

List of Abbreviations

ACMS-Assam Cha Mazdur Sangh

AITUC-All India Trade Union Congress

ANOVA- Analysis of Variance

BHEL-Bharat Heavy Electricals Limited

BMI-Body Mass Index

BMS-Bhartiya Mazdoor Sangh

CBMU-Cha Bagan Mazdur Union

CITU-Centre of Indian Trade Union

CPI-Consumer Price Index

CTC-Curl, Tear and Curl

CV-Curriculum Vitae

DA-Dearness Allowance

DBITA -Doors Branch of Indian Tea Association

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EQ- Emotional Quotient

ETP- Ethical Tea Partnership

FERA-Foreign Exchange Regulations Act

FMS-Faculty of Management studies

HMS-Hind Mazdur Sabha

HRA-Human Resource Accounting

HRD- Human Resources Development

HRM-Human Resource Management
IIM-Indian Institute of Management
IIPM- Indian Institute of Personnel Management
ILO-International Labour Organisation
INTUC-Indian National Trade Union Congress
IQ- Intelligence Quotient
IR-Industrial Relations
ITA-Indian Tea Association
IT-Information Technology
ITPA-Indian Tea Planters Association
LO -Labour Officers
LPG-Liberalization, Privatization and Globalization
MBO-Management by Objective
MDI-Management Development Institute
NBMR-North Bengal Mounted Rifles
NCL-National Commission on Labour
NEITPBA-North East India Tea Plantation Bonus Agreement
NILM- National Institutes of Labour Management
NTUC-National Trade Union Congress
NTUF- National Trade Unions Federation
NUPW-National United of Plantation Workers
PLA- Plantation Labour Act
PM-Personnel Management

RPO -Recruitment Process Outsourcing

SBI- State Bank of India

SPSS-Statistical Package for Social Sciences

STG-Small Tea Growers

TBI-Tea Board of India

UK-United Kingdom

UPASI- United Planters Association of South India

WBCSU-West Bengal Cha Sramik Union