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ANALYZING THE GAP AND MAPPING COMPETENCIES, SPECIFICALLY WITH REFERENCE TO THE SCMG (SUPPLY CHAIN MANAGEMENT GROUP) DEPARTMENT

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ABSTRACT

The practise of "competency mapping" helps people pinpoint and explain the skills and abilities things that are most crucial for accomplishment in a particular circumstance or career. Competency mapping is a tool used by organisations to assess how different employees' abilities come together to build the most effective teams and do the finest results. Therefore, competency mapping is beneficial to firms both in terms of internal growth and employee growth. The study's goal was to create a competency model that would aid in giving employees, managers, and organisations an edge in the market so that staff employees are aware of their performance gaps through competency mapping gaps and can address them in order to further their own development and the organisation as a whole. The study was conducted for the SCMG (Supply Chain Management Group) at one of the leading automobile component manufacturing companies in Jodalli, Karnataka. It was separated into 4 stages. Phase 1 concerns determining the skills required for a particular career or job, Phase 2 will involve a five-point scale to determine an individual's actual competencies, i.e. This scale of five points will additionally aid in identifying the requirement for training and development. In phase 3, the competence gaps must be found. This will help determine the necessary training and other enhancements, Phase 4 involves the training requirements, which will determine how many workers need training and how many training hours are required to fill skill gaps.

KEYWORDS

SCMG, competency mapping, generic competency, competency model, specific competency, gap analysis.

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1. INTRODUCTION

It is procedure for evaluating a person's skills and degree of expertise necessary to carry out a specific task or role effectively. To do a job successfully, every position requires a specific set of skills, whether they be technical, managerial, or behavioural; these talents or abilities are referred to as competences. The competency approach encourages workers to acquire skills that may be applied in a variety of work settings. Employee development also emphasises building up employees' capacities to deal with organisational change.

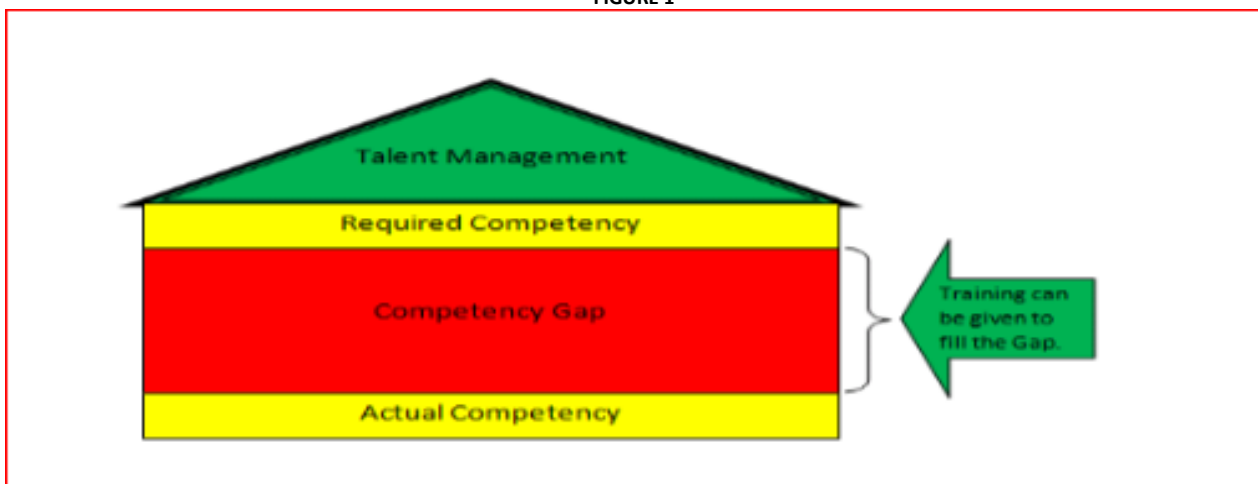
Ratings from competency assessments can be applied to the subsequent:

- Identification of Training Needs
- Planning for Manpower
- Retaining
- Planning for your career and succession
- Develop a strong sense of group cohesion
- Unprejudiced Comparison

2. THE GENERAL MAPPING COMPETENCE MODEL

The competency model shown below is the study's foundation.

FIGURE 1



3. THE STUDY COMPRISES FOUR STAGES.

1. Stage-1 is concerned with determining the Competencies required for a certain job or position.

2. Stage -2 is to use a five-point scale to assess a person's actual competencies
 - a. Expert; able to instruct/train others Level 4
 - b. Competent and capable of working independently Level 3
 - c. Competent but able to work with direction or support. Level 2
 - d. Aware Level 1
 - e. Not Applicable Level 0
3. This five-point scale will help in determining which areas need training and development.
4. Stage-3 is to identify where there are skills gaps. Determining the right training and other changes will be made easier with the help of this
5. Stage-4 determining the number of employees who need training and the number of training hours required to fill skill gaps requires identifying the training needs.

4. STATEMENT OF THE PROBLEM

Companies are working extremely hard to find qualified candidates and to help their current staff acquire the necessary skills in this world of fierce competition. **These are some of the few ways that companies can outperform one another in a market. Additionally, a business needs to pinpoint a group of core competencies that complement its key competitive advantages in the marketplace. Competency mapping is crucial in this situation.** The rising cost of employment is one of the main problems that businesses are currently facing. Along with this, there is pressure to scale back operations and manage with fewer personnel in order to boost productivity and efficiency. Companies are also becoming aware of the necessity of making sure qualified individuals are on hand to fill various crucial tasks. The capabilities required for the current job, the actual level of competencies, the competency gap between the required and real competencies, and the necessary training and development to close the gap may all be determined using the competency mapping approach. In order to give employees, managers, and organisations a competitive edge through competency mapping, a study was required. so that the employees are aware of their performance shortcomings and can address them in order to advance themselves and the organisation as a whole.

5. OBJECTIVES OF THE STUDY

- a) To examine the SCMG (Supply Chain Management Group) Department departments' job titles and descriptions.
- b) To explore the numerous skills, the staff has.
- c) To investigate the level of proficiency necessary for their present and expected jobs in the future
- d) To evaluate the gap between the necessary and actual skills.
- e) To determine the employees' training requirements to fill the gap.

6. COMPETENCY MAP DESIGN

BOX 1

Specific Competencies for SCMG department	Generic Competencies for all departments
EXIM Process	Team Work
Stores Management	Interpersonal Communication
Knowledge towards Inventory	Organizing Skills
Knowledge of Microsoft Excel	Leadership
Safety	Negotiation Skills

7. METHODOLOGY

Primary data were used in the investigation. However, when necessary, secondary data has also been employed. Information on employee competency was gathered via the company's records, direct encounters with employees, peers of their supervisor, and staff members of cross-functional divisions. The numerous criteria for qualities, abilities, and knowledge were created for this purpose in accordance with job roles, KRAs, and HR regulations that the department heads and HR departments approved.

Job descriptions for open vacancies are secondary data for competency mapping primary data includes input from department and functional heads; focused group discussions (FGD); and study and analysis of job descriptions to identify competencies should correctly translate to tasks and responsibilities and reflect the requirements of the job.

After mentioning the departments' competencies, they have been divided into two groups: general competencies and department-specific competencies. The collection of skills known as generic competences is constant across all departments and functions. While the given is a set of abilities known as competencies is one that is suited to a particular job or position in accordance with its criteria. The Supply Chain Management Group (SCMG) department is the one for which the study is being conducted. Charts, tables, and graphs were used in the analysis, and conclusions were produced as a result.

8. ANALYSIS AND INTERPRETATION

GROUPING OF COMPETENCIES

- a. Expert; able to instruct/train others Level 4
- b. Competent and capable of working independently Level 3
- c. Competent but able to work with direction or support. Level 2
- d. Aware Level 1
- e. Not Applicable Level 0

General competencies that must be met across all departments: These are a set of competencies that apply to all departments and functions.

The departments use the competences listed below.

1. Team Work
2. Interpersonal Communication
3. Organizing Skills
4. Leadership
5. Negotiation Skills

Particular Competencies of SCMG (Supply Chain Management Group) Department

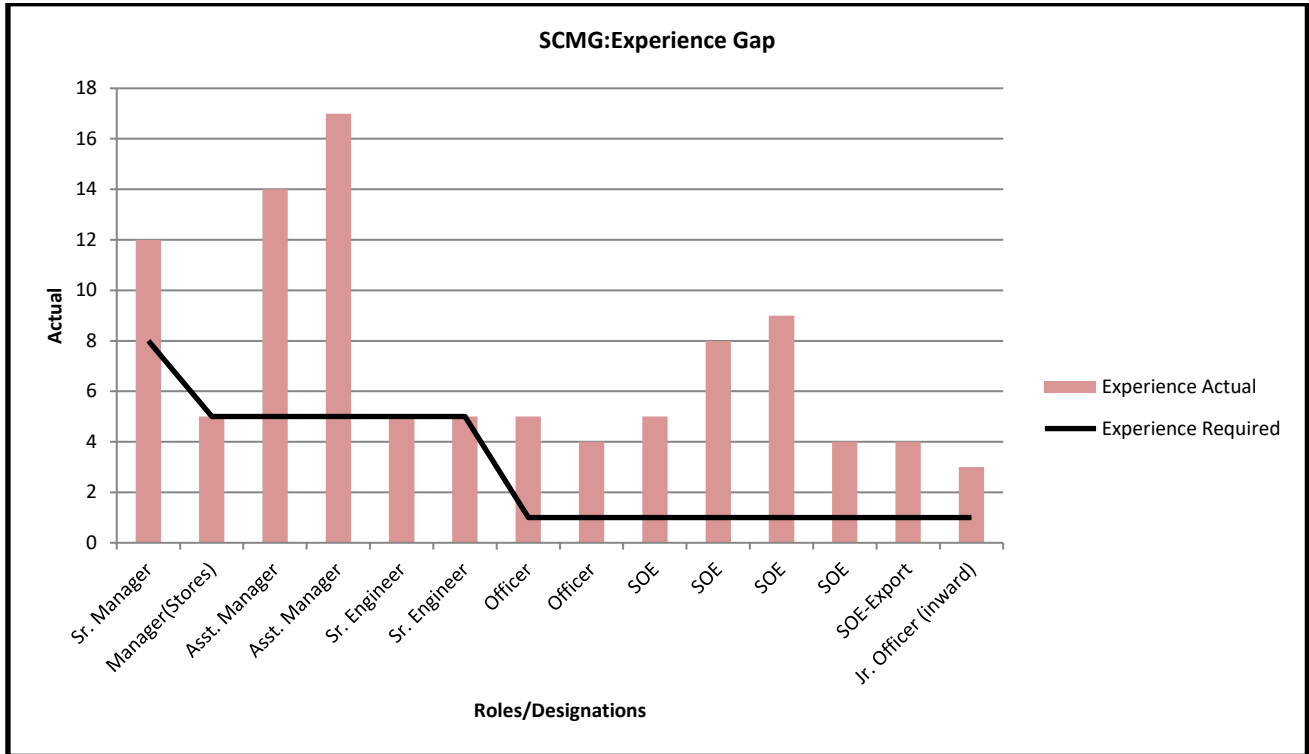
1. EXIM Process
2. Stores Management
3. Knowledge towards Inventory
4. Knowledge of Microsoft Excel
5. Safety

TABLE 1

S. No.	Role/Designation
1	Sr. Manager
2	Manager(Stores)
3	Asst. Manager
4	Sr. Engineer
5	Officer
6	SOE
7	SOE-Export
8	Jr. Officer (inward)

The SCMG Department employs a total of fourteen people

GRAPH 1: ANALYSIS OF THE SCMG DEPARTMENT'S GAPS



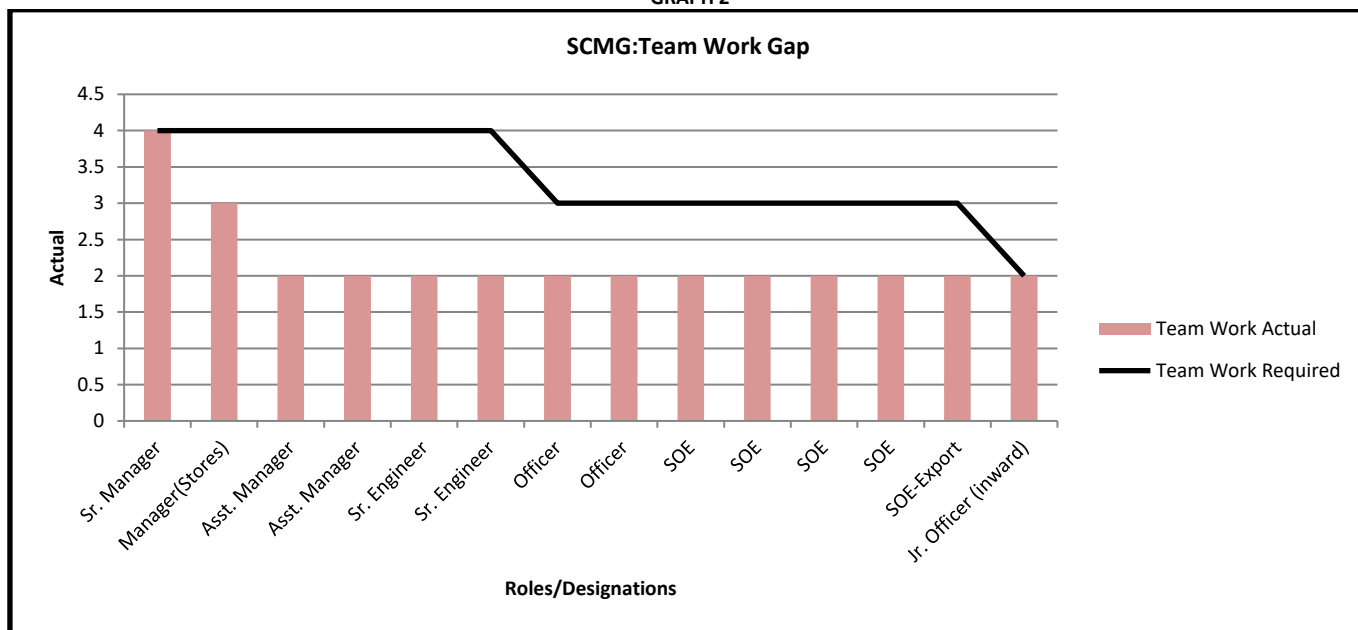
Experience in SCMG Department is more than the required.

TABLE 2

Role/Designation	Experience
Sr. Manager	-4
Manager(Stores)	0
Assistant Manager	-9
Assistant. Manager	-12
Senior Engineer	0
Senior Engineer	0
Officer	-4
Officer	-3
SOE	-4
SOE	-7
SOE	-8
SOE	-3
SOE-Export	-3
Jr. Officer (inward)	-2

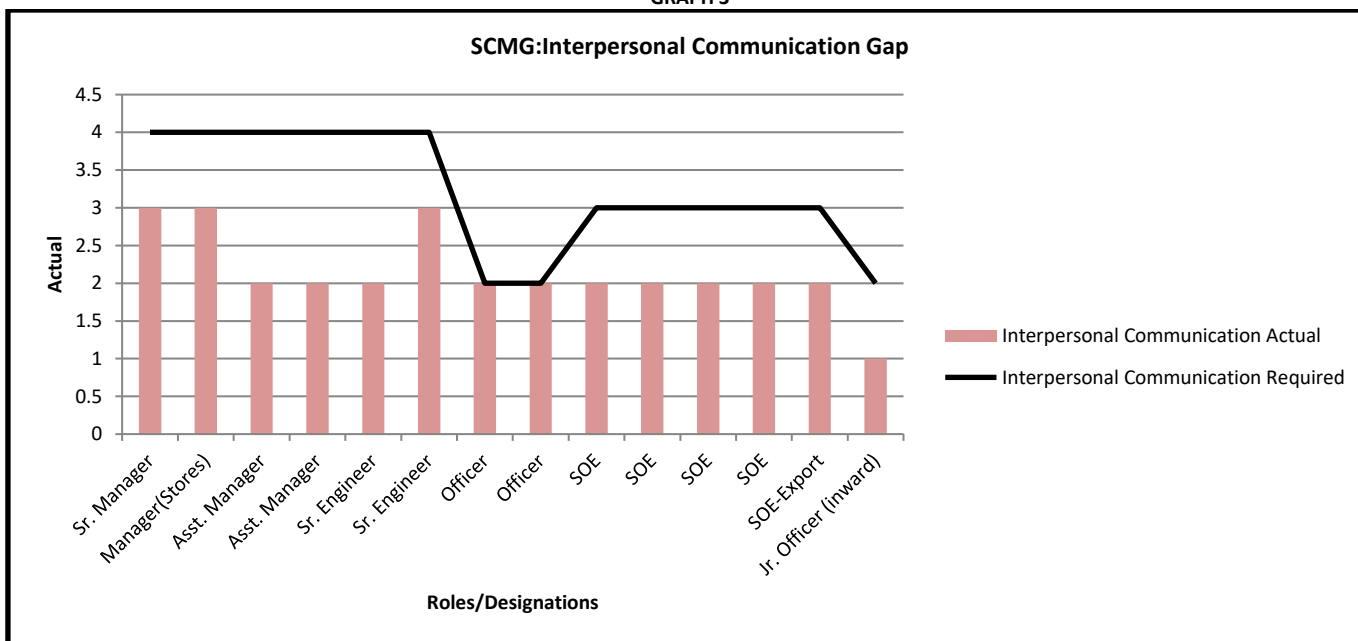
From the analysis of the above table it is very clear that the experience of the SCMG has no gap. As it is showing green signal.

GRAPH 2



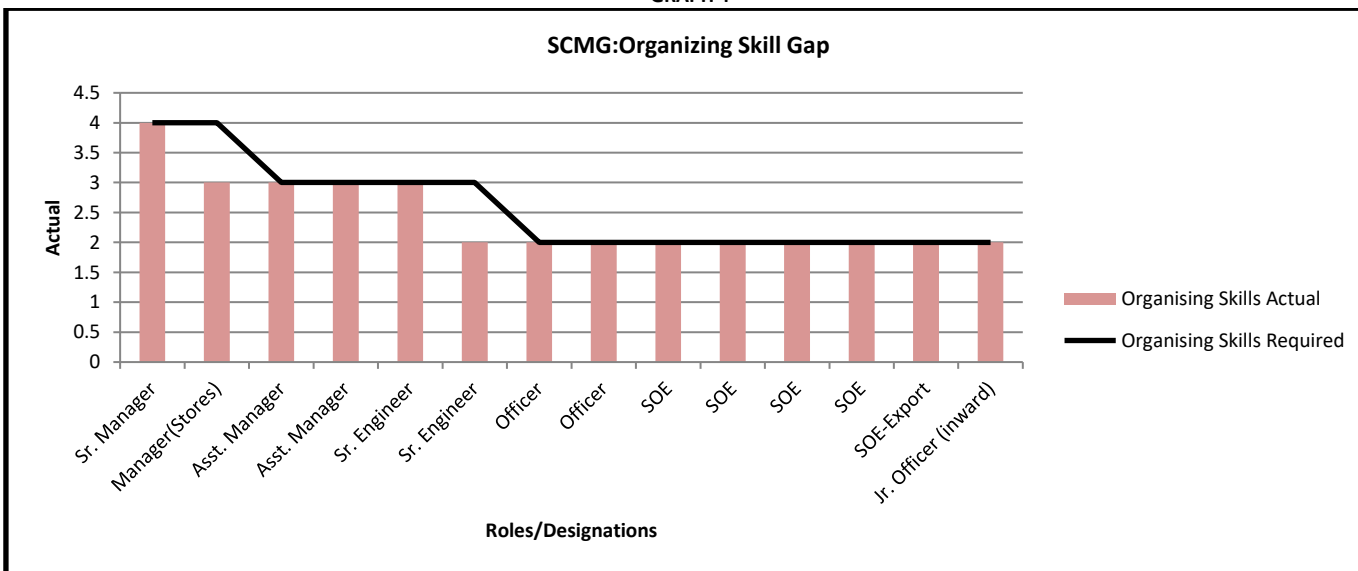
Four people in this department need training for Team Management

GRAPH 3

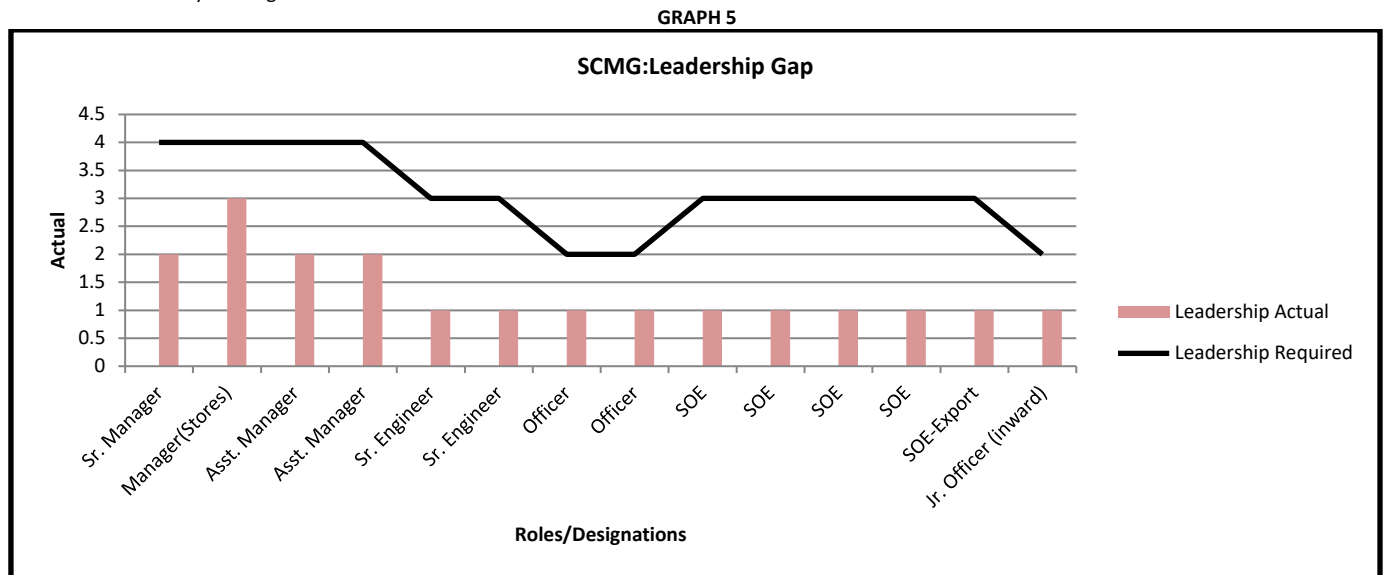


Regarding Interpersonal Communication only three persons need training.

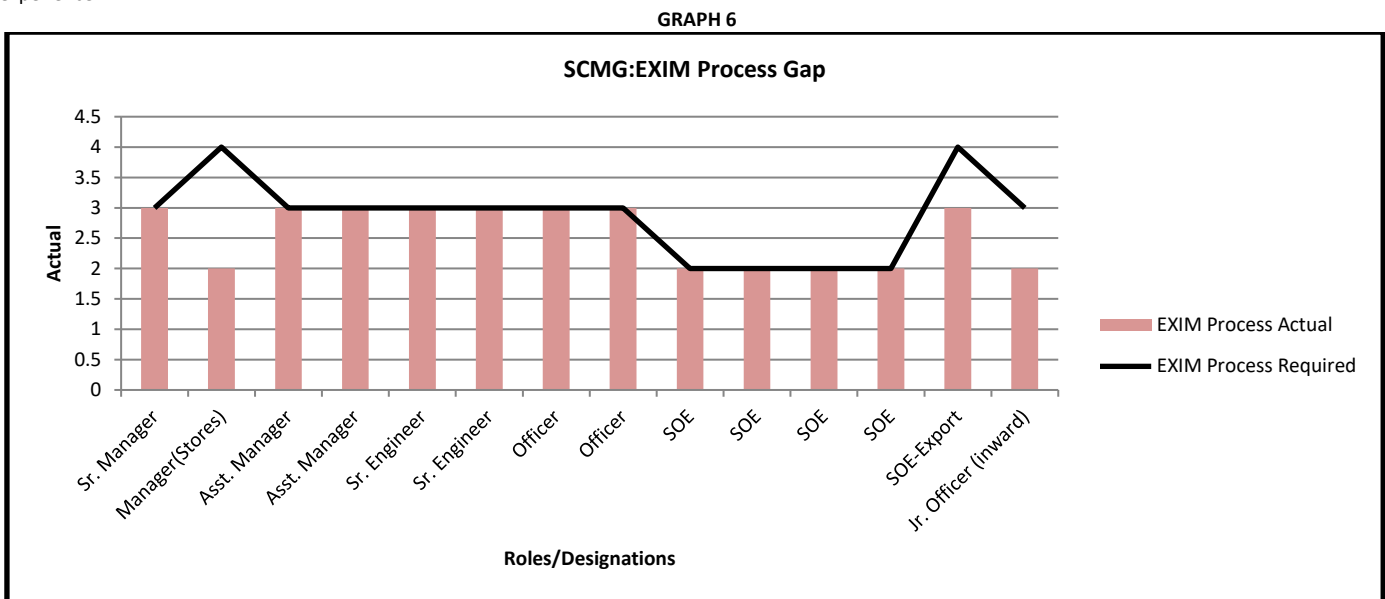
GRAPH 4



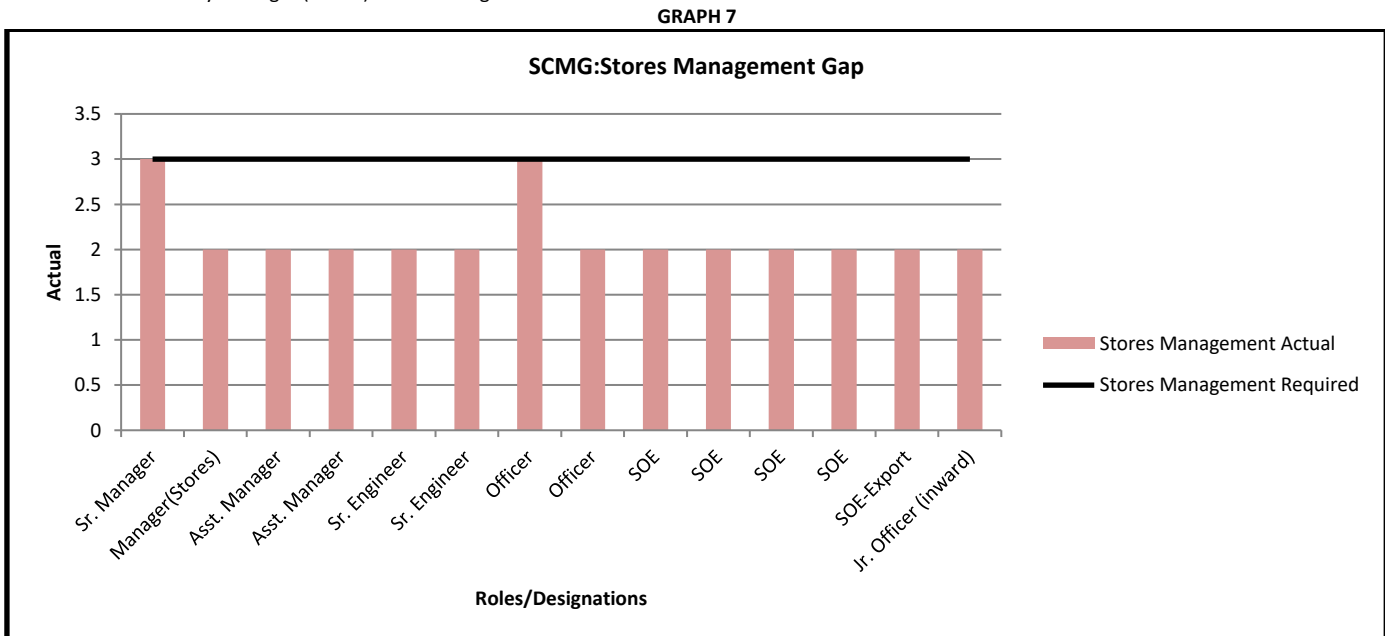
It is abundantly obvious from the aforementioned graph that the SCMG Department has excellent organising skills, only one person is having a gap of one point which doesn't need any training.



By observing the graph SCMG doesn't need any training program for the purpose negotiation skills. Only four people are having the gap which can be filled by experience.

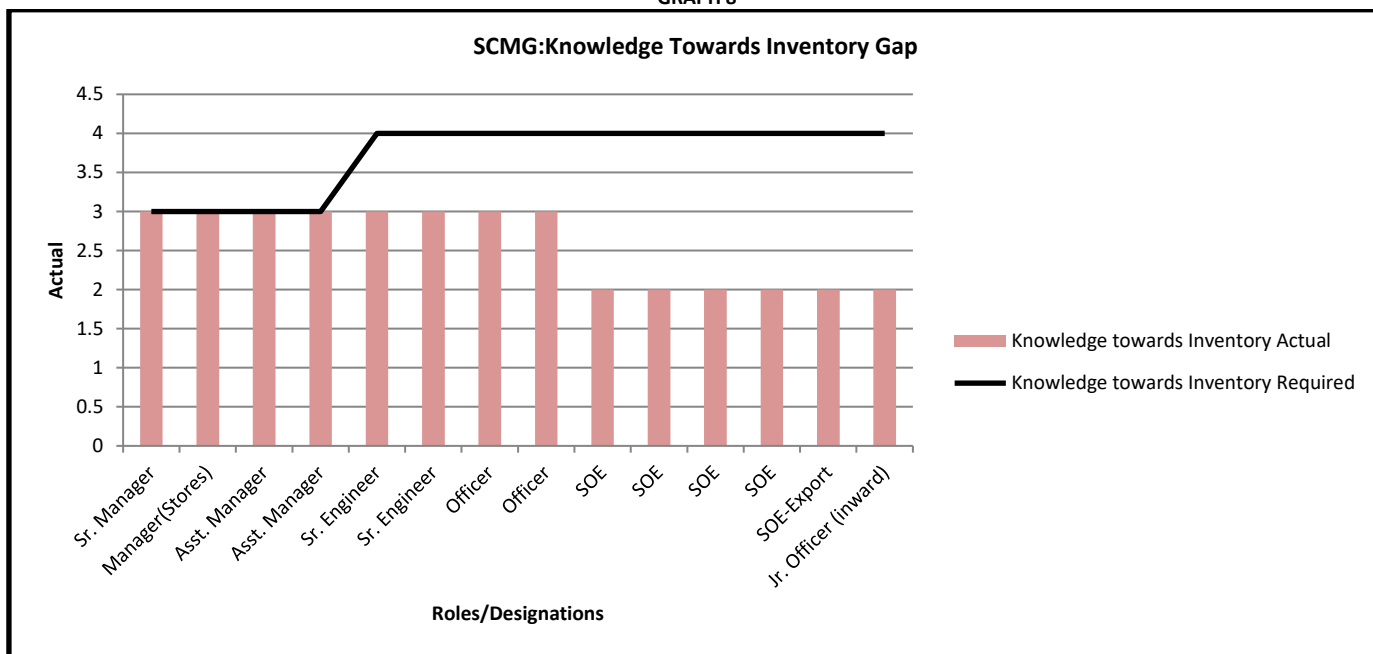


About EXIM Process only Manager (Stores) need training.



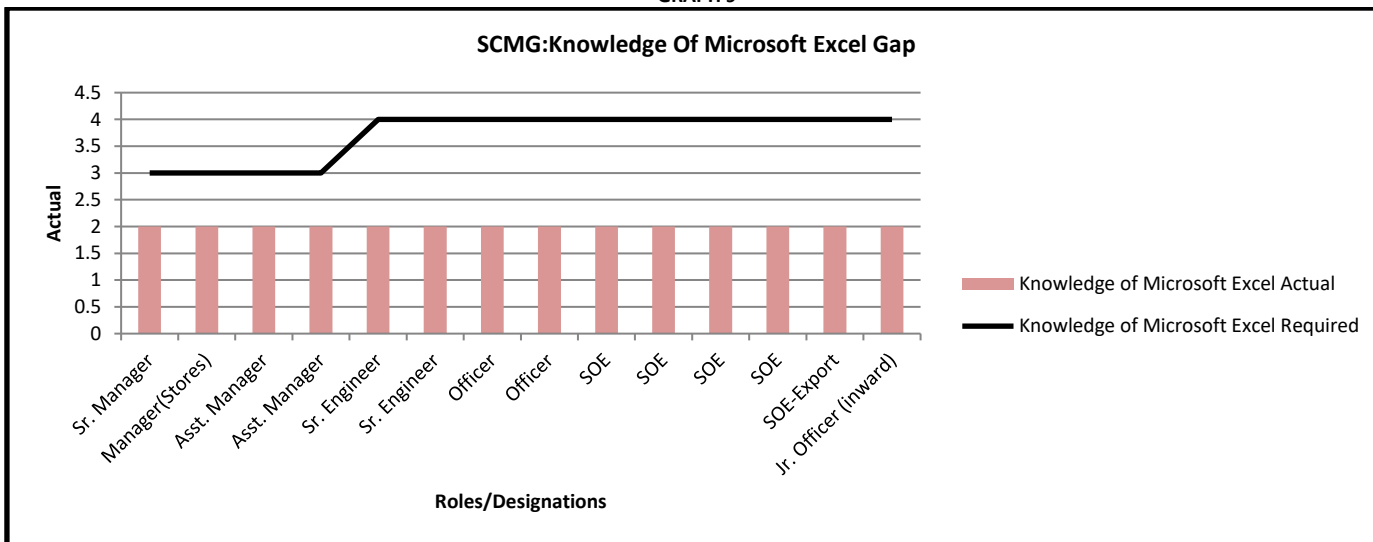
Regarding Stores Management the gap is quite acceptable and no one needs training.

GRAPH 8



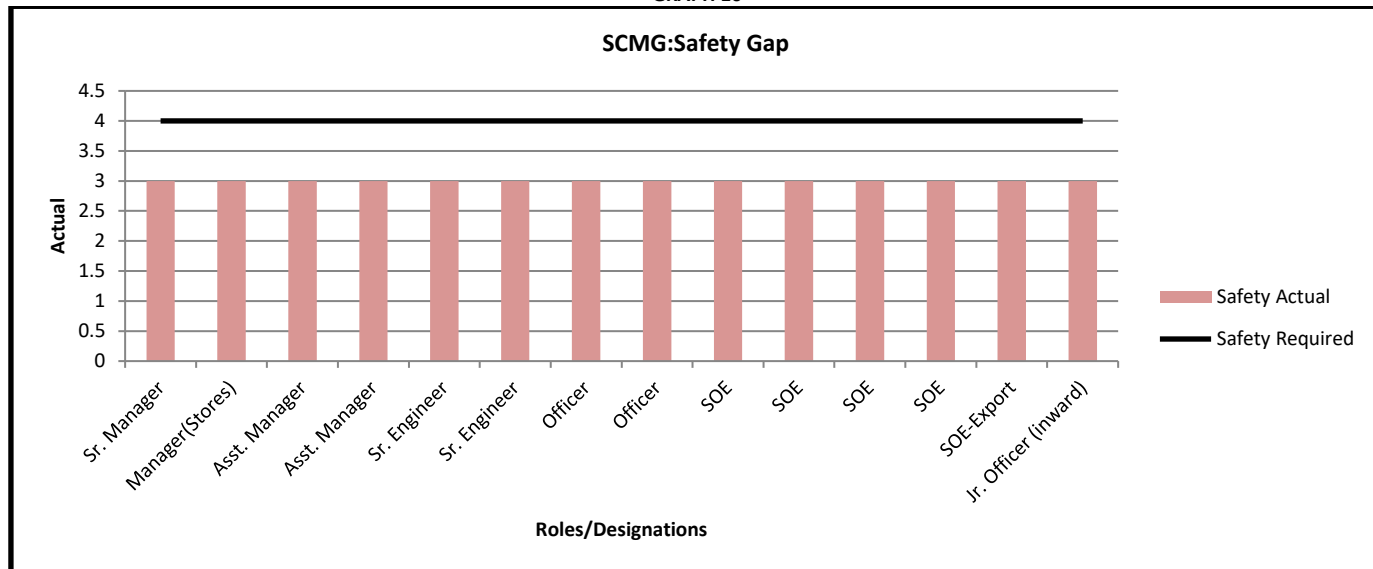
Knowledge towards Inventory has huge gap of more people. As ten people has gap in which six needs training.

GRAPH 9



The graph shows that everyone's knowledge of Excel varies. But the critical gap which needs training is for ten people who are needed to be trained on advanced Excel.

GRAPH 10



Safety has a gap among everyone. But it doesn't need any special care as the gap is much less among everyone.

GAPS ANALYSIS FOR ACTION PLANS

TABLE 3

Role/Designation	Team Work	Interpersonal Communication	Organizing Skills	Leadership	Negotiation Skills
Sr. Manager	0	1	0	2	1
Manager(Stores)	1	1	1	1	1
Asst. Manager	2	2	0	2	1
Asst. Manager	2	2	0	2	1
Senior Engineer	2	2	0	2	0
Senior Engineer	2	1	1	2	0
Officer	1	0	0	1	0
Officer	1	0	0	1	0
SOE	1	1	0	2	0
SOE	1	1	0	2	0
SOE	1	1	0	2	0
SOE	1	1	0	2	0
SOE-Export	1	1	0	2	0
Jr. Officer (inward)	0	1	0	1	0

	No gaps are indicated by the green box.
	Gaps of two or more points are indicated by a red colour box, and training is arranged for them and included in action plans.
	The colour yellow denotes One point's worth of space for which no training is planned. Experience and on-the-job training can be added.

The Gap in Generic Competencies of SCMG Department is shown in Table No. 3 above. The gap is shown by the numbers in the table. The gap in this department is not as much as it is in the other Department. But the number of people need training is more in this Department.

TABLE 4

Role/Designation	EXIM Process	Stores Management	Knowledge towards Inventory	Knowledge of Microsoft Excel	Safety
Sr. Manager	0	0	0	1	1
Manager(Stores)	2	1	0	1	1
Assistant Manager	0	1	0	1	1
Assistant Manager	0	1	0	1	1
Senior Engineer	0	1	1	2	1
Senior Engineer	0	1	1	2	1
Officer	0	0	1	2	1
Officer	0	1	1	2	1
SOE	0	1	2	2	1
SOE	0	1	2	2	1
SOE	0	1	2	2	1
SOE	0	1	2	2	1
SOE-Export	1	1	2	2	1

ACTION PLANS TO CLOSE CAPABILITY GAPS

TABLE 5

Competency Element	Training Subject Relevant to	No of Members
Generic Competencies		
Team Work	Team Management	4
Interpersonal Communication	Communication Skills	3
Leadership	Leadership Skills	10
Specific Competencies		
EXIM Process	EXIM Process and Documentation	1
Knowledge towards Inventory	Stores and Inventory Management	6
Knowledge of Microsoft Excel	Advanced Excel	10

SYSTEM OF SCORING THAT DETERMINES THE LEVEL OF COMPETENCY

A department's actual scores on one criteria were added up to a total score, which was then divided by the number of employees in that department, we were able to determine the average score, which enabled us to determine the typical value for each parameter.

The total average, which shows the departmental level under which they operate obtained by multiplying the total number of variables by the sum of the cumulative average scores.

SCORING SCALE

TABLE 6

Sl No	Actual Scores	Ranking	Level of Competency
1	>4	Very High	Level 4
2	3.9-3	High	Level 3
3	2.9-2	Moderate	Level 2
4	1.9-1	Low	Level 1
5	0.9-0	Very Low	Level 0

(Ainapur & Shaikh, 2021)

ANALYZING GENERIC COMPETENCE

TABLE 7

Sl. No.	Parameters	Total Scores	No. of people	Average Score	Level
1	Team Work	31	14	2.22	Moderate
2	Interpersonal Communication	30	14	2.14	Moderate
3	Organizing Skills	34	14	2.43	Moderate
4	Leadership	19	14	1.36	Low
5	Negotiating Skill	34	14	2.43	Moderate
Total Average Scores				10.58	

ANALYSIS OF A SPECIFIC COMPETENCY

TABLE 8

Sl. No.	Factors	Total	Employees	Average	Level
1	Team Work	36	14	2.57	Moderate
2	Interpersonal Communication	30	14	2.14	Moderate
3	Organizing Skills	36	14	2.57	Moderate
4	Leadership	28	14	2.00	Moderate
5	Negotiating Skill	42	14	3.00	High
Total Average Scores				12.28	

COMPETENCY RATING

TABLE 9

Sl. No.	Capability	Collective Average Rating	No. of elements	Average Rating
1	Generic	10.58	5	2.12
2	Specific	12.28	5	2.46
Combined Average		22.86	10	2.28

The table demonstrates the "Moderate" level of Competence held by the SCMG Department.

9. CONCLUSION

Organizations map competencies to look at how different employees' abilities come together to create the most effective teams and produce the finest work. Competency mapping was studied in SCMG (Supply Chain Management Group) the following conclusions have been drawn: There are fourteen total members in this department. Most of them fall under Level 1, or Low, in terms of Generic Competency for Leadership and level 2 (moderate) applies to other competencies. When it comes to specific competencies, this Department is at Level 2, or Moderate. and for Negotiation Skill it is High. The Combined Average Score falls under Level 2 i.e., moderate. Training was required for Generic Competencies, according to an analysis of the overall scores of the Generic and Specific Competency on all parameters, especially Leadership skills and Advanced excel respectively. Competencies serve as a competitive edge for every dynamic firm in today's cutthroat market. As a result, this study focused on understanding the various competencies, analysing the gaps between the real competencies, and identifying action plans to close the gaps. The overall productivity of the SCMG (Supply Chain Management Group) department chosen for the study was also examined in order to understand the degree of competence in the department as well as on the many criteria chosen for the study. Therefore, it was suggested that competency mapping be applied to the other departments as well in order to determine the organization's overall level of development.

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**ANALYSIS OF EMPLOYEE WELFARE MEASURES AT AMAZON AGRO PRODUCTS COCOPEAT
MANUFACTURER & SUPPLIER, KANYAKUMARI DIST.**

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ABSTRACT

This article analyses the various employee welfare measures at Amazon Argo products Cocopeat Manufacturer & Supplier. Employee welfare specifies the endeavour made by employers to improve the comfort, intellectual and social behaviour of their employees beyond their pay and benefits. Amazon Argo products Cocopeat Manufacturer & Supplier, a coir products manufacturing company provides statutory as well as non-statutory welfare measures to their employees in order to satisfy the required facilities and to motivate them. For analysing the employee welfare, this study has used primary and secondary data. Through simple random sampling procedure, a sample of 150 employees are selected and the data has been analysed using Mann-Whitney U test, Kruskal-Wallis Test and Wilcoxon Signed Ranks test. From this study it has been observed that employee motivation reduces employee absenteeism and most of them are satisfied with the healthcare benefits provided. Also, this research article suggest that the company shall provide recreational facilities, improved washing facilities, quality food and shall increase the educational allowance for the higher education of the employees' children in order to improve employee welfare.

KEYWORDS

employee welfare, pay and benefits, cocopeat manufacturer.

JEL CODES

J28, J81, J83.

INTRODUCTION

Amazon Argo products Cocopeat Manufacturer and Supplier is the manufacturer and exporter of natural and organic coir products like Cocopeat, Pith and Rope. The company has been in the coir industry since 2001 and has gained goodwill and a credible position in the market. The company has always been a part of eco-friendly product manufacturing in the country.

The idea of employee welfare is dynamic. The basic purpose of employee's welfare is to enhance the life of employees and to make them happy, which would in return enhance the growth and development of the organization. The major benefits of employee welfare are good physical and mental health of the workers and improved facilities available to them like medical benefits, education, housing and recreation. The employer in return gets a steady work force which will lead to increase in overall organisational productivity. The study measures the level of satisfaction, motivation and available facilities like creche and statutory welfare measures with reference to various factors.

LITERATURE REVIEW

- Dr R. Arasu (2022) conducted an Empirical Study on Employee's Welfare Facilities in Hospitals in Madurai and observed that the worker welfare offices given by the organization to representatives are fulfilled and it is exemplary. So that proficiency, viability and profitability can be improved to perform the hierarchical objectives.
- Dr S. Sheik fareeth, Mr. P.V. Muthu Perumal, Dr. N. Shankar (2022) investigated the employee welfare measures on Engineering college teachers and found that the welfare measures are real motivating factors that make teachers truly motivated
- Dr. Magdalene Peter (2022) concluded that the changes in working condition are proposed to enhance effectiveness of the representative welfares measures which would manufacture the confidence and expand the profitability of the representatives and this guarantees worker fulfillment result in expanded proficiency.
- Mergery Muthoni, Njuguna Peter Mwaura and Thomas Wawer (2020) concluded that existence of welfare benefits other than salary, organization values, the safety of the employees, promotion of team work and achievement helped to increase the level of employee commitment in the organization.

- P. Chandrasekaran and P. Ganeshprabhu (2020) observed that the welfare measures reduce the labour absenteeism and increase the efficiency of the employees also, they are directly related with efficiency and productivity.
- Nishad Nawaz (2019) observed that the employees are giving positive response and they are very happy and satisfied by the facilities provided by the employer.

OBJECTIVES OF THE STUDY

1. To study & analyse various welfare measures provided to the employees.
2. To examine whether employee welfare measures motivate the employees.
3. To measure the level of satisfaction of employees with regards to welfare facilities.
4. To know the opinion of the employees regarding welfare facilities.

STATEMENT OF THE PROBLEM

Generally, some of the organisations are more conscious only about getting more work done by their employee. But the employees might fail to get healthy mind and physique. In order to measure the employee welfare, here is a study about employee welfare measures at Amazon Argo products Cocopeat Manufacturer & Supplier, Kanyakumari Dist.

RESEARCH DESIGN

The study is done through "descriptive research." One of the main benefits of descriptive research is the fact that it uses both qualitative and quantitative data. Descriptive research is done by talking to people, surveying them, or observing them in a suitable environment. The study highly focusses on the primary data, so special attention has been given to prepare a structured questionnaire. Additionally, secondary data are collected through magazines, annual reports of the company and internet. The total number of employees in Amazon Argo products Cocopeat Manufacturer & Supplier is 250. 150 employees were taken as respondent through Simple Random Sampling technique. The various statistical tools used for analysis are as follows, Mann-Whitney U test, Kruskal-Wallis Test, Wilcoxon Signed Ranks Test. Mann-Whitney U test is applied to examine the relationship between employee gender and creche facility. Kruskal-Wallis Test is used to examine employee income and employee motivation along with, employee experience and statutory welfare measures. Wilcoxon Signed Ranks test is used to analyse effectiveness of welfare and employee satisfaction. This study was conducted during the period of 3 months from January to April 2023.

DATA ANALYSIS, RESULT AND DISCUSSION

PROFILE OF THE RESPONDENTS

TABLE 1: PROFILE OF THE RESPONDENTS

Sl.No	Demographic profile	No. of Respondents	Percentage
1.	Gender		
	Male	99	66.0%
	Female	51	34.0%
	Total	150	100%
2.	Age		
	Between 18-25	29	19.3%
	Between 25-35	43	28.7%
	Between 35-45	37	24.7%
	Between 45-55	31	20.7%
	Between 55-60	10	6.7%
	Total	150	100%
3.	Marital Status		
	Married	93	62.0%
	Un-Married	57	38.0%
	Total	150	100%
4.	Experience		
	Less than 1 year	31	20.7%
	1-5 years	42	28.0%
	5-15years	42	28.0%
	15-25 years	23	15.3%
	More than 25 years	12	8.0%
	Total	150	100%
5.	Income		
	8000	12	8.0%
	8000- 10000	24	16.0%
	10000- 20000	52	34.7%
	20000- 30000	40	26.7%
	More than 30000	22	14.7%
	Total	150	100%

The study reveals male gender as the dominant gender. In total 66% of the respondents are male and 34% of the respondents are female. Among them 19.3% of the respondents are between 18-25 years, 28.7% of the respondents are between 25-35 years, 24.7% of the respondents are between 35-45 years, 20.7% of the respondents are between 45-55 years and 6.7% of the respondents are between 55-60 years. The majority 62% of married employees are working and whereas unmarried employees are only 38%. From the total, 56% of the employees have experience from one to fifteen years. About 34.7% of the employees are earning from 10000 to 20000 rupees.

Ultimately, profile of the respondent represents employee socio-economic framework. Since, employee welfare plays an additional benefit in improving their lifestyle which in turn increase the organisation productivity. In the present study, the employee welfare has been analysed as per the view of the profile of the employees.

HYPOTHESIS 1

H_0 There is no significant relationship between employee income and employee motivation.

H_1 There is significant relationship between employee income and employee motivation.

TABLE 2: ASSOCIATION BETWEEN EMPLOYEE INCOME AND EMPLOYEE MOTIVATION

Income of the Employees	Mean Rank	Chi-square value	p-value
8000	93.67	6.877	0.143
8000- 10000	87.25		
10000- 20000	71.71		
20000- 30000	65.44		
More than 30000	80.02		

From the above table, $P > 0.05$, H_0 is accepted at 5% level of significance. So, it is concluded that there is no significant relationship between employee income and employee motivation. Since, employees are satisfied with various facilities like festival advances, medical, lighting, leisure space and drinking water which avoid absenteeism making them to work motivated.

HYPOTHESIS 2

H_0 There is no significant relationship between experience and statutory welfare measures.

H_1 There is significant relationship between experience and statutory welfare measures.

TABLE 3: ASSOCIATION BETWEEN EXPERIENCE AND STATUTORY WELFARE MEASURES

Income of the Employees	Mean Rank	Chi-square value	p-value
Less than 1 year	74.32	1.903	0.754
1-5 years	71.40		
5-15years	75.81		
15-25 years	76.80		
More than 25 years	89.29		

Above table shows $P > 0.05$, H_0 is accepted at 5% level of significance. So, it is concluded that there is no significant relationship between experience and statutory welfare measures. Since, welfare measures are necessary for each employee irrespective of the experience.

HYPOTHESIS 3

H_0 There is no significant relationship between employee gender and creche facility.

H_1 There is significant relationship between employee gender and creche facility.

TABLE 4: ASSOCIATION BETWEEN EMPLOYEE GENDER AND CRECHE FACILITY

Gender	Mean Rank	z- value	p-value
Male	80.41	-2.033	0.042
Female	65.96		

Since $0.01 < P \leq 0.05$, H_0 is rejected at 5% level of significance. Hence it is concluded that there is a significant relationship between employee gender and creche facility, because female employee needs more creche facilities compared to male employee.

HYPOTHESIS 4

H_0 There is no association between effectiveness of welfare and employee satisfaction.

H_1 There is an association between effectiveness of welfare and employee satisfaction.

TABLE 5: ASSOCIATION BETWEEN EFFECTIVENESS OF WELFARE AND EMPLOYEE SATISFACTION

Rank	Size	Mean Rank	Z. Value	Sig
Positive Ranks	43 ^b	60.83	-.780 ^b	0.001
Negative Ranks	90 ^a	69.56		

Since $P \leq 0.01$, H_0 is rejected at 1% level of significance. Hence it is concluded that there is an association between Effectiveness of Welfare and Employee Satisfaction, because all the welfare facilities magnify the employee efficiency both physically and intellectually.

HYPOTHESIS 5

H_0 There is no association between employee absenteeism and employee motivation.

H_1 There is an association between employee absenteeism and employee motivation.

TABLE 6: ASSOCIATION BETWEEN EMPLOYEE ABSENTEEISM AND EMPLOYEE MOTIVATION

Rank	Size	Mean Rank	Z. Value	Sig
Positive Ranks	0 ^a	.00	-10.664 ^b	0.000
Negative Ranks	150 ^b	75.50		

Since $P \leq 0.01$, H_0 is rejected at 1% level of significance. Hence, it is concluded that there is an association between employee absenteeism and employee motivation, because reduce in welfare measure decrease overall productivity.

FINDINGS

The Study has found that the welfare measures provided by the organization motivate the employees to perform better. About 80% of the employees feel that these welfare measures contribute to their overall wellbeing and happiness at work. Welfare measures provided by the organization make them feel more engaged and involved. Also, employee satisfaction increases their work performance and reduce employee absenteeism.

SUGGESTIONS

The company shall provide more recreational facilities and can increase the educational allowance for higher studies to their employees' children. Neatness and quality of food can be improved, changing the menu with variety of food in the food mess. This will encourage the employees and create good image for the company.

CONCLUSION

Employees are considered as real asset of the organization. Employee Welfare Measures plays a crucial role in satisfying the employees and motivate them to work better. If a company possess good safety measures and welfare facilities, it could promote the performance of the employees and will always help the employees to develop themselves and the company. From the study, it is observed that employees are satisfied with the welfare and safety measures in the company. Employees are satisfied with various facilities like festival advances, medical, lighting, sitting and drinking water. It is also observed that the welfare measures reduce labour absenteeism and increase the efficiency of the employees. Finally, it can be concluded that the employee welfare facilities provided by the company to employees are up to mark and is commendable, but still there is scope for further improvement.

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