

CHAPTER IV

STUDY FINDINGS AND DATA ANALYSIS

4.1 GENERAL INFORMATION:

A total of 1000 respondents from 5 sectors namely manufacturing, Services (IT, KPO, BPO), Building and construction, Pharmaceuticals and other Small-scale industries were covered under the project. In fact 2 companies from each of the mentioned activities were covered under the project. From each sector 200 respondents were interviewed.

Table 1: General Information

Code	Principal activity	Ownership status	Number of employees (Interviewed)		Distribution by Sex		Mean age of employees	Marital status	
			Regular	Contractual	Male	Female		Male	Female
A	Manufacturing (Steel)	Private	87	13	100	0	41.13	91	0
B	Manufacturing (locomotive)	Private	100	0	100	0	40.58	99	0
C	Services (IT, KPO, BPO)	Private, Collaborative	68	32	75	25	34.18	70	11
D	Services (IT, KPO, BPO)	Private	72	28	56	44	32.48	48	21
E	Building and construction	Private	65	35	99	1	44.86	89	1
F	Building and construction	Private	61	39	100	0	39.68	95	0
G	Pharmaceuticals	Private	79	21	98	2	37.7	91	1
H	Pharmaceuticals	Private	73	27	100	0	45.78	89	0
I	Others	Private	86	14	89	11	43.05	84	6
J	Others	Private	72	28	59	41	50.9	54	25
10	Companies	Total	763	237	876	124	41.03	810	65

(Identification of company has not been divulged due to procedural agreement)

All the companies belonged to the private sector barring one, which had collaboration from a foreign company. 876 of the respondents interviewed were males and 124 females. 763 employees were permanent or regular employees and 237 of them were serving on contractual basis. The mean age of the employees was 41.03 years. As per marital status 810 were married and 65 were unmarried.

Table 2: Literacy Levels

Education wise break up					
Company code	Principal activity	Post graduate and above	Graduate	Matriculate	less than matriculate
A	Manufacturing	7	63	28	2
B	Manufacturing(Locomotive)	20	31	46	3
C	Services (IT, KPO, BPO)	9	61	29	1
D	Services (IT, KPO, BPO)	7	68	22	3
E	Building and construction	3	12	79	6
F	Building and construction	7	43	46	4
G	Pharmaceuticals	4	17	77	2
H	Pharmaceuticals	4	42	45	9
I	Others	9	46	35	10
J	Others	5	38	48	9
Total		75	421	455	49

Of the 1000 respondents interviewed, 75 were postgraduates , 421 graduates, 455 matriculates or below graduates but 10th Pass and 49 were under matriculate or had not cleared the 10 standard. The IT sector had the largest number of post -graduates and graduates followed by the manufacturing industries. The building and construction sector had the least number of post graduates and graduates.

Table 3: Distribution by Grade of Work

Company code	Principal activity	Total No. of employees		Number of Employees interviewed by designation/status							
				Grade 1		Grade 2		Grade 3		Grade 4	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
A	Manufacturing	100	0	6	0	61	0	30	0	3	0
B	Manufacturing (Locomotive)	100	0	19	0	29	0	48	0	4	0
C	Services (IT, KPO, BPO)	75	25	6	4	44	21	22	0	3	0
D	Services (IT, KPO, BPO)	56	44	5	3	38	29	11	11	2	1
E	Building and construction	99	1	2	0	11	0	80	0	6	1
F	Building and construction	100	0	7	0	44	0	45	0	4	0
G	Pharmaceuticals	98	2	4	0	14	2	77	0	3	0
H	Pharmaceuticals	100	0	4	0	41	0	46	0	9	0
I	Others	89	11	6	4	41	4	33	1	9	2
J	Others	59	41	2	4	16	21	36	10	5	6
	Total	876	124	62	15	339	77	428	22	48	10

Of the 75 post graduates, 62 males and 15 females not adding up were working in grade 1 posts such as Senior manager, Executives managers, administrative officers, Senior engineers and the like. 339 males and 77 were in Grade 2. Grade 2 constituted of Assistant managers, Supervisors, Accountants etc. 428 males and 22 females were in grade 3 which included Operators, draftsmen, electricians, technicians painters and skilled laborers etc and 48 males and 10 females were from Grade 4 which included Peons, Guards, Watch men, line men etc.

Table 4: Nature of the job

Code	Principal activity	Nature of Job (No. of employee)		
		Sedentary	Moderate	Heavy manual
A	Manufacturing (Steel)	15	42	43
B	Manufacturing	8	40	52
C	Services (IT, KPO, BPO)	87	13	0
D	Services (IT, KPO, BPO)	92	8	0
E	Building and construction	7	37	56
F	Building and construction	5	34	61
G	Pharmaceuticals	4	70	26
H	Pharmaceuticals	4	62	34
I	Others	12	70	18
J	Others	9	65	26
10 Companies	Total	243	441	316

As per the nature of the work, 243 were performing sedentary jobs, a chunk of which (179) were from IT or services sector while the nature of job was moderate (light manual jobs) for 441 and 316 were performing heavy manual work.

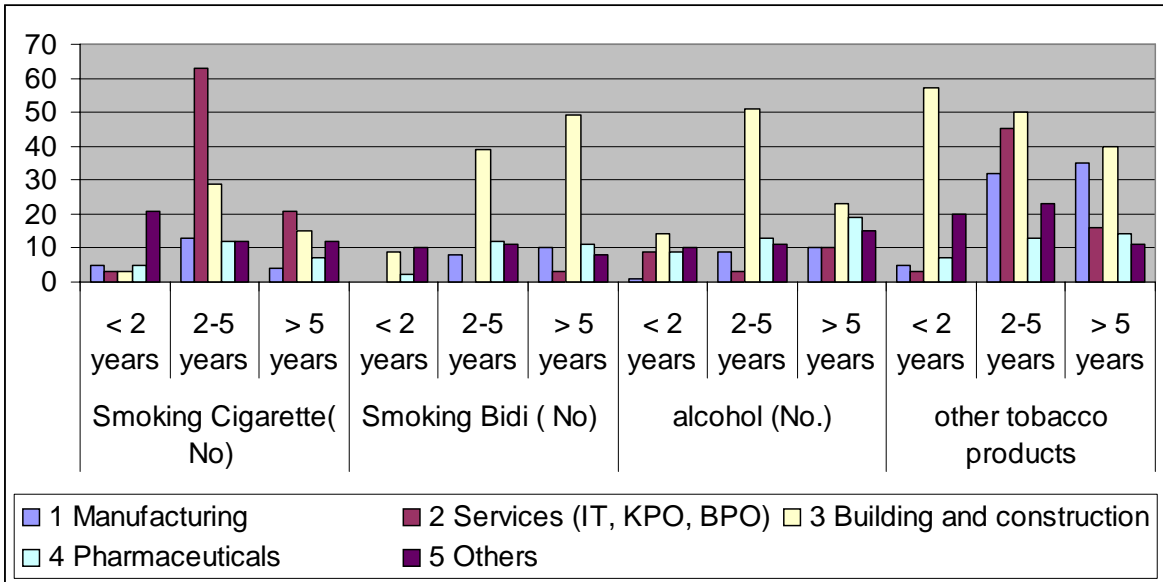
4.2 HABITS AND ADDICTIONS:

Habits and addictions go a long way in determining the health of an individual. Habits are built up over a long period of time and they are hard to beat. Data regarding the habits and addictions was collected in the questionnaire and the group was divided into three sections for analysis. These were those following a particular habit for less than 2 yrs; those having the habit between 2-5 yrs and those continuing the habit for more than 5 years. The classification was made to judge what effect this has in the long term and to see whether it had any contribution towards determining the health of the individual.

It is evident from the above graph and figures that those in the Services sectors have smoking habits and that they have developed addiction over the period of time. Cigarette

Table 5: Habits and Addictions

Code	Addiction	Smoking Cigarette (No)			Smoking Beedi (No)			alcohol (No.)			other tobacco products		
		< 2 years	2-5 years	> 5 years	< 2 years	2-5 years	> 5 years	< 2 years	2-5 years	> 5 years	< 2 years	2-5 years	> 5 years
		1	Manufacturing	5	13	4	0	8	10	1	9	10	5
2	Services (IT, KPO, BPO)	3	63	21	0	0	3	9	3	10	3	45	16
3	Building and construction	3	29	15	9	39	49	14	51	23	57	50	40
4	Pharmaceuticals	5	12	7	2	12	11	9	13	19	7	13	14
5	Others	21	12	12	10	11	8	10	11	15	20	23	11
	Total	37	129	59	21	70	81	43	87	77	92	163	116



smoking during the period of more than 2 years and less than 5 years is highest for the services sector. In fact 63 persons were reported to have been continuing the habit for more than 2 years and 21 persons admitted to having continued smoking beyond 5 years. Alcohol habit is high in the building and construction sector and so is the habit of taking Beedi and other tobacco products. 51 persons have been taking alcohol between 2-5 years and 23 have mentioned having continued the habit for more than 5 years.

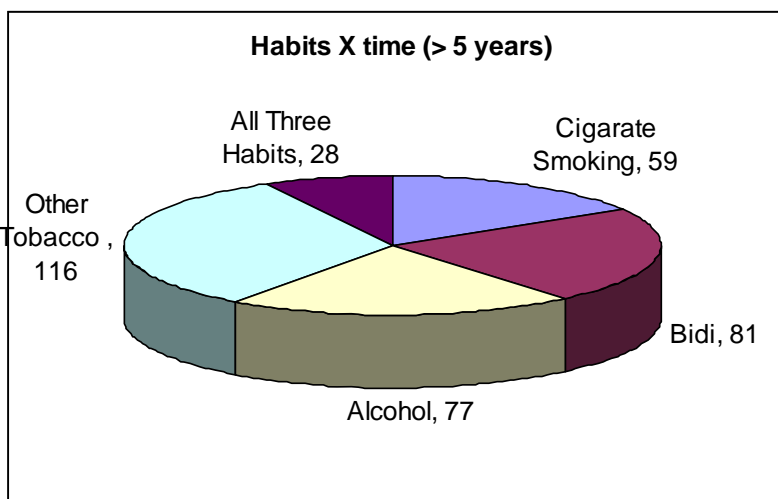
Similarly 39 persons have admitted to taking beedi for between 2-5 years and 49 have continued the habit for more than 5 years. Consumption of other tobacco products has been high in this sector. 57 respondents have the habit of one or the other tobacco products for less than 2 years where as 50 have this habit between 2-5 years and 40 are

continuing the habit for more than 5 years. Overall, the graph peaks for the construction and building sector more than the other sectors.

It was considered worthwhile to go into the habit against the period of time and to see how many respondents have all three habits and are continuing it over a length of time.

Table 6: Addiction of different products over the period of time

Addiction X Years					
	Smoking		Other		All Three
	Cigarette	Beedi	Alcohol	Tobacco	Habits
< 2 years	37	21	43	92	54
2-5 years	129	70	87	163	34
> 5 years	59	81	77	116	28
Total	225	172	207	371	116



It was found that on the overall 225 (22.5%) people are addicted to smoking Cigarettes of which 129 (12.9%) had the habit between 2-5 years and 59 (5.9%) people are continuing the habit for more than 5 years. 172 (17.2%) respondents have Beedi smoking habits of which 81 are in the > 5 years period. 207 (20.7%) of the respondents are taking liquor and 164 (16.2%) people have been taking it over 2 years time. 116 have been continuing the habit of tobacco for the last 5 years and more. The habit of other tobacco products like gutka and the like was seen in 116 respondents.

When plotted for all three habits (smoking, alcohol and other tobacco products) it was found that 116 (11.6%) had all three habits and 28 of the respondents are continuing it for the last 5 years or more.

Table 7: Physical activity and dietary habits

Company code	Principal activity	number of respondents		Dietary habits		Doing physical exercise	
		Male	Female	Vegetarian	Non vegetarian	Male	Female
A,B	Manufacturing	200	0	28	172	43	0
C,D	Services (IT, KPO, BPO)	131	69	36	164	44	6
E,F	Building and construction	199	1	32	168	36	0
G,H	Pharmaceuticals	198	2	36	164	46	0
I,J	Others	148	52	38	162	24	3
	All Total	876	122	134	666	147	9
	%	87.6	12.4	17	83	19.3	0.9

The table reveals that 17% of the total respondents are vegetarians and 83% are non-vegetarian. As per the physical activity 19.3% of the males are doing regular exercise and only 0.9% of the females are engaged in some sort of exercise. This is apart from the physical work which is a part of their work.

4.3 DISEASE RELATED INFORMATION:

Table 8: Disease profile

Company code	Principal activity	Disease profile (Respondent)					
		Diabetes	Heart	HBP	COPD	Cancer	others
A,B	Manufacturing	43	35	40	16	3	2
C,D	Services (IT, KPO, BPO)	30	26	30	15	3	19
E,F	Building and construction	18	3	6	4	2	1
G,H	Pharmaceuticals	39	38	33	19	6	25
I,J	Others	41	37	52	17	0	1
Total		171	139	161	71	14	48

43 people of the 200 i.e. 23% working in the manufacturing sector were reported to be suffering from diabetes, 35 (17.5%) had some sort of heart problems, 40 (20%) reported having high BP, 16 (8%) having COPD (chronic obstructive pulmonary disease) complications, 3 (1.5%) having cancer and 2 (1%) other problems.

30 (16.33%) people working in the IT sector had diabetes, 26 (13%) heart problems, 30 (16.33%) high BP, 15 (8.66%) had COPD, 3 (1.5%) had cancer and 19 (8.75%) suffered from other diseases like insomnia, loss of appetite etc.

18 (9%) people working in the construction and building sector had diabetes, 3 (1.5%) had heart problems, 6(3%) high BP, 4 (2%) had COPD, 2 (1%) Cancer and 1(0.5%) suffered from other diseases.

39 (19.5) people working in the pharmaceutical sector had diabetes, 38 (19%) had heart problems, 33 (16.5%) had high BP, 19 (19.5%) had COPD, 6 (3%) cancer and 25 (12.5%) suffered from other diseases like skin infections, dermatitis, gastroenteritis etc. 41 (20.5%) people working in the Pharmaceutical sector had diabetes, 37 (18.5%) had heart problems, 52 (26%) high BP, 17 (8.5%) COPD, and 1(0.5%) suffered from other diseases.

It is evident that most of the people had life style related problems like diabetes, heart problems and high blood pressure. Overall 171 (17.1%) people of the 1000 working in all the sectors reported of having diabetes, 139 (13.9%) heart problems, 161(16.1%) high BP, 71 (7.1%) had COPD infections, 14 (1.4%) reported cancer and 48 (4.8%) suffered from other diseases like loss of appetite, insomnia, fatigue, skin infections, gastroenteritis etc.

People working in the manufacturing sector are most troubled with diabetes and high blood pressure and the people working at small scale sector seem to suffering the most from insomnia, fatigue, skin infections, and gastroenteritis.

4.4 HEALTH FACILITIES:

Table 9: Handling of medical illness

Company code	Principal activity	Provide treatment at organizations own clinic	ESI (treatment at organizations selected facility offsite)	Reimburse employees for medical treatment obtained else where	pay premiums for health insurance for medical treatment	No responsibility for medical care except providing sick leave	medical allowance in salary, whether sick or not	other please specify
A	Manufacturing	yes	no	yes	no	no	no	no
B	Manufacturing (Locomotive)	yes	no	yes	no	no	no	no
C	Services (IT, KPO, BPO)	no	no	yes	no	no	yes	no
D	Services (IT, KPO, BPO)	no	no	yes	no	no	yes	no
E	Building and construction	yes	no	no	yes	no	no	no
F	Building and construction	yes	no	no	yes	no	no	no
G	Pharmaceuticals	no	yes	yes	no	no	no	no
H	Pharmaceuticals	no	yes	yes	no	no	no	no
I	Others (SSU)	no	yes	yes	no	no	yes	no
J	Others (SSU)	no	no	yes	no	no	yes	no

The table above shows that all the firms visited have some or the other mechanism to handle medical illness of the regular staff. In the manufacturing sector the staff can get treatment at the organisations own clinics or if referred to other places they can get their claims reimbursed. In the services sector they have an inbuilt mechanism of reimbursing expenses on health on major illness and also have an allowance built into their salary structure. In the buildings and construction sector treatment can be sought in the company's own hospitals and clinics and they also have the provision of group insurance on health schemes going on. At the pharmaceuticals sector staff can get treatment at employers designated hospitals (ESI) and can get medical bills reimbursed when referred to different places.

4.5 STRESS RELATED INFORMATION:

While analysing the data, it was revealed that a large portion of people are undergoing stress in some form or the other. An attempt was made to establish the relationship between Stress across different sexes, grade, education, disease and nature of work. The findings of the relationships open up interesting insights.

Table 10. Stress X Sex across different sectors

Principal activity	Total Male	Total Female	Stress		Total
			Male	Female	
Manufacturing	200	0	62	0	62
% at stress	31				
Services (IT, KPO, BPO)	131	69	86	40	126
% at stress	65.1	57.9			
Building and construction	199	1	72	0	72
% at stress	36				
Pharmaceuticals	198	2	77	1	78
% at stress	38.8				
Others	148	52	61	24	85
% at stress	41.2	46.15			
Total for all sectors	876	124	358	65	423
% at stress			40.08	52.41	

When levels of stress was matched with gender, it was found that 52.41% of the females under study reported to going through stress and 40.08 % of the males reported stress of some sorts. The levels of stress in the Services sector were the highest. 65.1% males working in the Services sector experienced stress while 57.9% females reported stress. This was followed by people working in small scale industries (41.2% male, 46.15% females) with a majority of them reported to have stress due to job insecurity, poor working environments and high targets.

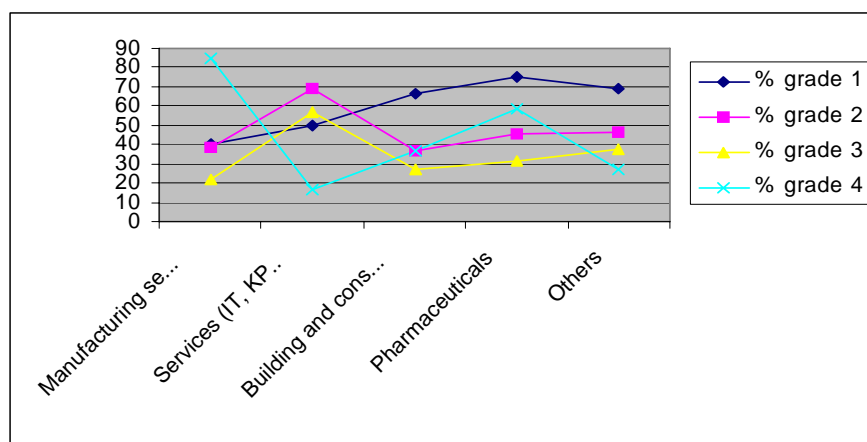
4.6 DATA ANALYSIS AND CROSS TABLES:

An attempt has been made to determine inter- relationships of stress with different parameters such as education, nature of job, disease, and habits , as well as the relationship between habits and nature of job, diseases etc. across the different sectors based on principal activities.

We investigated whether there were any relationship between stress and grades of work, stress against responsibility, workload, nature of job, stress vs. disease and stress against education. Cross tables were made by analysing the data in SPSS and the findings are given at table no. 11:

Table 11: Stress X Grade in different sectors

Principal activity	% grade 1 at stress	% grade 2 at stress	grade 3 at % stress	% grade 4 at stress
Manufacturing sector	40	38.8	21.7	85.1
Services (IT, KPO, BPO)	50	68.9	56.81	16.6
Building and construction	66.66	36.36	27.09	36.36
Pharmaceuticals	75	45.61	31.7	58.33
Others	68.75	46.34	37.5	27.27
Workers in all sectors	55.26	50.48	34.33	41.37



As is evident from the table 55.26 % of grade 1 employees are at stress, followed by 50.48% in the grade 2. The employees at grade 3 are least stressed. When a comparative assessment is made 68.75 % of the respondents in the small scale industries seem to have stress while 68.9% employees at grade 2 in Services sector seem to have a stressful life. 56.81% of Grade 3 employees in the Services sector are most stressed and 85.1% of the grade 4 level employees in the manufacturing sector seem to be at very high levels of stress. This opens out a very interesting research area.

On analysis of the relationship stress may have had with education and qualification and whether the more educated were more apt to deal with stress the following was found.

Table 12: Stress X Education across different sectors:

Principal activity	under matri- culate (no.)	Matriculate	Graduate	Post gradu- ate and above
Manufacturing sector	5	74	94	27
Reported stress	2	8	40	12
% under stress in the Manufacturing sector	40	10.8	42.55	44.44
Services (IT, KPO, BPO)	4	51	129	16
Reported stress	1	20	98	7
% under stress in the Services sector	25	39.21	75.96	43.75
Building and construction	10	125	55	10
Reported stress	3	34	28	7
% under stress in the construction sector	3.33	27.2	50.90	70
Pharmaceuticals sector	11	122	59	8
Reported stress	3	35	33	7
% under stress in the Pharmaceuticals sector	27.27	28.68	55.93	87.5
Others SSU	19	83	84	14
Reported stress	4	24	46	11
% under stress in the SSU sector	21.05	28.91	54.76	78.57
Total for all sectors	59	445	421	75
Reported stress	13	121	245	44
% under stress in all the sectors	22.03	27.19	58.19	58.16

The above table clearly shows that the lower the education lower is the stress. The figure shows that the graduates and postgraduates on the overall are more stressed. The under matriculates in the manufacturing sector show a lot of stress, perhaps due to greater physical activity. Those in the Service sector whether matriculate, graduate or post graduate are the most stressed, followed by small-scale industries at all educational level.

Comparison

Stress X Disease:

From the cross table No. 13 it is clearly evident that Stress level has a direct relationship with diseases.

The table clearly shows that the Service sector was most affected with stress .46 % of people in the service sector reporting stress had Diabetes, 39% had Heart problems, 49 had an history of HBP, and 31% showed symptoms of COPD. Cancer has no significant relationship with stress levels.

Table 13: Stress level X Disease across different sectors

Principal activity	Diabetes	Heart	HBP	COPD	Cancer	Others
Manufacturing	41	37	36	33	0.87	26
Services (IT, KPO, BPO)	46	39	49	31	0.56	21
Building and construction	39	28	35	26	0.12	
Pharmaceuticals	27	34	36	29	1.87	21.6
Others(SSUs)	42	35	37	21	0.93	32

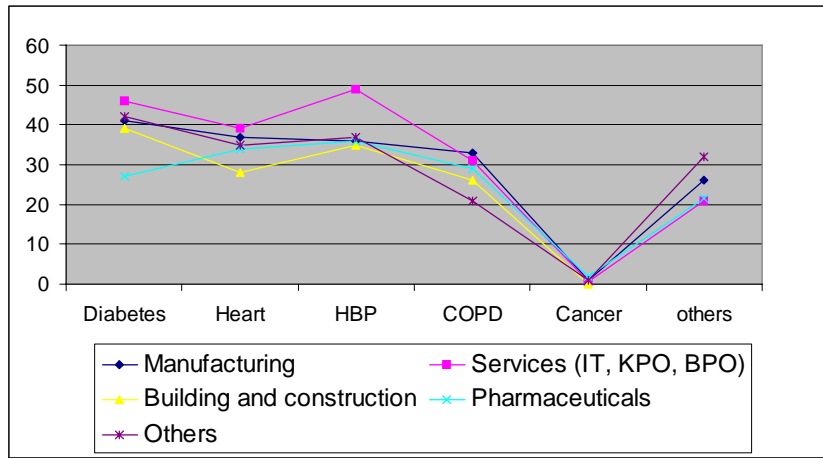
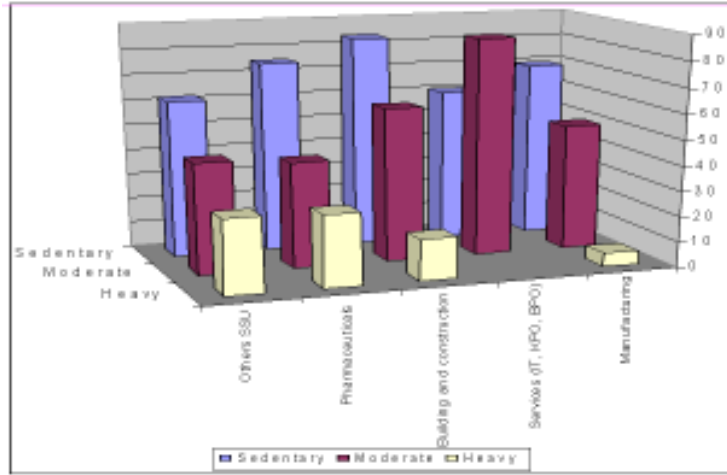


Table 14: Stress X Nature of work across sectors

Principal activity	Sedentary	Moderate	Heavy
Manufacturing	69.56	50	5.26
Services (IT, KPO, BPO)	60.33	85.71	
Building and construction	83.33	60.56	16.23
Pharmaceuticals	75	41.66	28.33
Others SSU	61.90	43.70	29.54
All sectors	62.96	48.97	17.08

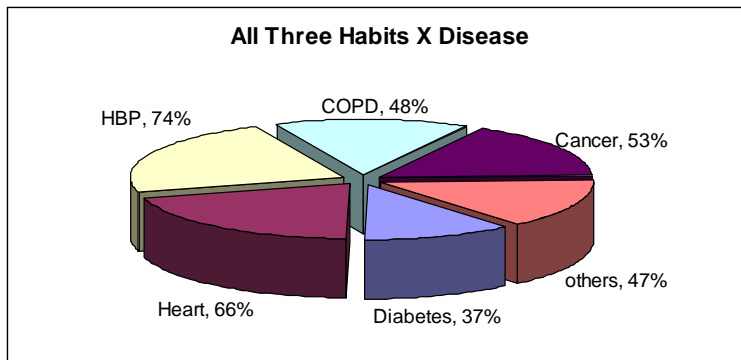


The graph and the figures depicted above show that stress levels in the building and construction sector for those involved with sedentary activities is high as compared to other groups whereas in the IT sector the stress in both sedentary and moderate natured jobs is significantly alarming. The least at stress are those in the heavy manual work sector.

An attempt has been made to see what effects habits and addictions have on disease profile of the respondents. Table 15 gives an idea on the interrelationship.

Table 15: (Disease X Habits)

Diseases	All Three Habits
Diabetes	37%
Heart	66%
HBP	74%
COPD	48%
Cancer	53%
others	47%



4.7 ASSESSING PARTICIPATION

Table 16: Utilizing project services and benefiting from the Programme in the community*

Principal activity	Only few members of the community in the programme area	Some of the community in the programme area	Most of the community in the programme area	Entire Community in the programme area	No Res- ponse	Total
Manufacturing	2(1)	30(15)	138(69)	30(15)	0	200 (100)
Services (IT, KPO, BPO)	0	0	2(1)	198(99)	0	200 (100)
Building and construction	0	94(47)	104(52)	2(1)	0	200 (100)
Pharmaceuticals	6(3)	140(70)	50(25)	0	4(2)	200 (100)
Others SSU	4(2)	18(9)	110(55)	62(31)	6(3)	200 (100)
Total	12(1.2)	282(28.2)	404(40.4)	292(29.2)	10(1)	1000 (100)

* figures in parentheses denote percentages

The above table shows that 69% respondents in the manufacturing sector are of the opinion that most of the community in the programme area is utilizing the project services; 15% said that entire community in the programme area is benefiting and 15% said that some of the members are utilizing these services. 99% of respondents from the Services sector said entire community in the programme area is getting the benefit. 52% respondents in the building and construction sector said that most of the community members are utilising services whereas 47% are of the view that some of the members are benefiting. Thus in the building and construction sector the opinion is equally divided. 70% respondents from Pharmaceuticals claim that some members of the community benefited and 25% were of the opinion that most of the community are benefiting from the services. 55% of respondents in the SSU opined that most of the community is benefiting and 32% said that the entire community is getting benefit from their programmes.

In the aggregate, 40.4 % of the respondents have expressed that most of the community are utilizing the services of the organisation, 28.2 % are of the opinion that some of the members are utilizing where as 29.2 % are of view that the entire community in the programme area is utilizing the services.

TABLE 17: Reasons for forming a group for community mobilization

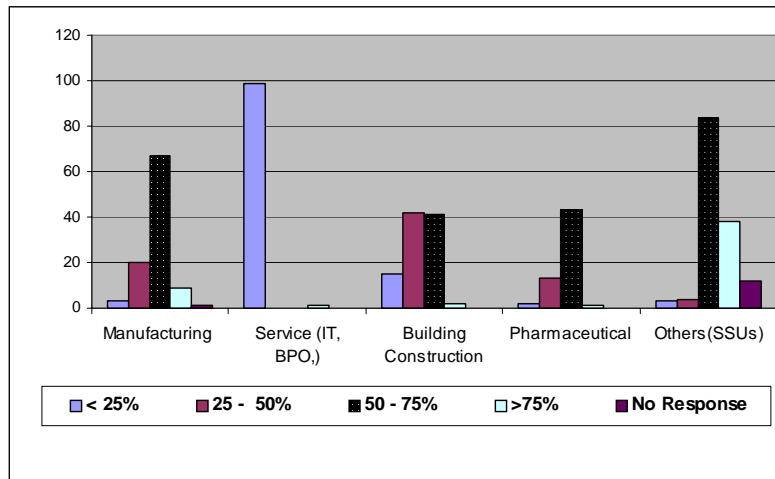
Principal Activity	The Industry got people together and do not have clear idea for purpose of collective action	Other material benefits	Anticipated cheaper credit	Shared conviction leads towards collective self-help	No Response	Total
Manufacturing	0	0	0	100	0	100
Services (IT, KPO, BPO)	1	0	0	99		100
Building and construction	15	42	41	2	0	100
Pharmaceuticals	5	50	43	2	1	100
Others SSU	1	1	10	82	6	100
Total %	5	21	21	52	1	100

100% respondents from manufacturing sector, 99% from Services sectors and 82% from the other SSU's were of the opinion that the group was organised for collective 'Self - Help', where as 42% respondents from building and construction sector and 50% from pharmaceutical sector were of the opinion that group formation was due to other material benefits. 41% of respondents of building and construction sector and 43% from Pharmaceutical sector said that formation of the group was for anticipated credit.

TABLE 18: Number of members in the community activity

Principal activity	Less than 25% of the total employees	25 to 50% of the total employees	50 to 75% of the total employees	Above 75% of the total employees	No Res- ponse	Total
Manufacturing	3	20	67	9	1	100
Service (IT, BPO)	99	0	0	1	0	100
Building Construction	15	42	41	2	0	100
Pharmaceutical	2	13	43	1	0	100
Others	3	4	84	38	12	100
Total	122 (24.2)	79 (15.8)	235 (47)	51 (10.2)	13 (2.6)	100

Only 38% of the SSUs submitted that >75% employees are part of the community activity. 67% of the employees from the manufacturing sector and 84% of the employees of the SSUs were of the opinion that 50-75% of the employees were parts of the community activity. However 99% employees of Service sectors were of the opinion that only 25% of the employees were members of the community activity. 42% of the building and



construction sector said 25-50% of the total employees were part of the community activity.

Overall 47% of all the sectors reported to have 50-75% participation in any community activity.

Table 19: Representation of Social groups in the community activity

Principal activity	Only rich and influential people	Rich and influential people with some members from dominant castes	Representative from prominent Social groups and castes	Representatives from all the social groups and castes	Total
Manufacture	0	1	59	40	100
Service (IT, BPO)		0	0	100	100
Building Construction	0	1	48	51	100
Pharmaceutical	2	13	13	72	100
Others	0	2	36	62	100
Total	2 (0.4)	17 (3.4)	156 (31.2)	325 (65)	100

It is evident that 65% of all other sectors have reported that representatives from all the social groups can be part of the group formed, however 59% respondents in the manufacturing sector were of the opinion that representatives from only prominent social group and castes are present in the community activity and 40% respondents said persons from all the social groups and castes could participate for the benefits of the community activity.

Table 20: Representation of women and lower/backward classes in the community activity

Principal activity	There are no women, lower/backward class representatives	Women, lower/backward class representatives are very few	Organization has women, lower/backward class representation but lacks equal representation	Equal representation of women, lower/backward class	Total %
Manufacture	1	16	59	24	100
Service (IT, BPO)	0	0	1	99	100
Building Construction	7	38	54	1	100
Pharmaceutical	5	93	1	1	100
Others (SSUs)	1	3(3)	57	39	100
Total	14 (2.4)	150 (30)	172 (34.4)	160 (32)	100

99% respondents of the service sector were of the opinion that there was equal representation of women and backward classes in the community activities; 59% respondents from manufacturing sector, 54% from building and construction and 57% of respondents from the SSU said that there is representation of women and backward classes but it lacks equal representation.

On the overall 34.4% of respondents were of the opinion that there is representation of women and backward classes but it lacks equal representation, 32% said that there was equal representation of women and backward classes in the community activities and 30% were of the opinion that Women, lower/backward class representatives are very few.

Table 21: Frequency of meetings in office

Principal activity	Meet occasionally when need arises	Not very frequent	Not too frequent but not very irregular as well	Very frequent	No Response	Total
Manufacture	1	6	81	12	0	100
Service (IT, BPO)	0	0	4	96	0	100
Building Construction	0	40	26	34	0	100
Pharmaceutical	24	68	8	0	0	100
Others	1	1	44	54		100
Total	26 (5.2)	115 (23)	163 (32.6)	190 (38)	6 (6)	100

An assessment of the frequency of meetings in office shows that on the overall 38% respondents have expressed that the meetings are organised at a fairly frequent interval and 32.6% expressed that though not too frequent but not very irregular as well. 23%

were of the opinion that meetings are not very frequent and 5.2% said that meetings are occasionally held. 96% respondents from service sectors and 54% from SSU's said they met at meetings very frequently; 81% respondents in the manufacturing sector that said that meetings were not too frequent but not very irregular as well. 40% respondents from manufacturing sector said that their meetings were not very frequent. 68% of the pharmaceutical expressed that they do not have meetings frequently and that this was a probable cause of lesser participation in community participation.

Table 22: Level of attendance (% of total membership) in the meetings

Principal activity	Below 50%	Above 50%	Above 75%	Nearly 100%	Total
Manufacture	5	23	64	8	100
Service (IT, BPO,)	0	0	1	99	100
Building Construction	10	50	40	0	100
Pharmaceutical	69	17	13	1	100
Others	3	6	56	35	100
Total	88 (17.4)	96 (19.2)	175 (34.8)	143 (28.6)	100

99% respondents from service sector said there is nearly 100% attendance in meetings at the office. 64% respondents in the manufacturing sector and 40% in the building and construction sector said there is above 75% attendance in the meetings. 50% respondents in buildings sector and 17% in the pharmaceutical firms expressed that there is almost 50% attendance in the meetings and 69% in the pharmaceutical sector said that the attendance in the meetings is below 50%.

34.8% of the respondents were of the opinion that there is more than 75% attendance in meetings and 28.6% were of the opinion that there is nearly 100% attendance during meeting.

Table 23: Level of Participation of employees during the meeting

Principal activity	Few feel free to speak up and play an active role	Some feel free to speak up and play an active role	Most feel free to speak up and play an active role	Everyone feels to speak up and play an active role	Total
Manufacture	0	15	71	14	100
Service (IT, BPO,)		0	0	100	100
Building Construction	0	86	14	0	100
Pharmaceutical	22	51	25	2	100
Others (SSUs)	1	2	30	67	100
Total	23 (4.6)	154 (30.8)	140 (28)	180 (36)	100

100% respondents in the Services sector and 67 % in the SSUs expressed that everyone feels free to express their views; 71% and 30 % in the manufacturing sector and SSUs felt that most people feel free to speak up and play an active role during the meeting. 86 % in the building and construction sector and 51 % in the pharmaceutical sector felt that only some feel free to express their views.

Overall only 36% were of the opinion that everyone feels free to express their views and play an active role in decision making in the meetings. 30.8 % felt that only some people feel free while 28% felt that most people feel free to express their views.

4.8 MOBILIZATION OF RESOURCES:

Table 24: Mobilization of resources from within and/or externally to meet its project needs

Principal activity	Is unable to mobilize resource to meet its needs	Can mobilize some resources internally or externally	Can mobilize most of the resources it needs from its own source or from outside	Can always mobilize resources from savings, loans, sales or other means	Total
Manufacture	1	24	67	8	100
Service (IT, BPO,)	0	0	4	96	100
Building Construction	6	35	58	1	100
Pharmaceutical	8	65	26	1	100
Others	15	2	43	40	100
Total	30(6)	126(25.7)	198(39.6)	146(28.9)	100

39.6% of the respondents have the opinion that the group can mobilize most of the resources it needs from its own source or from outside. 28.9% felt that the company can always mobilize resources internally from savings, loans, sales or other means whereas 25.7% felt that the company can mobilizes only some resources internally or externally.

As far as individual sectors are concerned 96% of respondents in the services sector feel that group can always mobilize resources internally from savings, loans, sales or other means, while 67 % in the manufacturing sector and 58% in the building and construction sector feel that group can mobilize most of the resources it needs from its own source or from outside. 65% in the pharmaceutical sector feel that the company can mobilise only some resources internally.

98 % respondents in the Services sector and 48% in the SSU's felt that they always share the knowledge gained from training's with other employees whereas 69% of the respondents in the manufacturing sector and 86% in the building and construction sector felt that most

Table 25: Specific training sharing new knowledge with others

Principal activity	Never share the new knowledge and experience with others its needs	Only sometimes share the new knowledge and experience with others but only on individual initiatives	Mostly share the new knowledge and experience with others	Always very actively share the new knowledge with others	Total
Manufacture	5	13	69	13	100
Service (IT, BPO,)	0	0	2	98	100
Building Construction	1	12	86	1	100
Pharmaceutical	55	32	11	2	100
Others (SSU's)	2	12	38	48	100
Total	63 (12.6)	69 (13.8)	206 (41.2)	160 (32.4)	100

of the employees share the knowledge and experience gained from trainings with other colleagues. 55% of the respondents in the pharmaceutical sector significantly felt that knowledge sharing is not there among the employees who get an opportunity for trainings.

On the overall 41.2% were of the opinion that most of the employees' share the knowledge and experience gained from trainings with other colleagues. 32.4% felt that they always share the knowledge gained from training's with other employees.

57% of the respondents on an average felt that most of the employees have gained some self-confidence through group activities, 20% felt that all the employees have gained self-confidence and 18.8 felt that some of the employees have gained some self-confidence due to group activities.

Table 26: Self-confidence from group activities

Principal activity	Employees have not gained any self-confidence	Some of the employees have gained some self-confidence	Most of the employees have gained some self-confidence	All the employees have gained self-confidence	Total
Manufacture	0	15	79	6	100
Service (IT, BPO)	0	0	98	2	100
Building Construction	0	8	56	36	100
Pharmaceutical	10	70	18	2	100
Others (SSU's)	1	1	34	64	100
Total	11(2.2)	94 (18.8)	285 (57)	100 (20)	100

At the individual level 98% of the respondents in the services sectors, 79% in the manufacturing sector 56% in the building and construction sector and 34 % in the SSU's expressed that most of the employees have gained some self-confidence. 64% of SSU's however felt that all the employees have gained self-confidence.

4.9 FEEDBACK AND SUSTAINABILITY:

33.8% of the respondents feel that there are periodical monitoring and evaluation system for their performance and they do get feed- back regularly.31.2% feel that there are well established procedures for monitoring their performances, and 21% feel that there are occasional monitoring and evaluation procedures for performance and only 12% felt that

Table 27: Feed-back on performance

Principal activity	No provision for monitoring and evaluating its performance	Occasional monitoring and evaluation of its performance	Periodic monitoring and evaluation of its performance	Well established procedures for monitoring and evaluating its performance	Total %
Manufacture	0	15	69	16	100
Service (IT, BPO)	0	0	1	99	100
Building Construction	7	48	42	3	100
Pharmaceutical	50	38	10	2	100
Others (SSUs)	3	4	47	46	100
Total	60(12)	105(21)	169(33.8)	156(31.2)	100

there are no mechanism for monitoring the performances of the employees. It is the pharmaceutical sector wherein 50% of the employees feel that there is lack of a performance appraisal system. 99% of the employees in the service sector feel that there is excellent performance system and that they receive regular feedbacks. 69% of respondents in the manufacturing sector and 47% in the SSUs feel that the monitoring and evaluation systems are periodical and that they receive regular feedbacks which is really good for the growth of the individual and the company.

When the question of sustainability was put forward 41.4% respondents said that the employee and company are somewhat confident that it can maintain itself on its own, 34.4% felt that the employee and community is quite confident that it will maintain and sustain itself on its own and 18.2% felt that it might be able to maintain itself on its own after the development work is withdrawn.

At the individual level 71% in the manufacturing sector and 57% in the service sector seem pretty confident that the community and the employee is somewhat well prepared

Table 28: How confident are the employees and the community that it can maintain itself
(after the development programme is withdrawn-How it would be sustained)

Principal activity	The employee and community lacks confidence that it can maintain itself on its own	The employee and the community thinks it might be able to maintain itself on its own	The employee and the community is somewhat confident that it can maintain itself on its own	The employee and the community is quite confident that it can maintain itself on its own	No Response	Total
Manufacture	0	4	71	25	0	100
Service (IT, BPO,)	4	17	57	23	0	101
Building Construction	0	0	30	70	0	100
Pharmaceutical	11	66	21	0	2	100
Others	2	4	28	54	12	100
Total	17(3.4)	91(18.2)	207(41.4)	172(34.4)	14(2.8)	100%

to maintain its own resource beyond withdrawal and 70% from the building and construction felt that employee and employee is quite confident to handle withdrawal and can sustain itself. The confidence level of the employees of the pharmaceutical sector felt low and said that the company and the employee may sustain itself but they were not sure.

Table 29: Contribution (in cash or kind) of the employees in group activities for sustainability

Principal activity	No one contributes for group activities	Some of them contribute and some do not	Most of them contribute, depending on their situation and capacity	All contribute willingly and enthusiastically	No Response	Total
Manufacture	1	6	76	17	0	100
Service (IT, BPO,)	0	0	2	98	0	100
Building Construction	3	17	47	31	2	100
Pharmaceutical	7	48	44	0	1	100
Others (SSUs)	3	4	30	57	6	100
Total	14 (2.8)	75 (15)	199 (39.8)	203 (40.6)	9 (1.8)	100

40.6% of the respondents on the whole were of the opinion that all the members in the group willingly contribute in cash or kind towards sustainability of the group activity whereas 39.8% were of the opinion that most of the group members contribute in cash or kind towards group activities and making the group sustainable. 15% were of the opinion that only some members contribute and 2.8% said that no one contributes.

Contribution in the services sector seems to be of high standards and almost 98% willingly contribute. In the SSU sector 57% say that all the members contribute. This is followed by 76% in the manufacturing sector and 47% in the pharmaceutical sector who say that most of the members contribute towards sustaining group activities.