

**Member Satisfaction With Trade Unions - A Case Study At The Dalmia Cement
Limited**

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ABSTRACT

The existence of a strong and recognized trade union is a prerequisite to industrial peace. Decisions taken through the process of collective bargaining and negotiations between employer and unions are more influential. Trade unions play an important role and are helpful in effective communication between the workers and the management. Therefore, the aim of the study is to analyze member satisfaction with the activities of trade unions in the in the Dalmia Cement Limited in the Ariyalur district of Tamil Nadu. The result of the study reveals that among the skilled, semi-skilled and unskilled workers, the majority of the skilled workers perceive moderate satisfaction, whereas the majority of the semi-skilled and unskilled workers perceive a high level of satisfaction with the activities of the trade unions in the study unit.

Key Words: Trade Union, Member Satisfaction with Trade Union

INTRODUCTION

A trade union is an organized association of workers formed to protect their rights and interest. In the rapid programme of industrial development of India and with the

implementation of new economic policy, trade unions have come to occupy a critical position in the success of industrial relations in the country. The Trade Unionism in India has been undergoing rapid changes due to socioeconomic transformation also. It is an important instrument to promote class collaboration and harmony. They are found as an instrument of solving social economic, political and psychological problems of large scale industry, machine, technology and mass production. Trade unions can reshape the relationship between the employers and employees in order to maintain an atmosphere of industrial peace and harmony.

REVIEW OF LITERATURE

Review of literature paves way for a clear understanding of the areas of research already undertaken and throws a light on the potential areas which are yet to be covered. The reviews of some of the important studies are presented in the succeeding pages.

Navin Kumar Koodamara (2016) analyzed the various factors which negatives the growth of the trade union and changing role of trade union in India. He pointed out that the entry of foreign players due to globalization introduced pro-employer industrial policy, which changed the scenario of trade union and the industrial system in India. Apart from their main objective of demand for pay and working conditions, now the trend is union plays key role in encouraging productivity and they are acting as a change agent of social welfare. It should be noted that the role of the state in maintaining good industrial relations by taking care of employees through various legislations is very significant.

Rajesh and Manoj (2014) analyzed the issues and challenges of trade unions because of politicization and suggest measures to overcome these challenges for the cordial industrial relation system. They concluded that the vital prerequisite for the good industrial relation system is strong and enlightened labor movement which may help to promote the status of labor without harming the interests of management. Unions should talk of employee contribution and responsibility and exhort workers to produce more, persuade

management to pay more, mobilize public opinion on vital labor issues and help government to enact progressive labor laws. From this study, it is noted that politicization is a major obstacle for the development of strong and stable trade unions, which in turn is an integral part of cordial industrial relations. Hence, these obstacles must be removed or partially adjusted through consensus mechanism.

Moazzam Sulaiman (2017) concluded that there is no suspect that the existence of trade union in several industries improved the bargaining power of the workers with their employers and have played important role in improving the standard of living of the workers in their particular industries. Trade unions will have to organize themselves counteroffensive, which is essential and important for a deep-rooted change. In a democratic country like India, workers unionism is massively required to accomplish their reasonable demands. A well organized labor unionism may change India's economic as well as political condition. India has the credit of having the largest number of trade unions, but their development has been very slow and uninspiring. Till present only 28 per cent of the workers are a part of the trade unions. The existing number has also started diminishing, regularly reducing the size of the unions. It very much satisfies that the Government is put together great importance to the development of trade unionism on beneficial line.

Uma Nath Baral (2018) studied the role and impact of trade unions among the hotel workers in Pokhara. The researcher found that many workers have positive attitudes towards trade unions and the managements have also been positive towards workers as well as unions. Most of the workers enjoy the union memberships and participate in the union activities. But some of them are not satisfied with union activities, because they believe the leaders are more guided and directed by their self-interests and their affiliated political parties. However, as per workers' perspective, there is a cooperative relationship between trade unions and hotel management in fulfillment of their basic and other rights.

Piyali Ghosh, et al (2009) pointed out that the trade unions are a major component of the system of modern industrial relations in any nation, each having, in their constitution, their own set of objectives or goals to achieve. Change in the political, social and educational environment has seen them rechristened as a forum that protects and furthers the workers' interests and improves the quality of life of workers, enlarging their traditional roles of establishing the terms and conditions of employment. Their paper focused on plant level trade unions, particularly those of the National Thermal Power Corporation (NTPC) Unchahar plant, one of the largest and best Public Sector Undertakings of India. This exploratory study of the different trade unions operational at the Unchahar plant also highlighted their ideologies, objectives and structures. They aim to capture the changing paradigms in the roles of plant-level unions: from maintaining good industrial relations, once considered their primary role, they now work actively to improve the quality of life of workers, a role earlier considered to be secondary.

Parag Shil and Santa Kar (2013) measured the satisfaction of the railway employees about the role performed by the trade unions and other activities of the trade unions related to the upgradation of the railway employees in the Badarpur sub-division of N. F. Railway. They concluded that the trade unions at Indian Railway, which are operating in Badarpur Subdivision, in particular, are not only playing an active role in improving the quality of work life of employees, but also in maintaining good industrial relation in the organization. In fact, the welfare of workers seems to be an inseparable component of the functions of these unions.

Singh Tripti and Chawla Ginni (2015) identified and developed a theoretical model depicting relationship between antecedents and consequence(s) of union participation, using systematic literature review as proposed by Tranfield, Denyer and Smart. While Demographic Variables, Union Commitment, Union Instrumentality, Union

Ideology, Pro-union Attitudes and Union Support have been identified as the Antecedents of Union Participation, Human Effectiveness is the resulting consequence.

Edward L. Zammit and Saviour Rizzo (2002) conducted a survey on the Workers' Participation Development Centre (WPDC) of the University of Malta reveals how trade unions are perceived by their members thus attempting to decode this paradigm. The data emanating from this survey suggest that solidarity rather than viewed as an intrinsic value is seen as a means for attaining instrumental values. Yet, despite the growing heterogeneity of trade union constituents there is still a significant group of workers who uphold the traditional and ideal vision of trade unionism. The survey suggested that, while undergoing renewal trade unions should hold on to the principles of workers' representation upon which they were founded. Nevertheless the changes taking place in the labour market also require that new recruitment initiatives be undertaken. Failing this, the trade union movement may end up representing merely a "labor aristocracy" rather than a wide section of the contemporary workforce.

Manoranjan Dhal and Kailash B.L. Srivastava (2002) their study, based on a questionnaire survey in South Eastern Railway, Kharagpur, examined the perceptions and attitudes of actors of the industrial relations system. Workers were found to be satisfied with the approach of the management but not with union leaders. Managers were also trying to adopt people building strategies and gain the confidence of workers through establishing direct channels of communication with them and bypassing the union. They considered union leaders as obstacles, not willing to maintain good relationships. Union leaders succumbed to pressure due to the loss of membership and lack of participation of workers in union activities. They were satisfied with the prevailing union-management relationships, but considered management as an opposing force, as they were working towards decreasing the membership and creating multiplicity for their own interests. Thus, union leaders had to

bear the responsibility to increase membership, work for the success of the union as well as maintain a favourable union-management relationship.

John Peter, et al (2016) focused on the proposals made by the Central Government, particularly with regard to codes on Industrial Relations Bills 2015. It makes a critical assessment of the code by specifying the changes and its implications. They concluded that the modernization of labour law is a good inventiveness taken by the government, but there are many loopholes in the draft code which curbs the rights of the workers who are the major resources of the Indian economy. The code has dropped out certain clauses under the respective Acts without providing any explanations for eg: recognition of trade union has been removed, which is a major need of the industry, number of workmen to be recognized as protected workmen is missing in the code. The workers have reported that the draft code has been framed from the employer's perspective to create a flexible labor market and has ignored the workers' privileges. They recommended that the labour law reformation should balance the interest of the employer and the worker than posing a threat to workers' rights. The government should revise the draft code by setting up a tripartite consultation before the amendment of the bill.

STATEMENT OF THE PROBLEM

The trade unions have a crucial role to play in maintaining smooth industrial relations. It is true that the unions have to protect and safeguard the interests of the workers through collective bargaining. But at the same time they have equal responsibility to see that the organizations do not suffer on account of their direct actions such as strikes, even for trivial reasons. They must be able to understand and appreciate the problems of managements and must adopt a policy of 'give and take' while bargaining with the managements. Trade unions must understand that both management and workers depend on each other and any sort of problem on either side will do harm to both sides. Besides public are also affected, particularly when the institutions involved are public utility organizations.

There is an imperative need of strengthening the democracy and freedom within the trade unions, encourage workers' participation in the process of decision-making and developing new perspectives on the personnel problems of the trade unionism.

Trade unions are juristic entities and volitional associations that have, historically and ideologically, represented the aggregate strength of labour to maximise their effectiveness in their endeavour to fulfil their core responsibilities and principal functions. The mandate of trade unions is to, inter alia, protect, maintain, and improve the working conditions of their members. They fulfil this mandate by ensuring that they offer services that meet, if not exceed, members' satisfaction levels. Trade unions ultimately exist to protect both the work- and non-work-related interest of their members, whether these be economic, social, political, or environmental (Venter, 2003). Nel et al. (2005) asseverate that trade unions are membership organizations: They exist because of their members, they are made up of members, they serve their members' interest, and they are governed by their members. That is, they derive their authority and mandate from the members. Therefore, trade union is service providers. They must give employees enough reason to become attracted to them as members and to remain members. Simply put, trade unions, as the embodiment of workers' aspirations, owe a duty of care to their members, and thus should at all times, act in their best interests. Thus, the kind and quality of services offered by trade unions should be perceived by members as sufficient and satisfactory. Highly satisfied and committed union members are more likely to support and participate in trade union activities. Trade unions, like any other organization that provides services, are faced with challenges of membership decline due to perceived poor services or the lack thereof, and are therefore required to devise remedial measures to mitigate the membership decline (Kgapola, Leslie Seth 2017). Against the backdrop of the foregoing, the aim of the study is to analyze the member satisfaction with activities of trade unions in the Dalmia

Cement Limited in the Ariyalur district of Tamil Nadu with the following research questions.

RESEARCH QUESTIONS

The following research questions were addressed in the study.

1. What extent the skilled, semi-skilled and unskilled workers satisfied with the activities of the trade unions in the study unit.
2. Whether there is any significant difference between satisfaction among skilled, semi-skilled and unskilled workers with the activities of the trade unions?
3. Whether there is any significant relationship between demographic variables of the members and their satisfaction with activities of trade unions?

RESEARCH METHODOLOGY

The present study has been conceptualized in order to analyze the member satisfaction with trade unions in the Dalmia Cement Limited, Ariyalur district of Tamil Nadu. The study has made use of survey method of research to achieve the set objectives.

SAMPLE SIZE

In the Ariyalur district of Tamil Nadu, some of the big industrial units like the Birlas (UltraTech Cement), India cements, Dalmia cements, Madras cements have their cement units here. Tamil Nadu government's TANCEM factory is in Ariyalur and is the first factory to establish the cement production in Ariyalur. Among these cement industries Dalmia Cement Limited was purposively selected for the study. For the purpose of analysis the workers were classified as skilled, semi skilled and unskilled. In Dalmiya cement there are 670 workers, of which 167 skilled, 232 semi skilled and 271 unskilled. Among them, 50 members of trade union were selected from each category. Thus, the total sample size is 150 works selected on the basis of convenience sampling method.

RESULT AND DISCUSSION

The member satisfaction with trade unions in the selected study unit is discussed in the subsequent pages.

PROFILE OF THE RESPONDENTS

The demographic profile of the respondent is shown in table 1.

TABLE 1
PROFILE OF THE RESPONDENTS

S.No	Labels		No. of respondents	(%)
01	Gender	Male	86	57.33
		Female	64	42.67
		Total	150	100.00
02	Age	Less than 40 Years	32	21.33
		40 – 50 Years	91	60.67
		More 50 Years	27	18.00
		Total	150	100.00
03	Marital Status	Married	117	78.00
		Unmarried	33	22.00
		Total	150	100.00
04	Educational Qualifications	Upto Higher Secondary Education	34	22.67
		Undergraduates	78	52.00
		Technical Education	38	25.33
		Total	150	100.00
05	Length of Service	Less the 10 years	19	12.67
		10-20 years	45	30.00
		More than 20 years	86	57.33
		Total	150	100.00
06	Monthly Income	Less than ₹ 50,000	102	68.00
		₹ 50,000 - 75,000	36	24.00
		More than ₹ 75,000	12	08.00
		Total	150	100.00

Source: Primary Data

Table 1 shows that out of 150 sample respondents, about 57 per cent, 61 per cent, 78 per cent, 52 per cent, 57 per cent and 68 per cent of the respondents were male, 40-50 years of age, married, undergraduates, having work experience more than 20 years and getting a monthly income of less than ₹ 50,000 respectively.

MEMBER SATISFACTION WITH TRADE UNIONS

In this section, the respondents were asked to rate the extent to which they were satisfied with trade union activities in the study unit. A five point Likert scale was used to measure the satisfaction of the respondents. 1. Not at all, 2.To a less extent, 3.To a moderate extent, 4. To a great Extent and 5. To a very great extent.

METHOD OF CALCULATION OF MEAN SCORE AND MEAN SCORE (%)

The total scores obtained by the respondents in respect of satisfaction with trade union activities were computed and these total scores were divided by the total number of respondents to arrive at the mean score.

Mean score = Total scores/Total No of Respondents

Subsequently, the mean score thus calculated was converted into percentage by the following formula:

The mean score (%) = Mean score obtained/Maximum score X 100.

Thus, the mean score and mean score percentage obtained by the each category of the respondents is shown in the following tables.

MEMBER SATISFACTION WITH TRADE UNIONS- SKILLED WORKERS

The mean score obtained by the skilled workers for their satisfaction with the activities of the trade unions is shown in table 2.

TABLE 2

MEMBER SATISFACTION WITH TRADE UNIONS- SKILLED WORKERS (N=50)

S.No	Statements	Mean Score	Mean Score (%)
01	I am satisfied with the way my trade union protects me from victimization	3.54	70.80

02	My trade union strives for quest of better working conditions	2.96	59.20
03	Presence of job security of my trade union	2.68	53.60
04	My trade union provides avenues to address grievances adequately	2.42	48.40
05	My trade union agitates for promotion of workers	2.85	57.00
06	My trade union helps in determining worker's work loads	2.09	41.80
07	I am satisfied with the union subscription payable every month to be commensurate with the services provided	3.18	63.60
08	I have confidence in the union representatives	2.14	42.80
09	I feel satisfied with the services provided by my trade union	2.05	41.00
10	I am satisfied with the outcome of collective bargaining	3.45	69.00
11	I am satisfied with the way my trade union protects my interests and safeguards me from exploitation	2.36	47.20
12	I am satisfied with my trade union activities	3.12	62.40
13	I am satisfied with my trade unions provision of access to information	2.19	43.80
14	My trade union provision of a sense of solidarity is adequate	2.58	51.60
15	I am satisfied with the union representation of workers in legal matters in the course of their duties	2.24	44.80
16	My union fights for workers remuneration effectively	2.05	41.00
	Overall Average (N=50)	41.90	52.38

Source: Primary Data

Table 2 reveals that out of a maximum score of 80 the sample skilled workers have obtained a mean score of 52.38 per cent. The skilled workers secured less than 50 per cent mean score for the statements "My trade union provides avenues to address grievances adequately", " My trade union helps in determining worker's work loads", " I have confidence in the union representatives", I feel satisfied with the services provided by my trade union", "I am satisfied with the way my trade union protects my interests and safeguards me from exploitation", "I am satisfied with my trade unions provision of access to information", " I am satisfied with the unions representation of workers in legal matters in the course of their duties", and "My union fights for workers remuneration effectively". It implies that they expect more improvement on these parameters.

MEMBER SATISFACTION WITH TRADE UNIONS - SEMI SKILLED WORKERS

The mean score obtained by semi-skilled workers for their satisfaction with the trade union activities is given in table 3.

TABLE 3**MEMBER SATISFACTION WITH TRADE UNIONS - SEMI SKILLED WORKERS (N=50)**

S.No	Statements	Mean Score	Mean Score (%)
01	I am satisfied with the way my trade union protects me from victimization	2.98	59.60
02	My trade union strives for quest of better working conditions	2.56	51.20
03	Presence of job security of my trade union	3.12	62.40
04	My trade union provides avenues to address grievances adequately	2.09	41.80
05	My trade union agitates for promotion of workers	3.45	69.00
06	My trade union helps in determining worker's work loads	2.97	59.40
07	I am satisfied with the union subscription payable every month to be commensurate with the services provided	2.52	50.40
08	I have confidence in the union representatives	2.87	57.40
09	I feel satisfied with the services provided by my trade union	2.93	58.60
10	I am satisfied with the outcome of collective bargaining	3.49	69.80
11	I am satisfied with the way my trade union protects my interests and safeguards me from exploitation	2.46	49.20
12	I am satisfied with my trade union activities	3.01	60.20
13	I am satisfied with my trade unions provision of access to information	2.78	55.60
14	My trade union provision of a sense of solidarity is adequate	2.26	45.20
15	I am satisfied with the union representation of workers in legal matters in the course of their duties	3.12	62.40
16	My union fights for workers remuneration effectively	3.17	63.40
	Overall Average (N=50)	45.78	57.23

Source: Primary Data

It is observed from the table 3 that the semi-skilled workers have secured an overall mean score of 57.23 per cent out of a maximum score of 80. The respondents obtained a low mean score for the statements "My trade union provides avenues to address grievances adequately", I am satisfied with the way my trade union protects my interests and safeguards

me from exploitation" and "My trade union provision of a sense of solidarity is adequate". It reveals that they have less satisfied on these parameters.

MEMBER SATISFACTION WITH TRADE UNIONS - UNSKILLED WORKERS

The mean score secured by the unskilled workers for their satisfaction with the activities of the trade unions is shown in table 4.

TABLE 4

MEMBER SATISFACTION WITH TRADE UNIONS - UNSKILLED WORKERS (N=50)

S.No	Statements	Mean Score	Mean Score (%)
01	I am satisfied with the way my trade union protects me from victimization	3.54	70.80
02	My trade union strives for quest of better working conditions	2.98	59.60
03	Presence of job security of my trade union	3.45	69.00
04	My trade union provides avenues to address grievances adequately	3.62	72.40
05	My trade union agitates for promotion of workers	3.26	65.20
06	My trade union helps in determining worker's work loads	3.65	73.00
07	I am satisfied with the union subscription payable every month to be commensurate with the services provided	2.87	57.40
08	I have confidence in the union representatives	2.98	59.60
09	I feel satisfied with the services provided by my trade union	3.12	62.40
10	I am satisfied with the outcome of collective bargaining	3.62	72.40
11	I am satisfied with the way my trade union protects my interests and safeguards me from exploitation	3.53	70.60
12	I am satisfied with my trade union activities	3.69	73.80
13	I am satisfied with my trade unions provision of access to information	2.55	51.00
14	My trade union provision of a sense of solidarity is adequate	3.69	73.80
15	I am satisfied with the union representation of workers in legal matters in the course of their duties	3.57	71.40
16	My union fights for workers remuneration effectively	3.98	79.60
	Overall Average (N=50)	54.10	67.63

Source: Primary Data

Table 4 shows that out of a maximum score of 80 the sample unskilled workers have obtained an overall mean score of 67.63 per cent for satisfaction with activities of trade unions in the study unit. They have acquired a mean score of more than 50 per cent for all

the 16 statements. It reveals that their strong satisfaction with the activities of trade unions in the study unit.

OVERALL MEAN SCORE OF THE RESPONDENTS

The overall mean score obtained by the respondents for member satisfaction with the activities of trade unions is shown in table 5.

TABLE 5

OVERALL MEAN SCORE OF THE RESPONDENTS

Category of the Respondents	Mean score	Mean score (%)
Skilled Workers (N=50)	41.90	52.38
Semi Skilled Workers (N=50)	45.78	57.23
Unskilled Workers (N=50)	54.10	67.63
Overall Average (N=150)	47.26	59.08

Source: Primary Data

Table 5 shows that out of a maximum score of 80, the overall mean score obtained by the 150 sample respondents was 59.08 per cent. The skilled workers, semi-skilled workers, and unskilled workers have secured the mean score of 52.38 per cent, 57.23 per cent and 67.63 per cent respectively. It reveals that semi-skilled and unskilled workers secured higher mean score when compared to skilled workers for their satisfaction with trade union activities in the study unit.

LEVEL OF SATISFACTION

The level of satisfaction of the respondents with trade union activities is assumed to be normally distributed. The level of satisfaction of the respondents is divided into three categories, i.e. below average, average and above average levels, which have been defined as Low, Moderate and High level of satisfaction respectively. The lower and upper limits of average level have been calculated as: Lower limit of average level = Mean - 1 Standard deviation and the upper limit of average level = Mean + 1 Standard deviation. The level of satisfaction of the respondents with trade union activities is shown in table 6.

TABLE 6

LEVEL OF SATISFACTION

Level of Satisfaction	Skilled Workers	Semi Skilled Workers	Unskilled Workers	Total
Low	09 (18.00)	06 (12.00)	05 (10.00)	20 (13.33)
Moderate	27 (54.00)	15 (30.00)	11 (22.00)	53 (35.33)
High	14 (28.00)	29 (58.00)	34 (68.00)	77 (51.34)
Total	50 (100.00)	50 (100.00)	50 (100.00)	150 (100.00)

Source: Primary Data

Table 6 reveals that out of 150 sample respondents, nearly 51 per cent of the respondents expressed a high level of satisfaction followed by 35 per cent and 13 per cent of the respondents reported moderate and a low level of satisfaction with the activities of trade unions in the study unit. Table further reveals that among the skilled, semi-skilled and unskilled workers, the majority of the skilled workers perceive moderate satisfaction, whereas the majority of the semi-skilled and unskilled workers perceive a high level of satisfaction with the activities of the trade unions in the study unit.

DESCRIPTIVE STATISTICS

In order to find out whether there is any significant relationship between different categories of the respondents and their satisfaction with trade unions in the study unit, a null hypothesis is framed and tested with the help of 't' test. 't' test values were calculated for different combination of categories of respondents. The results were tabulated and interpreted in the table 7.

Null hypothesis

There is no significant difference between categories of the respondents and their satisfaction with trade unions.

TABLE 7

**DESCRIPTIVE STATISTICS – MEMBER SATISFACTION WITH TRADE
UNIONS**

Categories of the Respondents	Count	Mean	S.D	t-value	Result
Skilled workers – Semiskilled workers	50	41.90	0.51	1.5056	Not significant
	50	45.78	0.40		
Skilled workers – Unskilled workers	50	41.90	0.51	4.8021	*Significant
	50	54.10	0.38		
Semiskilled workers – Unskilled workers	50	45.78	0.40	3.7826	*Significant
	50	54.10	0.38		

*Significant at 5% and 1% level

Table 7 shows that there is no significant difference between satisfaction of the skilled workers and semi-skilled workers with activities of trade unions. Table further reveals that there is a significant difference between the satisfaction of skilled and unskilled workers and semi-skilled and unskilled workers with the activities of the trade unions in the study unit.

DEMOGRAPHIC VARIABLES AND SATISFACTION

The relationship between demographic variables of the respondents and their satisfaction with the activities of the trade unions is shown in table 8.

Null hypothesis

There is no significant relationship between demographic variables of the respondents and their satisfaction with activities of trade unions.

**TABLE 8
DEMOGRAPHIC VARIABLES AND SATISFACTION**

Demographic Variable and Satisfaction	Chi-Square Test – Value	Df	Table value 5% level	Table value 1% level	H₀	Result
Gender and Satisfaction	0.504	2	5.991	9.210	Accepted	Not Significant

Age and Satisfaction	41.60	4	9.488	13.277	Rejected	*Significant
Marital status and Satisfaction	50.00	2	5.991	9.210	Rejected	*Significant
Educational qualifications and Satisfaction	18.50	4	9.488	13.277	Rejected	*Significant
Length of Service and Satisfaction	02.44	4	9.488	13.277	Accepted	Not Significant
Income and Satisfaction	0.658	4	9.488	13.277	Accepted	Not Significant

* Significant both at 5% level and the 1% level.

Table 8 reveals that there is a significant difference between the age and satisfaction and marital status and satisfaction, educational qualifications and satisfaction. However, there is no significant difference between gender and satisfaction, length of service and satisfaction and income and satisfaction with the activities of trade unions in the study unit.

CONCLUSION

The study reveals that out of 150 sample respondents, nearly 51 per cent of the respondents expressed a high level of satisfaction followed by 35 per cent and 13 per cent of the respondents reported moderate and high level of satisfaction with the activities of trade unions in the study unit. The study further reveals that among the skilled, semi-skilled and unskilled workers, the majority of the skilled workers perceive moderate satisfaction, whereas the majority of the semi-skilled and unskilled workers perceive a high level of satisfaction with the activities of the trade unions in the study unit.

Finally, conclude that the existence of a strong and recognized trade union is a prerequisite to industrial peace. Decisions taken through the process of collective bargaining and negotiations between employer and unions are more influential. Trade unions play an important role and are helpful in effective communication between the workers and the management. They provide the advice and support to ensure that the differences of opinion do not turn into major conflicts. The central function of a trade union is to represent people at work. But they also have a wider role in protecting their interests. They also play an important role in organizing courses for their members on a wide range of matters. Seeking a healthy and safe working environment is also a prominent feature of the trade union.

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