



An Examination of the Level of Satisfaction Among Women Employees Concerned with The Welfare Measures Implemented by UPSRTC

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ABSTRACT

Employees play an essential part in the country's service industry. Uttar Pradesh State Road Transport Corporation is one of the most significant players in the Transportation sector because they provide safe, clean, at ease, punctual, and respectful commuter service at an affordable fare and strive to constantly enhance the services through a teamwork process for the complete happiness of the passengers and achieve a position of supremacy in the Bus Transport sector. The bus depots employ around 20,000 women. The majority of them have families, children, and other household responsibilities. They must complete routine tasks, as well as respond to emergencies and attention to their duties on an ongoing basis, which causes stress and might impair their performance. So in this study we examine the level of satisfaction among women employees concerned with the welfare measures implemented by UPSRTC. The study concluded that the problems of women working in this sector are not the same and cannot be generalized with other sectors, whereas transport sector has its own problems. Therefore there is a need to explore such neglected sections of the society. There is a need to frame policies for the betterment of women employees that can satisfy them with the welfare programmes and reduce the burden on women to some extent.

Keywords: Women employees, UPSRTC, Welfare program, awareness level & satisfaction level etc.

INTRODUCTION

Employee welfare plans are roughly grouped into two types: statutory welfare schemes and non-statutory benefit schemes. Statutory schemes are those that must be supplied by the company in accordance with the rules governing employee health and safety. The statutory plan includes canteen facilities, drinking water, enough lighting, sitting areas, changing rooms, first aid equipment, latrines and urinals, washing stations, spittoons, and rest rooms. Personal health care, flexi-time, assistance for workers, harassment policy, employee referral system, and medi-claim insurance plan are examples of non-statutory welfare schemes. Non-statutory systems differ from one organization to the next. Employee efficiency is increased by welfare measures. The employer's welfare measures will have an influence on the overall efficiency of the employee, contributing to higher production in the business.

In Indian organizations, welfare entails the provision of medical and educational facilities, as well as a pleasant working environment. The necessity for such services and facilities stems from the government's and organizations' (public and private) social duty, desire to protect democracy, and care for employees. The report of the committee of labor welfare established by the Government of India in 1969 refers to welfare as a wide term a state of well-being, and promotes employee well-being. Employee welfare comprises the provision of different facilities and amenities in and around the workplace to improve the workers'/employees' lives. It includes all human efforts at work for the betterment of the worker's life. It includes all human activities, whether physical and mental, that are exchanged for a mix of cash, kind, or both.

The International Labor Organization, better known as the ILO, described worker welfare in a 1947 resolution as "services, amenities, and amenities such as canteens, rest rooms, places to play, and free transportation from their home to their workplace." Welfare is defined as an individual's or group's living situation in a desired and joyful state of interaction with the entire Environment - ecological, economic, and social. Ecological wellbeing entails living in an environmentally friendly manner, maintaining ecological balance, avoiding pollution, and maintaining good sanitation. Social welfare is the avoidance of discrimination based on cast, creed, or gender, the establishment of justice and fairness, the provision of health care, and the provision of social security. Today, companies frequently accept welfare, and it is now recognized as a social entitlement.

Though State Road Transport Corporation employees / workers are generally better paid, their conditions of work, and often poor working conditions necessitate more than minimum amenities and hence most statutory legislation applies to them. "The Road Transport Corporation Act, 1948(XXXII of 1948), was enacted with a view to enable the Provincial Governments, who may so desire, to establish Road Transport Corporation. This Act has been found defective because the provisions of sections 3(2), 4 and 5 of the Act, insofar as they require certain provisions to be made by a Provincial law, are ultra virus of the Government of India Act 1935, as adapted. Under the latter Act, the power to legislate in respect of trade and commerce is given to the provincial Legislature and the power to legislate for the incorporation of trading corporations is given to the Central legislature. The creation of statutory transport corporations has been held as amounting to incorporation of trading corporations and such, ultra virus of the Provincial Legislature. In order to remove the above mentioned legal flaw, it is proposed to replace the existing Act, by a comprehensive Act, enabling such of the Provincial Government, who may so desire, to set up Transport Corporation, with the object of providing efficient, adequate, economical and properly coordinated system to road transport services." – Gaz. of India, 1949. Pt. V.P. 559.

The Indian constitution confers on women rights and gives them equal opportunities-political, social and economic. But due to peculiar socioeconomic conditions, and customs and traditions, the average Indian women so far has not been able to take full advantage of the rights guaranteed to her by the constitution. As a matter of fact, women constitute a vulnerable section of the population needing special attention and care. Their vulnerability has been a prime concern for the ultimate goal of women's welfare activities is the removal of social injustices and disabilities from which they still suffer. The welfare extension projects sponsored by the central social welfare board provide inter alia for maternity and child health services, ante-natal and post-natal advisory services. Another important welfare for women is the provision of hostels for working women in cities. In the Fifth Plan grants have been sanctioned for the construction and expansion of 86 hostels for working women. In March 1976 the Central Government approved a scheme to build 36 new hostels for working women during 1976 - 77. Finally, the Report of the Committee on the status of women in India was submitted on January 1975. Besides, reviewing the existing legislative and administrative measures affecting women, the Equal Remuneration Act was passed in 1976 providing for the Prevention of Sex discrimination in employment and for the payment of wages/salary for work of equal value.

REVIEW OF RELATED LITERATURE

Paul (2011) study on "Labour Welfare Policy and Administration in Haryana", concluded that labour administration in Haryana covers different aspects of labour welfare in accordance with the provisions laid down in the Indian Constitution. He suggested that effective implementation of women labour enactment requires regular interaction between officials and workers. It was found that, for officials of labour department, Haryana training should be a continuous activity to keep pace with changing environment. He emphasized the importance of strong political will along with dynamic policy, planning, effective implementation, monitoring and evaluation for ensuring real benefits to women workers.

Devina Upadhyay and Anu Gupta (2012) performed a study on job satisfaction and the study concluded that HR managers focuses need to focus on providing the mandatory welfare facilities but also provide certain other amenities like medical checkup ,bonus ,birthday and anniversary gift, library ,sports facilities, recreation facilities like cultural programmes, movie watch ,safety spectacles etc which improves the morale of the employees and also enhances the job satisfaction.

Kumar (2013) described that 100% employees of Tamilnadu state transport corporation, Villupuram division were aware of the welfare measures in Public Sector Transport Corporation. Researcher found that most of the women employees were not satisfied with welfare measures such as canteen, night duty, rest rooms & gratuity 89% employees said work load is very high. Researcher suggested the govt. to take keen interest to fill up the vacancies to share the work among them as women employees are burdened with heavy work load.

Lalitha and Priyanka (2014) conducted the study on the welfare measures that need not be in monetary terms only but in any kind/forms. Employee welfare measures includes improving and monitoring the working conditions at the work place and creation of employee harmony, Providing insurance and medical benefits to employees due to illness, accident to the workers and as well as to their family members.

Patro (2015) has performed the study on "welfare measures in public and private sector companies -A comparative analysis He found from the study that employees welfare facilities are key components in

enhancing the employer-employee relations and also improves the employees the loyalty towards the management thereby increasing their performance and productivity.

Panda (2016) performed a study on the effective working environment leading to better productivity. An organization should provide different kind of welfare schemes like medical allowance, death relief fund, insurance, housing and transportation facilities recreation club etc. to the employees to maintain the industrial relation better one. Organization's premises and departments should be maintained in healthy manner as well as proper safety measures.

S. Dash and J. Mahapatra (2017) have researched "Adopting the Training Practices for Effectiveness of Employee's attitude and motivation: An Explorative Study on Indian Industries". They have found that through their research, training based workshop plays a significant role in increasing and maintaining Motivation levels and employee's attitude.

Mrs. Menaka.Bammidi et al. (2018) study throws light on various welfare programs in Telangana State Dairy Development Cooperation Federation Limited and also measure the impact of labour welfare program on employee satisfaction. This study will help to know the level of awareness about welfare facilities, give in-depth understanding of the impact of the welfare facilities in improving the morale and performance by elaborating the industrial relations and employers legal obligation towards initiating new strategies of welfare measures and encourage the policy makers to come out with more effective welfare provisions to enrich the morale of the employees.

Al-Omari, Alomari, and Aljawarn (2020) define the performance of employees as to fulfill of assigned responsibilities concerning process and result. Employee's performance shows the improvement in production, services, and process and also uses the current technology.

Rahul Tiwari et al. (2022) literature on gender concerns in public transportation systems has been investigated and presented as a stand-alone narrative literature review. Even though the public transport system in India is met with issues regarding women's safety, it also has scope for some measures that can be taken in this direction. Overcrowding should not be a deterrent factor, infrastructural changes and safeguards could enhance women's travel experience. The chapter also attempts to bring together various recommendations to curb these issues to highlight the aspirations of women from the public transport system in India, which envisage that the urban transport systems are socially sustainable.

Lakkadasu Sasikala et al. (2023) research paper is to determine the study of the employee welfare measure. An organization's most precious asset is its workforce. The term "employee welfare" refers to all actions taken by an employer for the benefit or comfort of its employees, including the provision of services, facilities, and perks. It is done in an effort to increase production and inspire workers. The goals of knowing employee welfare are to enhance working-class life, promote the total development of the employee's personality, and other things. Housing options, free medical care, retirement benefits, children's and adults' educational perks, welfare programs for the employee's families, loan options, etc. are just a few of the employee welfare amenities. The type of research methodology used is descriptive.

OBJECTIVES OF THE RESEARCH

1. To examine the awareness level among women employees concerned with the welfare measures implemented by Uttar Pradesh State Road Transport Corporation.
2. To examine the level of satisfaction among women employees concerned with the welfare measures implemented by Uttar Pradesh State Road Transport Corporation.

HYPOTHESIS

- **H01:** There is no impact of welfare measures awareness and level of satisfaction among the women employees of Uttar Pradesh State Road Transport Corporation
- **Ha1:** There is an impact of welfare measures awareness and level of satisfaction among the women employees of Uttar Pradesh State Road Transport Corporation
- **H02:** There is no impact of welfare measures level of satisfaction among the women employees of Uttar Pradesh State Road Transport Corporation
- **Ha2:** There is an impact of welfare measures level of satisfaction among the women employees of Uttar Pradesh State Road Transport Corporation

RESEARCH METHODOLOGY

The research is based on both primary and secondary information gathered from Uttar Pradesh State Road Transport Corporation bus depots. This research assesses the execution of Uttar Pradesh State Road Transport Corporation's employee welfare programs in the state of Uttar Pradesh. Primary data for the study will be collected from 10 bus depots, 5 in the rural area and 10 in the urban area, using an organized survey from 160 women those surveyed, who are bus conductors, office staff, and substaff of all cadres at all levels, both enduring, temporary, and casual labors of Uttar Pradesh State Road Transport Corporation, UP state. Secondary data will be gathered from books, journals, and other documents, manuals, and yearly reports from Uttar Pradesh State Road Transport Corporation's personnel department. The current study uses data

from Uttar Pradesh State Road Transport Corporation bus depots in UP state, and nearly all aspects of welfare measures relevant to female employees have been thoroughly examined.

DATA ANALYSIS AND INTERPRETATION

TABLE 1: AWARENESS TOWARDS WELFARE MEASURES AND LEVEL OF SATISFACTION

AWARENESS TOWARDS WELFARE MEASURES	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Yes	38	54.29	23	25.56	61	38.13
No	32	45.71	67	74.44	99	61.88
Total	70	100.00	90	100.00	160	100.00

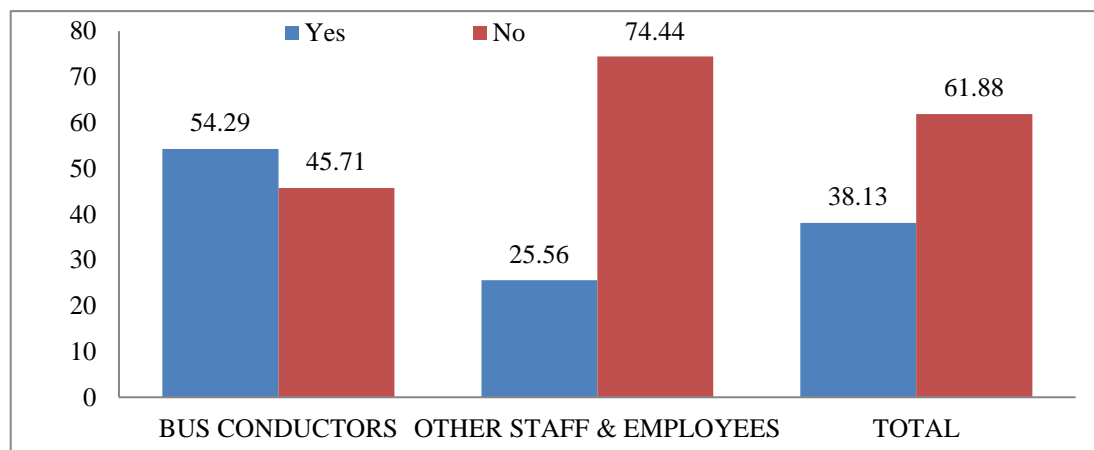


FIGURE 1: % OF AWARENESS TOWARDS WELFARE MEASURES AND LEVEL OF SATISFACTION WISE DISTRIBUTION

The table 1 reveals that 38 (54.29) percent of the Bus conductors expressed that they are aware of the welfare measures taken by Uttar Pradesh State Road Transport Corporation and whereas 32 (45.71) percent expressed that are not aware of the welfare measures taken by Uttar Pradesh State Road Transport Corporation. In the Category of other staff and employees 23 (25.56) percent expressed that are aware of the welfare measures taken by Uttar Pradesh State Road transport corporation and whereas 67 (74.44) percent expressed that are not aware of the welfare measures taken by Uttar Pradesh State Road transport corporation.

It has been observed from the chi-square test value (2.001) is less than table value 3.841 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{01}) has been accepted and hypothesis (H_{a1}) has been rejected. It is concluded that there exists a relationship towards the awareness of welfare measures by the employees and level of satisfaction among Uttar Pradesh State Road Corporation women employees.

TABLE 2: AWARENESS SOURCE OF WELFARE PROGRAMMES AND LEVEL OF SATISFACTION

AWARENESS SOURCE	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Peers	17	24.29	6	6.67	23	14.38
Supervisors	8	11.43	24	26.67	32	20.00
Depot Managers	39	55.71	40	44.44	79	49.38
Print/Electronic Media	6	8.57	20	22.22	26	16.25
Total	70	100.00	90	100.00	160	100.00

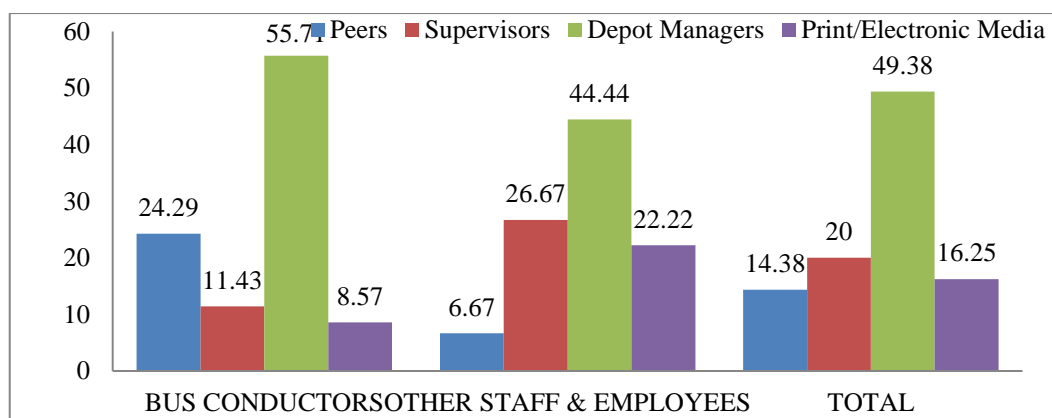


FIGURE 2: % OF AWARENESS SOURCE OF WELFARE PROGRAMMES AND LEVEL OF SATISFACTION

The table 2 reveals that 17 (24.29) percent of the Bus conductors expressed that through their superiors they have the information regarding welfare programmes, 8 (11.43) percent expressed that through their supervisors they got the information regarding welfare programmes, 39 (55.71) percent expressed that through depot managers they got the information regarding welfare programmes and 6 (8.57) percent expressed that the source of information regarding welfare programmes is through Print and electronic media in Uttar Pradesh State Road Transport Corporation. In the Category of other staff and employees 6 (6.67) percent expressed that through their superiors they have the information regarding welfare programmes, 24 (26.67) percent expressed that through their supervisors they got the information regarding welfare programmes, 40 (44.44) percent expressed that through depot managers they got the information regarding welfare programmes and 20 (22.22) percent expressed that the source of information regarding welfare programmes is through Print and electronic media in Uttar Pradesh State Road Transport Corporation.

It has been observed from the chi-square test value (12.001) is less than table value 16.919 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{01}) has been accepted and hypothesis (H_{a1}) has been rejected. It is observed that there is a relationship between the awareness level towards the welfare measures and level of satisfaction among Uttar Pradesh State Road Corporation women employees.

TABLE 3: INCOME AND LEVEL OF SATISFACTION

ANNUAL INCOME (Rs.)	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Below 3 Lakh	21	30.00	36	40.00	57	35.63
3-4 Lakh	31	44.29	28	31.11	59	36.88
4-5 Lakh	15	21.43	11	12.22	26	16.25
More than 5 lakhs	3	4.29	15	16.67	18	11.25
Total	70	100.00	90	100.00	160	100.00

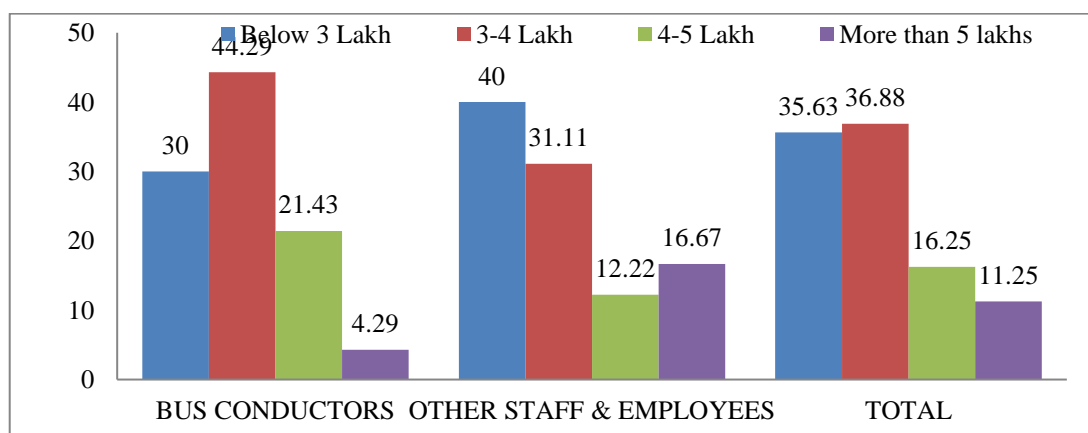


FIGURE 3: % OF INCOME AND LEVEL OF SATISFACTION WISE RESPONDENT

From the table 3 it is clearly understood that 21 (30.00) percent of the Bus conductor's annual income from all sources is below 3 Lakh rupees, 31 (44.29) percent employees annual income is between 3-4 lakh rupees, 15 (21.43) percent employees annual income is between 4-5 lakh rupees and 3 (4.29) percent employees annual income is more than 5 lakh rupees respectively. In the Category of other staff and employees 36 (40.00) percent employees annual income from all sources is below 3 lakh rupees, 28 (31.11) percent

employees annual income is between 3-4 lakh rupees, 11 (12.22) percent employees annual income is between 4-5 lakh rupees and 15 (16.67) percent employees annual income is more than 5 lakh rupees respectively. It has been observed from the chi-square test value (12.001) is less than table value 16.919 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and hypothesis (H_{a2}) has been rejected. It is observed that there is a significant relationship between annual income and satisfaction level among Uttar Pradesh State Road Corporation women employees.

TABLE 4: REGULARITY IN GETTING SALARY AND LEVEL OF SATISFACTION

REGULARITY IN SALARY	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Yes	50	71.43	48	53.33	98	61.25
No	20	28.57	42	46.67	62	38.75
Total	70	100.00	90	100.00	160	100.00

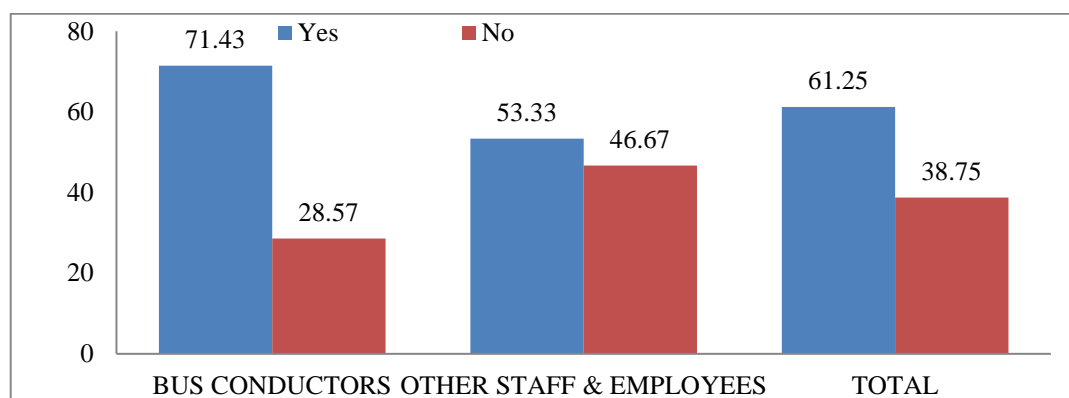


FIGURE 4: % OF RESPONDENT ON REGULARITY IN GETTING SALARY

The table 4 reveals that 50 (71.43) percent of the Bus conductors expressed that they are getting the salary regularly and whereas 20 (28.57) expressed that they are not regularly getting the salary. In the Category of other staff and employees 48 (53.33) percent expressed that they are getting the salary regularly and whereas 42 (46.67) expressed that they are not getting the salary regularly.

It has been observed from the chi-square value (2.001) is less than table value 3.841 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and the hypothesis (H_{a2}) is rejected. It is observed that there exists a significant relationship between regular salaries payment and satisfaction among Uttar Pradesh State Road Corporation women employees.

TABLE 5: SALARY AND LEVEL OF SATISFACTION

REGULARITY IN SALARY	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Yes	49	70.00	25	27.78	74	46.25
No	21	30.00	65	72.22	86	53.75
Total	70	100.00	90	100.00	160	100.00

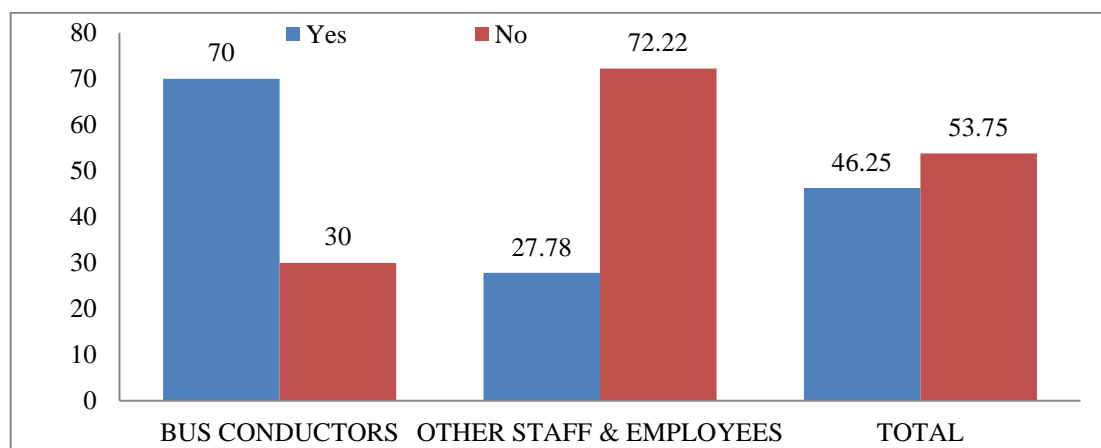


FIGURE 5: SALARY AND LEVEL OF SATISFACTION

The table 5 reveals that 49 (70.00) percent of the Bus conductors expressed that they are satisfied with the salary they are getting and whereas 21 (30.00) percent expressed that they are not satisfied with the salary they are getting. In the Category of other staff and employees 25 (27.78) percent expressed that they are satisfied with the salary they are getting and whereas 65 (72.22) percent expressed that they are not satisfied with the salary they are getting.

It has been observed from the chi-square test value (2.011) is less than table value 3.841 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and the hypothesis (H_{a2}) is rejected. It is concluded that there exists a significant relationship for the salaries employee get and level of satisfaction among Uttar Pradesh State Road Corporation women employees.

TABLE 6: PRIORITY OF EMPLOYEE SAFETY AND LEVEL OF SATISFACTION

PRIORITY OF EMPLOYEE SAFETY	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Highly Satisfied	11	15.71	5	5.56	16	10.00
Satisfied	18	25.71	25	27.78	43	26.88
Neutral	24	34.29	27	30.00	51	31.88
Dissatisfied	9	12.86	21	23.33	30	18.75
Highly Dissatisfied	8	11.43	12	13.33	20	12.50
Total	70	100.00	90	100.00	160	100.00

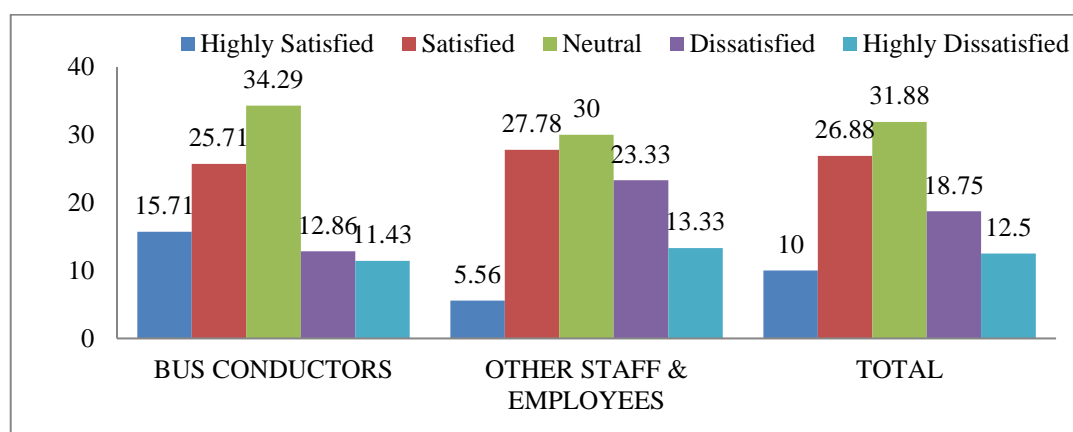


FIGURE 6: % OF RESPONDENT ON EMPLOYEE SAFETY AND LEVEL OF SATISFACTION

The table 6 reveals that 11 (15.71) percent of Bus conductors are highly satisfied with the priority given to employee safety, 18 (25.71) percent are satisfied with the priority given to employee safety, 24 (34.29) percent are neutral of their opinion, 9 (12.86) percent are dissatisfied with the priority given to employee safety and another 8 (11.43) percent are highly dissatisfied by the priority given to employee safety given by UPSRTC. In the category of other staff and employees 5 (5.56) percent are highly satisfied with the priority given to employee safety, 25 (27.78) percent are satisfied with the priority given to employee safety, 27 (30.00) percent are neutral of their opinion, 21 (23.33) percent are dissatisfied with the priority given to employee safety and another 12 (13.33) percent are highly dissatisfied by the priority given to employee safety by UPSRTC.

It has been observed from the chi-square test value (15.01) is less than table value 21.03 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and is concluded that there is a significant relationship between priority towards the employee safety and satisfaction levels among UPSRTC women employees.

TABLE 7: FUNDS ALLOTTED TOWARDS WELFARE ACTIVITIES AND LEVEL OF SATISFACTION

FUNDS ALLOTTED TOWARDS WELFARE ACTIVITIES	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Highly Satisfied	6	8.57	21	23.33	27	16.88
Satisfied	4	5.71	13	14.44	17	10.63
Neutral	23	32.86	20	22.22	43	26.88
Dissatisfied	18	25.71	20	22.22	38	23.75
Highly Dissatisfied	19	27.14	16	17.78	35	21.88
Total	70	100.00	90	100.00	160	100.00

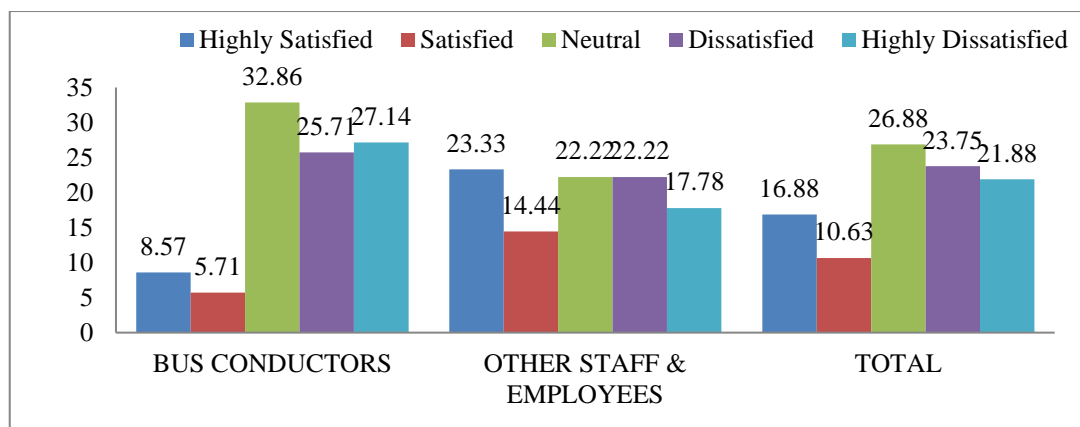


FIGURE 7: % OF RESPONDENT ON FUNDS ALLOTTED TOWARDS WELFARE ACTIVITIES AND LEVEL OF SATISFACTION

The table 7 reveals that 6 (8.57) percent of Bus conductors are highly satisfied with the funds allotted towards welfare activities, 4 (5.71) percent are satisfied with the funds allotted towards welfare activities, 23 (32.86) percent are neutral of their opinion, 18 (25.71) percent are dissatisfied with the funds allotted towards welfare activities and 19 (27.14) percent are highly dissatisfied with the funds allotted towards welfare activities to the employees by UPSRTC. In the Category of other staff and employees 21 (23.33) percent are highly satisfied with the funds allotted towards welfare activities, 13 (14.44) percent are satisfied with the funds allotted towards welfare activities, 20 (22.22) percent are neutral of their opinion, 20 (22.22) percent are dissatisfied with the funds allotted towards welfare activities and 16 (17.78) percent are highly dissatisfied with the fund allotted towards welfare activities to the employees by UPSRTC.

It has been observed from the chi-square test value (20.01) is less than table value 26.30 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and is concluded that there is a significant relationship between funds allotted towards welfare activities and level of satisfaction among UPSRTC.

TABLE 8: QUALITY OF WORK LIFE AND LEVEL OF SATISFACTION

QUALITY OF WORK LIFE	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Strongly agree	21	30.00	32	35.56	53	33.13
Agree	25	35.71	37	41.11	62	38.75
Neutral	10	14.29	13	14.44	23	14.38
Disagree	8	11.43	5	5.56	13	8.13
Strongly disagree	6	8.57	3	3.33	9	5.63
Total	70	100.00	90	100.00	160	100.00

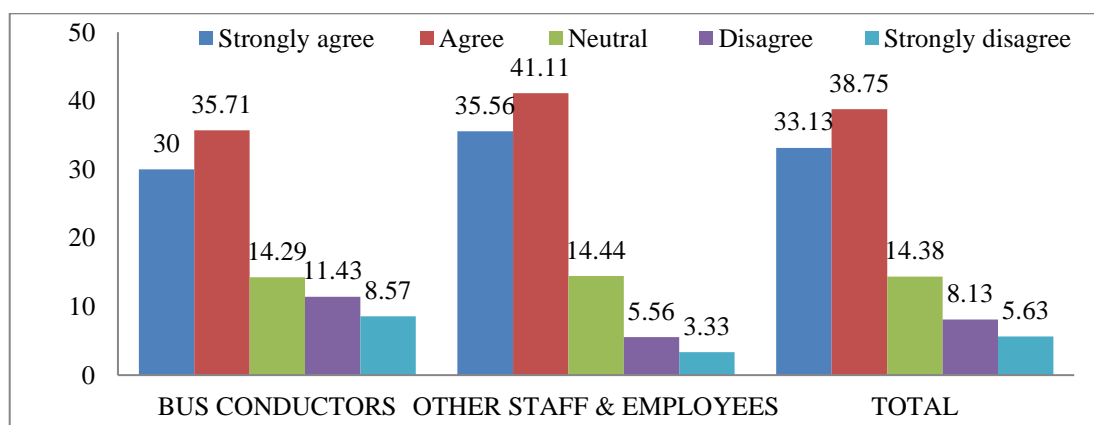


FIGURE 8: QUALITY OF WORK LIFE AND LEVEL OF SATISFACTION

The table 8 reveals that 35.71 percent of Bus conductors agree that welfare measures improves the Quality of Work Life, 30.00% strongly agree that welfare measures improves the Quality of Work Life, 14.29 percent are neutral of their opinion, 11.43 percent disagree that welfare measures improves the Quality of Work Life and 8.57 percent strongly disagree that welfare measures improves the Quality of Work of the employees in UPSRTC. In the Category of other staff and employees 35.56 percent strongly agree that welfare measures improves the Quality of Work Life, 41.11 percent agree that welfare measures improves the Quality of Work Life, 14.44 percent are neutral of their opinion, 5.56 percent disagree that welfare measures improves the

Quality of Work Life and 3.33 percent strongly disagree that welfare measures improves the Quality of Work of the employees in UPSRTC.

It has been observed from the chi-square test value (20.001) is less than table value 26.295 and the result is significant at 5 per cent level. Hence, the hypothesis (H_{02}) has been accepted and is concluded that there is a relationship between employees quality of work Life employees and level of satisfaction among UPSRTC women employees.

TABLE 9: NIGHT DUTIES AND LEVEL OF SATISFACTION

NIGHT DUTIES	BUS CONDUCTORS		OTHER STAFF & EMPLOYEES		TOTAL	
	N	%	N	%	N	%
Yes	18	25.71	14	15.56	32	20.00
No	52	74.29	76	84.44	128	80.00
Total	70	100.00	90	100.00	160	100.00

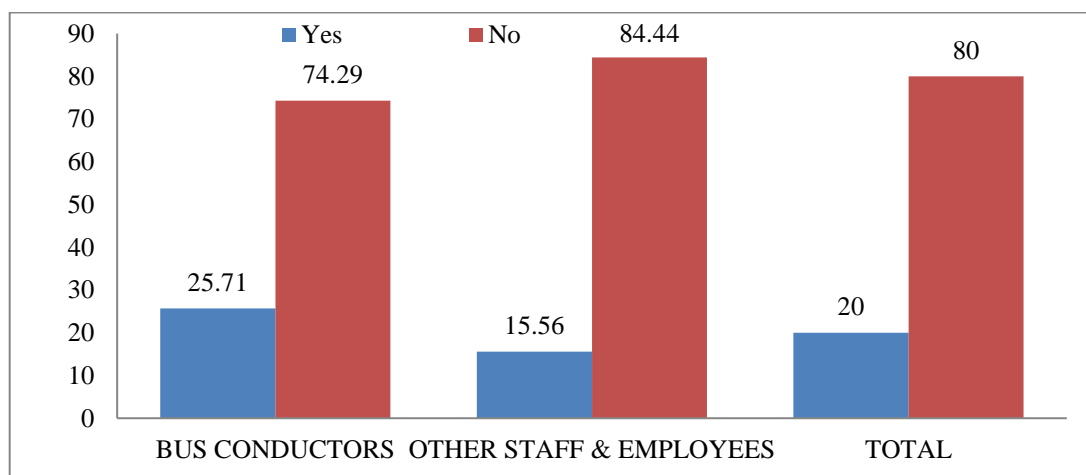


FIGURE 9: % OF RESPONDENT ON NIGHT DUTIES AND LEVEL OF SATISFACTION

The table 9 reveals that 25.71 percent of the Bus conductors are ready to undertake night duties and whereas 74.29 percent are not ready to undertake night duties. In the Category of office staff, sub staff, and fourth class employees 15.56 percent are ready to undertake night duties whereas 84.44 percent are not ready to undertake the night duties.

It has been observed from the chi-square test value (2.001) is less than table value 3.842 and the result is significant at 5 percent level. Hence, the hypothesis (H_{02}) has been accepted and is concluded that there is a significant relationship between Night duties performed by the employee and level of satisfaction among Telangana State Road Corporation women employees.

CONCLUSION

Welfare programmes in the organizations is the need of the hour. To retain good talented employees in the organization it is important for the organizations to have better welfare programmes and provide social security to the women employees which creates low stress levels and enhances the performance of the employees. The problems of women working in this sector are not the same and cannot be generalized with other sectors, whereas transport sector has its own problems. Therefore there is a need to explore such neglected sections of the society. There is a need to frame policies for the betterment of women employees that can satisfy them with the welfare programmes and reduce the burden on women to some extent. The state government must take necessary steps and monitor the implementation of welfare programmes for women employees and also improve the facilities exclusively for the women employees working in Uttar Pradesh State Road Transport Corporation.

The Uttar Pradesh State Transport Corporation administrators should initiate strategies to reduce the amount of occupational stress and should provide more support especially to Women employees of all categories that enhance their performance. To sum up implementation of welfare programmes intends to develop, enhance and utilize human resource effectively to improve Quality of services, and satisfy the employee's psychologically.

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