

**A STUDY ON HEALTH AND SAFETY MEASURES OF EMPLOYEES IN
DHL SUPPLY CHAIN , CHENNAI**

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

By

SREE VIDYA R

(41410304)



DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **C SREE VIDYA R (41410304)** who carried out the project entitled "**A STUDY ON HEALTH AND SAFETY MEASURES OF EMPLOYEES IN DHL SUPPLY CHAIN**" under our supervision from February 2023 to April 2023.

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DECLARATION

SREE VIDYA R (**41410304**) hereby declare that the Project Report entitled **A STUDY ON HEALTH AND SAFETY MEASURES** done by me under the guidance of Mr Robin (Internal) and Prerna Mishra **HR MANAGER** (External) at **DHL Supply chain**, Chennai is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 20.04.2023

PLACE: CHENNAI



SREE VIDYA R

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ABSTRACT

This research analyze of DHL Supply chain in chennai and examines the study on Health and Safety measures of employee's.. The study has been worked out by a survey google forms. The target respondents were 140 out of which 135 responded. The data was collected from 135 respondents and processed through Statistical Package for Social Science (SPSS) to apply statistical test, to investigate the relationship of the selected variables. The findings of the research results shows that there health and safety measures taken for the employees. These health and safety measures taken for employees helps the employees getting injuries during work. The current study suggests that improvement in the health and safety conditions leads to better safety measures for employees'. The purpose of the program is to fulfill the core equipment for the award of a Master's degree in Business Administration to get a practical aspect of the theoretical work studied at the university and to understand the operations in business sector and to enable students gain experience in different tasks.

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CHAPTER - 1
INTRODUCTION

INTRODUCTION

Safety measures which are provided in the Factories Act, 1948, are considered to be minimum in terms of adequacy. Such measures are required to be effectively implemented. In addition to implementing safety measures provided in the Factories Act, there is also need for providing training in safety to workers, and installing safety equipment in the factories. Employers should take the initiative in providing training in safety to employees. Workers' unions should take interest in safety promotion. Periodic training courses in accident prevention can be organized, Safety should become a habit with employers and the workers alike.

It is designed to manage safety elements in the workplace. Safety is the state of being "safe" the condition of being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognized hazards in order to achieve an acceptable level of risk.

From DHL Supply chain is the important thing. Every day one workman checks the all employee uniforms, shoes and safety glasses.

MEANING

Workplace health and safety also referred to as occupational health and safety refers to the right of every employee, regardless of industry, to carry out his daily work in a safe environment. There are various laws and legislations that dictate what employers must do to facilitate this, to minimize accidents, injuries and fatalities. So in recent years, greater attention is given to health and safety due to pressure from government, trade unions, labour laws and awareness of employers.

INDUSTRY PROFILE

DHL Supply Chain, part of the EUR 56.6bn DPDHL Group, is the world's leading contract logistics provider. Combining value-added and management services with traditional fulfillment and distribution, our customized, integrated logistics solutions drive efficiency, improve quality and create competitive advantage.

DHL Supply Chain offers specialist, proven expertise within the Auto-Mobility, Consumer, Chemicals, Energy, Engineering & Manufacturing, Life Sciences & Healthcare, Retail and Technology sectors. As today's global markets grow, our innovative logistics solutions are ready to help.

COMPANY PROFILE

DHL Supply Chain, part of the EUR 56.6bn DPDHL Group, is the world's leading contract logistics provider. Combining value-added and management services with traditional fulfillment and distribution, our customized, integrated logistics solutions drive efficiency, improve quality and create competitive advantage. DHL Supply Chain offers specialist, proven expertise within the Automotive, Consumer, Chemicals, Energy, Engineering & Manufacturing, Life Sciences & Healthcare, Retail and Technology sectors. As today's global markets grow, our innovative logistics solutions are ready to help.



CHAPTER - 2

2.1 REVIEW OF LITERATURES

Bennet (2002) argues in his study that workers' views on occupational safety and health in the workplace are often ignored due to various management styles and a shortage of safety regulations, allowing for little reflection for worker contribution. Workers as subordinates often find themselves compelled to simply comply with and submit to rules and policies already in place at the workplace. He states that in many industries, the plight of workers is left in the hands of health and safety professionals, industrial hygienists, academics and industrial managers.

Johnston and Sidaway (2005) believe that applied geography needs to be prioritising "human welfare before economic welfare, equity before efficiency and quality of life before quantity of goods". Reflecting on academics' works.

Graham (2004) writes that education helps to provide the appropriate skills needed to achieve social status and make healthy lifestyle choices. Adverse health effects the psychosocial work environment. This leaves them prone to workplace hazards and leads to adverse effects on production by way of absenteeism.

Parboteeah and Kapp (2007) in their study of ethical climates and workplace safety behaviour found that egoistic behaviour relates positively to injuries and negatively to safety in the workplace. Further they also discovered that benevolence and principled attributes relate negatively to injuries but positively to safety enhancing behaviour in the workplace. Finally they suggest that the life style of an individual significantly affects safety and health in the workplace.

Amweelo (2000) in his study explains that a study highlighting statistics gathered from Namibian workplaces on common causes of workplace incidents revealed that the most common incidents at the workplace occur more often due to ordinary negligent human activity than use of dangerous machinery and substances. This also indicates the significance of the role played by individual workers in ensuring safety and health in the workplace.

Hallowes and Butler (2003) state that in South Africa agriculture and industry were virtually unaffected by environmental regulation as the actual basis of colonial and apartheid policies continued unabated.

Parker (1999) writes that the corporate veil frequently wards off the penetration of standards into the corporate world and prevents the imposition of legal sanctions. Further the author states that commonly preferred solution to the problem of ensuring that values permeate the internal working of corporations is to require large institutions to regulate themselves, which is often found to be effective by some and problematic by others.

Hayes et al (1998) in his research found that towards or on pay-days, workers' behaviour might change and affect the state of safety and health so as to have an impact on workplace safety conditions. It could also mean that the first working days or two after pay-days negatively affect attitudes on workplace safety conduct, depending on individual ethical moral mind-set.

Magendaz (2004) in his research raises a concern as to value; what is valuable to the workers might not coincide with what is valuable to the company. The objectives of the company might be totally different to those of the workers. This would have a bearing on compliance with rules and regulations put in place by the establishment.

Arkadov, Evanov and Serov (2006) argues in their research findings that the attractiveness of an enterprise's investment is not only determined by its economic productivity but also by its organizational level of environmental use, protection and *security*.

Petric and Quinn (2001) states that .Business leadership plays a significant role in the moral capability and performance of an organization. Business leaders of high integrity are more likely to be aware of and respond rapidly to stakeholders' moral concerns.

Oliveira and Almeida (2008) in their study found that safety and occupational health has become an integral component of management plans as a necessary dimension in conducting sound business.

Cascio, Wayne (1986) explains research findings that safety hazards are those aspects of the work environment that have the potential of immediate and sometimes violent harm to an employee; for example, loss of hearing, eye sight, or body parts, cuts, sprains, bruises, broken bones, burns and electric shock.

Cole (2002) explains in his research paper that health hazards as those aspects of work environment that slowly and cumulatively (and often irreversibly) lead to deterioration of an employee's health; for example: cancer, poisoning and respiratory diseases. Typical causes include physical and biological hazards, toxic and carcinogenic dusts and chemicals and stressful working conditions.

Michael (2006) also states that employees frequently participate in safety planning through safety committees, often composed of workers from a variety of levels and departments. A safety committee generally meets at regular scheduled times and has specific responsibilities for conducting safety reviews, and makes recommendations for changes necessary to avoid future accidents.

Robert and John (2004) explains that a healthy person is free of illness, injury or mental and emotional problems that impair normal human activity. Health management practices in organizations strive to maintain the overall well-being of individuals. Safety on the other hand refers to protecting the physical well-being of people.

Salon (2001) concludes in his study that effective safety management requires an organizational commitment to safe working conditions. But more importantly, well designed and managed safety programmes can pay dividends for associated costs such as worker's compensation and possible fines. Furthermore, accidents and other safety concerns usually decline as a result of management efforts emphasizing safety.

Michael (2006) states that to encourage employees to work safely, many industries have used safety contests and have given employees incentives and rewards for safe work behavior, Jewellery, clocks, watches and even vacation trips have been given as rewards for good safety records. Further the author found that unfortunately, some evidence indicates that incentives tend to reinforce understanding and "creative" classifying of accidents. This concern about safety incentives is that employees and

managers do not report accidents and injuries so that they may collect the incentive rewards.

Eva and Oswald (1981) emphasize that when accidents occur, they should be investigated by the employer's safety committee. Investigation at the scene should be done as soon as possible after an accident to ensure that the conditions under which the accident occurred have not changed significantly. The second phase of investigation is the interview of the injured employee, his or her supervisor and witnesses to the accident. This is followed by recommendations. Organization should monitor and evaluate their safety efforts. Just as organizational accounting records are audited, a firm's safety efforts and records should be audited periodically as well.

Wayne, Cacio (1992) states that employers frequently complain that there is no systematic method of quantifying costs and benefits when dealing with employees' safety and health conditions. Technically that is true, but there is a behaviour costing model that may provide a useful start. It is important to distinguish nondiscretionary from discretionary safety and health expenditures. Some states and local agencies require firms to comply with safety and health regulations. To comply, firms may have to purchase and install special equipment, such as machine guards, safety switch interlocks, and non slip flooring. These costs are nondiscretionary. To do otherwise is to risk heavy fines and losses from liability and damage suits.

Cacio, Wayne (1992) again emphasized that, beyond mere compliance, however, companies have a number of options regarding the degree to which they invest in employee safety and health. A motivational poster programme (e.g. "think safety") is a token effort that requires minimal expenses. Creation of a safety committee to encourage active employee complaints is more expensive. The highest-cost option includes regular safety training for all employees. The training may involve films, lectures by safety experts or hands-on drills and demonstrations with safety and emergency apparatus.

CHAPTER - 3
3. 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. One can also define research as a scientific and systematic search for pertinent information on a specific topic. According to Clifford Woody research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

After analysing the data, the researcher is in a position to test the hypothesis. Do the facts support the hypothesis or they happen to be contrary? This is the usual question which should be answered while testing hypothesis. Various tests, such as Chi square test. T-test, f-test, have been developed by statisticians for the purpose. The hypothesis may be tested through the use of one or more of such tests, depending upon the nature and object of research inquiry. Hypothesis-testing will result in either accepting the hypothesis or in rejecting it. If the researcher had no hypothesis to start with generalization established on the basis of data may be stated as hypothesis to be tested by subsequent researches in times to come.

NEED FOR THE STUDY

Health and Safety measures are inevitable to any organization where workers are involved. It's an organization's responsibility to provide to its workers beyond the payment of wages for their services. The worker's health and safety on and off the job within the organization is a vital concern of the employer. The working environment in a factory adversely affects the worker's health and safety because of the excessive heat or cold, noise, odors, fumes, dust and lack of sanitation and pure air etc., which leads to accident or injury or disablement or loss of life to the workers. Providing a health and safer environment is a pre-requisite for any productive effort. These must be held in check by providing regular health check-up, protective devices and compensatory.

SCOPE OF THE STUDY

This study would give an overview of the health and safety measures existing at DHL Supply chain, chennai. Since health and safety are two important elements essential for improving the productivity of an organization, a study on the existing health and safety measures would help the organization to perform better. This study would throw light on the perception of the workers regarding health and safety. DHL Supply chain Line can identify the areas where it can be improved, so as to improve the performance of the workers. This study would also help to analyze the satisfaction level of the workers towards health and safety measures and suggest provisions to improve health and safety.

OBJECTIVES OF STUDY

PRIMARY OBJECTIVE:

- To ascertain the health and safety measures adopted in DHL Supply chain.

SECONDARY OBJECTIVES:

- To study the awareness of the workers about health and safety in the work place.
- To find the occurrence of accidents happened at the work place.
- To identify the role of management in implementing health and safety.
- To find out the satisfaction level of the respondents towards health and safety measures.
- To give suggestions to improve the health and safety in the organization.

RESEARCH DESIGN

A Research design is an arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purchase with economy in procedure. Fundamental to the success of any research project is the sound research design. The research design took for the study was Descriptive Research Design.

SOURCE OF DATA

Primary Data Collection:

These are fresh data which are collected for the first time. The data collection used for this study is Interview schedule questionnaire.

Secondary Data Collection:

Secondary data consist of information that already exists somewhere and have been collected for specific purpose in the study. The secondary data for this study are newspapers, journals, magazines, internet etc

POPULATION:

DHL Supply chain, Chennai. i.e., **450**

SAMPLE SIZE:

Zone : Chennai
Expected samples : 140
Actual samples collected : **135**

Sample Frame:

From the pilot study, it was observed that a maximum of 7 respondents could be covered per day on average.

No. of days available for survey : 20 days
No. of respondents per day : 7
No. of respondents for entire period : $20 \times 7 = 140$ respondents

SAMPLING TECHNIQUE:

Stratified Sampling

PERIOD OF STUDY

The study period is from february 2023 - april 2023

STRUCTURE OF QUESTIONNAIRE

The structure of questionnaire consists of two parts. Part A consists of profile of the respondents and part B consists of questions related to objectives

ANALYTICAL TOOLS:

- ❖ Percentage analysis.
- ❖ Chi-Square
- ❖ ANOVA

LIMITATIONS OF THE STUDY

- 1) The study is applicable only to DHL Supply chain ,chennai. Therefore the results cannot be generalized for the whole industry.
- 2) Due to time constraints the sample size had to be confined to 135.
- 3) The respondents have replied to the queries recalling from their memory. Therefore recall bias and personal bias are possible.
- 4) Since the data was collected using a schedule, the interviewer unable to understand and record the responses correctly.
- 5) The respondents were unable or unwilling to give respond.

CHAPTER - 4
DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS:

Table showing the age of the respondents

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Below 25	-	-
B	26 – 30	36	27
C	31 – 35	72	53
D	36 – 40	27	20
E	Above 40	-	-
Total		135	100

Source :Primary data

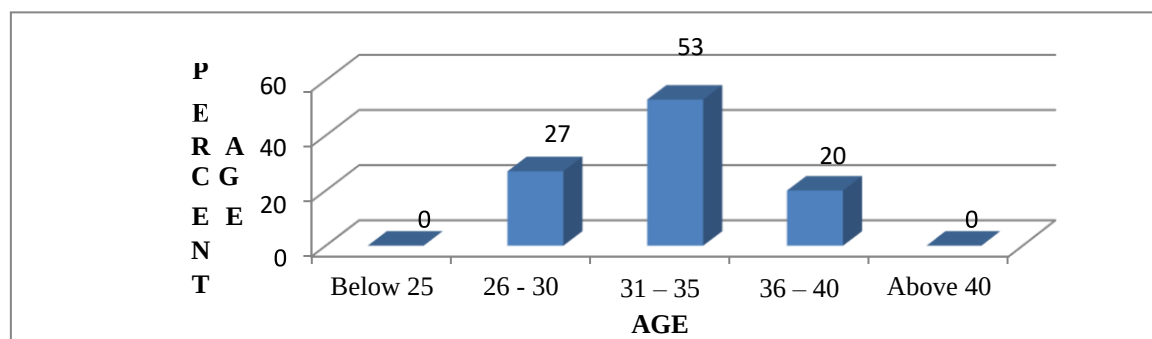


Figure showing the age of the respondents

INTERPRETATION: In the survey, more than 27% of the respondents are comes under the age limit of 26 – 30 years and nearly 53% of the respondents are having the age limit of 31 – 35 years and the remaining 20% respondents falls between the age limit of 36 – 40 years. There are no respondents having the age limit, Below 25 and Above40 in the survey.

INFERENCE: Majority of the respondent are between 31-35 years.

Table showing the experience (in years) of the respondents

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Below 5	-	-
B	6 – 10	58	43
C	11 – 15	63	47
D	16 – 20	14	10
E	Above 20	-	-
Total		135	100

Source : Primary data

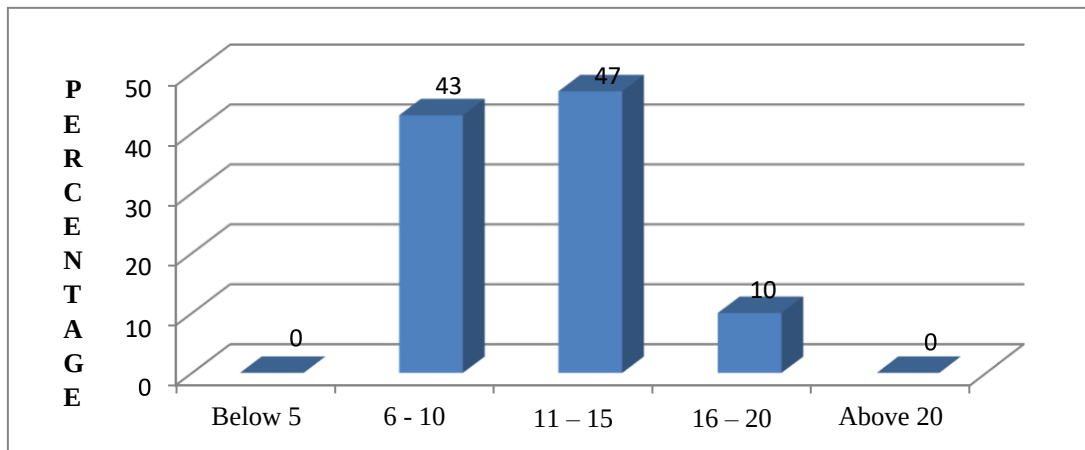


Figure showing the experience (in years) of the respondents

INTERPRETATION:

In the survey, more than 43% of the respondents are having the experience of 6 – 10 years and nearly 47% of the respondents are having the experience of 11 – 15 years and the remaining 10% respondents are having experience of 16 – 20 years. There are no respondents having the experience, Below 5 and Above 20 in the survey.

INFERENCE:

Majority of the respondents are between 11-15 years.

Table showing the awareness of health and safety

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	63	47
B	NO	72	53
Total		135	100

Source: primary data

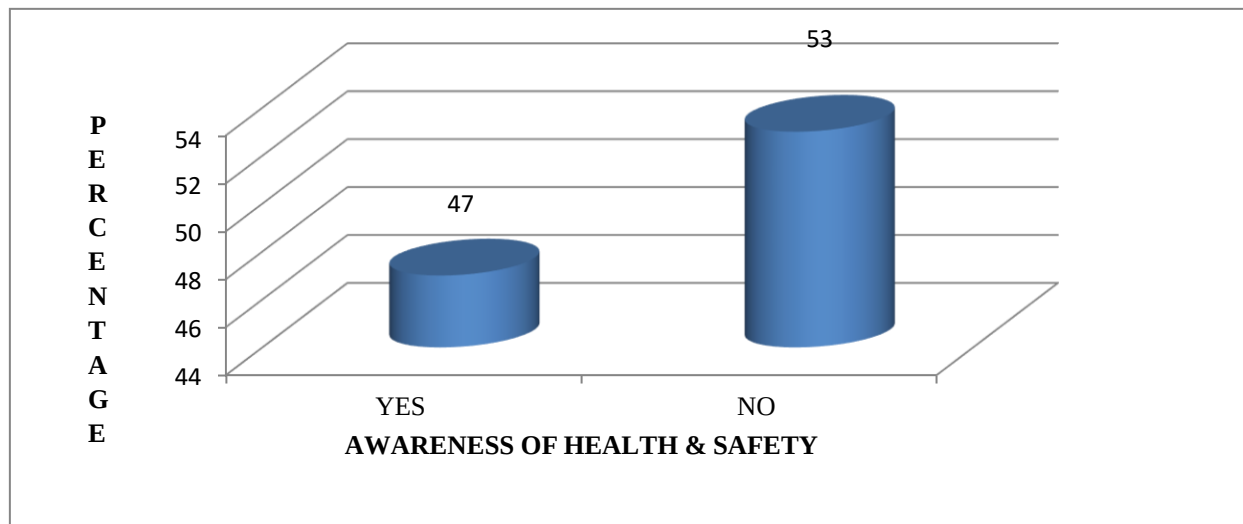


Figure showing the awareness of health and safety

INTERPRETATION:

In the survey, only 47% of the respondents are aware of the health and safety measures but more than 53% of the respondents respond that they are not aware of the health and safety measures adopted in the company.

INFERENCE:

Majority of the respondents are not aware of health and safety measures adopted in company.

Table showing the effective arrangements for communicating health and safety matters

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	49	36
B	NO	86	64
Total		135	100

Source : Primary data

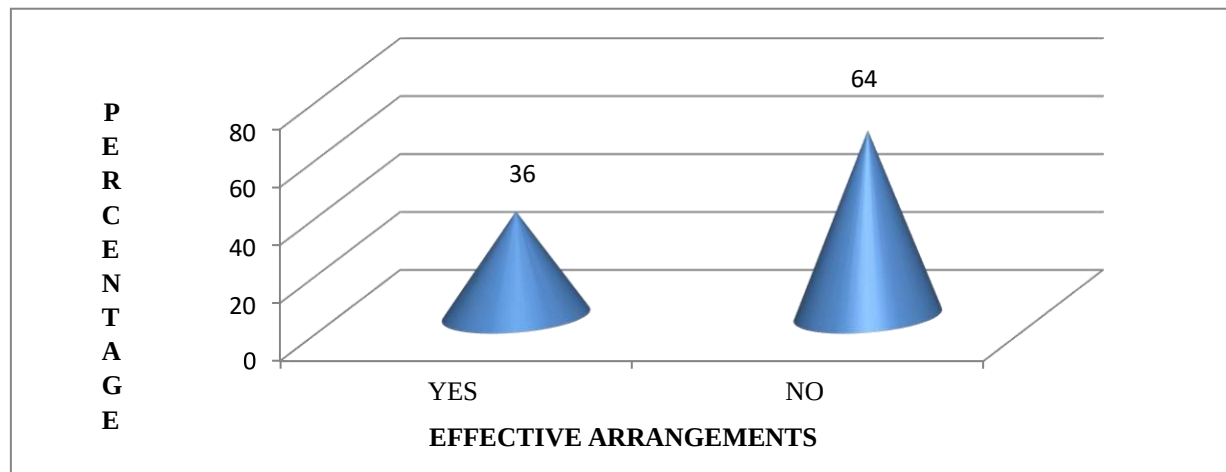


Figure showing the effective arrangements for communicating health and safety matters

INTERPRETATION:

In the survey, only 36% of the respondents say that they have effective arrangements for communicating health and safety matters but nearly 64% of the respondents says that they have no effective arrangements for communicating health and safety matters in the company.

INFERENCES:

Majority of the respondents says that they have no effective arrangements for communication health and safety matters in the company.

Table showing the medical facility

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	72	53
B	NO	63	47
Total		135	100

Source : Primary data

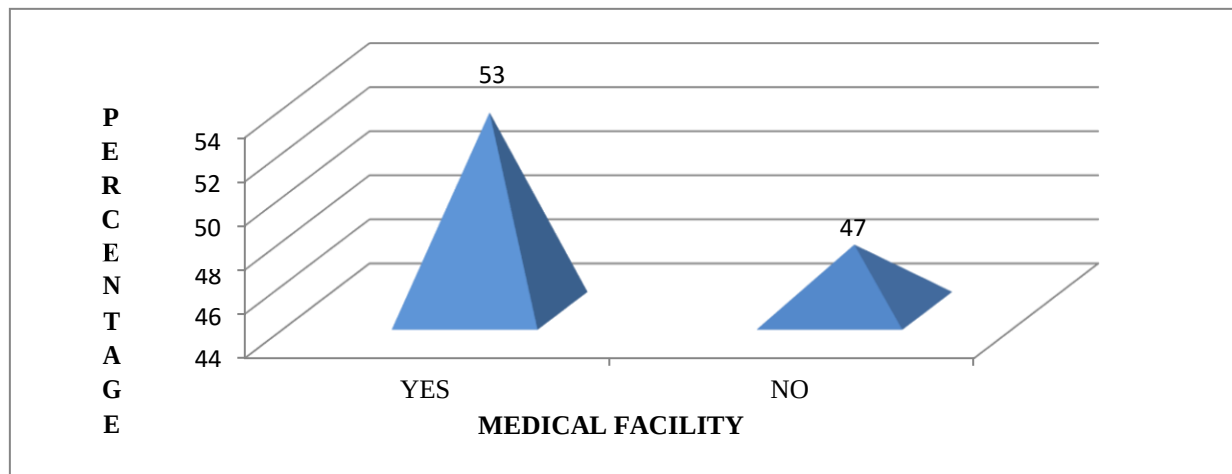


Figure showing the medical facility

INTERPRETATION:

In the survey, more than 53% of the respondents say that the company is providing medical facilities to the workers but less than 47% of the respondents respond the company is not providing any medical facilities to the workers.

INFERENCE:

Majority of the respondents say that the company provides medical facilities.

Table showing the health and safety training

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	72	53
B	NO	63	47
Total		135	100

Source : Primary data

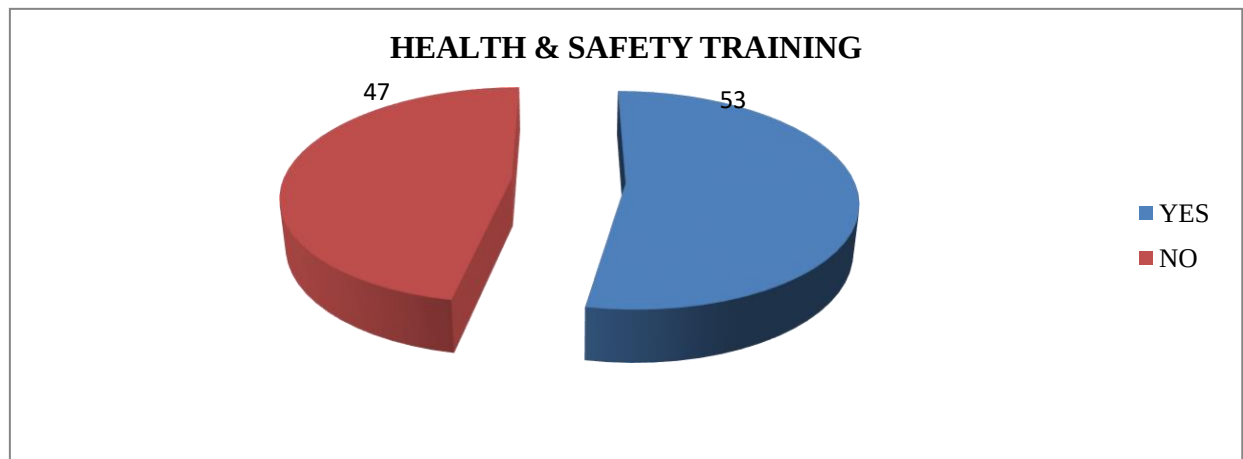


Figure showing the health and safety training

INTERPRETATION:

In the survey, more than 53% of the respondents respond that they attended the health and safety training program conducted in the company but less than 47% of the respondents says that they are not attended any health and safety training program conducted in the company

INFERENCE:

Majority of the respondents say that they have attended the health and safety training program.

Table showing the frequency of training offered

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Once in 5 year	32	24
B	Once in 3 year	76	56
C	Yearly once	27	20
D	Monthly	-	-
E	Rarely	-	-
Total		135	100

Source : Primary data

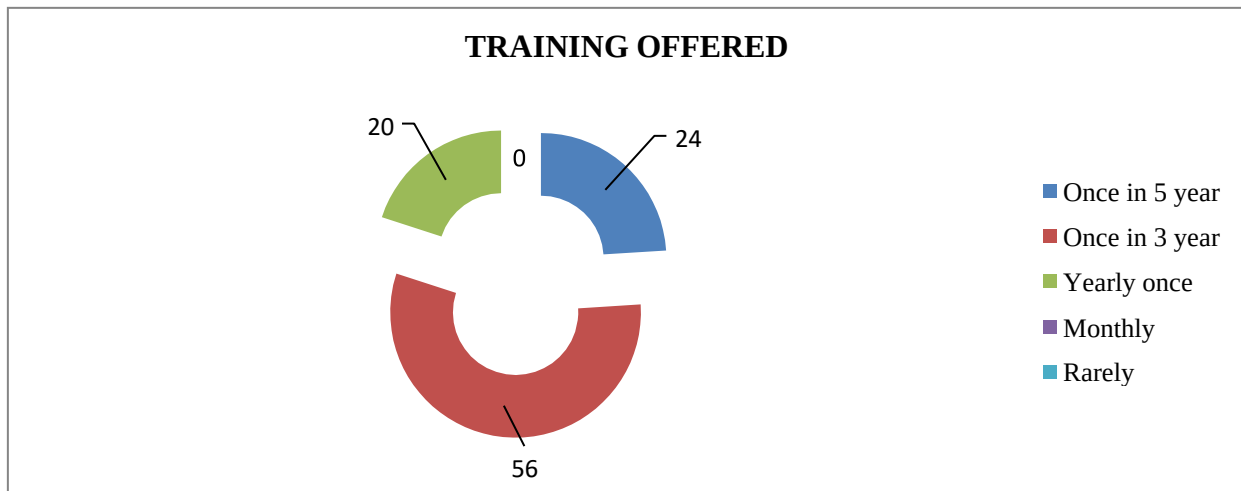


Figure showing the frequency of training offered

INTERPRETATION:

In the survey, more than 24% of the respondents say that the training is offered once in 5 years and nearly 56% of the respondents respond that the training is offered once in 3 years and the remaining 20% respondents says that the training is offered yearly once. No respondents say that the training is offered monthly or rarely.

INFERENCE:

Majority of the respondents says that they training is offered once in 3 years.

Table showing the drinking water facility

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Always	14	10
B	Sometimes	67	50
C	Often	45	33
D	Rarely	9	7
E	Not at all	-	-
Total		135	100

Source : Primary data

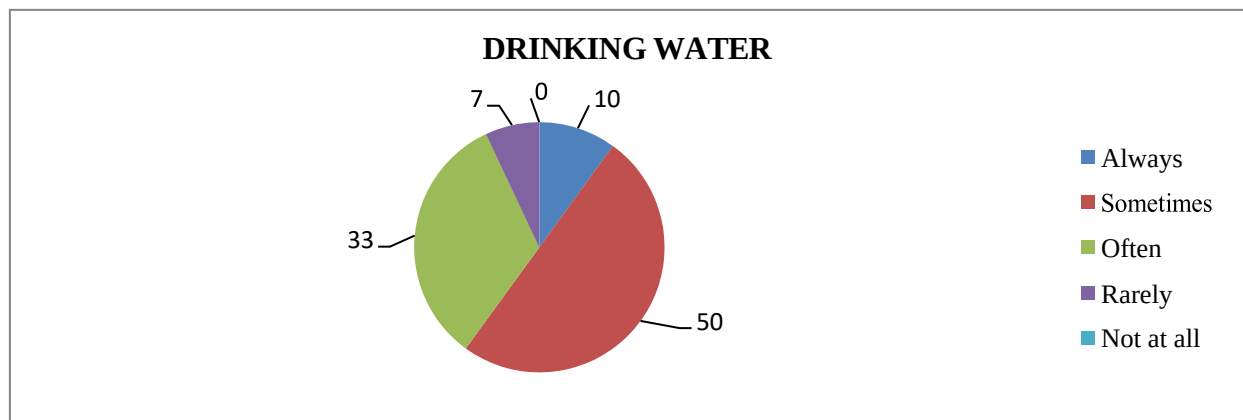


Figure showing the drinking water facility

INTERPRETATION:

In the survey, less than 10% of the respondents say that always they have proper drinking water and 50% of the respondents respond that sometimes they have proper drinking water and more than 33% respondents says often they have proper drinking water and 7% of the respondents says rarely they have proper drinking water facility inside the work place.

INFERENCE:

Majority of the respondents respond that they sometimes have proper drinking water

Table showing the stress towards work

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Always	9	7
B	Sometimes	45	33
C	Often	72	53
D	Rarely	9	7
E	Not at all	-	-
Total		135	100

Source : Primary data

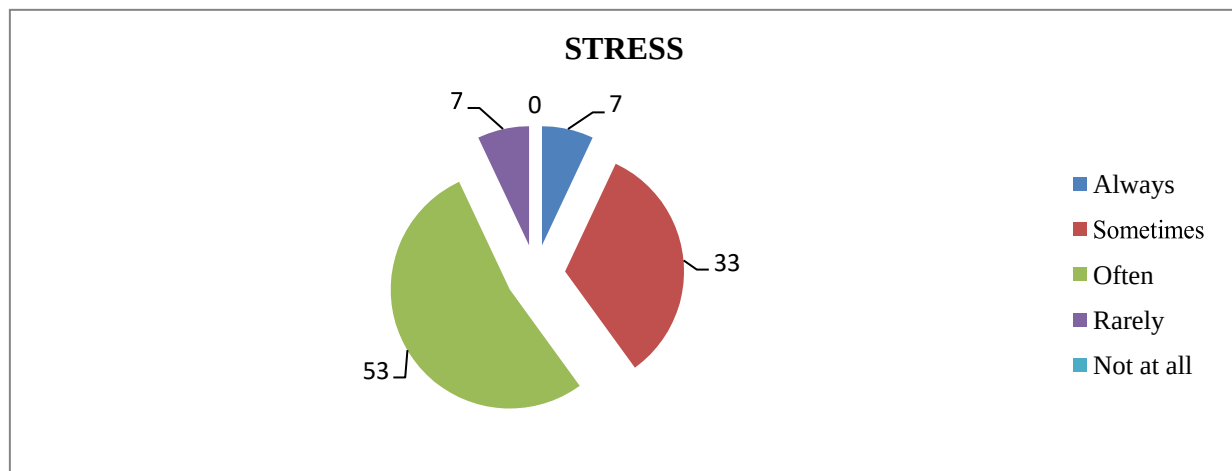


Figure showing the stress toward work

INTERPRETATION:

In the survey, only 7% respondents say that always they have stress and nearly 33% of the respondents respond that sometimes they have stress and nearly 53% of the respondents says often they have stress and 7% respondents says rarely they have stress towards work.

INFERENCES:

Majority of the respondents says often they have stress.

Table showing the awareness about first aid activities and contents of the first aid kit

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	113	84
B	Agree	22	16
C	Neutral	-	-
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source :Primary data

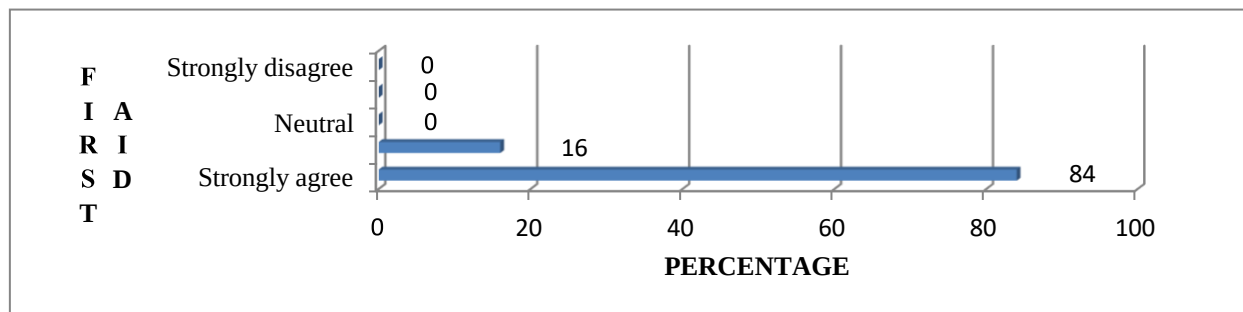


Figure showing the awareness about first aid activities and contents of the first aid kit

INTERPRETATION:

In the survey, more than 84% of the respondents strongly agree that they are aware about the first aid activities and contents of the first aid kit but less than 16% respondents simply agree that they are aware about the first aid activities and contents of the first aid kit. No respondents say that they are not aware about the first aid activities and contents of the first aid kit.

INFERENCES:

Majority of the respondents strongly agree above statement.

Table showing the effective disciplinary procedures implementation

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	76	56
B	Agree	59	44
C	Neutral	-	-
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source : Primary data

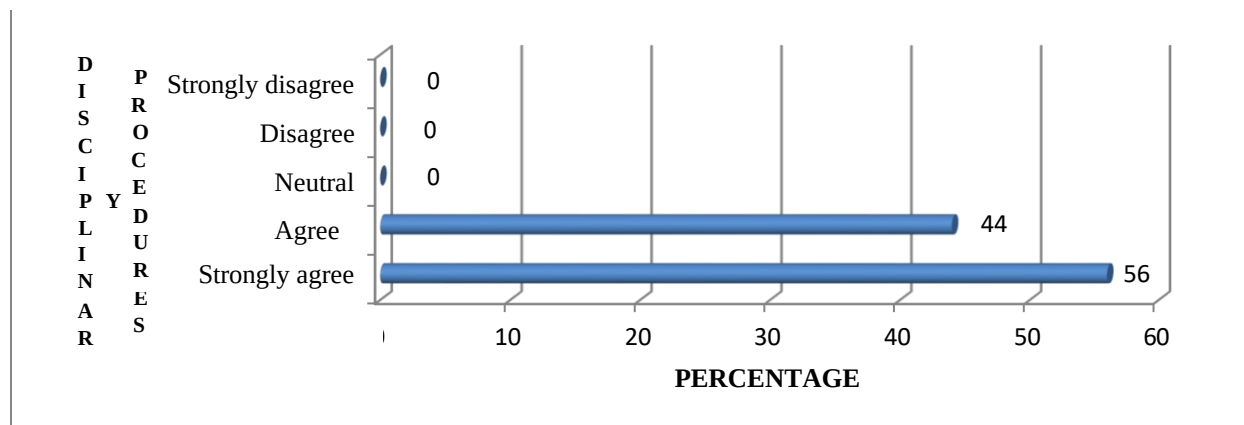


Figure showing the effective disciplinary procedures implementation

INTERPRETATION:

In the survey, nearly 56% of the respondents strongly agree that the company implements effective disciplinary procedures but more than 44% respondents simply agree that the company implements effective disciplinary procedures to maintain health and safety in the organization. No respondents say that the company is not implementing effective disciplinary procedures.

INFERENCES:

Majority of the respondents strongly agree the above statement.

Table showing the working temperature is reasonable to work

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	32	24
B	Agree	103	76
C	Neutral	-	-
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source : Primary data

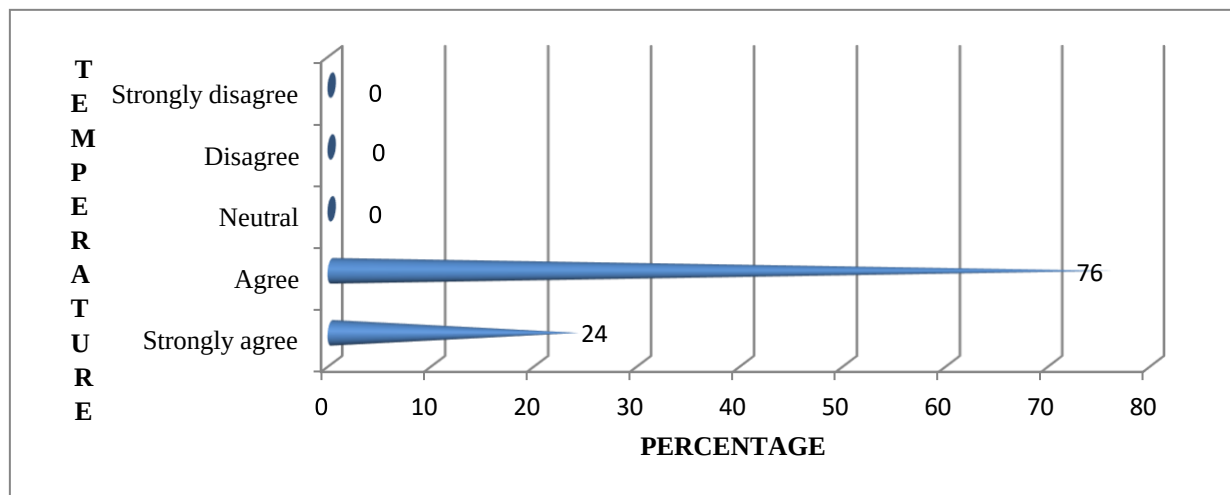


Figure showing the working temperature is reasonable to work

INTERPRETATION:

In the survey, only 24% of the respondents strongly agree that the working temperature is reasonable to work but nearly 76% respondents simply agree that the working temperature is reasonable to work. No respondents say that the working temperature is not reasonable to work.

INFERENCE:

Majority of the respondents simple agree above statement.

Table showing the enough space to work

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	22	16
B	Agree	81	60
C	Neutral	32	24
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source: primary data

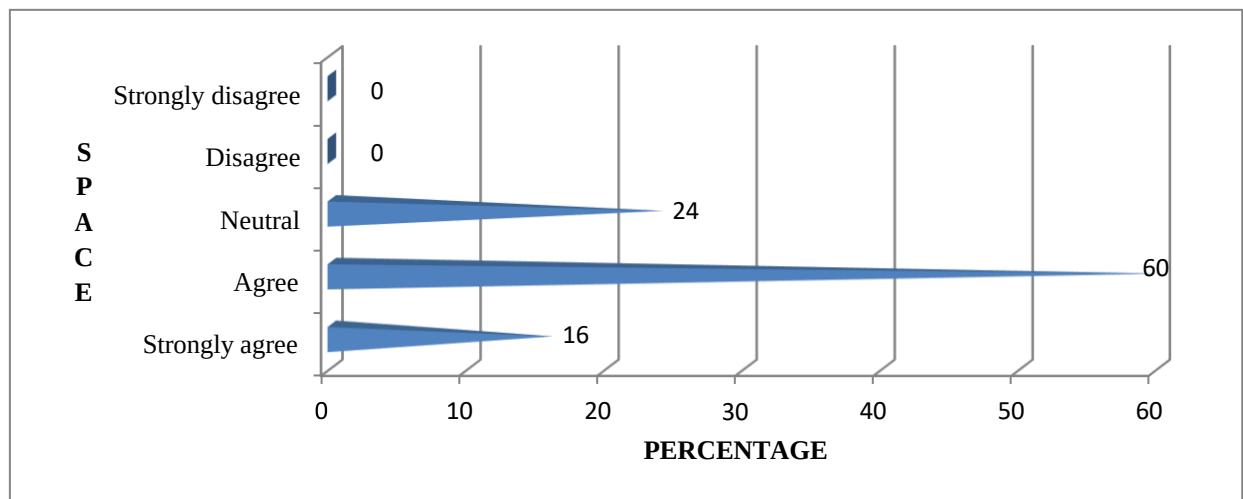


Figure showing the enough space to work

INTERPRETATION:

In the survey, less than 16% of the respondents strongly agree that they have enough space to work but 60% respondents simply agree that they have enough space to work and more than 24% of the respondents say that they have no idea about the overcrowding. No respondents say that they are not having enough space to work.

INFERENCES:

Majority of the respondents simple agree the above statement.

Table showing the latrines and urinals are cleaned and maintained properly

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	22	16
B	Agree	77	57
C	Neutral	36	27
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source: Primary data

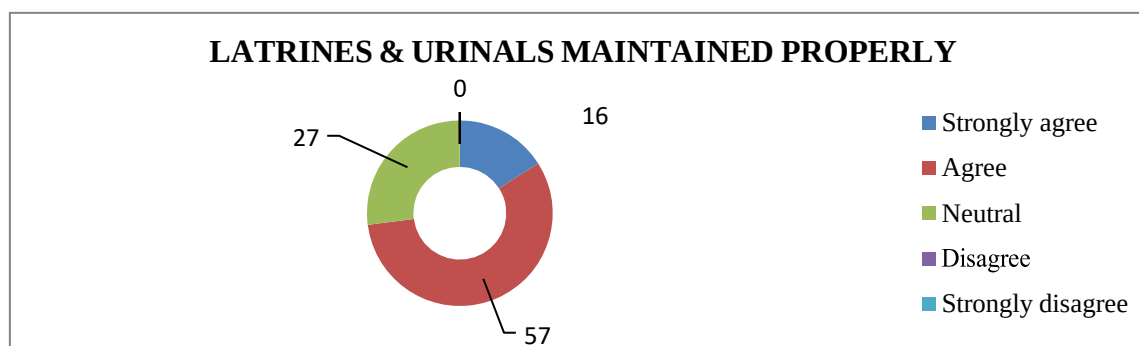


Figure showing the latrines and urinals are cleaned and maintained properly

INTERPRETATION:

In the survey, less than 16% of the respondents strongly agree that the latrines and urinals are cleaned and maintained properly but nearly 57% respondents simply agree that the latrines and urinals are cleaned and maintained properly and more than 27% of the respondents say that they have no idea about the maintenance of latrines and urinals. No respondents say that the latrines and urinals are not cleaned and maintained properly.

INFERENCES:

Majority of the respondents simply agree the above statement.

Table showing the environment is safe to work

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	54	40
B	Agree	45	33
C	Neutral	36	27
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source: Primary data

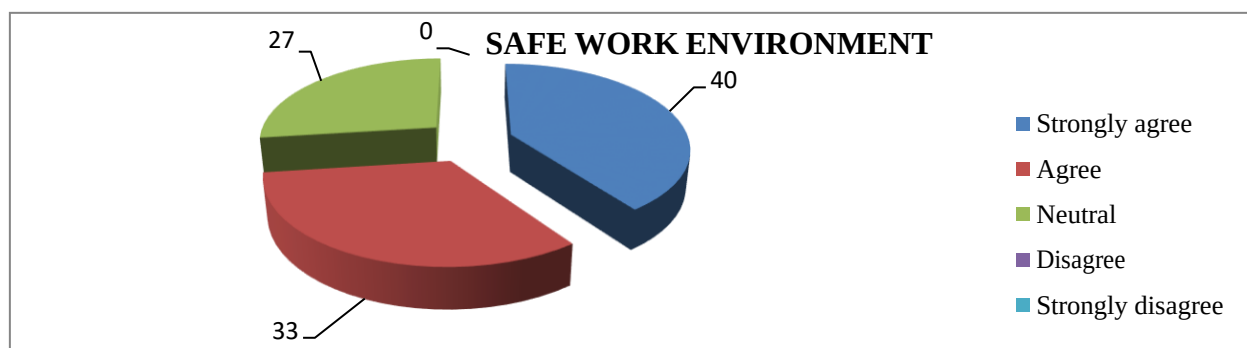


Figure showing the environment is safe to work

INTERPRETATION:

In the survey, 40% of the respondents strongly agree that their environment is safe to work but less than 33% respondents simply agree that their environment is safe to work and more than 27% of the respondents say that they have no idea about their environment is safe to work. No respondents say that their environment is not safe to work.

INFERENCES:

Majority of the respondents strongly agree the above statement.

Table showing the enough training given to workers before handling the machines

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Strongly agree	63	47
B	Agree	50	37
C	Neutral	22	16
D	Disagree	-	-
E	Strongly disagree	-	-
Total		135	100

Source: Primary data

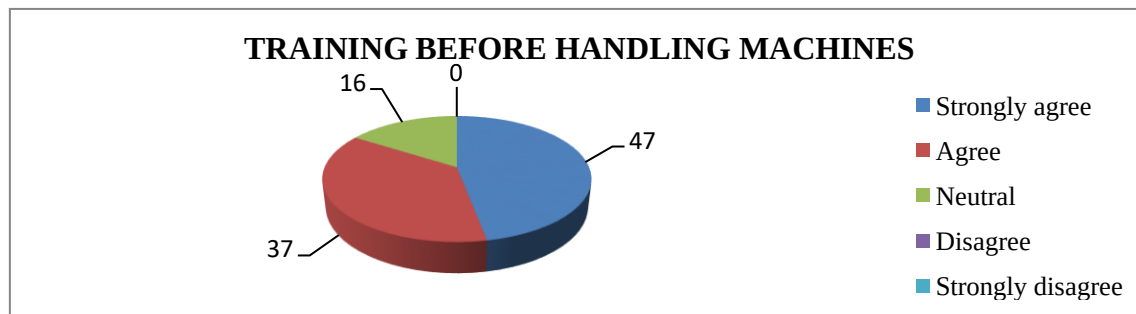


Figure showing the enough training given to workers before handling the machines

INTERPRETATION:

In the survey, more than 47% of the respondents strongly agree that enough training is given to the workers but less than 37% respondents simply agree that enough training is given to the workers and less than 16% of the respondents say that they have no idea about enough the training given to the workers. No respondents say that enough training is not given to the workers before handling machines.

INFERENCE:

Majority of the respondents strongly agree the above statement.

Table showing the health checkup for workers

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Yearly	-	-
B	Half yearly	32	24
C	Quarterly	94	69
D	Monthly	9	7
E	Rarely	-	-
Total		135	100

Source: Primary data

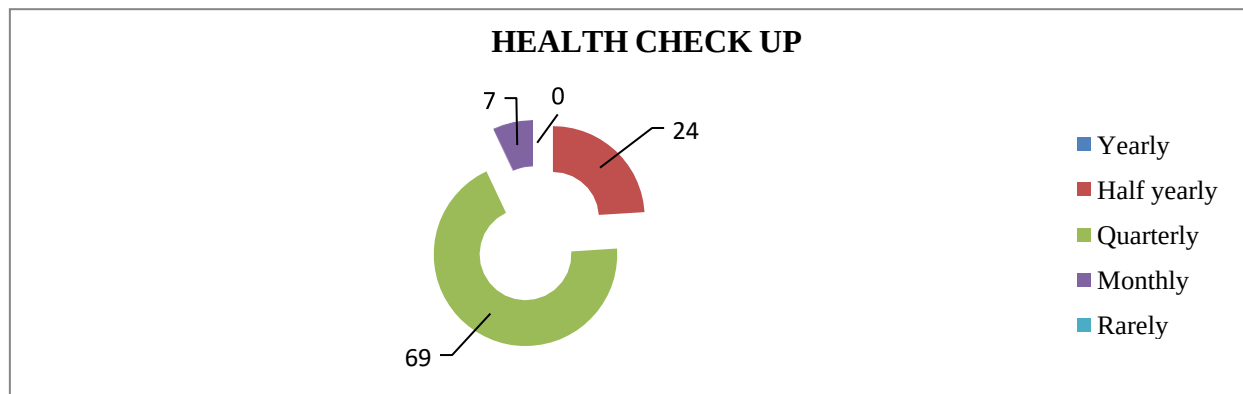


Figure showing the health checkup for workers

INTERPRETATION:

In the survey, more than 24% of the respondents say that the company provides health check-up half yearly and more than 69% of the respondents respond that the company provides health check-up quarterly and less than 7% respondents says that the company provides health check-up monthly. No respondents say that the health check-up was provided yearly or rarely.

INFERENCE:

Majority of the respondents respond that the company provides health check-up quarterly.

Table showing the machines maintained properly

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Always	4	3
B	Sometimes	54	40
C	Often	63	47
D	Rarely	14	10
E	Not at all	-	-
Total		135	100

Source: Primary data

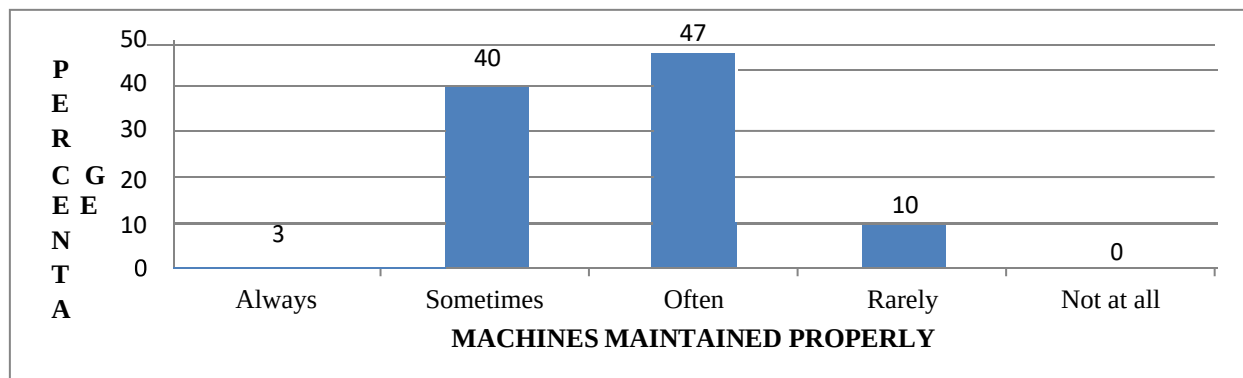


Figure showing the machines maintained properly

INTERPRETATION:

In the survey, only 3% respondents say that always they are maintaining the machines properly and 40% of the respondents respond that sometimes they are maintaining the machines properly and more than 47% respondents says often they are maintaining the machines properly and less than 10% of the respondents says rarely they are maintaining the machines properly.

INFERENCE:

Majority of the respondents says often they maintain the machines properly.

Table showing the accidents happened

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Always	4	3
B	Sometimes	23	17
C	Often	81	60
D	Rarely	27	20
E	Not at all	-	-
Total		135	100

Source: Primary data

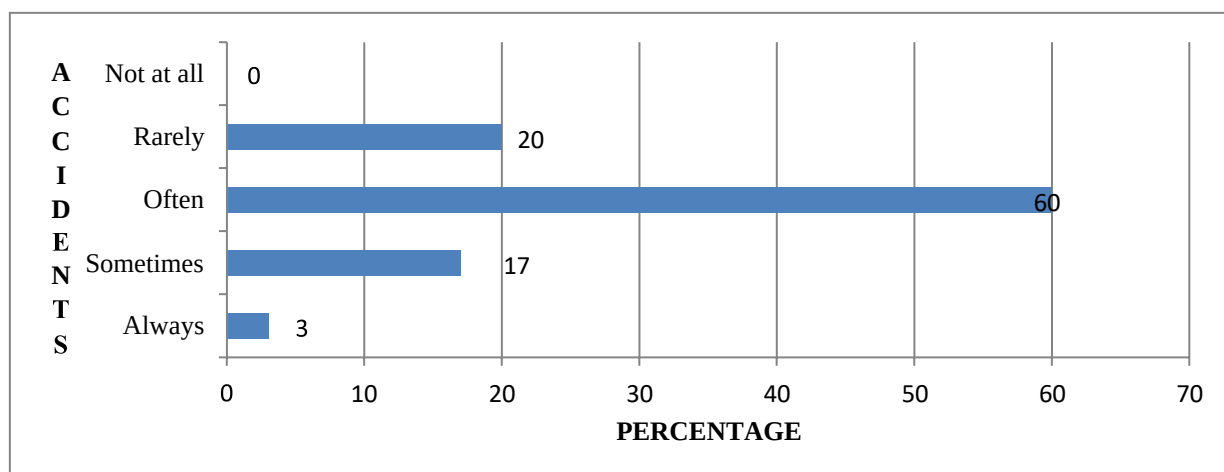


Figure showing the accidents happened

INTERPRETATION:

In the survey, only 3% respondents say that always the accidents are happened and less than 17% of the respondents respond that sometimes the accidents are happened and 60% respondents says often the accidents are happened and 20% of the respondents says rarely the accidents are happened.

INFERENCE:

Majority of the respondents says often the accidents are happen.

Table showing the ranking accidents by their occurrence

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Fallen from height	4	3
B	Finger injuries	50	37
C	Electric shocks	63	47
D	Fire accidents	18	13
Total		135	100

Source: Primary data

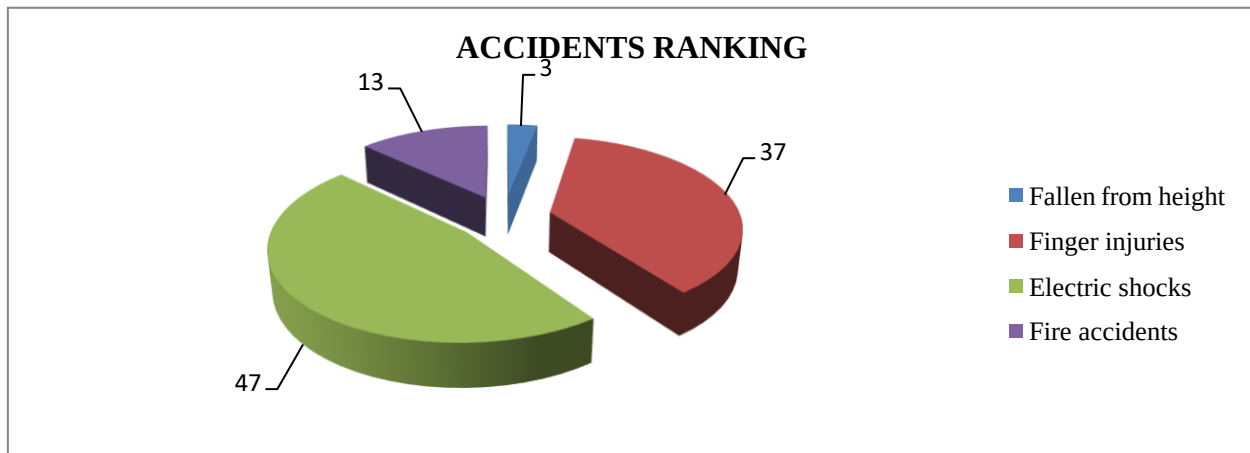


Figure showing the ranking accidents by their occurrence

INTERPRETATION:

In the survey, only 3% respondents ranked fallen from height are occurred and less than 37% of the respondents ranked finger injuries are occurred but more than 47% of the respondents ranked electric shocks are happened and less than 13% of the respondents ranked fire accidents are happened.

INFERENCE:

Majority of the respondents ranked electric shocks.

Table showing the company providing safety requirements

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	99	73
B	NO	36	27
Total		135	100

Source: Primary data

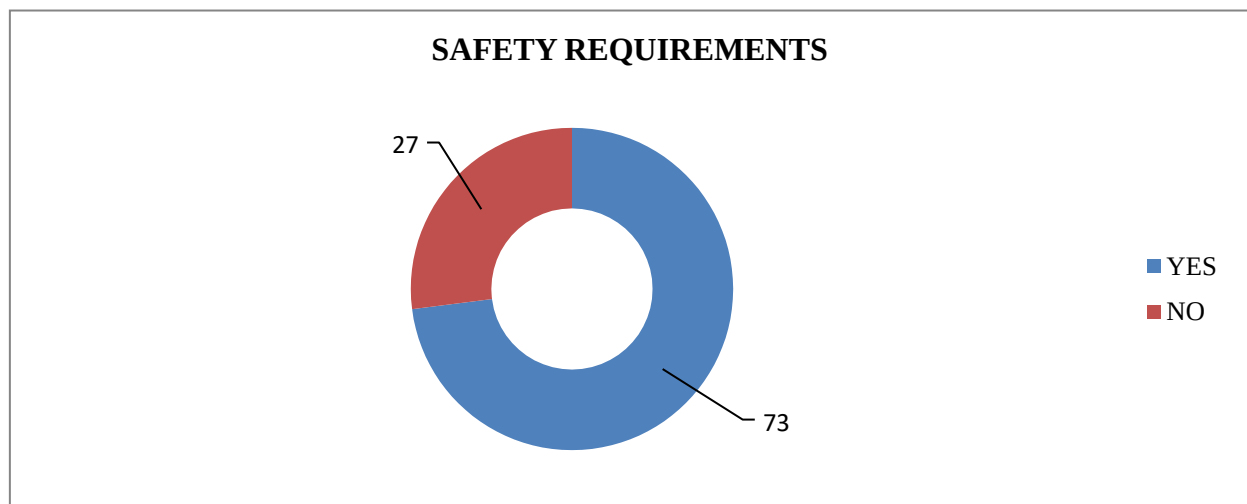


Figure showing the company providing safety requirements

INTERPRETATION:

In the survey, nearly 73% of the respondents say that the company is providing safety requirements for work and more than 27% of the respondents only respond that the company is not providing any safety requirements for work.

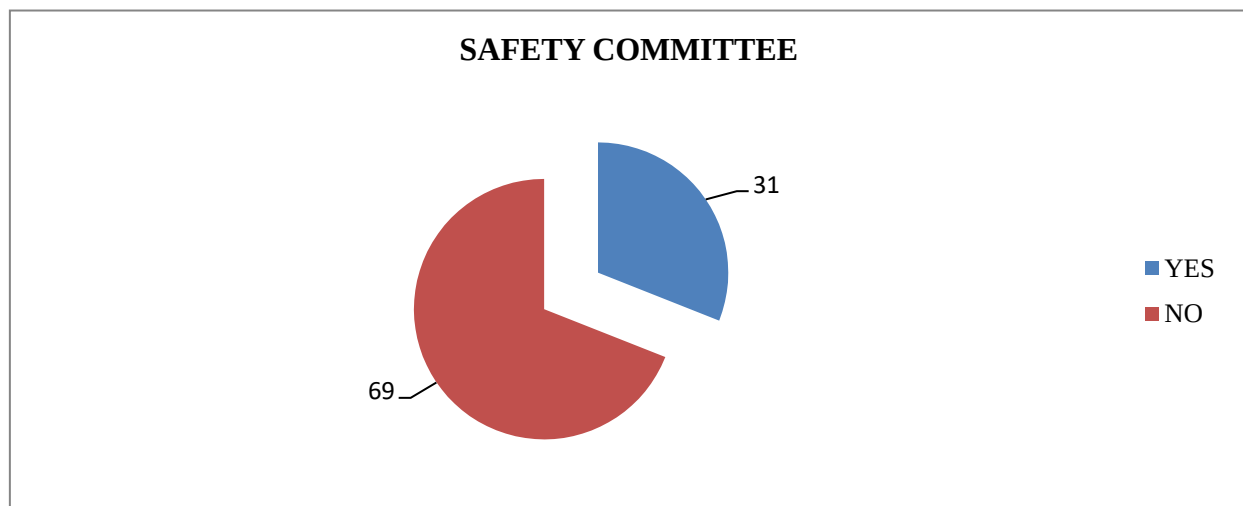
INFERENCE:

Majority of the respondents says the company provides safety requirements.

Table showing the safety committee formed

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	YES	41	31
B	NO	94	69
Total		135	100

Source: Primary data



4.1.25 Figure showing the safety committee formed

INTERPRETATION:

In the survey, nearly 31% of the respondents respond that the safety committee is formed in the company but more than 69% of the respondents say that the safety committee is not formed in the company.

INFERENCE:

Majority of the respondents says that the safety committee is not formed in the company

4.1.23 Table showing the safety inspections held in the company

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Yearly	27	20
B	Monthly	90	67
C	Weekly	18	13
D	Daily	-	-
E	Rarely	-	-
Total		135	100

Source: Primary data

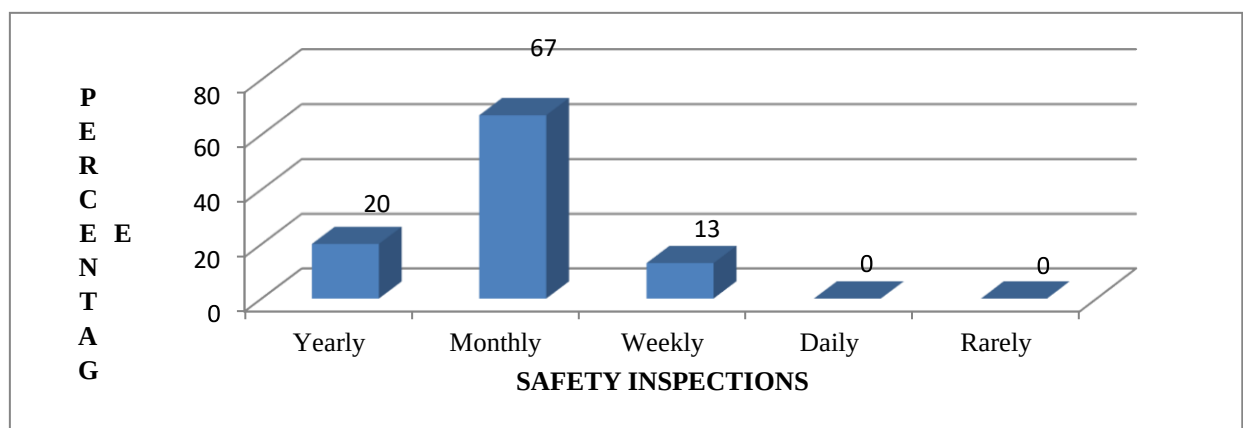


Figure showing the safety inspections held in the company

INTERPRETATION:

In the survey, 20% of the respondents say that the safety inspections are held yearly once and more than 67% of the respondents respond that the safety inspections are held monthly once and less than 13% respondents says that the safety inspections are held weekly once. No respondents say that the safety inspections are held daily or rarely in the company.

INFERENCE:

Majority of the respondents respond that the safety inspection are held monthly once.

Table showing the satisfactory level of workers towards health and safety measures

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Very much satisfied	-	-
B	Satisfied	117	87
C	Neutral	18	13
D	Dissatisfied	-	-
E	Highly dissatisfied	-	-
Total		135	100

Source: Primary data

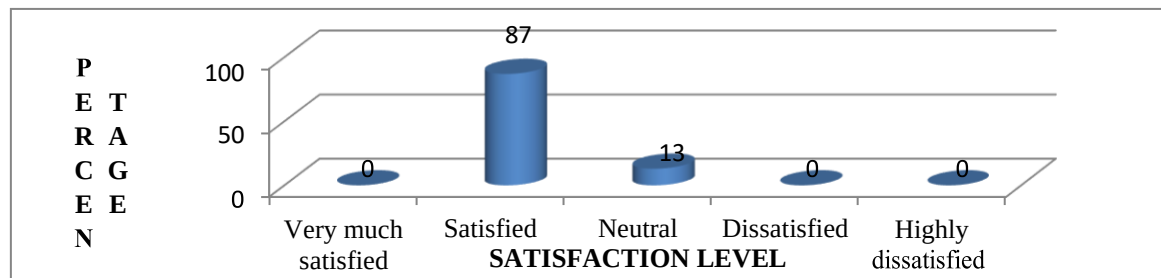


Figure showing the satisfactory level of workers towards health and safety measures

INTERPRETATION:

In the survey, more than 87% of the respondents say that they are simply satisfied with the health and safety measures adopted in the company and less than 13% of the respondents say that they have no idea about the satisfaction level from health and safety measures. No respondents are very much satisfied and dissatisfied with the health and safety measures adopted in the company.

INFERENCE:

Majority of the respondents says that they are simple satisfied with the health and safety measures.

Table showing the role of management in implementing health and safety

S NO	RANGE	NO. OF RESPONDENTS	PERCENTAGE %
A	Excellent	-	-
B	Best	54	40
C	Better	67	50
D	Good	14	10
E	Poor	-	-
Total		135	100

Source: Primary data



4.1.25 Figure showing the role of management in implementing health and safety

INTERPRETATION:

In the survey, 40% of the respondents say that the role of management in implementing health and safety is best and more than 50% of the respondents say that the role of management is better and less than 10% of the respondents respond that the role of management in implementing health and safety is good. No respondents say that the role of management in implementing health and safety is excellent or poor.

INFERENCE:

Majority of the respondents says that the role of the management is better.

CHI-SQUARE ANALYSIS:

Analysis between awareness of workers and Health and safety training.

Null hypothesis (H_0): There is a relationship existing between the awareness of workers and the Health and safety training.

Alternative hypothesis (H_1): There is no relationship existing between the awareness of workers and the Health and safety training.

4.2.1.1 Table showing the awareness of workers and health and safety training.

Number of Respondents	Yes	No	Total
	63	72	135
	72	63	135
Total	135	135	270

FORMULA:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Where,

O = Observed Frequency

E = Expected Frequency = $\frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$

i = 1, 2, 3.....n

4.2.2.2 Table showing the analysis between awareness of workers and health and safety training.

O_i	E_i	$(O_i - E_i)$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
63	67.5	-4.5	20.25	0.3
72	67.5	4.5	20.25	0.3
72	67.5	4.5	20.25	0.3
63	67.5	-4.5	20.25	0.3
Total				1.2

Degree of freedom:

$$= (r - 1) (c - 1)$$

$$= (2-1) (2-1)$$

$$= 1$$

χ^2 Table value at 5% Level of significance = 3.841

χ^2 Calculated value = 1.2

$$\chi^2_{cv} < \chi^2_{tv}$$

So, H_0 is accepted, H_1 is rejected.

INTERPRETATION:

Hence, there is a relationship between the awareness of workers and the Health and safety training.

Analysis between effective disciplinary procedures and safe work environment.

Null hypothesis (H_0): There is a relationship existing between the effective disciplinary procedures and safe working environment.

Alternative hypothesis (H_1): There is no relationship existing between the effective disciplinary procedures and safe working environment.

Table showing the effective disciplinary procedures and protected working environment.

Number Of Respondents	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
	76	59	0	0	0	135
	54	45	36	0	0	135
Total	130	104	36	0	0	270

FORMULA:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Where,

O = Observed Frequency

E = Expected Frequency = $\frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$

i = 1, 2, 3.....n

Table showing the analysis between effective disciplinary procedures and protected working environment.

O_i	E_i	$(O_i - E_i)$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
76	65	11	121	1.861
59	52	7	49	0.942
0	18	-18	324	18
0	0	0	0	0
0	0	0	0	0
54	65	-11	121	1.861
45	52	-7	49	0.942
36	18	18	324	18
0	0	0	0	0
0	0	0	0	0
Total				41.606

Degree of freedom:

$$= (r - 1) (c - 1)$$

$$= (2-1) (5-1)$$

$$= 4$$

χ^2 Table value at 5% Level of significance = 9.488

χ^2 Calculated value = 41.606

$$\chi^2_{cv} > \chi^2_{tv}$$

So, H_0 is rejected, H_1 is accepted.

INTERPRETATION:

Hence, there is no relationship existing between the effective disciplinary procedures and safe working environment.

ANOVA:

Analysis between the health and safety measures provided to the workers.

Null hypothesis (H_0): There is no significant difference existing between the health and safety measures provided to the workers.

Alternative hypothesis (H_1): There is a significant difference existing between the health and safety measures provided to the workers.

Table showing the number of respondents and the workings.

MEASURES	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	TOTAL	TOTAL
First-Aid	113	22	0	0	0	135	13253
Temperature	32	103	0	0	0	135	11633
Enough space	22	81	32	0	0	135	8069
Maintaining latrines, urinals	22	77	36	0	0	135	7709
Training before handling machines	63	50	22	0	0	135	6953
TOTAL	252	333	90	0	0	675	47617
TOTAL	18730	26083	2804	0	0		

1. Correction factor = $(T_1)^2 / n = (675)^2 / 25 = 18225$

2. Sum of the squares of columns:

$$\begin{aligned} \text{SSC} &= \sum (C_j)^2 / R - \text{CF} \\ &= [(252)^2 / 5 + (333)^2 / 5 + (90)^2 / 5 + (0)^2 / 5 + (0)^2 / 5] - 18225 \\ &= 18274 \end{aligned}$$

$$\begin{aligned} \text{Degree of freedom} &= C - 1 \\ &= 5 - 1 \\ &= 4 \end{aligned}$$

3. Sum of the squares of total:

$$\begin{aligned} \text{SST} &= T_2 - \text{CF} \\ &= 47617 - 18225 \\ &= 29392 \end{aligned}$$

4. Sum of the squares of residual error:

$$\begin{aligned} \text{SSE} &= \text{SST} - \text{SSC} \\ &= 29392 - 18274 \\ &= 11118 \end{aligned}$$

$$\begin{aligned} \text{Degree of freedom} &= C (R - 1) \\ &= 5 (5 - 1) \\ &= 5 \times 4 \\ &= 20 \end{aligned}$$

Table showing the analysis of variance.

Sources of variation	Sum of squares	Degree of freedom	Mean sum of squares
Between columns	18274	4	4568.5
Residual error	11118	20	556
Total	29392	24	

F calculated value = $4568.5 / 556 = 8.217$

Degree of freedom (4, 20) and Level of significance = 5%

F table value = 2.87

$F_{cal} < F_{tab} = H_0$ is accepted

Here, the calculated value is greater than the table value. Hence we reject the null hypothesis (H_0) and accept the alternative hypothesis (H_1).

INTERPRETATION:

There is a significant difference existing between the health and safety measures provided to the workers.

CHAPTER - 5
FINDINGS , SUGGESTION &CONCLUSION

- 80% of respondents are male employees.
- 60% of the respondents are graduates.
- 53% of respondents are between the age group of 31-35.
- 47% of respondents have 11-15 years of experience.

IDENTIFICATION OF HEALTH AND SAFETY MEASURES

- 53% of the respondents are having the age limit of 31 – 35 years and 27% of the respondents are comes under the age limit of 26 – 30 years and 20% of the respondents are falls between the age limit of 36 – 40 years.
- 47% of the respondents are having the experience of 11 – 15 years and 43% of the respondents are having the experience of 6 – 10 years and only 10% of the respondents are having the experience of 16 – 20 years.
- 53% of the respondents respond that they are not aware of the health and safety measures and only 47% of the respondents are aware of the health and safety measures.
- 64% of the respondents say that they have no effective arrangements for communicating health and safety matters; only 36% agrees that they have effective arrangements for communicating health and safety matters.
- 53% of the respondents say that the company is providing medical facilities but 47% of the respondents respond that the company is not providing medical facilities to the workers
- 53% of the respondents respond that they attended the health and safety training program but 47% of the respondents says that they are not attended any health and safety training program conducted in the company.
- 56% of the respondents respond that the training is offered once in 3 years and 24% of the respondents respond that the training is offered once in 5 years and 20% of the respondents say that the training is offered yearly once.

EFFECTIVENESS OF HEALTH AND SAFETY MEASURES

- 50% of the respondents respond that sometimes they have proper drinking water and 33% of the respondents says often they have proper drinking water and 10% of the respondents say that always they have proper drinking water and 7% of the respondents says rarely they have proper drinking water facility inside the work place.
- 67% of the respondents respond that the safety inspections are held monthly once and 20% of the respondents say that the safety inspections are held yearly once and 13% of the respondents say that the safety inspections are held weekly once.
- 84% of the respondents strongly agree that they are aware about the first aid activities and contents of the first aid kit and 16% of the respondents simply agree that they are aware about the first aid activities and contents of the first aid kit.
- 56% of the respondents strongly agree that the company implements effective disciplinary procedures and 44% of the respondents simply agree that the company implements effective disciplinary procedures.
- 76% of the respondents simply agree that the working temperature is reasonable to work and 24% of the respondents strongly agree that the working temperature is reasonable to work.
- 60% of the respondents simply agree that they have enough space to work and 24% of the respondents have no idea about the overcrowding and 16% of the respondents strongly agree that they have enough space to work.

IMPACT OF HEALTH AND SAFETY MEASURES

- 40% of the respondents strongly agree that their environment is safe to work and 33% of the respondents simply agree that their environment is safe to work and 27% of the respondents say that they have no idea about the safe working environment.

- 73% of the respondents say that the company is providing safety requirements for work but 27% of the respondents respond that the company is not providing any safety requirements for work.
- 47% of the respondents strongly agree that enough training is given to the workers and 37% of the respondents simply agree that enough training is given to the workers and 16% of the respondents say that they have no idea about enough the training given to the workers.
- 69% of the respondents respond that the company provides health check-up quarterly and 24% of the respondents say that the company provides health check-up half yearly and 7% of the respondents say that the company provides health check-up monthly.
- 47% of the respondents says often they are maintaining the machines properly and 40% of the respondents respond that sometimes they are maintaining the machines properly and only 10% of the respondents says rarely they are maintaining the machines properly and 3% of the respondents say that always they are maintaining the machines properly.
- 50% of the respondents say that the role of management is better and 40% of the respondents say that the role of management is best and 10% of the respondents respond that the role of management in implementing health and safety is good.

PROBLEM IN HEALTH AND SAFETY MEASURES

- 60% of the respondents say often the accidents are happened and 20% of the respondents say rarely the accidents are happened and 17% of the respondents respond that sometimes the accidents are happened and only 3% of the respondents say that always the accidents are happened.
- 47% of the respondents ranked electric shocks are happened and 37% of the respondents ranked finger injuries are occurred and 13% of the respondents ranked fire accidents are happened and only 3% of the respondents ranked fallen from height are occurred.
- 53% of the respondents says often they have stress and 33% of the respondents respond that sometimes they have stress and 7% of the

respondents say that always they have stress and only 7% of the respondents says rarely they have stress towards work.

- 57% of the respondents simply agree that the latrines and urinals are cleaned and maintained properly and 27% of the respondents have no idea about the maintenance of latrines and urinals and 16% of the respondents strongly agree that the latrines and urinals are cleaned and maintained properly.
- 73% of the respondents say that the company is providing safety requirements for work but 27% of the respondents respond that the company is not providing any safety requirements for work.
- 69% of the respondents say that the safety committee is not formed in the company and only 31% of the respondents respond that the safety committee is formed in the company.
- 87% of the respondents say that they are simply satisfied with the health and safety measures and 13% of the respondents say that they have no idea about the satisfaction level from health and safety measures.

Statistical Analysis:

Chi - Square Analysis:

- There is a relationship between the awareness of workers and the Health and safety training.
- There is no relationship existing between the effective disciplinary procedures and safe working environment.

Anova :

- There is a significant difference existing between the health and safety measures provided to the workers.

SUGGESTIONS

- 1) The company has to create the awareness for the workers regarding health and safety.
- 2) They have to provide effective arrangements to the workers for communicating their health and safety matters.
- 3) It is better to provide frequent health and safety training, at least once in a year.
- 4) The company has to provide enough drinking water facility available at all the time.
- 5) The management has to take necessary steps to reduce the stress level of the workers.
- 6) Orientation programs can be conducted to make the workers to feel that their work environment is safe to work.
- 7) The maintenance department has to maintain the machines properly to reduce lead-time.
- 8) Proper training has to be given to the workers to avoid frequent accidents.
- 9) Meditation practices can be given to avoid electric shocks, finger injuries etc. due to lack of concentration.
- 10) Safety committee has to be formed to monitor the health and safety issues .

CONCLUSION

It is revealed from the study that, the health and safety measures adopted in DHL Supply Chain, Chennai are provided to the workers according to the provisions of the factories act. It reveals that the awareness of the workers about health and safety in the workplace is inadequate. Also repeated accidents like electric shocks, finger injuries are occurred in the workplace. Suitable ideas were suggested to avoid those accidents and to improve the health and safety measures. The role of management in implementing health and safety in the organization is very effective. Most of the workers were satisfied with the health and safety measures adopted in the company. If the company implements effective disciplinary procedures; it will help the company to go with their policies and also to maintain health and safety in the organization.

APPENDIX - I (QUESTIONNAIRE)

A STUDY ON HEALTH AND SAFETY MEASURES OF EMPLOYEES

SECTION-A

1. NAME:

2. AGE:

(a) Less than 25 (b) 26-30 years (c) 31-35 years (d) 36-40 years (e) more

3. DESIGNATION:

(a) UG (b) PG (c) Diploma (d) Master / Above

4. GENDER: ()Male ()Female

5. YEAR OF EXPERIENCE:

(a) LESS THAN 2yrs (b) 2-3yrs (c) 3-6yrs (d) 6yrs above

6. Does the company provide medical facility to the workers?

(a) Yes (b) No

7. Have you attended any health and safety training in your company?

(a) Yes (b) No

8. How frequent training is offered in the company?

(a) Once in 5 year (b) once in 3 year (c) yearly once (d) Monthly (e) Rarely

9. Do you have proper drinking water facility inside your work place?

(a) Always (b) Sometimes (c) Often (d) Rarely (e) Not at all

10. Do you have any stress towards work?

(a) Always (b) Sometimes (c) Often (d) Rarely (e) Not at all

Q.N O	PARAMETERS	STRONG LYAGREE	AGREE	NEUTR AL	DISAGR EE	STRONG LYDISAG REE
11)	Do you know the first aid activities and contents of the first aid kit?					
12)	The company implements effective disciplinary procedure to maintain health and safety?					
13)	The working temperature is reasonable to work?					
14)	Do you have enough space to work?					
15)	The latrines and urinals are cleaned and maintained properly?					
16)	Do you think that your environment is safe to work?					
17)	Is enough training given to the workers before handling the machines?					

18) How often the company provide health checkup for workers?

(a) Yearly (b) Half yearly (c) Quarterly (d) Monthly (e) Rarely

19) Are the machines maintained properly?

(a) Always (b) Sometimes (c) Often (d) Rarely (e) Not at all

20) How often the accidents happen?

(a) Always (b) Sometimes (c) Often (d) Rarely (e) Not at all

21) Rank the accidents by their occurrence?

ACCIDENTS	RANKING
Fallen from height	
Finger injuries	
Electric shocks	
Fire accidents	

22) Are they providing the safety requirements for work?

(a) Yes (b) No

23) Whether safety committee formed in the company?

(a) Yes (b) No

24) How often the safety inspections are held in your company?

(a) Yearly (b) Monthly (c) Weekly (d) Daily (e) Rarely

25) Satisfactory level of the health and safety measures taken in the company?

(a) Very much satisfied (b) Satisfied (c) Neutral (d) Dissatisfied (e) Highly dissatisfied

26) The role of management in implementing health and safety?

(a) Excellent (b) Best (c) Better (d) Good (e) poor

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