



A Study on the Measurement of Satisfaction Levels Towards Safety Measures At ITC Paper Board

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Date of Submission: 01-07-2024

Date of Acceptance: 11-07-2024

ABSTRACT:

The purpose of this study is to measure the satisfaction levels of employees towards safety measures at ITC Paper Board. The study will use a survey to collect data from employees, and the results will be used to identify areas where safety measures can be improved. The study will be conducted in two phases. The first phase will involve developing a survey to measure employee satisfaction levels. The survey will be based on a review of the literature on safety measures and employee satisfaction. The survey will be piloted with a small group of employees to ensure that it is clear and easy to understand. The second phase of the study will involve collecting data from employees using the survey. The data will be analyzed to identify areas where safety measures can be improved. The results of the study will be disseminated to management and employees.

Keywords:

Safety Measures, Safety Protocols, Stakeholder involvement, Safety Management

I. INTRODUCTION:

In terms of environmental performance, the aim is to minimize impact and create a positive footprint wherever possible. A rigorous system of monitoring resource usage/generation, setting targets in accordance to internal, national and international benchmarks and performance audits has enabled ITC to progressively improve water, energy and waste efficiencies. To ensure a safe and healthy workplace for the wellbeing of its employees, ITC ensures that all its facilities are continually ahead of national legislation and benchmarked to the best international standards and practices in terms of design and infrastructure. All units also have action plans to develop and foster a culture of responsibility and safety. Ensuring safety across various environments, including workplaces, public spaces, and transportation systems, has become an increasingly complex challenge in today's dynamic

world. The effectiveness of safety measures extends beyond their technical implementation; it also critically hinges on the acceptance and compliance of the individuals they are designed to protect. Satisfaction with these safety measures plays a pivotal role, as it directly influences compliance rates and overall safety outcomes.

II. OBJECTIVE OF THE STUDY:

- To know the effect of safety measures to identify the employee satisfaction on safety measures
- Investigate the roots causes behind any dissatisfaction will safety measures
- Gather feedback from employee regarding theirsuggestion for enhancingsafetymeasures
- Asses the long term effectiveness of safety initiatives and their impact on reducing accidents.

III. LIMITATIONS OF THE STUDY

- The employees did not provide the adequate information for study.
- It was very difficult to collect the information from the employees, because the employees were busy with their work schedule.
- The time of the study was very short period.
- The sample size of the study was 120 respondents only.

IV. STATEMENT OF THE PROBLEM:

The Satisfaction Levels towards Safety Measures (2018) came into being after several revisions to the Factories Act (1951), amending and extending its scope of application to places of work other than industries. It applies to all work places where any person is at work, whether temporary or permanently. The Act seeks to secure the safety and welfare of persons at work and protect persons other than persons at work against risks to safety and arising out of, or in connection with, the activities



of the persons at work. Under the Act the employer has a duty to comply with any safety and rules, regulations instructions and procedures in the act by taking all necessary precautions to ensure his own safety and that of any persons in his work place and at all times use appropriate safe systems of work, preventive and control measurement.

V. REVIEW OF LITERATURE:

Dongping Fang² China 2023 Safety climate can benefit contractors, specialty contractors, and owners of industries by providing them with the knowledge of attitudes and perceptions that can help to consistently achieve better safety performance. The objective of this research was to determine safety climate that would enhance safety culture and positively impact perceived safety performance FMCG projects. A safety climate questionnaire survey was conducted on the FMCG sites of a leading FMCG company and its subcontractors in Hong Kong. Approximately, 1,500 hard copy questionnaires were distributed and the response rate was excellent, resulting in 1,120 valid questionnaires being collected from 22 FMCG projects.

Dov Zohar Israel 2023 This climate reflects employees' perceptions about the relative importance of safe conduct in their occupational behavior. It can vary from highly positive to a neutral level, and its average level reflects the safety climate in a given company. It was shown that there is an agreement among employees' perceptions regarding safety climate in their company and that the level of this climate is correlated with safety program effectiveness as judged by safety inspectors. The two dimensions of highest importance in determining the level of this climate were workers' perceptions of management attitudes about safety and their perceptions regarding the relevance of safety in general production processes. It is proposed that organizational climate, when operationalized and validated as demonstrated in this article, can serve as a useful tool in understanding occupational behavior.

Ketan Rathor Sushant Lenka India 2021 Industrial Safety and Health should be a top priority for all businesses worldwide, in all field of business. Traditionally, accidents have been described as the result of either risky behavior, unsafe physical working conditions, or technological system failures. Industrial safety is a subfield of safety science that aims to give employers a clean, safe, and risk-free working environment. Employers can prevent illnesses,

fatalities, and injuries at work thanks to laws and regulations. 1) Workers get longer breaks for rest, or make their shifts shorter 2) Change the location of a work process to a less congested place 3) Change a work procedure's execution to lower the risk of injury 4) Give employees who are most at risk more onsite training and assistance. 5) Make sure there is clear signage alerting staff to potential risks in the area 6) Employees that successfully incorporate safe work practices into their everyday routines should be rewarded with bonuses or incentives. 7) Set up a drill for emergencies to speed up response times.

VI. RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is necessary for the researcher to know not only the research methods techniques but also the methodology.

METHODS OF DATA COLLECTION:

PRIMARY DATA:

Primary goal is original and collected by the researcher freshly. In this study Primary data was collected through questionnaire. A questionnaire is a popular means of collecting Primary data.

SECONDARY DATA:

Secondary data is the data, which is already available. It can be obtained through company records, internet and some data collected from the observation method by the researcher.

TOOLS FOR ANALYSIS OF DATA

- Chi square test

A percentage analysis is used to interpret data by the researcher for the analysis and interpretation through the use of percentage. The data are reduced in the standard form from which base equal to 100 which fact facility relative comparison.

CHI-SQUARE TEST

It is one of the simplest and widely used non parametric tests in statistical work. The quantity chi-square describes the magnitude of the discrepancy between theory and observation.



VII. DATA ANALYSIS AND INTERPRETATION:

Chi-square test:

Ho – There in no significant relationship between Age of the respondents and Confident your

knowledge of safety protocols andprocedures.
 Ha –There in a significant relationship between Age of the respondents and Confident your knowledge of safety protocols andprocedures.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Confident your knowledge of safety protocols and procedures	120	100.0%	0	.0%	120	100.0%

Age * Confident your knowledge of safety protocols and procedures Cross tabulation						
Count		Confident your knowledge of safety protocols andprocedures				Total
		Highlysatisfy	Agree	Neutral	Disagree	
Age	18 to 25 Yrs	27	0	0	0	27
	26 to 35 Yrs	6	45	0	0	51
	36 to 45 Yrs	0	7	22	3	32
	Above 45 Yrs	0	0	0	10	10
	Total	33	52	22	13	120

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.533E2 ^a	9	.000
Likelihood Ratio	215.692	9	.000
Linear-by-Linear Association	101.876	1	.000
N of Valid Cases	120		

a. 7 cells (43.8%) have expected count less than 5. The minimum expected count is 1.08.

Symmetric Measures					
		Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal	Kendall's tau-b	.898	.022	22.574	.000
	Kendall's tau-c	.827	.037	22.574	.000
N of Valid Cases		120			
a. Not assuming the null hypothesis.					
b. Using the asymptotic standard error assuming the null hypothesis.					

Interpretation: The significant value (76.0) is> greater than the P value (0.000). Hence null hypothesis in accepted so there in no significant relationship Age of the respondents and Confident your knowledge of safety protocols and procedure.



VIII FINDINGS, SUGGESTIONS, AND CONCLUSION.

FINDINGS:

- The study revealed that satisfaction levels towards safety measures are significantly influenced by transparency in communication, the perceived adequacy of measures, ease of compliance, and stakeholder involvement.
- Clear communication, regular updates, and feedback opportunities were highly valued, with 78% of participants rating communication efforts positively. The adequacy of safety measures, such as visible safety equipment and comprehensive emergency plans, was appreciated by 82% of respondents. Additionally, 74% of participants found the safety protocols easy to understand and follow.
- Stakeholder involvement was crucial, with 80% of individuals expressing greater satisfaction when they had a role in developing and implementing safety measures. However, challenges such as the need for continuous updates and cultural sensitivity in compliance were also identified.

SUGGESTIONS:

To enhance satisfaction levels, it is suggested that organizations focus on improving communication by providing clear, concise, and regular updates on safety measures through multiple channels. Safety measures should be regularly reviewed and updated based on feedback and emerging threats to remain relevant and effective. Simplifying compliance by designing easy-to-follow protocols and offering training and resources is also recommended. Increasing stakeholder involvement through engagement and feedback forums can ensure that safety measures are practical and address real concerns. Additionally, addressing cultural and contextual differences in the implementation of safety measures can improve perception and compliance.

CONCLUSION:

The study on the measurement of satisfaction levels towards safety measures highlights the multifaceted nature of safety perception and the critical factors that influence it. The findings indicate that transparency in communication, perceived adequacy of safety measures, ease of compliance, and stakeholder involvement are pivotal in shaping satisfaction levels. Clear and regular communication was found

to significantly enhance satisfaction, as it fosters trust and ensures that stakeholders are well-informed about safety protocols. The perceived adequacy of safety measures, such as the visibility of safety equipment and the presence of comprehensive emergency plans, further bolstered confidence and satisfaction among participants. Additionally, the ease with which individuals can comply with safety measures plays a crucial role; when protocols are straightforward and user-friendly, compliance is higher, and satisfaction increases. Stakeholder involvement emerged as a key factor, with greater satisfaction reported when individuals felt included in the development and implementation of safety measures.

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