



BHARATA MATA COLLEGE THRIKKAKARA

Affiliated to MG University, Re-accredited by NAAC with 'A+' Grade, ISO 9001-2015 Certified

“EVOLUTION OF HARITHA KARMA SENA KUDUMBASREE IN ERANAKULAM A CASE STUDY OF THRIpunITHURA”

Dissertations submitted to Mahatma Gandhi University in partial fulfillment of Requirements for t
the Award of degree Bachelor of Arts (Economics)

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Date :

CERTIFICATE

This is to certify that this dissertation entitled “EVOLUTION OF HARITHA KARMA SENA CASE STUDY OF THRIKUNITHUR” has been prepared by MIDHUNA.S and ANJANA T.P under the supervision and guidance in partial fulfillment of the requirements for the award of degree of Bachelor of Economics of the Mahatma Gandhi University.

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DECLARATION

We, MIDHUNA.S and ANJANA T.P Bachelor degree of Economics final year students, Department of Economics, Bharata Mata College, thrikkakara hereby declare that the dissertation submitted for award of Bachelor Degree in Economics is our work. We further declare that the said work has not previously been submitted to any other University or Academic Body.

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Date :

Place : Thrikkakara

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CHAPTER-1

1.1 INTRODUCTION

Haritha Karma Sena is a professional team consisting of Green Technicians and Green Supervisors mainly Kudumbashree Women who will be assigned with the responsibility of collection, transportation, processing, recycling / disposal, and management of waste materials in association with respective LSGs and Suchithwa Mission.

Green Technicians are trained manpower recruited to provide technical services and solutions on waste management projects. One Green Technician has to visit 250 households in a ward. In one Ward two Green Technicians will be positioned and one supervisor for managing 15 Wards. So for a Panchayat having 15 Wards, the total manpower be 31. The Green Supervisor must be a graduate able to operate computers and give reports. The Collection of user fee will be the responsibility of Green Supervisor. Haritha Sahaya Sthapanams the accredited agencies of Haritha Kerala Mission which will provide technical assistance to the Haritha Karma Sena. Pollutants from various economic and human activities are changing the earth's atmosphere at a rate never seen before. Unrestrained consumption put a great strain on industrial operations. The majority of solid waste produced as a result of derived demand. Goods are immediately demanded by customers. Its to fulfill their cravings right now. However, derived or indirect demand accounts for the majority of solid waste. Packing materials include, for instance, aluminium foil papers or plastic wrappers. The amount of solid trash on earth rises as a result of the careful use of these commodities.

Long distance movement of pollutants, especially acidifying substances, is the cause of climate change, ozone layer depletion, effects on vegetation and soil, water and other environmental challenges that endanger our future world. A large portion of this damage can be prevented by using the resources wisely and efficiently. The government is currently facing a number of issues, including air, soil, and hazardous waste pollution, all of which call for coordinated action to find solutions. An integrated waste management policy must include the minimization of wastes, especially hazardous trash, as well as the use of low cost, non-waste technology. By fully considering the entire waste life cycle, including its creation, collection, storage, reuse, treatment, eventual disposal. This all-encompassing strategy, a trustworthy significant strategy, would take into account environmental preservation tactics together with the growth of economy and general industry in particular. The study has special emphasis on integrated waste management, emphasizing waste economy when seen as asset, and so forth. It is imperative waste management be approached with focus and organization in order to address environmental issues. They view solid waste management as a sustainable policy approach when looking at it from an environmental stand point.

Activities to ensure hygienic, cleaner and healthier surroundings, better sanitation, waste disposal at the source of generation, promotion of organic farming, prevention of dumping garbage in the water bodies zero pesticide cultivation, pure and pollution free water bodies, are all on the move for the cause of greener and cleaner Kerala under the stewardship of Hygienic Waste Management and Agricultural Development Karmasena. In addition, promotion of biogas plants, decentralized waste disposal management on Thumboormoozhy model, dispensing plastic and e-waste on Block level basis and effective disposal of hospital waste are some of the waste disposal methods envisioned by the Hygiene Waste Management Sub Mission. Moreover, centralized waste disposal management with modern technologies will be implemented in the urban cities of Trivandrum, Kochi and Kozhikode. The challenges which may crop up in the implementation of projects under the mission surmounted with the active coordination of various government departments by the local bodies. The local bodies have to play a vital role in ensuring public participation along with coordinating the Government departments

- People's Forums, voluntary organizations, political parties, technical

experts, socio-cultural activists, philanthropic organizations, youth wings and all other discerning groups have to join hands for the preservation and conservation of our soil, air and greenery. This mission with emphasis on people-centric approach to take environmental issues is certain to restore and revive our Air, Soil and Water and to facilitate an eco-friendly world, which we wish to live in and to leave it for the future generations, in all its purity and goodness.

1.2 STATEMENT OF THE PROBLEM

In the Harithakarma sena's problem statement, environmental concerns or issues within a particular context or location would probably be outlined along with a organization objectives or goals in addressing this challenges through its operations. Its difficult to give a precise problem statement in the absence of specifics, but it might include problems like pollution, deforestation, habitat destruction, or climate change, as well as the organizations attempts to address these issues through various programmes like waste management, tree planting, conservation projects or advocacy campaigns.

1.3 OBJECTIVES

1. To know about the structure and function of harithakarma sena
2. To estimate the employee satisfaction of harithakarma sena
3. To find out the customer satisfaction about the harithakarma sena

1.4 SIGNIFICANCE OF THE STUDY

The study of Harithakarma sena, also known as the Green Crops, holds significance in several areas.

1. **Environmental conservation:** The Harithakarma sena is typically focused on environmental conservation and restoration activities such as tree planting, waste management, and pollution control. Studying their methods and impact can provide insights into effective strategies for preserving natural resources and mitigating environmental degradation.

2. **Community Engagement:** participation in the Harithakarma sena often involves local communities, fostering a sense of environmental stewardship and community cohesion. Understanding how the sena engages with communities can offer valuable lessons for promoting grassroots environmental initiatives and social responsibilities.

3. **Youth empowerment:** Many members of the Harithakarma sena are young people passionate about environmental issues. Studying their involvement can shed light on the role of youth in environmental activism and their potential to drive positive change in society.

4. **Policy Implications:** Researching the Harithakarma sena can inform policymakers about the effectiveness of grassroots environmental initiatives and the importance of supporting such efforts through policies and funding.

Studying the Harithakarma sena provides valuable insights into environmental activism, community engagement, youth empowerment, and policy implications for sustainable development.

1.5 METHODOLOGY

The Methodology of Harithakarma sena typically involves several key components:

1. ***Identification of Environmental issues:*** The sena identifies environmental issues prevalent in their locality or region, such as deforestation, pollution, or lack of green spaces.

2. ***Planning and strategy:*** Based on the identified issues, the sena devises a plan and strategy to address them effectively. This may involve conducting research, consulting with experts, and engaging with the local community to understand their needs and concerns.

3. ***Recruitment and Training:*** The sena recruits volunteers, often focusing on youth, who are passionate about environmental conservation. These volunteers undergo training to equip them with necessary knowledge and skills to carry out various environmental activities.

4. ***Implementation of Activities:*** The sena implements a range of activities aimed at addressing the identified environmental issues. This may include tree planting drives, clean-up campaigns, awareness campaigns, and advocacy efforts.

5. ***Community Engagement:***The sena actively involves the local community in their activities, fostering a sense of ownership and responsibility towards the environment. This may involve organizing community events, workshops, and educational programs.

6. ***Monitoring and Evalutaion:*** The sena monitors the progress and impact of their activities regularly. This helps them assess the effectiveness of their interventions and make any necessary adjustments to their approach.

7. ***Collaboration and partnerships:*** The sena may collaborate with government agencies, NGOs, bussinesses, and other stakeholders to leverage resources, experties, and support for their initiatives.

8. ***Sustainability:*** The sena emphasizes sustainability in their approach, aiming to create long-term solutions to environmental challenges rather than temporary fixes. This may involve promoting sustainable practices, advocating for policy changes, and fostering a culture of environmental responsibility within the community.

By following these methodologies, Harithakarma sena effectively engages in environmental conservation efforts, mobilizing volunteers and communities to create positive impacts on the environmental.

CHAPTER-2

LITERATURE REVIEW

Rising population levels, economic growth, and higher living standards have contributed mainly to India rapid increase in waste generation. Waste management is a pressing issue that requires immediate attention in cities worldwide.

Without proper waste disposal and treatment regimes, this poses a crucial existential crisis for humankind.

In the wake of this threat, the government of kerala has proposed to form “Haritha Karma Sena”- a trained group of waste collectors to collect and segregate waste from city households and transport it to solid-waste treatment facilities. Through this project, we intend to study the socio-economic well-being of the Haritha Karma Sena workers with particular reference to the workers in thripunithura panchayat.

Waste collection and transfer activities account for a significant amount of the expenditures connected with solid waste management (Rada et al., 2013; Boskovic and Jovicic, 2015). Where garbage bins should be placed depends on a variety of elements that must be taken into account simultaneously. The characteristics to be considered for the location of waste collection bins were established through interviews with municipal authorities and citizens. These parameters included walking distance, waste bin amount, waste bin volume, and population density. Using GIS and the selected criteria, the best places for trash cans were found (Terzi et al., 2020).

Prasad(2021) focused on and studied the challenges Haritha Karma Sena workers faced to function appropriately in Thripunithura Panchayath. He concluded that there is a need for motivation to care for waste management among the community members, and most of them cooperated with the Haritha Karma Sena members. Unfavourable climatic conditions and poor transportation facilities are some of the limitations faced. Nevertheless, proper interventions will help in overcoming the challenges in waste management

Arjun K.S(2021) Studied solid waste management in Thiruvankulam Municipality. It was observed that the development activities undertaken by the government and local authorities had to be revised according to the areas need, and the region’s booming population overshadowed the waste management process.

Kumar(2020) Examined the occupational safety and health of solid waste handlers in Delhi and came to the conclusion that the waste collectors had to face many troubles while handling waste,

injuries occur due to complex substances found in solid waste, and many factors play significant roles deciding the occupational health and safety of the Municipal solid waste workers.

Veena.S(2013) Analysed the role of Kudumbasree in raising the economic status of women, the problems faced by Kudumbasree and there solutions to understand the various types of waste and how they can be managed appropriately compared to the various waste management techniques in different areas. It is stated that less education and a job with permanent income prompted them to choose this career path. It also points out that material and equipment insufficiency, lack of training, and lack of financial and other support from authorities are significant barriers to the succes of this system.

Albin Peter(2000) Examined that in india, waste collectors were neither permitted to travel in buses and other transport nor were they allowed to enter public places like restaurants accurting to their foul odour. Due to their work, most suffer from sever infections and respiratory tract disorders.

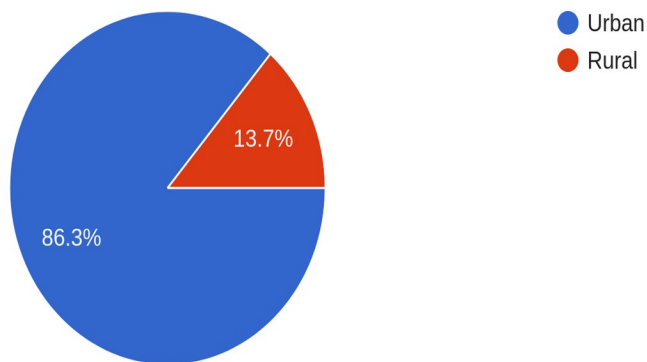
CHAPTER – 3

DATA ANALYSIS

TABLE 3.1
AREA

AREA	FREQUENCY	PERCENTAGE
URBAN	86.3	86.3
RURAL	13.7	13.7
TOTAL	100	100.00

Area
73 responses



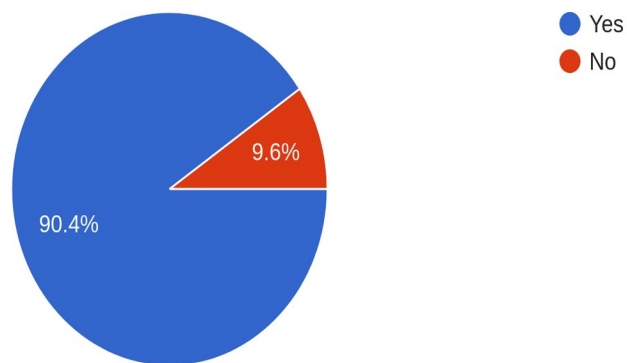
In this figure 3.1 shows that urban (86.3%) is more than rural (13.7%) is less.

TABLE 3.2
STRUCTURE OF HIERARCHICAL

STRUCTURE OF HIERARCHICAL	FREQUENCY	PERCENTAGE
YES	90.4	90.4
NO	9.6	9.6
TOTAL	100	100.00

1. Does Haritha karma sena have a hierarchical structure ?

73 responses



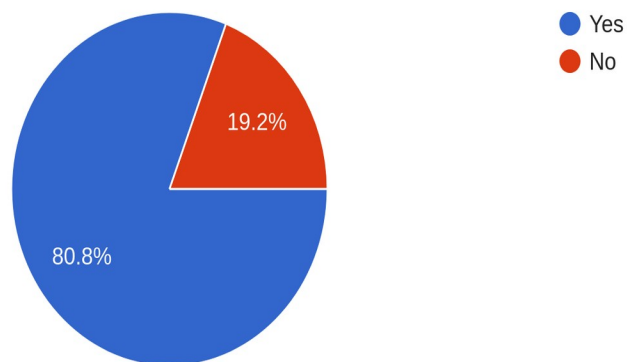
In this figure 3.2 shows that hierarchial stucutre is more in (90.4%) less in (9.6%).

TABLE 3.3
LOCAL LEVEL

LOCAL LEVEL	FREQUENCY	PERCENTAGE
YES	80.8	80.8
NO	19.2	19.2
TOTAL	100	100.00

2. Are grassroots volunteers involved in local-level initiatives ?

73 responses



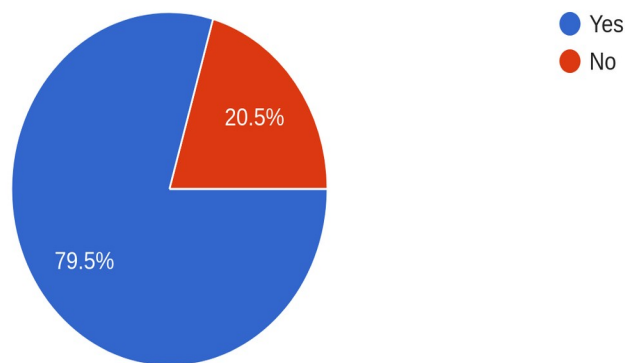
In Haritha karma sena are grassroots volunteers involved in local level are more in (80.8%) less in (19.2%).

TABLE 3.4
REGIONAL LEVEL

REGIONAL LEVEL OF SUPERVISOR OR MANAGER	FREQUENCY	PERCENTAGE
YES	79.5	79.5
NO	20.5	20.5
TOTAL	100	100.00

3. Are there supervisors or managers at the regional level ?

73 responses



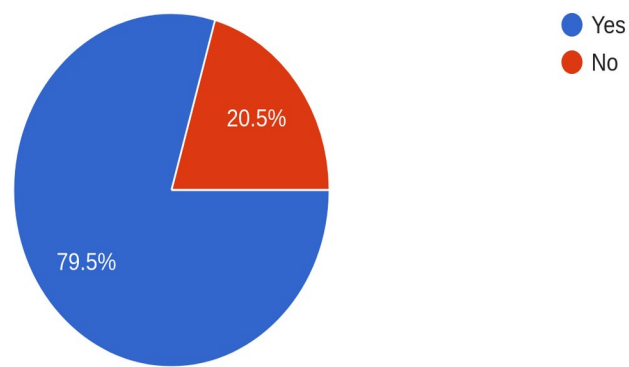
Regional level of supervisors or management is high in (79.5%) than low in (20.5%).

TABLE 3.5
NATIONAL LEVEL OF HARITHA KARMA SENA

NATIONAL LEVEL OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
YES	79.5	79.5
NO	20.5	20.5
TOTAL	100	100.00

4. Does Haritha Karma Sena have a central governing body at the national level ?

73 responses



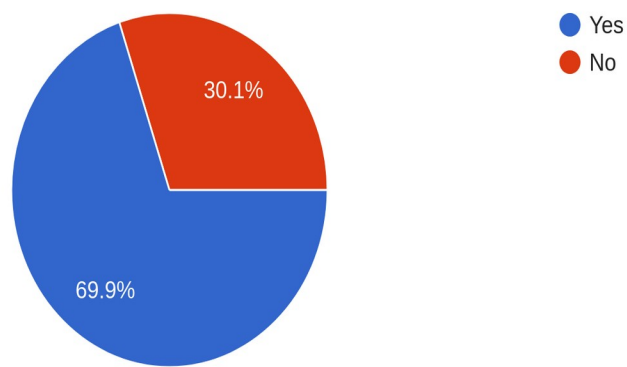
Haritha karma sena at a national level of central governing body it increase in the national level become more in (79.5%) and less become (20.5%).

TABLE 3.6
CENTRAL GOVERNMENT OF BODY

CENTRAL GOVERNMENTAL OF BODY	FREQUENCY	PERCENTAGE
YES	69.9	69.9
NO	30.1	30.1
TOTAL	100	100.00

5. Are overall goals and policies set by the central governing body ?

73 responses



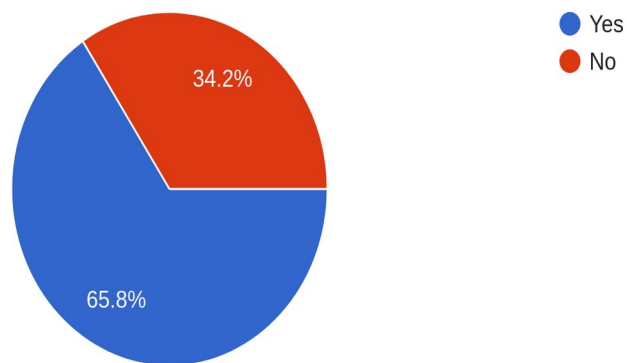
In overall goals and policies of Haritha karma sena shows that central government body is more in (69.9%), less in (30.1%).

TABLE 3.7
REGIONS

REGIONS	FREQUENCY	PERCENTAGE
YES	65.8	65.8
NO	34.2	34.2
TOTAL	100	100.00

6. Does Haritha Karma Sena ensure consistently in operations across different regions ?

73 responses



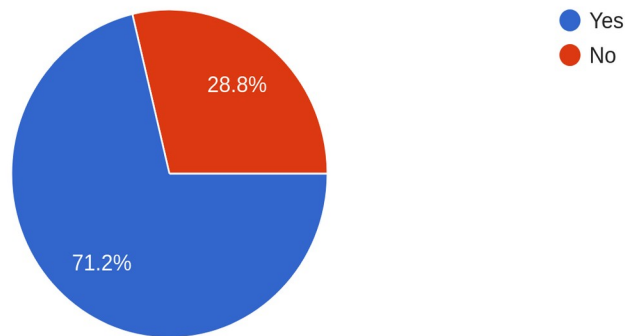
In the different regions of Haritha karma sena operations across in consistently ensure such more in (65.8%) then less in (34.2%).

TABLE 3.8
POPULATION DENSITY

POPULATION DENSITY	FREQUENCY	PERCENTAGE
YES	71.2	71.2
NO	28.8	28.8
TOTAL	100	100.00

7. Can factors such as population density influence the structure of Haritha Karma Sena in different regions?

73 responses



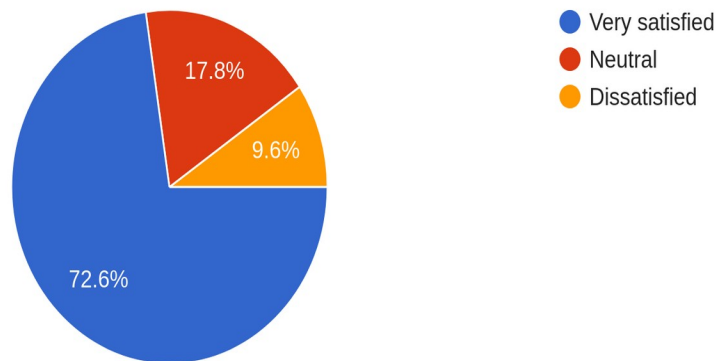
In different regions of population density influence the structure of Haritha karma sena more in (71.2%) and also less in (28.8%).

TABLE 3.9
HARITHA KARMA SENA SERVICES

HARITHA KARMA SENA SERVICES	FREQUENCY	PERCENTAGE
VERY SATISFIED	72.6	72.6
NEUTRAL	17.8	17.8
DISSATISFIED	9.6	9.6
TOTAL	100	100.00

8. How satisfied are you with the services provided by Haritha Karma Sena ?

73 responses



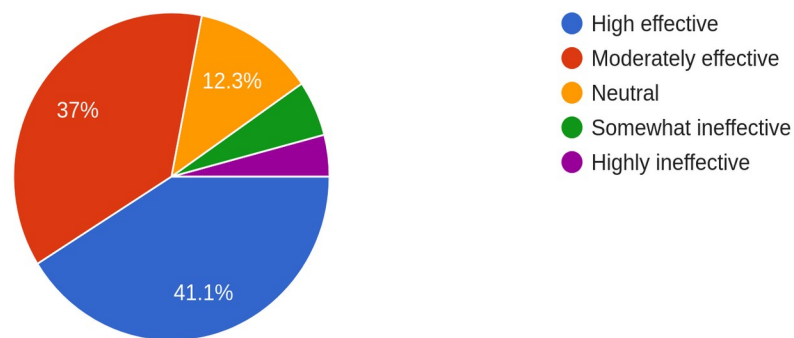
Haritha karma sena provided services are very satisfied in some peoples are given in (72.6%). At the same time some peoples are neutral in (17.8%) also dissatisfied the services of (9.6%).

TABLE 3.10
ENVIRONMENTAL ISSUES

ENVIRONMENTAL ISSUES	FREQUENCY	PERCENTAGE
HIGH EFFECTIVE	41.1	41.1
MODERATELY EFFECTIVE	37	37
NEUTRAL	12.3	12.3
SOMEWHAT INEFFECTIVE	0	0.0
HIGHLY INEFFECTIVE	0	0.0
TOTAL	100	100.00

9. How would you rate the effectiveness of Haritha Karma Sena in addressing environmental issues in your community ?

73 responses



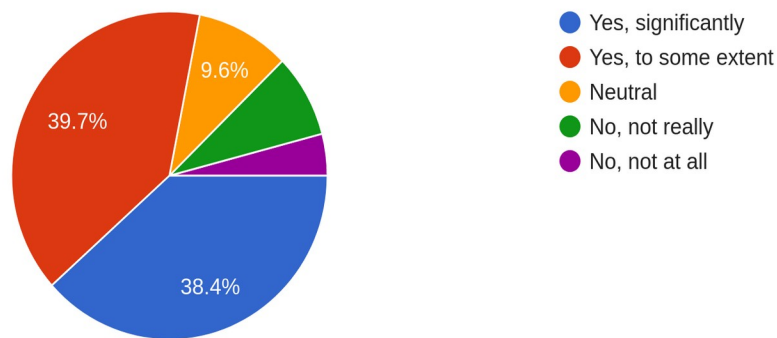
In Haritha karma sena addressing the environmental issues in community are the rate of High effective in (41.1%) always the Moderately effective such as (37%). Neutral become the response of (12.3%) . As somewhat ineffective and Highly ineffective should become in (0%).

TABLE 3.11
AREA OF ECONOMIC CONVERSATION

AREA OF ECONOMIC CONVERSATION	FREQUENCY	PERCENTAGE
YES,SIGNIFICANTLY	38.4	38.4
YES,TO SOME EXTENT	39.7	39.7
NEUTRAL	9.6	9.6
NO,NOT REALLY	8.2	8.2
NO,NOT AT ALL	0	0.00
TOTAL	100	100.00

10. Do you feel that Haritha Karma Sena's initiatives have positively impacted environmental conservation efforts in your area ?

73 responses



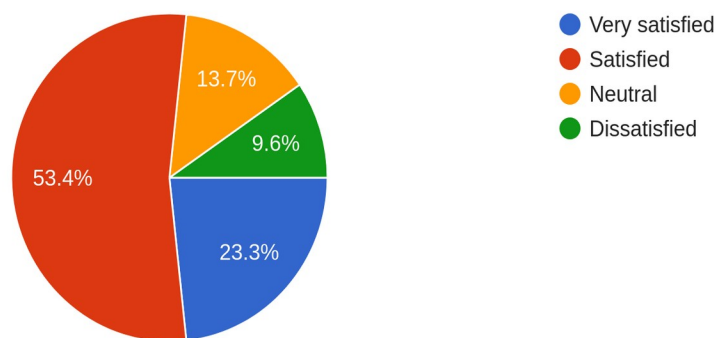
In case of Haritha karma sena have positively impacted of environmental conversation between the effort of areas are responses such as yes, significantly (38.4%) and some extent in (39.7%). As usual neutral become (9.6%). Then the No, not really and No, not at all obviously in (0%).

TABLE 3.12
RESPONSIVENESS OF HARITHA KARMA SENA

RESPONSIVENESS OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
VERY SATISFIED	23.3	23.3
SATISFIED	53.4	53.4
NEUTRAL	13.7	13.7
DISSATISFIED	9.6	9.6
TOTAL	100	100.00

11. How satisfied are you with the communication and Responsiveness of Haritha karma Sena when addressing your concerns of inquiries?

73 responses



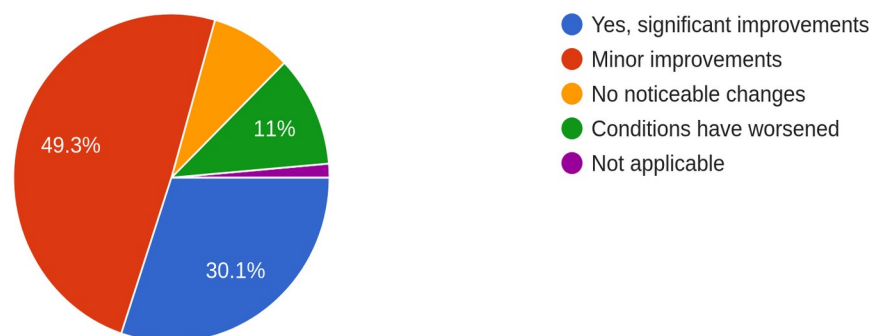
In the figure shows that Haritha karma sena when addressing the concerns of inquiries with the communication and responsiveness of very satisfied (23.3%) . As some consumers are always responses in (53.4%) satisfied. Neutral become (13.7%). Also the other consumers are dissatisfied the communication of Haritha karma sena (9.6%).

TABLE 3.13
WASTE IMPRTOVEMENT

WASTE IMPROVEMENT	FREQUENCY	PERCENTAGE
YES,SIGNIFICANT IMPROVEMENTS	30.1	30.1
MINOR IMPROVEMENTS	49.3	49.3
NO NOTICEABLE CHANGES	8.2	8.2
CONDITIONS HAVE WORSENERD	11	11
NOT APPLICABLE	0	0.00
TOTAL	100	100.00

12. How you observed any improvement in waste management practices or cleanliness in your community as a result of Haritha karma Sena's efforts ?

73 responses



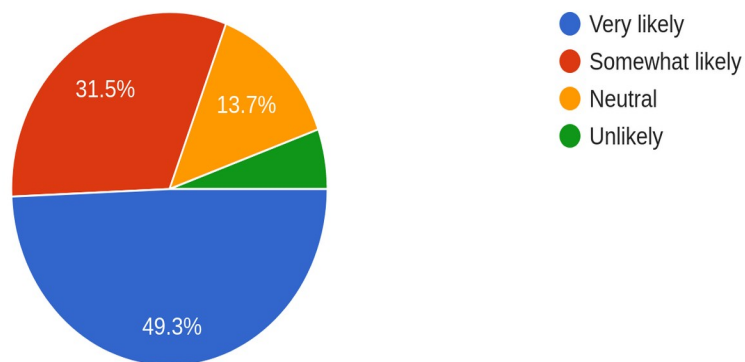
Result of Haritha karma sena observed in any improvement of waste management practices or cleanlines community as significant improvements in (30.1%). Minor improvements in (49.3%) then No noticeable changes within (0%) . As conditional have worsened response become (11%). Not applicable also be (0%).

TABLE 3.14
COMMUNITY

COMMUNITY	FREQUENCY	PERCENTAGE
VERY LIKELY	49.3	49.3
SOMEWHAT LIKELY	31.5	31.5
NEUTRAL	13.7	13.7
UNLIKELY	5.5	5.5
TOTAL	100	100.00

13. How likely are you to recommend Haritha karma Sena's services to others in your community ?

73 responses



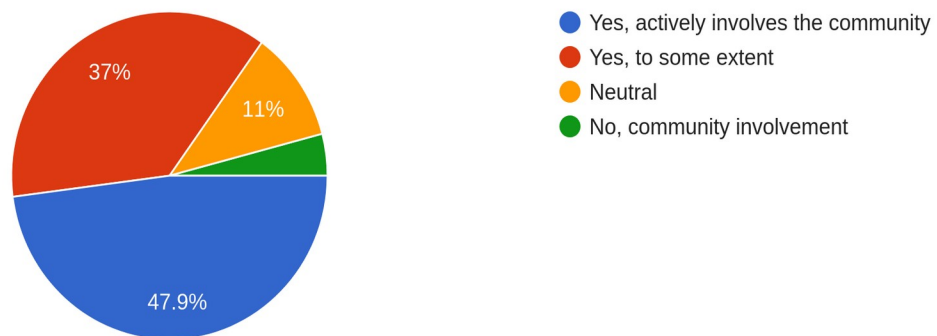
It mentioned in the recommend the programme of Haritha karma sena services become others in community are above in very likely (49.3%) somewhat likely (31.5%) also shows neutral (13.7%). As become some others are unlikely (0%).

TABLE 3.15
ENVIRONMENTAL COMMUNITY

ENVIRONMENTAL COMMUNITY	FREQUENCY	PERCENTAGE
YES, ACTIVELY INVOLVES THE COMMUNITY	47.9	47.9
YES, TO SOME EXTENT	37	37.00
NEUTRAL	11	11.00
NO, COMMUNITY INVOLVEMENT	0	0.00
TOTAL	100	100.00

14. Do you believe that Haritha karma Sena effectively involves the community in its environmental initiatives ?

73 responses



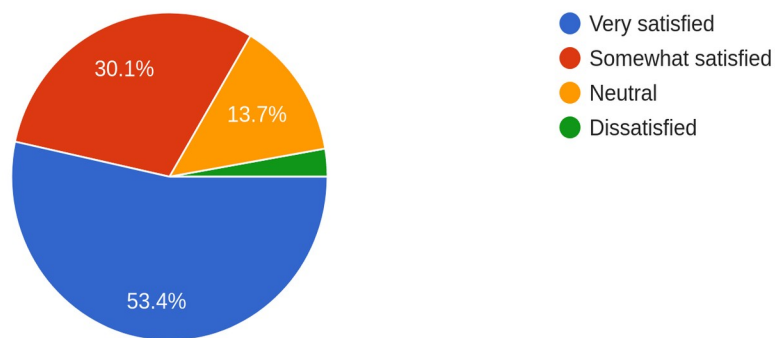
In this case customer believe that Haritha karma sena services effectively involved the community and in its environmental initiatives are shown in (47.9%) at some extent in (37%) some times believe in neutral level at (11%). Also No community involvement in (0%).

TABLE 3.16
IMPACT OF HARITHA KARMA SENA

OVERALL IMPACT OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
VERY SATISFIED	53.4	53.4
SOMEWHAT SATISFIED	30.1	30.1
NEUTRAL	13.7	13.7
DISSATISFIED	0	0.00
TOTAL	100	100.00

15. How satisfied are you with the overall impact of Haritha karma Sena's activities on the environmental and community well-being ?

73 responses



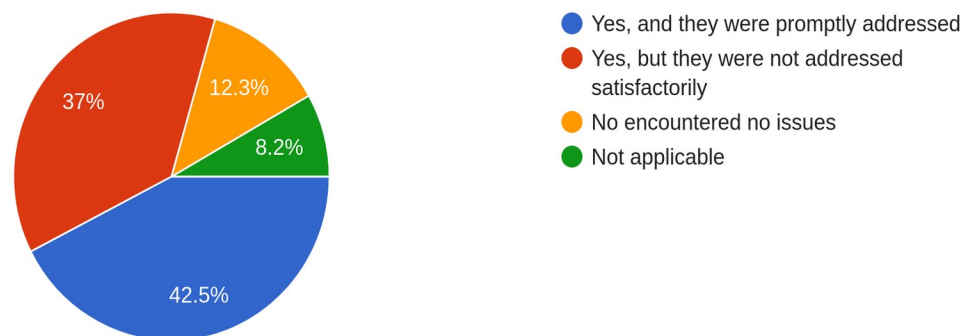
As overall impact of Haritha karma sena's activities are satisfied in the environmental and community well-being in very satisfied are (53.4%). Somewhat satisfied are (30.1%) also some times neutral at the level of (13.7%). In others are dissatisfied (0%).

TABLE 3.17
CHALLENGES

CHALLENGES OR ISSUES OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
YES,AND THEY WERE PROMPTLY	42.5	42.5
YES,BUT THEY WERE NOT ADDRESSED	37	37.00
NO ENCOUNTERED NO ISSUES	12.3	12.3
NOT APPLICABLE	8.2	8.2
TOTAL	100	100.00

16. Have you encountered any challenges or issues with the Haritha karma Sena's services or initiatives ?

73 responses



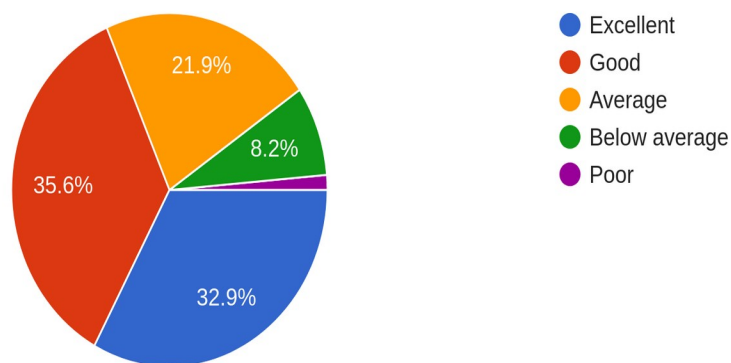
In any challenges or issues with the Haritha karma sena services or initiatives were promptly addressed in (42.5%). But they were not addressed satisfactorily in (37%) and No encountered No issues in (12.3%). Also be the Not applicable in shows that the figure of (8.2%).

TABLE 3.18
OVERALL EXPERIENCE

OVERALL EXPERIENCE OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
EXCELLENT	32.9	32.9
GOOD	35.6	35.6
AVERAGE	21.9	21.9
BELOW AVERAGE	8.2	8.2
POOR	0	0.00
TOTAL	100	100.00

17. How would you rate your overall experience with Haritha karma Sena?

73 responses

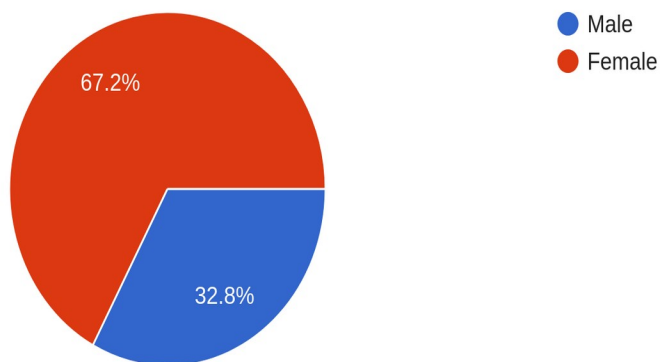


It implies the overall rate of experience with the Haritha karma sena Excellent services (32.9%) and good within (35.6%). Average experience in (21.9%) , shows below average (8.2%) then poor responses in (0%).

TABLE 3.19
GENDER

GENDER	FREQUENCY	PERCENTAGE
MALE	32.8	32.8
FEMALE	67.2	67.2
TOTAL	100	100.00

Gender
64 responses



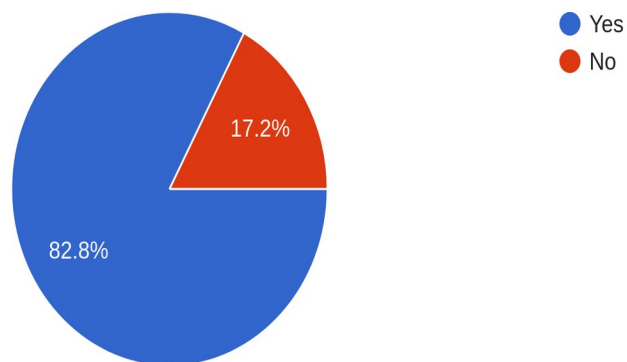
In this figure 3.19 shows that female is more than (67.2%) male (32.8%)

TABLE 3.20
ENVIRONMENTAL ISSUES

ENVIRONMENTAL ISSUES	FREQUENCY	PERCENTAGE
YES	82.8	82.8
NO	17.2	17.2
TOTAL	100	100.00

1. Does Haritha karma sena adapt its structure to adress specific environmental issues?

64 responses

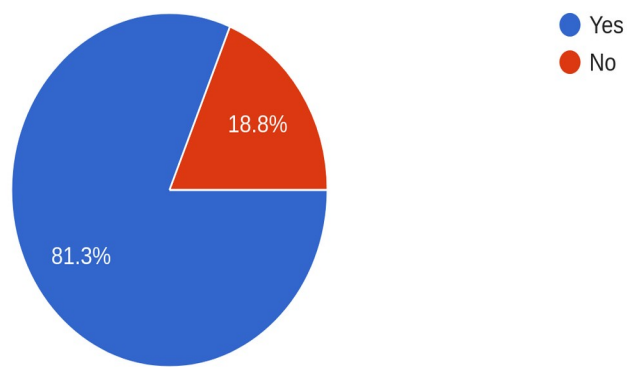


In this figure 3.20 shows that Environmental issues is more than (82.8%)

TABLE 3.21
DECISION MAKING PROCESS

DECISION MAKING PROCESS	FREQUENCY	PERCENTAGE
YES	81.3	81.3
NO	18.8	18.8
TOTAL	100	100.00

2. Are members provided with opportunities to participate in decision- making processes?
64 responses



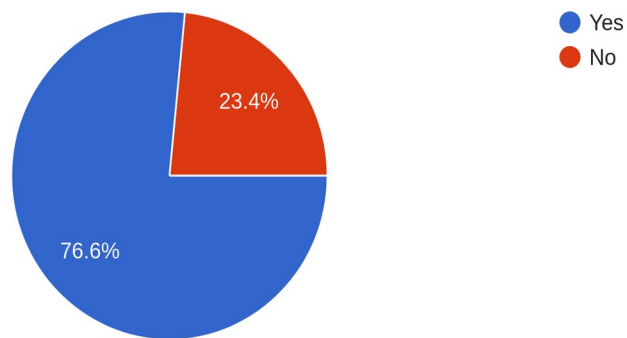
In this figure 3.21 shows that more in decision making (81.3%)

TABLE 3.22
ORGANIZATIONAL STRUCTURE

ORGANIZATIONAL STRUCTURE	FREQUENCY	PERCENTAGE
YES	76.6	76.6
NO	23.4	23.4
TOTAL	100	100.00

3. Does Haritha karma sena ensure accountability and transparency within its organizational structure?

64 responses



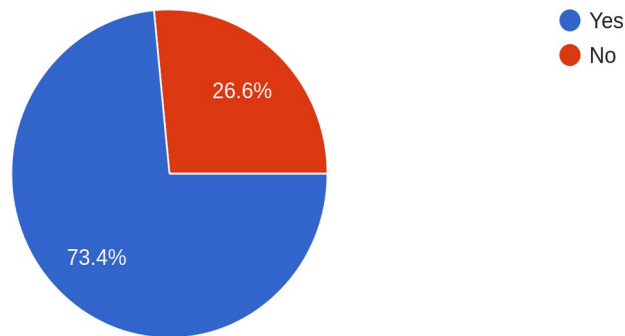
The organizational structure shows that (76.6%)

TABLE 3.23
WASTE SEGREGATION AND TREE PLANTING

WASTE SEGREGATION AND TREE PLANTING	FREQUENCY	PERCENTAGE
YES	73.4	73.4
NO	26.6	26.6
TOTAL	100	100.00

4. Does Haritha karma sena under take projects such as waste segregation and tree planting drives at the local level?

64 responses



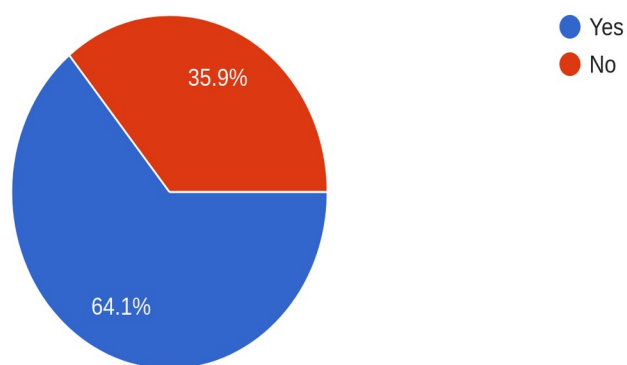
The interpretation of the data indicates that a significant majority, (73.4%) believe that the Haritha Karma Sena undertakes projects like waste segregation and tree planting drives at the local level.

TABLE 3.24
BUILDING CAPACITY

BUILDING CAPACITY	FREQUENCY	PERCENTAGE
YES	64.1	64.1
NO	35.9	35.9
TOTAL	100	100.00

5. Does Haritha karma sena support the capacity buliding its members

64 responses

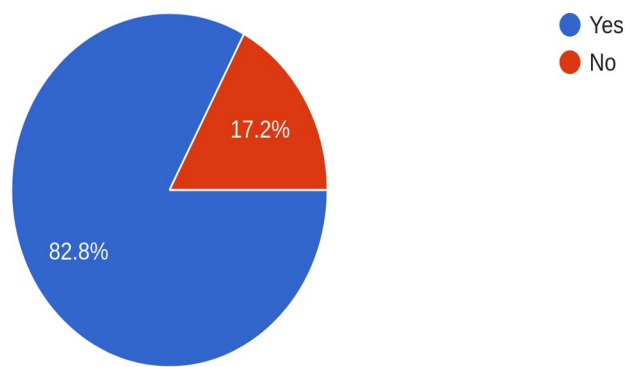


The interpretation suggests that a majority, (64.1%) believe that the Haritha Karma Sena supports the capacity building of its members, indicating a preceived commitment to enhancing the skills and abilities of its members.

TABLE 3.25
ORGANIZATIONS OR GOVERNMENT AGENCIES

ORGANIZATIONS OR GOVERNMENT AGENCIES	FREQUENCY	PERCENTAGE
YES	82.8	82.8
NO	17.2	17.2
TOTAL	100	100.00

6. Does Haritha karma sena collaborate with other organizations and government agencies?
64 responses

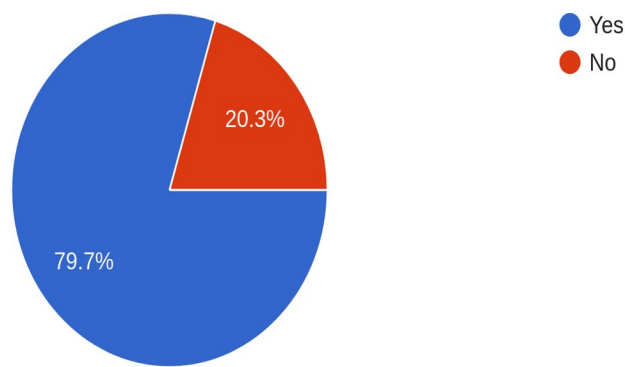


The interpretation shows that (82.8%) of respondents believe Haritha Karma Sena collaborates with organizations and government agencies, while (17.2%) do not.

TABLE 3.26
DEVELOPMENT OF HARITHA KARMA SENA

DEVELOPMENT OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
YES	79.7	79.7
NO	20.3	20.3
TOTAL	100	100.00

7. Are there future goals for the expansion and development of Haritha karma sena?
64 responses



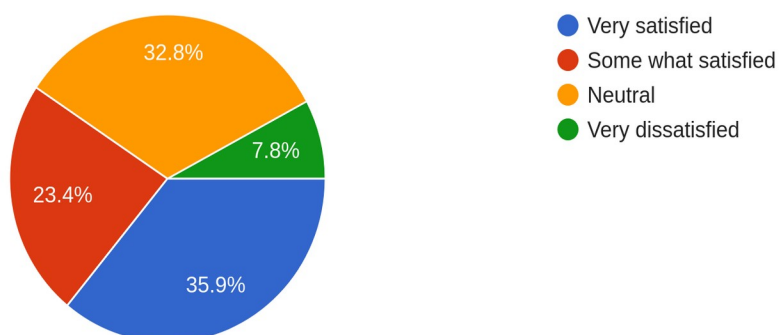
It seems like there is a strong indication that there are indeed future goals for the expansion and development of Haritha Karma Sena, with (79.7%) of respondents agreeing to that possibility.

TABLE 3.27
OPPORTUNITIES AND DEVELOPMENT

OPPORTUNITIES AND DEVELOPMENT	FREQUENCY	PERCENTAGE
VERY SATISFIED	35.9	35.9
SOMEWHAT SATISFIED	23.4	23.4
NEUTRAL	32.8	32.8
VERY DISSATISFIED	7.8	7.8
TOTAL	100	100.00

8. Are employees satisfied with the opportunities for professional development and training provided by Haritha karma sena?

64 responses



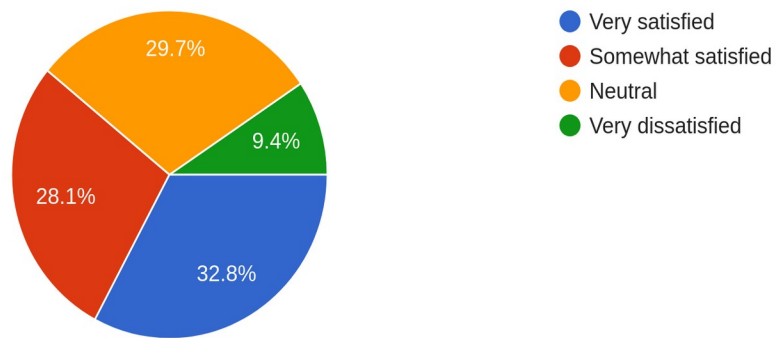
The interpretation is that (35.9%) of employees are very satisfied, (23.4%) are somewhat satisfied, (32.8%) are neutral, and (7.8%) are very dissatisfied with opportunities for professional development and training provided by Haritha Karma Sena.

TABLE 3.28
REWARDS AND CONTRIBUTIONS

REWARDS AND CONTRIBUTIONS	FREQUENCY	PERCENTAGE
VERY SATISFIED	32.8	32.8
SOMEWHAT SATISFIED	28.1	28.1
NEUTRAL	29.7	29.7
VERY DISSATISFIED	9.4	9.4
TOTAL	100	100.00

9. How satisfied are employees with the recognition and rewards they receive for their contributions?

64 responses



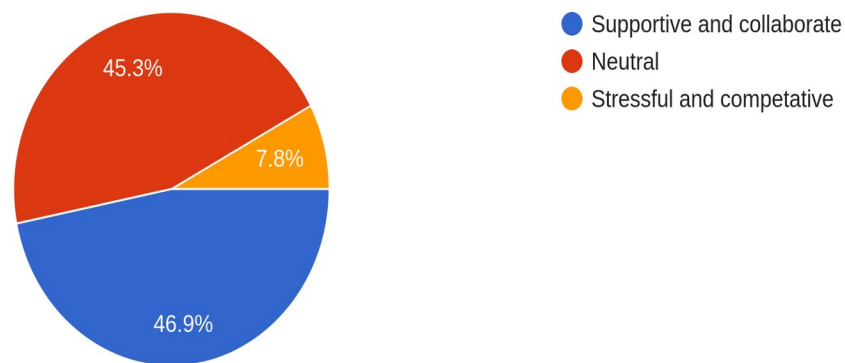
Very satisfied: 32.8% of employees are extremely happy with the recognition and rewards they received. They likely feel appreciated and valued for their contributions.

TABLE 3.29
WORKING RATE

WORKING RATE	FREQUENCY	PERCENTAGE
SUPPORTIVE AND COLLABORATE	46.9	46.9
NEUTRAL	45.3	45.3
STRESSFUL AND COMPETATIVE	7.8	7.8
TOTAL	100	100.00

10. How would employees rate the work environment at Haritha karma sena?

64 responses



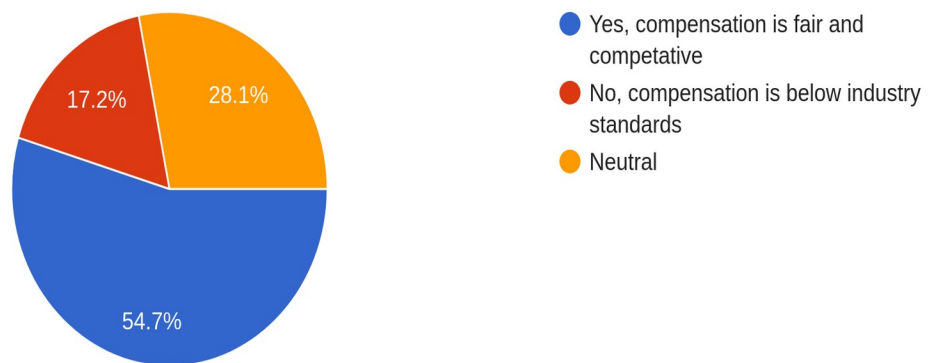
In this figure 46.9% Of employee says that they have a supportive and collabrate working environment in Haritha karma sena while 45.3% have a neutral opinion about their working environment . Remianing 7.8% experience a stressful and competitive working environment.

TABLE 3.30
WORK AT HARITHA KARMA SENA

WORK AT HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
YES,COMPENSATION IS FAIR AND COMPETATIVE	54.7	54.7
NO,COMPENSATION IS BELOW INDUSTRY STANDARDS	17.2	17.2
NEUTRAL	28.1	28.1
TOTAL	100	100.00

11. Do employees feel adequately compensate for their work at Haritha karma sena?

64 responses



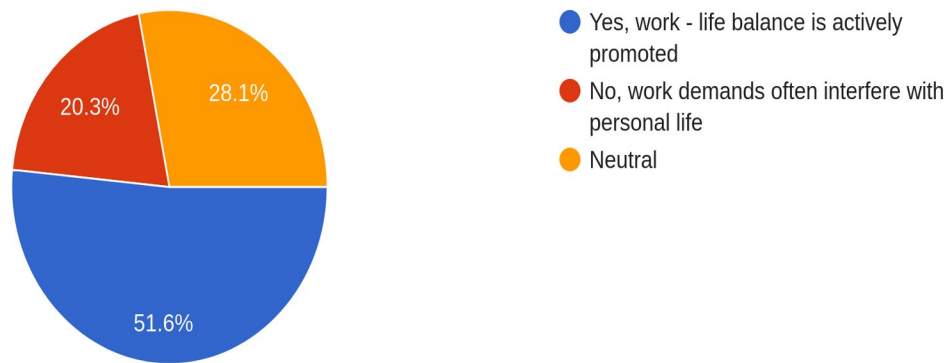
in this figure the employees feel that adequately compensate for their work at Haritha karma sena is (54,7%).No compensation below industry standards are (17.2%). (28.1%) is neutral.

TABLE 3.31
WORK - LIFE BALANCE

WORK- LIFE BALANCE	FREQUENCY	PERCENTAGE
YES,WORK- LIFE BALANCE IS ACTIVELY PROMOTED	51.6	51.6
NO,WORK DEMANDS OFTEN INTERFERE WITH PERSONAL LIFE	20.3	20.3
NEUTRAL	28.1	28.1
TOTAL	100	100.00

12. Does Haritha karma sena proiritize work- life balance for its employess?

64 responses



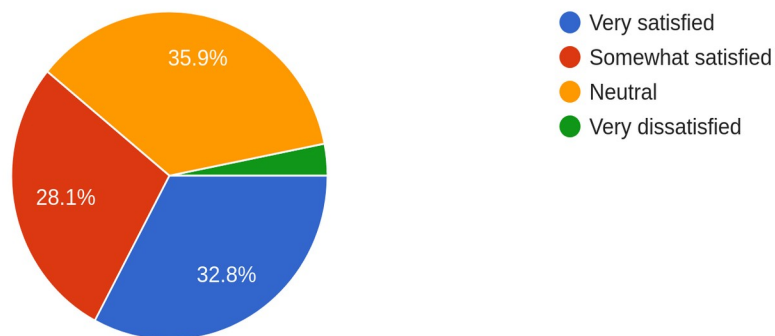
The Haritha karma sena proiritize the work-life balance for the employees is (51.6%). No work demands often interfere with personal life is (20.3%) and (28.1%) people are neutral.

TABLE 3.32
BENEFITS OF EMPLOYEES

BENEFITS OF EMPLOYEES	FREQUENCY	PERCENTAGE
VERY SATISFIED	32.8	32.8
SOMEWHAT SATISFIED	28.1	28.1
NEUTRAL	35.9	35.9
VERY DISSATISFIED	0	0.00
TOTAL	100	100.00

13. How satisfied are employees with the benefits provided by Haritha karma sena (health care, employee perks)?

64 responses



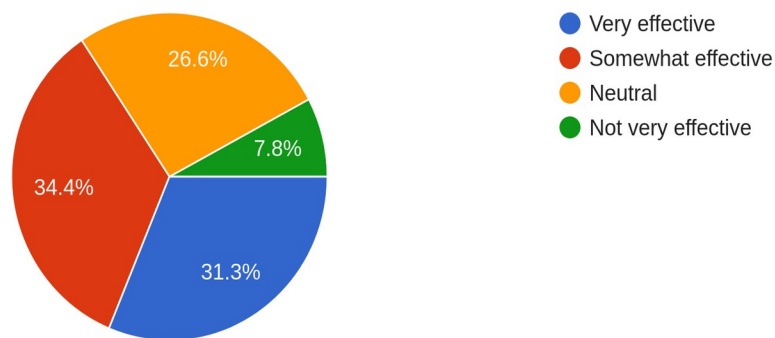
(32.8%) Employees satisfied with the benefits provided by Haritha karma sena and (28.1%) Employees are dissatisfied (35.9%) is neutral.

TABLE 3.33
 FEEDBACK AND SUGGESTIONS

FEEDBACK AND SUGGESTIONS	FREQUENCY	PERCENTAGE
VERY EFFECTIVE	31.3	31.3
SOMEWHAT EFFECTIVE	34.4	34.4
NEUTRAL	26.6	26.6
NOT VERY EFFECTIVE	7.8	7.8
TOTAL	100	100.00

14. How effective are the channels for employees to provide feedback and suggestions with in Haritha karma sena?

64 responses



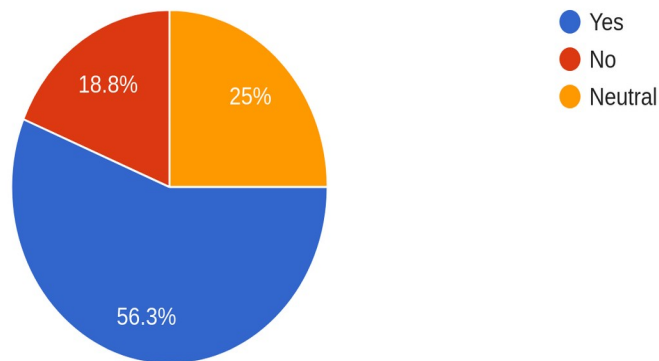
The Employees of (31.3%) are very effective by providing the feedback and suggestions with the Haritha karma sena. Somewhat effective employees are (34.4%). neutral of employees are (26.6%). And not effected is (7.8%).

TABLE 3.34
COMMUNICATION

COMMUNICATION	FREQUENCY	PERCENTAGE
YES	56.3	56.3
NO	18.8	18.8
NEUTRAL	25	25
TOTAL	100	100.00

15. Is communication within Haritha karma sena clear and transparent?

64 responses



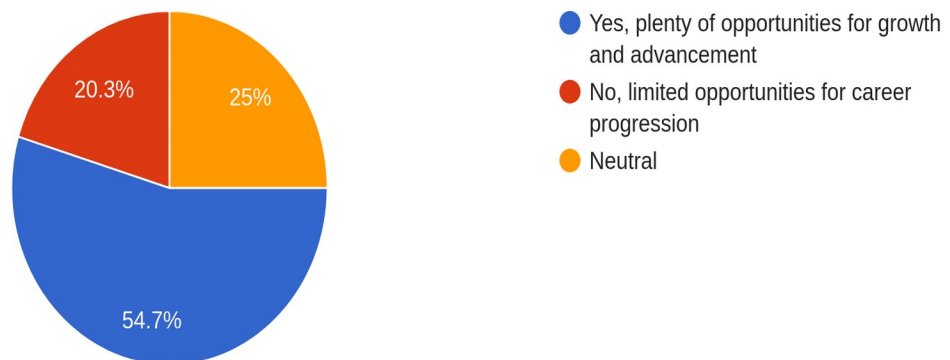
The clear and transparent communication Haritha karma sena is (56.3%). In (18.8%) is not clear and transparent communication and neutral is (25%).

TABLE 3.35
CAREER ADVANCEMENT

CAREER ADVANCEMENT	FREQUENCY	PERCENTAGE
YES,PLENTY OF OPPORTUNITIES FOR GROWTH AND ADVANCEMENT	54.7	54.7
NO,LIMITED OPPORTUNITIES FOR CAREER PROGRESSION	20.3	20.3
NEUTRAL	25	25
TOTAL	100	100.00

16. Are there sufficient opportunities for career advancement within Haritha karma sena?

64 responses



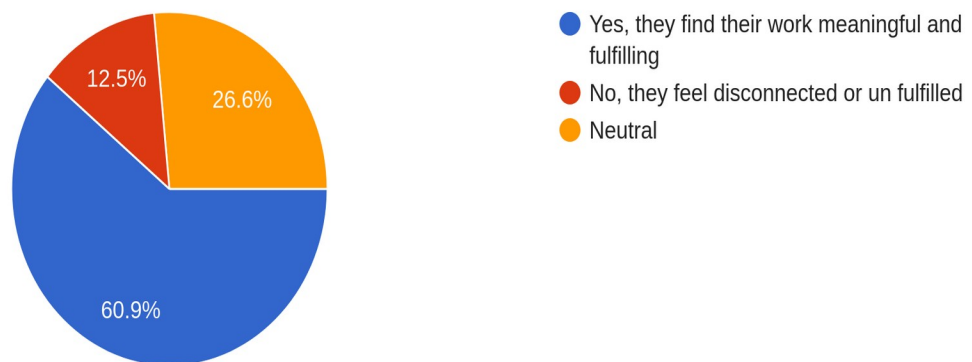
The sufficient opportunities for career advancement within Haritha karma sena is (54.7%). (20.3%) is not limited opportunities for career progression and (25%) is neutral.

TABLE 3.36
PURPOSE AND FULFILLAMENT OF HARITHA KARMA SENA

PURPOSE OF FULFILLAMENT OF HARITHA KARMA SENA	FREQUENCY	PERCENTAGE
YES,THEY FIND THEIR WORK MEANINGFUL AND FULFILLING	60.9	60.9
NO,THEY FEEL DISCONNECTED OR UNFULFILLED	12.5	12.5
NEUTRAL	26.6	26.6
TOTAL	100	100.00

17. Do employess feel a sense of purpose and fulfillment in their work at Haritha karma sena?

64 responses



Employees feels the sence of purpose and fulfillment in their work learn level is (60.9%). Not they feel disconnected or unfulfilled is (12.5%) then (26.6%) is neutral.

CHAPTER – 4

FINDINGS AND SUGGESTIONS

FINDINGS:

1. Service Satisfaction:

- Majority of customers are very satisfied with the services provided by Haritha Karma Sena.

2. Effectiveness in Addressing Environmental Issues:

- Opinion varies, with some customers rating Haritha Karma Sena as highly effective while others perceive it as moderately effective.

3. Impact on Environmental Conservation:

- Opinion varies, with some customers acknowledging significant positive impact while others perceive only minor or no impact.

4. Communication and Responsiveness:

- Most customers are either very satisfied or somewhat satisfied with the communication and responsiveness of Haritha Karma Sena.

5. Improvement in Waste Management Practices:

- Mixed responses, with some customers observing significant improvements while others noting minor or no noticeable changes.

6. Likelihood of Recommendation:

- Majority of customers are either very likely or somewhat likely to recommend Haritha Karma Sena's services to others.

7. Community Involvement:

- Opinion varies, with some customers believing Haritha Karma Sena actively involves the community while others perceive involvement to be lacking.

8. Overall Impact:

- Majority of customers are either very satisfied or somewhat satisfied with the overall impact of Haritha Karma Sena's activities on the environment and community well-being.

9. Encounter of Challenges or Issues:

- Responses vary, with some customers encountering issues that were promptly addressed, while others found issues unresolved or encountered no issues.

10. Overall Experience:

- Opinion varies, with some customers rating their overall experience as excellent or good, while others rate it as average, below average, or poor.

SUGGESTIONS:

1. ***Capacity Building:*** Provide regular training and skill development programs for Sena members to enhance their capabilities and efficiency in delivering services.
2. ***Employee Engagement:*** Foster a positive work environment by promoting open communication, recognizing achievements, and involving employees in decision-making processes.
3. ***Customer Feedback Mechanism:*** Establish a systematic feedback mechanism to gather insights from customers regarding the quality of services provided by Harithakarma Sena, and use this feedback to make necessary improvements.
4. ***Diversification of Services:*** Explore opportunities to expand the range of services offered by Harithakarma Sena to cater to a wider customer base and increase revenue streams.
5. ***Community Engagement:*** Strengthen community engagement initiatives to raise awareness about Harithakarma Sena's services and foster a sense of ownership and participation among community members.
6. ***Sustainability Practices:*** Implement sustainable practices in the operations of Harithakarma Sena, such as waste management and eco-friendly initiatives, to contribute to environmental conservation efforts.
7. ***Collaboration and Networking:*** Foster collaborations with local businesses, government agencies, and NGOs to leverage resources, expertise, and opportunities for mutual benefit.
8. ***Performance Monitoring:*** Establish Key Performance Indicators (KPIs) to regularly monitor the performance of Harithakarma Sena and track progress towards achieving organizational goals.

9. ***Regular Evaluation:*** Conduct periodic evaluations to assess the effectiveness of implemented recommendations and make adjustments as necessary to ensure continuous improvement.

CONCLUSION

The evolution of Harithakarma Sena in Kudumbashree in Ernakulam, with a focus on Tripunithura, highlights its structural development and operational functions. Additionally, assessing employee satisfaction within the Sena is crucial for understanding its workforce dynamics. Moreover, evaluating customer satisfaction provides insights into the effectiveness of the services offered by Harithakarma Sena. By addressing these objectives, a comprehensive understanding of Harithakarma Sena's evolution and its impact on both employees and customers can be achieved.

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APPENDIX

CONSUMER SIDE

1. Does Haritha Karma Sena have a hierarchical structure?

-Yes

-No

2. Are grassroots volunteers involved in local-level initiatives?

- Yes.

-No

3. Are there supervisors or managers at the regional level?

- Yes.

-No

4. Does Haritha Karma Sena have a central governing body at the national level?

- Yes.

-No

5. Are overall goals and policies set by the central governing body?

- Yes.

-No

6. Does Haritha Karma Sena ensure consistency in operations across different regions?

- Yes

-No

7. Can factors such as population density influence the structure of Haritha Karma Sena in different regions?

- Yes.

-No

8. How satisfied are you with the services provided by Haritha Karma Sena?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

9. How would you rate the effectiveness of Haritha Karma Sena in addressing environmental issues in your community?

- a) Highly effective
- b) Moderately effective
- c) Neutral
- d) Somewhat ineffective
- e) Highly ineffective

10. Do you feel that Haritha Karma Sena's initiatives have positively impacted environmental conservation efforts in your area?

- a) Yes, significantly
- b) Yes, to some extent
- c) Neutral
- d) No, not really
- e) No, not at all

11. How satisfied are you with the communication and responsiveness of Haritha Karma Sena when addressing your concerns or inquiries?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

12. Have you observed any improvements in waste management practices or cleanliness in your community as a result of Haritha Karma Sena's efforts?

- a) Yes, significant improvements

- b) Yes, minor improvements
- c) No, no noticeable changes
- d) No, conditions have worsened
- e) Not applicable

13. How likely are you to recommend Haritha Karma Sena's services to others in your community?

- a) Very likely
- b) Somewhat likely
- c) Neutral
- d) Somewhat unlikely
- e) Very unlikely

14. Do you believe that Haritha Karma Sena effectively involves the community in its environmental initiatives?

- a) Yes, actively involves the community
- b) Yes, to some extent
- c) Neutral
- d) No, community involvement is lacking
- e) No, community involvement is non-existent

15. How satisfied are you with the overall impact of Haritha Karma Sena's activities on the environment and community well-being?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

16. Have you encountered any challenges or issues with Haritha Karma Sena's services or initiatives?

- a) Yes, and they were promptly addressed
- b) Yes, but they were not addressed satisfactorily
- c) No, encountered no issues
- d) Not applicable

17. How would you rate your overall experience with Haritha Karma Sena?

- a) Excellent

- b) Good
- c) Average
- d) Below average
- e) Poor

EMPLOYEE SIDE

1. Does Haritha Karma Sena adapt its structure to address specific environmental issues?
 - Yes
 - No
2. Are members provided with opportunities to participate in decision-making processes?
 - Yes
 - No
3. Does Haritha Karma Sena ensure accountability and transparency within its organizational structure?
 - Yes
 - No
4. Does Haritha Karma Sena undertake projects such as waste segregation and tree planting drives at the local level?
 - Yes
 - No
5. Does Haritha Karma Sena support the capacity building of its members?
 - Yes
 - No
6. Does Haritha Karma Sena collaborate with other organizations and government agencies?
 - Yes
 - No
7. Are there future goals for the expansion and development of Haritha Karma Sena?

- Yes

-No

8. Are employees satisfied with the opportunities for professional development and training provided by Haritha Karma Sena?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

9. How satisfied are employees with the recognition and rewards they receive for their contributions?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

10. How would employees rate the work environment at Haritha Karma Sena?

- a) Supportive and collaborative
- b) Neutral
- c) Stressful and competitive

11. Do employees feel adequately compensated for their work at Haritha Karma Sena?

- a) Yes, compensation is fair and competitive
- b) No, compensation is below industry standards
- c) Neutral

12. How satisfied are employees with the benefits provided by Haritha Karma Sena (e.g., healthcare, employee perks)?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral
- d) Somewhat dissatisfied
- e) Very dissatisfied

13. Does Haritha Karma Sena prioritize work-life balance for its employees?

- a) Yes, work-life balance is actively promoted
- b) No, work demands often interfere with personal life
- c) Neutral

14. How effective are the channels for employees to provide feedback and suggestions within Haritha Karma Sena?

- a) Very effective
- b) Somewhat effective
- c) Neutral
- d) Not very effective
- e) Not effective at all

15. Is communication within Haritha Karma Sena clear and transparent?

- a) Yes, communication is clear and transparent
- b) No, communication is often unclear or lacking
- c) Neutral

16. Are there sufficient opportunities for career advancement within Haritha Karma Sena?

- a) Yes, plenty of opportunities for growth and advancement
- b) No, limited opportunities for career progression
- c) Neutral

17. Do employees feel a sense of purpose and fulfillment in their work at Haritha Karma Sena?

- a) Yes, they find their work meaningful and fulfilling
- b) No, they feel disconnected or unfulfilled
- c) Neutral