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An Examination of the Impact of Organizational Policy on Employee

Productivity in Kentucky Fried Chicken in the United Kingdom.

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MA Business Management

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1. INTRODUCTION

1.1 Background to the study

An organization is an association of people with similar interests or having a particular goal. An organization is a group of individuals working together to achieve predetermined goals (Surbhi 2007). It can be viewed as a social structure that includes all formally recognized human interactions. The organization includes task alignment with respect to the company's ultimate aim and the division of labor among personnel.

When designing a policy, an organization is regarded as an entity or association made up of several interconnected pieces that must be coordinated for efficiency and effectiveness. The interconnected pieces parts of organizational policy regulate how policies are developed, put into practice, adopted, and evaluated. However, in order to prevent potential conflicts between management and employees, it is crucial for management to consider employee input when developing these integrated parts of organizational policy. Employees, however, want to be actively involved in and dedicated to the business when their opinions are taken into account while developing new policies or revising those that already exist. The established policies in an organization greatly influence and direct the flow and coordination of operations and activities (Huffman, King & Reichelt, 2017). It has been established through various types of research that engaging the employee in policy formulation improves their attitude toward work duties. As a result, attitudes are now recognized as systems or standards that are ingrained in employees and provide them with guidance on how to behave. When employees' attitudes are in line with organizational policy, they provide more to the organization. However, when management assumes that employees understand and are familiar with organizational policy and norms, disputes or resistance to those policies might arise (Kingsly, 2018). In addition, organizational policy norms including role specificity, corporate culture, corporate education, and organizational assistance should be properly oriented. Researchers have hypothesized, however, that organizations with highly engaged employees are more likely to achieve a significant competitive edge over those with less engagement. However, when a person loves participating in the organization, this will increase their productivity. Actually, it is reasonable to infer that the higher an employee's productivity, the higher their level of engagement with the company.

The goal of this project proposal is to investigate how organizational policy affects employee productivity, with a focus on how various policies affect productivity levels and the identification of the most productive policies. In order to provide a thorough understanding of the relationship between organizational policies and employee productivity, the study will be done through surveys and interviews with employees from a particular. The findings of this study will offer insightful information to organizations seeking to increase worker productivity and establish more productive working conditions.

1.2 Introduction

KFC (Kentucky Fried Chicken) is a fast food chain that specialized in fried chicken and its headquarter is in Louisville, Kentucky. KFC is the second largest restaurant chain with over 22,600 locations in 150 different countries. The restaurant also have other brands like Yum! Brand, Pizza Hut and Taco bell Brands.

The research will be focusing on Kentucky Fried Chicken UK (Newcastle).

1.3 The Research Problem

According to Noble (2009), employees who have negative perceptions of their workplace occasionally experience work-related stress and it is important that employers look into this. Opperman (2002) was of the opinion that working environments consist of any procedures, programs, equipment, etc, or other factors at the workplace that impact a worker's level of productivity. Elements such as regulations, work culture, norms, working relationships, available resources, settings, and internal and external environments play a crucial role in how employee function in their job. This research proposal will aim to look at how organizational policy affects employee productivity.

1.4 Research aim

This research project's goal is to find out how KFC organizational policies affect workers' productivity.

1.5 Research Objective

To evaluate the connection between organizational policies and worker productivity.

To identify particular organizational policies that influence employee productivity in a favorable or unfavorable way.

To analyze the differences in performance between employees with the different levels of organizational policy information.

To determine the impact of the organization's policy on employee engagement and productivity.

2. LITERATURE REVIEW

2.1 INTRODUCTION

The literature review section will attempt to discuss the various literature related to an organizational policy that has an impact on employee productivity. This section will look at the conceptual definition of key terms and theoretical reviews that cover the research topic.

2.2 Conceptual Definition

This subsection provides definitions of key terms like organizational policy and employee productivity from various sources.

2.2.1 Organizational policy

Organizational policy and employee productivity has dominated the research realm of psychology and organizational behavior. Organizational policies are essential because they promote employee accountability and a collaborative work environment Yaya (2019). All significant choices and acts, as well as all activities that take place within their defined bounds, are intended to be influenced by and determined by policies. This is largely due to the instrumental character of both important ideas in determining the overall effectiveness of the organization. Organizational policies are directives that assist employers in managing the well-being, accountability, and dependability of employees as well as their interactions with clients or consumers. The organizational policy is a declaration of the values, norms, and procedures that the organization adheres to in order to achieve a specific goal. Organizational policies spell out what you demand of your staff. These could be connected to conduct, values, or performance. The repercussions of breaking the regulations are outlined in the corporate policies, which can also act as a warning to employees. Accepting employee contributions is important, but organizational policies also need to be reviewed before being put into action (Chiemeke 2018). Encouragement of employee dedication is therefore crucial.

2.2.2 Employee Productivity

According to Sinha (2001) the inclination and broadmindedness of the employees themselves to do their jobs are key factors in productivity. He continued by saying that having employees that are eager and ready to work could promote employee productivity, which in turn raises productivity. Being efficient and effective are included in the performance measure of productivity. Therefore, it is crucial to identify productive employees. According to Bhatti and Qurish (2007), productivity is a performance indicator that includes both effectiveness and efficiency. Employee productivity is a measurement of the value produced by a single employee over the course of a given period.

2.3 Theoretical Review of Literature

It has been demonstrated that organizational policy has a direct impact on employee level of productivity. This claim was supported by a variety of management theories. These theories include.

2.3.1 Goal-setting Theory

John Edwin Locke came up with this theory in 1968. According to Lock, individual objective and interest have a high role to play in motivating him to perform more. Employees must be included in the development of common goals, get frequent performance reviews, and be able to understand role objectives clearly. The management of processes, the provision of adequate resources, and workplace training will also require time and effort. In order to motivate the organization to perform at its best, it is important that managers and supervisors show compassion and human side of the business. The fundamental idea here is to foster human connections by providing each employee with individualized support and encouragement (Salaman et al, 2005).

2.3.2 Expectancy Theory

Victor H. Broom came up with this theory in 1964. When workers or individual anticipated that a particular action will have a significant impact and such impact will have a negative or positive outcome the strength to behave in a particular way will depend on the anticipated outcome. Appeal of that outcome to the individual. It proposed that an individual will behave or act in a certain way because they are motivated to select a specific behavior over others due to what they expect the result of that selected behavior will be. Expectancy theory says that an employee can be motivated to perform better when there is a belief that better productivity will lead to good productivity appraisal and shall result in the realization of personal goals in the form of some reward future events (Pandey 2017).

2.3.3. Frederick Herzberg's Theory

Herzberg's Hygiene Theory propounded that people motivation can change during the course of their lives. He pointed out the difference between motivation variables, which provide positive gratification and hygiene elements which do not motivate when present but can lead to demonization when absent. Herzberg was of the opinion that certain traits are linked to what makes an individual to have job satisfaction, whereas other job characteristics are linked to job unhappiness. Therefore, removing unhappiness won't always result in satisfaction, and vice versa. The factors that drive people can change during their life. He made a distinction between motivator elements, which produce positive gratification, and hygiene factors, which, while present, do not motivate but, when absent, produce demonization.

3 RESEARCH METHODOLOGY

3.1 INTRODUCTION

This section will highlight the research methodology and procedure that will be used to obtain research data for this study. The study setting, study population, sample and sampling procedure, data collection procedure, data collection procedure and method of data analysis are all described in this chapter.

3.1.1 Research Design

A study design is a detailed plan of steps and techniques used by researchers to collect data on a particular topic, analyze it, and present the findings more rationally and intelligently (Lewis,

2015). The correlation method will be used in the research, which will take place in an organizational environment. This is so that the research goal may be examined: what effect does organizational policy have on worker productivity? The best approach for demonstrating the connection between two or more variables is the correlation method. Due to its significance in merging qualitative and quantitative approaches for data gathering and analysis, this approach was taken into consideration. According to Gravetter and Forzano (2010), the correlational method entails measuring variables for each participant to produce scores. In order to summarize and understand these measurements, statistics were applied to their numerical values.

3.1.2 Research Population

A sample of 100 Kentucky Fried Chicken employees aged 18 to 25 will be used in this study's quantitative research approach to investigate the effect of organizational policy on employee productivity. Participants will be chosen through an online poll conducted by Kentucky Fried Chicken to determine how organizational policy affects worker productivity. Correlation analysis and descriptive statistics will be used to analyze the data.

3.1.2 Sampling and Procedure

In order to gather data on the topic of interest, sampling entails choosing a portion of a population to represent the complete population. The participant will work with organization staff. Only those who agree to be included will be. 100 employees from the organization, both male and female, will make up the sample frame for this study. Additionally, the participants will be chosen at random from among the age groups.

3.2 Method of Data Collection

Data will be collected using standardized questionnaires. The study will use questionnaires to enable data to be gathered within a short period (Creswell, 2013). In the world of research, articles that get published two-thirds are quantitative, these articles have used questionnaires because questionnaires have been validated, and they have a high aspect of giving high-quality research (Haradhan, 2020).

3.3 Data Analysis Method

The completeness of the data collected will firstly be checked before it will be further process. Version 24 of SPSS package will be used to edit the data and remove any error that may be present. The data will first be analyzed using a descriptive statistics in the form of frequency counts and presented in tables according to specific objectives and demographic attributes. Pearson correlation will be used to generate simple statistics needed to establish the degree and the direction of the relationship between the variables of study.

TIMESCALE

The estimated time scale will be giving below in the Ghant chart. This is subject to the project proposal being approved, the research will be divided in various phases as shown below.

	April'2023	May'2023	June'2023	June'2023	August'2023
Approval	■	■			
Introduction and Literature Review	■	■			
Questionnaire development and Pilot testing etc.			■		
Survey			■		
Quantitative analysis				■	
Conclusion Recommendation				■	
Correction Formatting and Recommendation					■

Conclusion

In conclusion, this research proposal will aim to examine the impact of organization policy on employee productivity. The research will look at several factors that can influence how organization policy impacts employee productivity, such as job design, work environment, management style, and team dynamics. By understanding the impact of organization policy on employee productivity, organizations would be able to create policies and procedures that would increase employee productivity.

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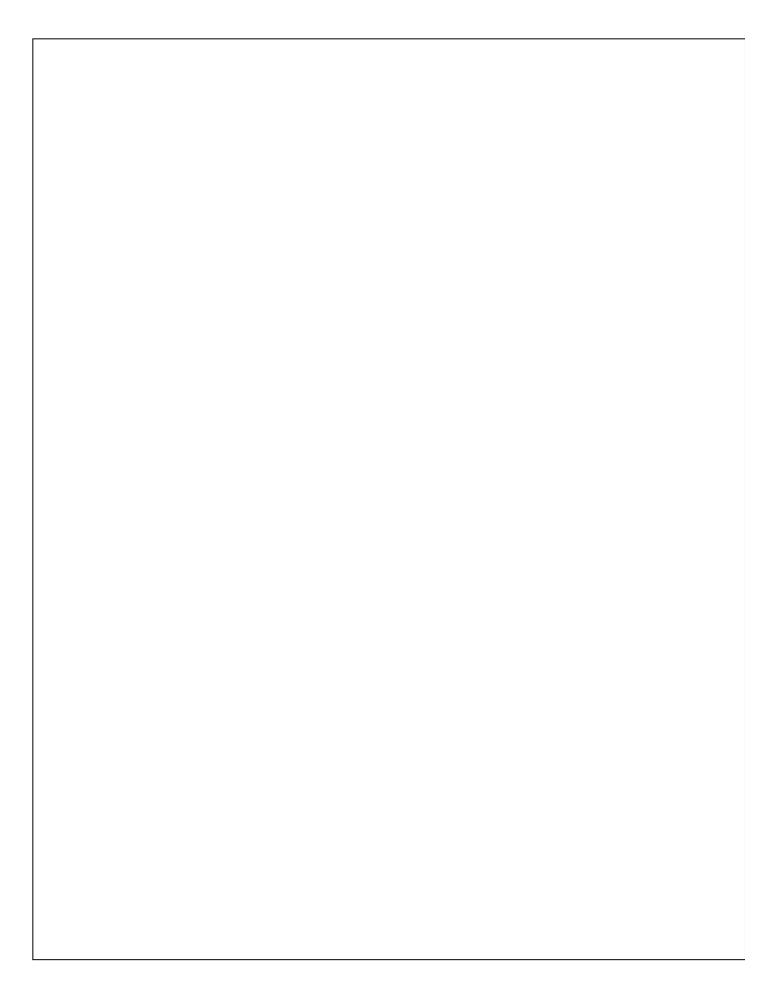
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