gradual slope from the East Arunachal hills to the

west. It is the gateway to the three tea-producing districts of Tinsukia, Dibrugarh, and Sivasagar. These three areas account for approximately 50% of India's Assam tea crop, and this gives Dibrugarh its rightly earned sobriquet as the "Tea City of India". Oil and timber are the other two big industries in and around Dibrugarh.



The researcher will conduct his study at Assam Medical College (AMC) and Hospital, Dibrugarh district of Assam. AMC provides an essential service to the people of Assam.

2.1.3 POPULATION

The researcher had conducted his study at Assam Medical College and Hospital, Dibrugarh. He covers the employees both from the technical and non- technical background. And the total number of contractual employee is 800 persons in the organization. Out of which the researcher will select 60 as a sample in research.

2.2 METHODOLOGY

2.2.0 RESEARCH APPROACH:

The research approach adopted for the study by the researcher will be Quantitative and Qualitative approach.

2.2.1 RESEARCH DESIGN:

Research Design is a detailed outline of how an investigation had taken place. It typically includes how data had be collected, what instruments had be employed, how the instruments had be used and the intended means for analyzing data collected.

In this study, the researcher describes about the impact on Contractual Employees in the organization. It also described about the problem or job satisfaction of contractual employees of Assam Medical College and Hospital, Dibrugarh district of Assam. The study took place in order to describe and know whether proper steps are taken for the Contractual Employees in the organization.

In order to further explore in the research problem, descriptive research design was obtained to excess both the on sight and off sight of the problem. Descriptive research helps to describe the characteristics of a phenomenon which is being study. The study took various data collection using Interview Schedule, Primary data collection and secondary data collection technique.

2.2.3 SAMPLING METHOD:

Sampling methods is the process of drawing a definite number of the individuals, cases or the observation from a particular universe, selecting part of a total group for selection. There are two types of sampling methods- Probability and Non probability sampling method .The researcher in order to collect data opted for Lottery Method under Simple Random Sampling which falls under Probability Sampling. A Simple Random Sampling is a subset of a statistical population in which each member of the subset has an equal probability of being chosen.

2.2.4 RESEARCH TOOLS AND TECHNIQUES OF DATA COLLECTION:

Data collection is the process of collecting information from all the relevant sources to find answers to the research problem, and evaluate the outcomes. Data collection methods can be divided into two categories:-

- Primary Data
- Secondary Data

- **Primary Data:**

- A. Interview schedule

B. Observation

- **Secondary Data**

A. Online portals

B. Books

C. Journals

D. Magazines

E. Research thesis.

F. Newspapers

2.2.5 DATA COLLECTION PROCEDURE:

The researcher went to the organization with the Interview Schedule and Observation went to the person to person to collect data from them.

2.2.6 DURATION OF THE STUDY

The researcher had started the research study from November 2017 and ended it in May 2018. The researcher will collect the data from 20 February 2018 and it had taken around 15 days for 60 respondents.

2.2.7 TABULATION OF DATA

The researcher had conducted his survey on 20 February to 15 March 2018. After collection of the raw data, the data have to be interpreted and analyzed for the desired outcome of the study.

- **Editing of Data:** Data editing is defined as the process involving the review and adjustment of collected survey data. While editing the data, the research makes sure that all the responses are now very clear to understand. It is the 1st step to organize the data. Sometimes some question are left unanswered during data collection, the researcher then organize them systematically and try to fill up the questions by linking up them to the study question.
- **Coding of data:** Data coding is the process of driving codes from the observed data. In qualitative research, the data is either obtained from observations, interview schedules or from questionnaires. Coding is necessary for efficient analysis through it several replies

may be reduced to a small number of classes which contain the critical information required for analysis. The researcher has done his coding in Microsoft Word.

- **Master Sheet:** it is a sheet where coding and entered of data is carried out in certain homogenous group for interpretation and analysis. In master sheet, the whole collected raw data are entered with coding and calculated for final tabulation and analysis. Here data entry and analysis have been done by the researcher in MS Excel.
- **Tabulation and Interpretation:** It is the way of processing information or data by putting it in a table. The purpose of tabulation is to present the data in such a way that they become more meaning full and can easily understood by a common man.
- **Pie Chart:** In pie-chart, data are presented in the form of circle with each category occupying a segment that is proportional to its size. It enables comparisons between the part.
- **Bar Diagram:** The bar diagram consists of bars drawn either vertically or horizontally. Each bar indicated the value of the variable.
- **Proper referencing:** the references which researcher is using for this study had been book, journals, e-books and government documents. Hence, researcher had acknowledged the author and publication by proper referencing method which had not lead to any issue of plagiarism.

2.2.8 Plan of data analysis

The data collection from the subjects will be grouped and analyzed on the basis of objective of study. Plan for data analysis are as follows

- Data of the organization respondents will be coded and transformed to a master sheet for analysis.
- Frequency an percentage distributed to explain the demographic variables and structured interviews.
- Open ended question are to be written in detail.
- Analyzed as per researcher's observation and members view.
- Analysis the concept of contractual employment in each and elaborate the facilities that are provided by the organization.

2.2.9 Ethical Consideration

- **Informed Consent:** The researcher had first of all explained the objectives and nature of the study to the respondents. Their consent had been valued by the researcher for participating in the study as respondents.
- **Confidentiality:** The names and identity of the respondent had remained confidential. So the researcher had make sure that information of respondents had not be disclosed anywhere without their prior permission.
- **Proper referencing:** the references which researcher is using for this study had been book, journals, e-books and government documents. Hence, researcher had acknowledged the author and publication by proper referencing method which had not lead to any issue of plagiarism.



CHAPTER 3

- **Introduction**
- **Data analysis and Interpretation**

3.0 INTRODUCTION

This chapter deals with analysis and interpretation of data. Data analysis is a process of inspecting, cleansing, transforming, and modeling data with the goal of discovering useful information, informing conclusions, and supporting decision-making. It has multiple facets and approaches, encompassing diverse techniques under a variety of names, while being used in different business, science, and social science domains.

3.1 DATA ANALYSIS AND INTERPRETATION

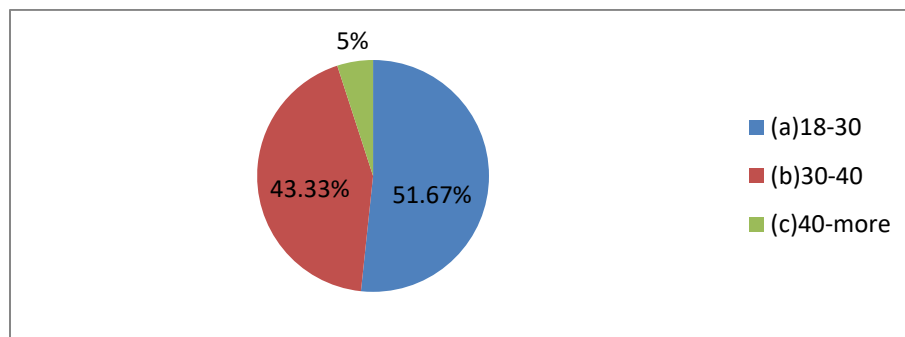
PERSONAL INFORMATION

2. Age of the Respondent

The age is important because through age the researcher will know the maximum number of people are working in the organization and their age. The researcher has chosen the age factor so that the researcher will know the behavior of the different age person.

DIAGRAM NO. 1

Distribution of respondents according to their age group



In the following diagram that out of 60 respondent 51.67% are from 18-30 age group, 43.33% respondent are from 30-40 age group, and 5% are from 40-more .

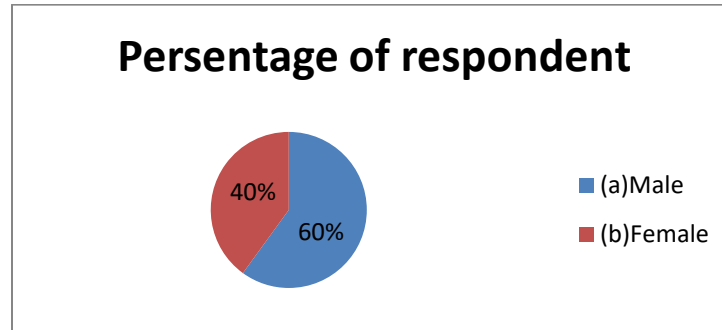
In the following diagram we can see that 18-30 age groups is more in the organization.

3. Gender of the respondent

The gender is the important factor of the research through the gender the researcher will know the number of Male and Female employee in the organization.

DIAGRAM NO 2

Distribution of respondents according to their Gender



In the following diagram 60% of the respondent are male and 40% are female. The majority is the Male employee in the organization.

4. Marital status Respondents

To know the marital status of a person is very important in research question. Through marital status the researcher will know that the person's significant other.

TABLE No 1

Distribution of respondents according to their Marital Status Respondents

Marital Status	Number of respondent	Percentage of respondent
(A)Married	41	68.3333%
(B)Unmarried	19	31.6666%
(C)Other	0	0%
Total	60	100%

From the table we can see that maximum number of people are Married that is 68.333%, and 31.666% of the people is Unmarried, and 0% is other(Divorced and Widowed).

5. Education Qualification of the respondents

It is important to know the education qualification of the respondent to know there work in the organization and to know about their knowledge about the Contract Labour Act, 1970.

TABLE No 2

Distribution of respondents according to their Education Qualification of the Respondents

Qualification	Number of respondent	Percentage of respondent
(A)Under HSLC	42	70%
(B)HS Or Lab Tec	11	18.333%
(C)Graduate	7	11.666%
(D)Master Degree	0	0%
Total	60	100%

From the following table we know that 70% of people are under HSLC,18.333% are HS or Lab Tec, 11.666% are Graduate, and 0% are Master Degree.

7. First job Of the Respondents

The researcher has taken this option to know that the responded will perform other job in there early days. And there Experian's in other organization.

TABLE No 3

Distribution of respondents according to their First Job Of The Respondents

First job	Number of respondent	Percentage of respondent
(A)Yes	50	83.333
(B)No	10	16.667
Total	60	100%

In the following table we can see that 83.33% have responded that it is their first job and 16.66% have second job.

It can be concluded that the majority is 83.333% have first job.

❖ **To understand the Socio- economic condition of the Contractual Employee.**

1. Annual Income of a Person

The annual income is important because it helps the researcher to understand the economic condition of the employee.

TABLE No 4

Distribution of respondents according to their Annual Income of a Person

Annual Income	Number of respondent	Percentage of respondent
(a)30000-50000	53	88.333%
(b)50000-70000	1	1.666%
(c)70000-more	6	10%
Total	60	100%

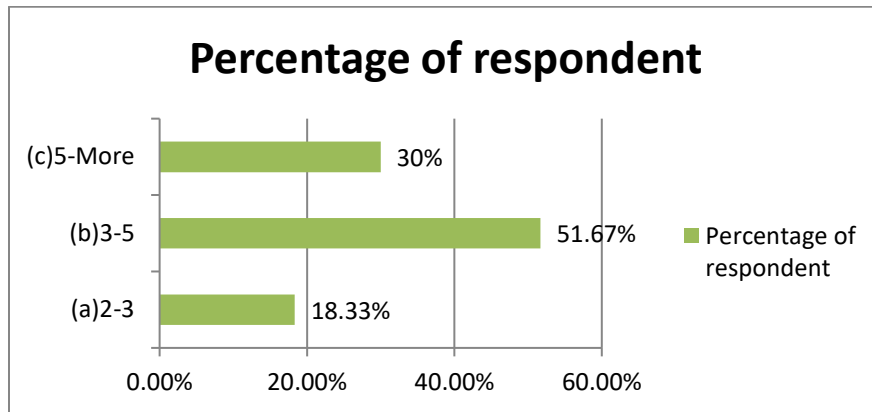
From the following diagram we can see that maximum number of people have annual income of 30000-50000 and the percentage is 88.333%, and second is 70000-more is 10% have annual income, and 50000-70000 is 1.666%.

2. Number of family member in house

It is an important factor of the research question because knowing the family member the researcher will know the family size of the respondent.

DIAGARAM NO 3

Distribution of respondents according to their family member



From the following diagram the we know that 51.667% is highest that is 3-5 member and second is 30% that is 5-more and last is 18.333% is 2-3 member in the diagram.

3. Alternative Source Of income

The alternative source of income is important so that the researcher will know that the person have another source of income to make his life better or to find out that the salary is not enough to run their family.

TABLE No 5

Distribution of respondents according to their Alternative Source Of income

Alternative Source Of income	Number of respondent	Percentage of respondent
(a)Yes	1	1.6667
(b)No	59	98.333
Total	60	100%

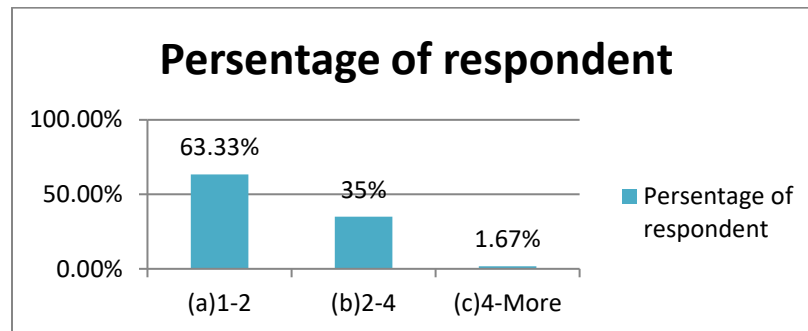
From the following table we can see that maximum number of people is dependent on one job and the percentage is 98.333% and only 1.6667% percent will do other job.

4. Other Working Member in household

It helps the researcher to know if the respondent is not the only source of income there is other person who work in their family so that it helps them to reduce the working stress.

DIAGRAM NO 4

Distribution of respondents according to their Other Working Member in household



In the following diagram we can see that 63.33% of respondent family have 1-2 members have other working member in their household, and 35% have 2-4 members are working in their house, and 1.67% have 4-more members are working.

5. Dependent Member in Family

It helps the research to know that the respondent has dependent number and their responsibility towards their family.

TABLE No 6

Distribution of respondents according to their Dependent Member in Family

Dependent Member	Number of respondent	Percentage of respondent
(a)Yes	59	98.333%
(b)No	1	1.666%
Total	60	100%

In the following table 98.33% of the respondent have dependent member of their family and only 1.666% have no dependent member.

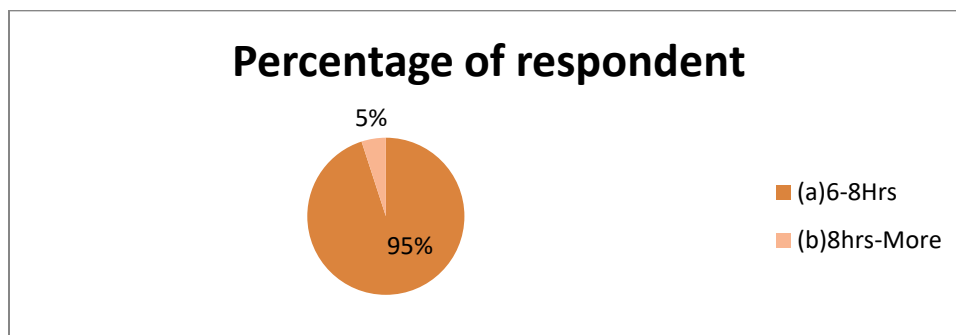
❖ To Know the Job Structure in the organization.

1. Hours of work in the organization

It is a important factor through which we can know that the working hour of the organization.

DIAGRAM NO 5

Distribution of respondents according to their Hours of work



In the following diagram we can see that 95% have 6-8 Hours work in the organization and 5% will work 8hr-more in the organization.

2. Duty Structure of the Employees

It is an important factor because in the organization every employee has duty time of their work and in the law also they have given the working hours of the employee. So it is important to the researcher to know the duty structure of the employee of the organization.

TABLE No 7

Distribution of respondents according to their Duty Structure of the Employees

Duty structure	Number of respondent	Percentage of respondent
(A)Full Day Shift	21	35%
(B)Other(Shift)	39	65%
Total	60	100%

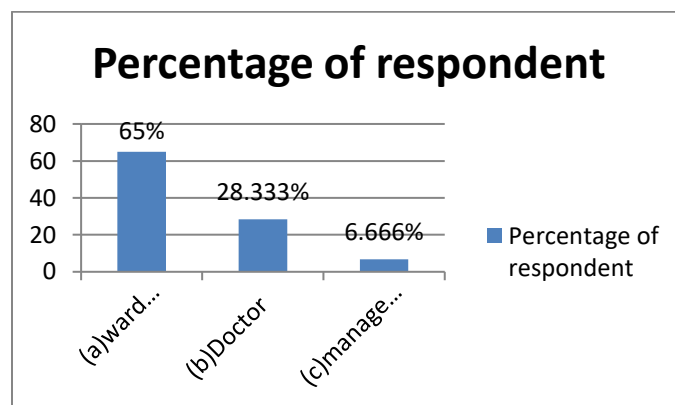
From the following table we can see that in the organization shift duty is there and the percentage of shift duty is 65%. And the full day shift is 35%.

3. Reporting person in the organization

This is an important part of the research because it will help the researcher to understand the higher authority of the respondent whom they report when an emergency comes and their reporting person.

DIAGRAM NO 6

Distribution of respondents according to their Reporting person in the organization



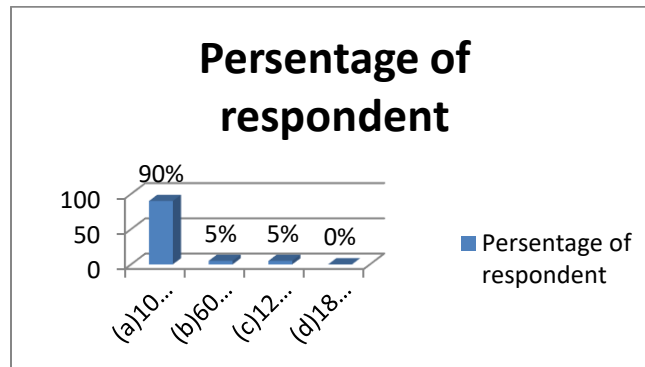
From the following diagram we can see that 65% of respondents will report to their Ward incharge and 28.333% will report to the Doctor incharge on that time and 6.666% will report to the management.

4. Monthly salary of the respondent

This is an important factor in the study of the research because it helps the researcher to understand the social status of the respondent and to see whether the organization will give proper salary to their workman.

DIAGRAM NO 7

Distribution of respondents according to their Monthly salary of the respondent



From the following diagram 90% will get Rs1000-5000 per month and 5% will get Rs6000-11000 per month, 5% will get Rs12000-17000 per month and 0% is getting Rs18000-more per month.

5. Leaves giving to the employee

Leave is given to the employee whether they are permanent or temporary employee of the organization. The researcher will take this option because to see whether the organization will provide them leaves when some emergency okra.

TABLE No 8

Distribution of respondents according to their Leaves giving to the employee

How many leaves	Number of respondent	Percentage of respondent
(A)One Day	55	91.666%
(B)1-15	3	5%
(C)15-More	2	3.333%
Total	60	100%

From the following table we can see that 91.666% will get only One Day leave, 5% will get 1-15 days Leave and 3.333% will get 15-more day leaves.

6. Weekly Holiday

From this point the researcher want to know that if the organization will give them weekly holiday or not.

TABLE No 9

Distribution of respondents according to their Weekly Holiday

Weekly holiday	Number of respondent	Percentage of respondent
(A)Yes	46	76.667%
(B)No	14	23.333%
Total	60	100%

From the following table we can see that 76.667% are getting weekly holiday because they are working in office but 23.333% of them are not get weekly holiday.

7. Getting Permanent states

The researcher put this question to his research paper because he wants to know that if there is any chance to heaving get permanent states will work in contract worker.

TABLE No 10

Distribution of respondents according to their Getting Permanent states

Permanent States	Number of respondent	Percentage of respondent
(A)Yes	36	60%
(B)No	24	40%
Total	60	100%

In this table the researcher will observed that 60% of respondent are telling that there is a chance of getting permanent job will doing in contractual job and 40% are saying that there is not any chance will doing contractual work.

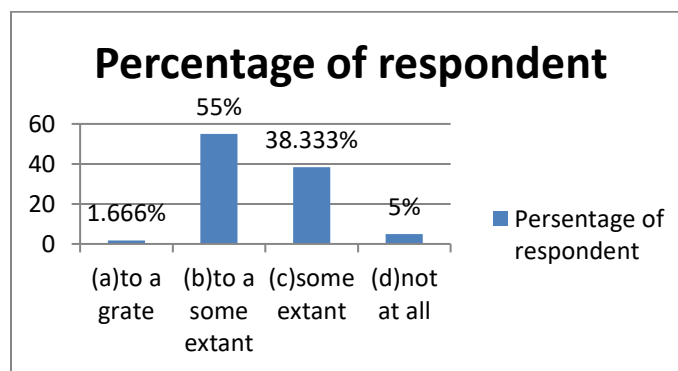
❖ **To know about the facilities/benefits they get from the organization.**

1. Job satisfaction of the employee

Job satisfaction is most important for the employee and the development of an organization. And the researcher will take this question to know about the worker job satisfaction in the organization.

DIAGRAM NO 8

Distribution of respondents according to their Job satisfaction of the employee



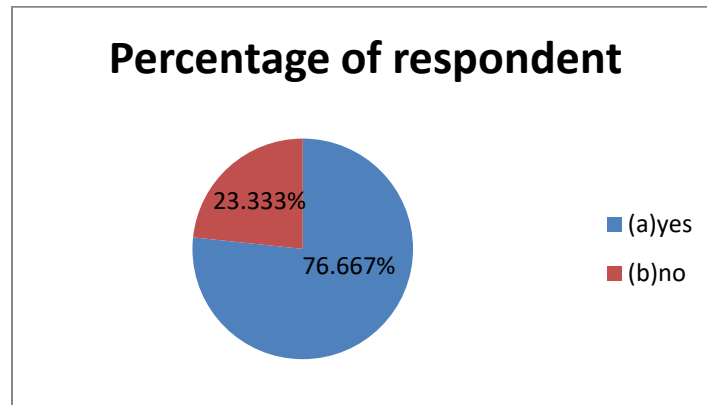
From the following the researcher will know that 55% of the employee is to a some extant, 38.333% have some extant of job satisfaction, 5% of employee have not at all satisfied with their work and 1.666% of the employee will to a great satisfaction of job.

2. Giving salary in time to the employee

Salary is a most important part which is given to the employee in exchange of their work and giving salary in is a important think for the employee because if the salary is given in proper time than the employee wouldn't face any problem so it is a responsibility of the organization to give salary in time.

DIAGRAM NO 9

Distribution of respondents according to their Giving salary in time to the employee



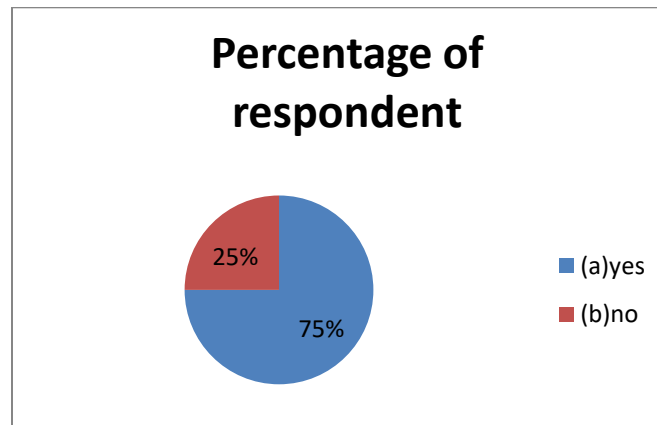
From the following diagram the researcher will get know that 76.667% will get the salary in time and 23.333% tell that the don't get salary in time.

3. Health facility given by the employee

Health facility is a important factor that is given to the employee by the organization.

DIAGRAM NO 10

Distribution of respondents according to their Health facility given by the employee



From the following diagram we can see that 75% of the employee will get health facility and 25% wouldn't get health facility.

4. Perform Overtime in the organization

In the organization the employee will perform over time some time so the researcher want to know that if the employee will perform over time in the organization.

TABLE No 11

Distribution of respondents according to their Perform Overtime in the organization

Perform Overtime	Number of respondent	Percentage of respondent
(A)Yes	10	16.667%
(B)No	50	83.333%
Total	60	100%

From the following table we can see that 83.333% are not doing over time and 16.667% of them are performing over time.

5. Overtime wages

If the employee will perform overtime the organization will give the extra wages for the overtime.

TABLE No 12

Distribution of respondents according to their Overtime wages

Overtime wages	Number of respondent	Percentage of respondent
(A)Yes	0	0%
(B)No	60	100%
Total	60	100%

In the table we can see that 100% of them wouldn't get overtime wages.

6. Benefit given to the employee during festive session

Some of the organization will give some Benefit to the employees during festive session and the researcher want to know that in AMC the organization will provide them some benefit during festive session.

TABLE No 13

Distribution of respondents according to their Benefit given to the employee during festive session

Benefit during festive session	Number of respondent	Percentage of respondent
(a)yes	1	1.666%
(b)no	59	98.333%
Total	60	100%

From the following diagram we can see that 98.333% will not get any benefit during festive session and only 1.666% will get benefit during festive session.

7. Canteen Facility provided by the organization

According to the contract labour act the organization will provide canteen facility to their employee. So the researcher want to know that if the organization will provide canteen facility to his employee or not.

TABLE No 14

Distribution of respondents according to their Canteen Facility provided by the organization

canteen Facility	Number of respondent	Percentage of respondent
(a)yes	2	3.333%
(b)no	58	96.667%
Total	60	100%

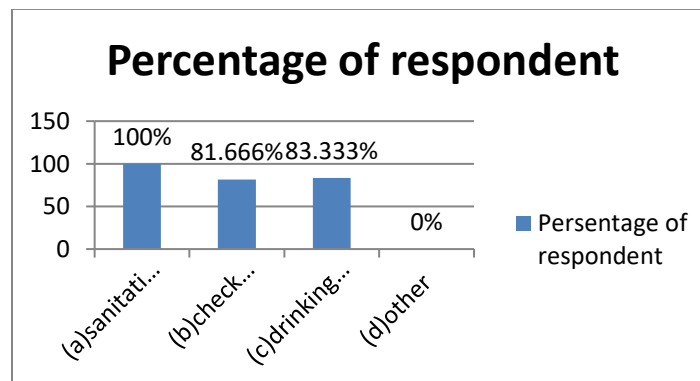
From the table we can see that 96.667% wouldn't get any canteen facility in the organization and only 3.333% of the employee will get canteen facility.

8. Facilities provide by the organization to the employee

Some of the facilities provide by the organization to their contract worker like Sanitation, Check and change room, Drinking facilities, other. and the researcher put this question to know that if the organization will give them this facility as given in the contract labour act 1971.

DIAGRAM NO 11

Distribution of respondents according to their Facilities provide by the organization to the employee



From the following diagram we can see that 100% of them get Sanitation facility, 81.666% will get Check and change room, 83.333% will get Drinking facilities and 0% is other facility.

9. Quarter facility given to the employee

In this point the researcher wants to know about that if organization will provide them quarter facility to live.

TABLE No 15

Distribution of respondents according to their Quarter facility given to the employee

quarter facility	Number of respondent	Percentage of respondent
(a)yes	3	5%
(b)no	57	95%
Total	60	100%

In the table we can see that 95% are not getting quarter facility and 5% are getting the quarter facility it means that there family member are working in the organization as an permanent employee.

10. Where they will live

In this the researcher want to know that where the live in weather the live in Rent House, PG, Own House or other .

TABLE No 16

Distribution of respondents according to their Where they will live

were do you stay	Number of respondent	Percentage of respondent
(A)Rent House	13	21.666%
(B)PG	0	0%
(C)Own House	29	46.666%
(D)Other	19	31.666%
Total	60	100%

From the following diagram we see that 21.666% will live in Rent House, 0% live in PG, 46.666% are live in their own house in Dibrugarh, 31.666% live in AMC camps only.

11. Travelling Cost per day

In this point the researcher wants to know about their per traveling expenses so that the researcher will know about their cost of living whether they satisfied with their monthly income.

TABLE No 17

Distribution of respondents according to their Travelling Cost per day

travelling cost	Number of respondent	Percentage of respondent
(a)10-50	17	28.333%
(b)50-100	40	66.666%
(c)100-above	3	5%
Total	60	100%

23.333% spend 10-50 rupees per day, 66.666% spent 50-100 rupees per day, and 5% spend 100-above per day.

13. If the contractual employee get supported by senior employee

In this factor the researcher wants to know about if the senior employee will help the contractual employee in their work place or not. It is an important factor so that we can understand the relationship between the contractual employee and permanent employee.

TABLE No 18

Distribution of respondents according to their If the contractual employee get supported by senior employee

supported by senior employee	Number of respondent	Percentage of respondent
(A)Yes	55	91.666%
(B)No	5	8.333%
Total	60	100%

From the following table we can understand that 91.666% employee are supported by the senior employee and 8.333% are not supported by the senior employee.

- ❖ **To understand their viewpoint about the improvisation in the facilities within the organization.**

1. Aware about the contract labour act 1971

It is important point that the researcher want to know because the research is related to contract employee so the researcher want to know that the employee will know about the contract labour act 1971.

TABLE No 19

Distribution of respondents according to their Aware about the contract labour act 1971

Aware about the contract labour act 1971	Number of respondent	Percentage of respondent
(a)yes	3	5%
(b)no	57	95%
Total	60	100%

From the following table 95% wouldn't know about the contract labour act 1971 and only 5% are aware about this act.



CHAPTER 4

- **Finding**
- **Vital Observation**

4.1 FINDING

The researcher has conducted the research on Issues concerning the contractual employee. The researcher collected information on job structure, socio-economic condition, facilities/benefits, and viewpoint about the improvisation in the facilities within the organization.

The researcher now has come out with certain findings from the study. Those are mention below.

PERSONAL INFORMATION

1. **Age:** In the 60 respondent 51.67% are from 18-30 age group, 43.33% respondent are from 30-40 age group, and 5% are from 40-more . We can see that 18-30 age groups is more in the organization.
2. **Gender:** It concluded that 60% of the respondent is male and 40% are female. The majority is the Male employee in the organization.
3. **Qualification:** From the following we know that 70% of people are under HSLC, 18.333% are HS or Lab Tec, 11.666% are Graduate, and 0% is Master Degree.
4. **Marital status:** From this we can see that maximum number of people is married that is 68.333%, and 31.666% of the people is Unmarried, and 0% is other (Divorced and Widowed).
5. **First job:** We can see that 83.33% have responded that it is there first job and 16.66% have second job.

SOCIO- ECONOMIC CONDITION OF THE CONTRACTUAL EMPLOYEE

1. **Annual Income of a Person:** We find that maximum number of people have annual income of 30000-50000 and the percentage is 88.333%, and second is 70000-more is 10% have annual income, and 50000-70000 is 1.666%.
2. **Number of family member in house:** We find that 51.667% is highest that is 3-5 members and second is 30% that is 5-more and last is 18.333% is 2-3 members.
3. **Alternative Source Of income:** We find that maximum number of people is dependent on one job and the percentage is 98.333% and only 1.6667% percent will do other job.

4. **Other Working Member in household:** We can find that 63.33% of respondent family have 1-2 members have other working member in their household, and 35% have 2-4 members are working in their house, and 1.67% have 4-more members are working.
5. **Dependent Member in Family:** We find that 98.33% of the respondent have dependent member of their family and only 1.666% have no dependent member.

JOB STRUCTURE IN THE ORGANIZATION

1. **Hours of work in the organization:** We find that 95% have 6-8 Hours work in the organization and 5% will work 8hr-more in the organization.
2. **Duty Structure of the Employees:** We find that in the organization shift duty is there and the percentage of shift duty is 65%. And the full day shift is 35%.
3. **Reporting person in the organization:** We find that 65% of responded will report to their Ward incharge and 28.333% will report to the Doctor incharge on that time and 6.666% will report to the management.
4. **Monthly salary of the respondent:** Find that 90% will get Rs1000-5000 per month and 5% will get Rs6000-11000 per month , 5% will get Rs12000-17000 per month and 0% is getting Rs18000-more per month.
5. **Leaves giving to the employee:** That 91.666% will get only One Day leave, 5% will get 1-15 days Leave and 3.333% will get 15-more day leaves.
6. **Weekly Holiday:** We can see that 76.667% are getting weekly holiday because they are working in office but 23.333% of them are not get weekly holiday.
7. **Getting Permanent states:** The researcher will observed that 60% of respondent are telling that there is a chance of getting permanent job will doing in contractual job and 40% are saying that there is not any chance will doing contractual work.

FACILITIES/BENEFITS THEY GET FROM THE ORGANIZATION

1. **Job satisfaction of the employee:** The researcher will know that 55% of the employee is to a some extant, 38.333% have some extant of job satisfaction, 5% of employee have not at all satisfied with their work and 1.666% of the employee will to a great satisfaction of job.

2. **Giving salary in time to the employee:** The researcher will get know that 76.667% will get the salary in time and 23.333% tell that the don't get salary in time.
3. **Health facility given by the employee:** We find that 75% of the employee will get health facility and 25% wouldn't get health facility.
4. **Perform Overtime in the organization:** We find that 83.333% are not doing over time and 16.667% of them are performing over time.
5. **Overtime wages:** Find that 100% of them wouldn't get overtime wages.
6. **Benefit given to the employee during festive session:** We find that 98.333% will not get any benefit during festive session and only 1.666% will get benefit during festive session.
7. **Canteen Facility provided by the organization:** We find that 96.667% wouldn't get any canteen facility in the organization and only 3.333% of the employee will get canteen facility.
8. **Facilities provide by the organization to the employee:** We find that 100% of them get Sanitation facility, 81.666% will get Check and change room, 83.333% will get Drinking facilities and 0% is other facility.
9. **Quarter facility given to the employee:** Find that 95% are not getting quarter facility and 5% are getting the quarter facility it means that there family member are working in the organization as an permanent employee.
10. **Where they will live:** We find that 21.666% will live in Rent House, 0% are live in PG, 46.666% are live in their own house in Dibrugarh, 31.666% live in AMC camps only.
11. **Travelling Cost per day:** Find that 23.333% spend 10-50 rupees per day, 66.666% spent 50-100 rupees per day, and 5% spend 100-above per day
12. **If the contractual employee gets supported by senior employee:** We find understand that 91.666% employee is supported by the senior employee and 8.333% are not supported by the senior employee.

VIEWPOINT ABOUT THE IMPROVISATION IN THE FACILITIES WITHIN THE ORGANIZATION

1. **Aware about the contract labour act 1971:** Find that 95% wouldn't know about the contract labour act 1971 and only 5% are aware about this act.

4.2 VITAL OBSERVATION

While collecting the data the researcher observed various vital think in his Data collection in the organization:

- a) On the very first day the researcher went to the medical college in order to collect data. There the researcher observed various departments. In order to collect data from various department the researcher at first meet the HOD of that department to take permission to collect the required data.
- b) The researcher observed that most of the respondents at first are unwilling to provide information to the researcher because they are afraid of providing information. They think that they might lose their job by given data. So it was difficult to make them understand that if they provide information it won't affect in their job.
- c) The researcher observed that while collecting the data the respondent asked frequent question that is this data collection help them to increase their salary or what will happen from those information of data collection.
- d) While visiting tow department the HOD have refuse to collect data because the researcher don't have any Ethical Certificate. So the HOD advice the researcher to get the ethical clearance.
- e) The researcher observed that most of the contractual employee had shift duty and it was difficult for the researcher to collect data. So the researcher ask some of the contractual employee that what will be the suitable time to collect data then the researcher come to know that morning 9:00 am will be best time where the researcher would get the maximum number of contractual employee because their duty time change.
- f) The researcher observed that most of the contractual employee has told the researcher about that they do more work than permanent employee.

❖ **Personal details of the respondents**

From the study the researcher came to know about the Professional experience of the contractual employees in the organization. The researcher also came wants to know about the places of resident of the respondents and the researcher also wants to see that if their salary is sufficient to run the family. The researcher comes to the conclusion that maximum numbers of the respondents have their own house in Dibrugarh so the respondent need not have to pay any rent and utilized their income in their family. From the study the researcher comes to know about their first job and how many years they had been working in the organization and the researcher had also come to know that most of the employees have their first job in the organization and a very few of them are working in other Hospital before they join in the organization.

❖ **To know about the facilities/benefits they get from the organization**

The researcher came to know about the safety standard that is provided by the organization to the contractual employees. And the researcher found that all the Departments of the Assam Medical Collage provide them safety gear while they works in the organization and those who are works in office they do not needed the safety gear in the organization.

❖ **To understand their viewpoint about the improvisation in the facilities within the organization.**

From the study the researcher came to know about the improvement in the facilities given by the organization. By asking certain questions the researcher came to the conclusion that maximum number of the respondent have not aware about the Contract Labour (Regulation and Abolition) Act, 1970. The researcher also came to know about the discrimination faced by contractual employees .From the study the researcher came to know that maximum number of respondent do not respond about it because they think that it may create problems and few of the respondent said that they have face discrimination in the organization. The researcher also came to know about the difference between permanent and contractual worker in the organization. The contractual employee told the researcher that there is a gap between permanent and contractual employee because the permanent employees give more work to the contractual employees.



CHAPTER 5

- Summary
- Conclusion
- Bibliography

5.0 SUMMARY OF THE RESEARCH

In modern days the demand for the contract labour is increasing day by day in the organization. So that the problem for the contract labour is also increases in the organizations. Government are making laws for the contractual employee to stop the exploitation of contract labour in the whole country. It is a significant and growing form of employment. The practice of employing contract labour is observed all over the world and has been in operation since ages. Contractual employees are hired for specific durations of time to complete specific jobs. Once the job is completed the contractual employee is no longer a part of the agency. Although contractual employees do not typically get benefits from the agency in which they perform the work. Contractual employees have the right to work in an environment that complies with occupational safety and Health Administration standards. The contract labour is prevalent to a great extent in our country. The government sector, public sector, private sector all is adopting contract labour under the guise of economic advantage bigger productivity, greater flexibility in employment etc. Hence the researcher feel that there is a need to study about the issues concerning the contractual employee. So the present study is detailed study on the issues concerning the contractual employee of Assam Medical College of Dibrugarh District.

So for the researcher had set up certain objective which help the researcher to know about the study. After that the researcher selects the area of the study and did literature review in order to have a deep idea about the study. As the study was based on both quantitative and qualitative research, the researcher did the data analysis and interpretation of the collected data. The analysis of various statistical techniques, frequency, bar diagram, pie diagram, etc.

From which various finding are come out. The researcher were based on numerical values & observation done by the researcher during the time of data collection.

5.1 SOCIAL WORK INTERVENTION

Social work is a practice based profession and an academic discipline that promotes social change and development, empowerment and liberation of people.

Social work intervention is a practice of theoretical knowledge into practical experience in the field. It deals with the individual, group, etc. In the research the researcher finds that there is a large scope for social work in the organize sector.

In the organization there is a need of social worker because in the organization peoples are working in the organization it may be Private sector or Public Sector. Now a days people are working very hard to run there lively hood so its affect their health so it is the duty of the social worker to help them to make their life batter in the organization. Therefore same of the areas in which the social workers play a important role is given below.

- 1) During the data collection the researcher found that there is communication gap between the contractual employee and the management in the organization. So the role of a social worker is to reduce the gap between the contractual employee and management.
- 2) During the data collection the researcher found that there is a lack of knowledge about the Contract Labour (Regulation and Abolition) act 1970, so it is the duty of social worker to give them a basic idea about the Contract Labour Act.
- 3) During the data collection the researcher found that most of the contractual employee has stress in their work in the organization. So the role of a social worker to give them counseling.
- 4) During the collection the researcher found that most of the contractual employee have not known about they get few benefits from the organization. So the role of a social worker is to talk to management to give them some benefits like free medical check up in the organization.
- 5) During the data collection the researcher found that there is a lack of skill between them. So the researcher will help them to get skill development training for them.
- 6) During the study the researcher found that most of the contractual employee are uneducated and the live in the campus so the researcher help them to conduct class to give them basic teaching.

5.2 CONCLUSION

This chapter deals with conclusion of the study. This study is on the issues concerning the contractual employee of Assam Medical College of Dibrugarh District.

A contractual employee is a form of employment that requires an employee to sign and agree to terms of contract before one starts working. It is increasingly becoming a prominent issue in different sectors both in developed & developing countries around the world. Various forms of contract labour are being utilized in the government and private organization. It is prevalent to a great extent in our country. The government, public sector, private sector all is adopting contract labour under the guise of economic advantage, higher productivity, greater flexibility in employment etc.

The contract labour get low wages, inadequate safety provisions, negligible welfare & social security measures, long hours of work, exposure to dangerous and risky operations etc. but they are the important part of the organization without them the organization wouldn't run properly.

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The researcher intends to do research in your valuable organization to undertake data collection survey on the topic “A Study on the Issues Concerning the Contractual Employees of Assam Medical College of Dibrugarh District”. This interview schedule is prepared to understand the various facilities which are undertaken by the employees in your organization. It will be assured that all answers you provide will be kept in the strict confidentiality.

So, I kindly request you to assist me with the valuable time and information by filling up this interview schedule.

Thanking you in anticipating for your kind acknowledgement.

Research Guides Name

Monalisha Phukan Roy

Assistant Professor

Centre for Social Work Studies

Researcher's Name

Sahadev Sutradhar

MSW(HR) 4th Semester

Centre for Social Work Studies

INTERVIEW SCHEDULE

Respected Madam/Sir,

Myself Sahadev Sutradhar, student pursuing Masters in Social Work with Human Resource Management specialization from Dibrugarh University, as a part of my academic curriculum I am undergoing my dissertation at Assam Medical College, Dibrugarh. Further as a part of the study I have chosen the topic “**A Study on the Issues Concerning the Contractual Employees of Assam Medical College of Dibrugarh District**” and in this context I would like to request you to please help me by filling up the interview schedule which will fulfill my objectives of the study. The information provided by you will be kept confidential and will be used for study purpose only.

PERSONAL DETAIL

1. Name :
2. Age : (a)18-30 ()
(b)30-40 ()
(c)40-more ()
3. Gender : (a)Male ()
(b)Female ()
4. Qualification : (a)Under HSLC ()
(b)HS or Lab Tec ()
(c)Graduate ()
(d)upper ()
5. Professional experience :
6. Place of resident :
7. Marital status : (i)Married ()
(ii)Unmarried ()
(iii) Others ()

8. Is this your first job in this organization: (a)Yes ()
(b)No ()

9. Where did you work at first and for how many years?

❖ To understand the Socio- economic condition of the Contractual Employee.

1. Annual Income : (a)30000-50000 ()
(b)50000-70000 ()
(c)70000-more ()

2. Family members in your Household ? : (a)2-3 ()
(b)3-5 ()
(c)5-More ()

3. Do you have alternative Source of income? : (i) Yes ()
(ii) NO ()

4. How many people are working: (a)1-2 ()
In your house ? (b) 2-4 ()
(c)4-More ()

5. Do you have any dependent member on you in your family?
(i)Yes
(ii)No

❖ **To Know the Job Structure in the organization.**

- 1. How many hours of shift you work in the organization?**
 - (a)6-8Hrs**
 - (b)8hrs-More**
- 2. What is your duty structure?**
 - (i)Full day shift**
 - (ii)Other shift**
- 3. Whom do you report in the organization?**
 - (a) Ward in charge**
 - (b)Doctor**
 - (c) Management**
- 4. How much salary you get in a month?**
 - (i)1000 to 5000**
 - (ii)6000 to 11000**
 - (iii)12000 to 17000**
 - (iv)18000 to above**
- 5. How many leaves you get in the organization in a year?**
 - (a)one day**
 - (b)1-15**
 - (c)15-more**
- 6. Do you get weekly holiday?**
 - (i)Yes ()**
 - (ii)No ()**
- 7. Is there any scope for getting permanent states of your job?**
 - (a)Yes**
 - (b)No**

❖ **To know about the facilities/benefits they get from the organization.**

- 1. Are you satisfied with your Job in the organization ?**
 - (i) to a grate ()**
 - (ii) to a some extant ()**
 - (iii)some extant()**
 - (iv)not tall()**

2. Do the authority give you salaries in time?
(i)Yes () (ii)No ()
3. Do you get any kind of Health Facility from your authority?
(i)Yes() (ii)No ()
4. Do your perform overtime work ?
(i)Yes () (ii)No ()
5. Do you get overtime wages for doing overtime work?
(i)Yes () (ii)No ()
6. Do the authority give you any kind of benefits during festive session?
(i)Yes () (ii)No ()
7. Are you being provided with canteen facility in your workplace?
(i)Yes () (ii)No ()
8. What are the facilities that the organization provide you?
(i)Sanitation facilities (ii)Check and change room
(iii)Drinking facilities (iv)others_____
9. Do the organization provides you quarter facility?
(i)Yes ()
(ii)No()
10. If no, where do you stay?
(i).Rent house ii. PG

iii. Own house iv. Others
11. How much is the travelling cost per day?
(i).10 to 50 (ii).50 to 100
(iii)100 to above
12. What kind of safety measures is provided by the organization?
13. Are you supported by the senior employee (permanent employee) during your job hour?
(a)Yes
(b)No

❖ **To understand their viewpoint about the improvisation in the facilities within the organization.**

1. Are you aware about the contract labour act 1971?

(a)Yes

(b)No

2. In your opinion what are the improvement is require in the facilities is given by the organization?

3. What are the changes required in your opinion in the contract labour act?

4. Do you think of contractual employee have faced discrimination?

5. Is there any difference between permanent and contractual worker?

Student's Signature

Interviewer Signature