

A Project Report
On
“HUMAN RESOURCE MANAGEMENT”
AT
ACC LTD. GAGAL PLANT BARMANA, (HP)
SUBMITTED TO HP UNIVERSITY SHIMLA



In Partial Fulfillment of The Requirement For The Award Of The Degree
Of
BACHELOR OF BUSINESS ADMINISTRATION
IN SWAMI VIVEKANANDA GOVT. COLLEGE GHUMARWIN
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ACKNOWLEDGEMENT

Acknowledgement is an art, one can write glib stanzas without meaning a word, on the other hand one can make a simple expression of gratitude "I take the opportunity to express my gratitude to all of them who in some or other way helped me to accomplish this Project at **"ACC GAGAL WORK BARMANA (H.P)"**. No amount of written expression is sufficient to show my deepest sense of gratitude to them. I very sincerely acknowledgement my sense of reference to **Director HEIS Mr. Ram Krishan Bharti, Coordinator BBA Asst Prof. Rajender Kumar, Asst Prof. Swati Thakur of Swami Vivekananda Government College Ghumarwin** . I also express deepest gratitude to my family for their blessings and good wishes.

Date:-

Place:- Ghumarwin

Priya Sharma

DECLARATION

This is to certify that Project Report entitled ‘**HUMAN RESOURCE MANAGEMENT**’ at **ACC CEMENT WORK BARMANA (H.P)**” has been prepared by **PRIYA SHARMA** in partial of the requirement of the degree of **BACHELOR OF BUSINESS ADMINISTRATION**.

I hereby declare that all the information and fact produced here on based on my own findings of studies at “**HUMAN RESOURCE MANAGEMENT**” of “**ACC CEMENT WORK BARMANA (H.P)**”are original in nature. The content of report is true expression of my efforts on this topic. Any resemblance of earlier project report is purely co-incidental.

Student Signature

CERTIFICATE

This is to certify that the Project report entitled “**HUMAN RESOURCE MANAGEMENT**” for the award of the degree of Bachelor of Business Administration (BBA) from **Swami Vivekananda Govt. College Ghumarwin(H.P.)**, is a record of project report carried out by **Priya Sharma 6thsem Roll No-5190350022**, under my Supervision and guidance, no part of this report has been submitted to any other Degree/Diploma and this report may be taken for evaluation.

Sign of candidate

Sign of Guide

Sign of Co-ordinator (BBA)

Date:

Place: Ghumarwin

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CHAPTER-1

ACC 1: INTRODUCTION



Figure 1: ACC Cement Plant Barmana

The GAGAL Cement Project was initiated in October 1978. Construction work started in August 1980 and erection of machinery in October, 1981, on 12th March 1984 GAGAL Plant-1 was successfully commissioned and commercial production commenced with initial capacity of 5.6 lakh tones per annum, GAGAL Plant-II was commissioned in 1994 and present capacity of the plant is 4.4 MTPA of cement.

The plant is based on the most modern process of cement manufacture; namely a dry process suspension preheated kiln with preclaired.

The limestone is crushed in the crusher; it is then ground in the raw mill along with shale and iron ore to fine powder.

The ground material is blended to a uniform consistency and fed to the kiln system pulverized coal is fired in the kiln system to heat the material to a temperature of 1450 Deg.celcius. The material undergoes a series of chemical reactions to form a

clinker.

: HISTORY

ACC Limited is one of India's leading manufacturers of cement and ready-mix concrete with 17 cement factories, 75 ready mix concrete plants, over 6,700 employees, a vast distribution network of 50,000+ dealers & retailers and a countrywide spread of sales offices.

For over eight decades, ACC has earned the country's trust and goodwill through its valued product portfolio, ethical business practices and governance, focus on sustainable development, and its contributions to society.

Synonymous with cement and enjoying high equity in the Indian market, ACC has consistently set benchmarks in cement and concrete technology since its inception in 1936. From the Bhakra Nangal Dam in 1960 to the Mumbai-Pune Expressway, ACC cement is at the foundation of iconic landmarks across the country.

Anticipating customers' needs early and being able to serve them with innovative and differentiated products and solutions is a key aspect of its product strategy. ACC's brand architecture comprises the Gold range and Silver range of products assuring superior quality for general construction as well as for specialized applications and environments. The ready-mix concrete product range provides one-stop solutions from basic requirements to high grades of concrete to build the country's tallest structures.

Sustainability is an integral part of ACC's business strategy with its Sustainable Development 2030 plan focusing on four broad themes: Climate, Circular Economy, Water & Nature and People & Communities. Its corporate social responsibility efforts benefit local communities across the country by ensuring economic and social progress. ACC's earliest initiatives in community development date back to the 1940's – long before the term 'corporate social responsibility' was coined.

ACC was among the first Indian companies to include commitment to environmental protection as one of its corporate objectives. Since its inception, the company has continuously explored ways to make its business more planet-friendly and this concern is integrated into all activities of the value chain, from mining to sales to promoting the use of alternative fuels and resources, resulting in one of the lowest carbon footprints in its class.

In 2005, ACC Limited became a part of the reputed Holcim group of Switzerland. In 2015 Holcim Limited and Lafarge SA came together in a merger of equals to form Lafarge Holcim – the new world leader in the building materials industry.

: COMPANY PROFILE

ACC (ACC Limited) is India's foremost manufacturer of cement and concrete. ACC's operations are spread throughout the country with 3 regions, 14 modern cement factories, 19 Ready mix concrete plants, 19 sales offices, 54 area offices, 194 ware houses and several zonal offices. It has a workforce of about 9500 persons and a countrywide distribution network of over 10,000 dealers. ACC's research and development facility has a unique track record of innovative research, product development and specialized consultancy services. Since its inception in 1936, the company has been a trendsetter and important benchmark for the cement industry in respect of its production, marketing and personnel management processes. Its commitment to environment-friendliness, its high ethical standards in business dealings and its on-going efforts in community welfare programs have won it acclaim as a responsible corporate citizen. ACC has made significant contributions to the nation building process by way of quality products, services and sharing its expertise.

In the 71 years of its existence, ACC has been a pioneer in the manufacture of cement and concrete and a trendsetter in many areas of cement and concrete technology including improvements in raw material utilization, process improvement, energy conservation and development of high-performance concretes.

ACC's brand name is synonymous with cement and enjoys a high level of equity in the Indian market. It is the only cement company that figures in the list of Consumer Super Brands of India.

The company's various businesses are supported by a powerful, in-house research and technology backup facility - the only one of its kind in the Indian cement industry. This ensures not just consistency in product quality but also continuous improvements in products, processes, and application areas.

ACC has rich experience in mining, being the largest user of limestone, and it is also one of the principal users of coal. As the largest cement producer in India, it is one of the biggest customers of the Indian Railways, and the foremost user of the road transport network services for inward and outward movement of materials and products.

ACC has also extended its services overseas to the Middle East, Africa, and South America, where it has provided technical and managerial consultancy to a variety of consumers, and also helps in the operation and maintenance of cement plants abroad.

ACC is among the first companies in India to include commitment to environmental protection as one of its corporate objectives, long before pollution control laws came into existence. The company installed pollution control equipment and high efficiency sophisticated electrostatic precipitators for cement kilns, raw mills, coal mills, power plants and coolers as far back as 1966. Every factory has state-of-the art pollution control equipment and devices.

ACC demonstrates the practices of being a good corporate citizen undertaking a wide range of activities to improve the living conditions of the under-privileged classes living near its factories. The limestone is crushed in the crusher; it is then ground in the raw mill along with shale and iron ore to fine powder.

: ACTIVITIES OF VARIOUS DEPARTMENTS

A typical business organization may consist of the following main departments and these various departments of a company which help in the smooth and efficient operation of company: -

(a) HUMAN RESOURCE FUNCTION:

ACC has a large workforce of about 9000 people, comprising experts in various disciplines assisted by a dedicated workforce of skilled persons. ACC has clearly stated guidelines concerning recruitment, termination, career advancement, performance appraisal, professional and employee ethics and code of conduct. The company's personnel policies and processes enshrine equal opportunities to all and non-discrimination with regard to gender, caste, creed, ideology, or other opinion, whether social, political or religious. Also ensured is a due process for employee consultation and participation in organizational development and policy formulation.

(b) PRODUCTION FUNCTION:

ACC has a countrywide spread of 14 modern cement plants. This large network of manufacturing units consumes a wide spectrum of inputs-about 60,000 different items ranging from coal, gypsum, slag, packing material(bags), refractories, steel, grinding media, electrodes, cables, bearings, spares of various mechanical, electrical and instrumentation equipment, mining equipment and their spares and explosives.

(c) FINANCE FUNCTION:

ACC Board comprises executive, and nominee directors. This group is responsible for determining the objective and broad policies of the company- consistent with the primary objective of enhancing long term shareholder value. The Board meets once a month to other small groups of directors- comprising shareholders / investors grievance committee and audit of the board of directors- also meets once a month on matters pertaining to finance and share disciplines.

(d) MARKETING FUNCTION:

ACC has a unique track record of innovative research, product development and specialized consultancy services. It is an important bench mark of the cement industry in respect of marketing processes. ACC is proud of its many innovations over the years and realizes that innovativeness is an essential characteristic of leadership.

MISSION

*Our mission is to be the world's most
Respected and successful company in our industry
Creating value for all our stakeholders.*

VISION

*Our vision is to provide
Foundation for society's future*

Source: ACC website

: SWOT analysis of ACC cements

STRENGTHS

1. **Solid brand equity** – Winning the Super brand award multiple times is itself an achievement for ACC. ACC won the award in 2006 as well as 2007, showcasing that their customers are happy with them and the brand is trustworthy in the ultimate sense. In the cement industry, ACC cements is always touted as one of the top 3 brands – Ambuja, Ultratech and ACC.
2. **Awards** – ACC cements has been at the forefront of winning awards. It is already an ISO 9001 company recognized globally for its manufacturing practices. For the same, ACC cements has won the Golden peacock award for quality management as well as the Green marketing award for environmentally responsible manufacturing. Here is a list of all awards won by ACC cements.
3. **Far and wide distribution network** – ACC today boasts of dealers and distributors close to 9000 across India. This far and wide distribution network ensures that ACC reaches all corners of India.
4. **Numerous CSR initiatives** – ACC is known to do several CSR activities. One of them is the ACC scholarship which was started in February 2016 and is an excellent initiative. They have their own HIV and AIDS treatment centres and regularly promote socially responsible activities by releasing newsletters every quarter. ACC cements is also associated with United Nations global impact initiative for continuous improvement across the world. Here are more details about CSR by ACC.
5. **Maximum manufacturing plants** – ACC has the highest numbers of Manufacturing plants which are close to 17 whereas Ultratech and others have lesser.

WEAKNESSES

- 1. Advertising is poor** – Ambuja with its BTL ads is taking away the market rapidly. Recently Ambuja did an ATL ad with the Great Khali (WWE) and the ad was appreciated all across. Similarly, Ultra tech is known for its branding with the tagline “Engineers Ki pasand”. Overall, even though the manufacturing strength of ACC cements is strong, the advertising and push strategy is weak.
- 2. Losing brand equity** – Although ACC cements was the first brand to win the Super brand award in 2006 and 2007, Ultratech won the same award in 2011. This shows that Ultratech has won the brand equity which once belonged to ACC cements and the same is visible in statistics.
- 3. Presence in India only** – ACC is restricted with its presence in India and hence it faces competition from Ultratech which is exporting cement in huge quantity. With exports, Ultratech can increase its turnover to a good percentage.
- 4. Availability** – Many dealers complain that ACC has such good tie up with corporates, that during summers when there is massive construction going on, most cement goes to builders and the dealers are not able to sell. On the other hand Ultratech has a constant presence across the year and hence they favor Ultratech which has constant supply, over ACC which varies in its supply quantities.

OPPORTUNITIES

- 1. India growing in Infrastructure** – One of the major advantages of ACC cements is that it is a leading brand in the cement industry which is itself growing due to increasing demand of Infrastructure in India. With the rise in population and the rise in economic conditions, this demand will not lessen anytime sooner.
- 2. Brand activities** – By investing in branding activities for 1 or 2 years, ACC cements can easily gain back the market share as well as the brand equity and can become the leading brand in India. Sure, it faces competition by Ultratech, but Ultratech is a recent company whereas ACC has the heritage in India to support it.
- 3. Cement roads** – One of the most contributing factors to the growth of ACC cements will be its one product – Ready mix concrete. Because of Government's initiative to build Cement roads, RMC is more in demand and ACC is a brand known to be a pioneer in RMC.
- 4. Exports** – Its weakness can become its strength. ACC is already known for its quality in manufacturing. It can use the same strength to start exports across the world which will help its overall turnover and increase bottom line.
- 5. Government tie ups** – The more government tie ups it has, the more the company will grow.

THREATS

- 1. Market is becoming crowded** – ACC not only has to look at Ultratech and Ambuja cements. It also has to look Birla white, Binani, Ramco cements, and N number of different cement companies coming up. Where ACC majorly had to worry about a couple of players in the market a decade back, the market has suddenly opened to multiple companies.
- 2. Price competition** – Once a company enters price competition, its bottom line drops. And the same is the threat to ACC. Due to the number of brands available, ACC has to enter price competition which is affecting its bottom line.
- 3. Market share** – Once dealers start selling products which are lower in cost but better in quality, then the market share will slowly start to tilt. ACC and Ambuja are fighting for the 2nd level but both of them might lose market share to these small and regional players. Because they are regional and focused, these players can become strong in their regions.

Introduction of Human Resource Management

HRM is the strategic approach to effective and efficient management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives.

Human resource management is primarily concerned with the management of people within organization, focusing on policies and systems. HR department are responsible for overseeing employee benefits design employee recruitment, training and development, performance appraisal, and reward management, such as managing pay and employee benefits, benefits system.

DEFINITION

➤ ACCORDING TO FLIPO

“Human resource management is the planning, organizing, directing , and controlling of the procurement, development, compensation, integration, maintenance, and reproduction of the human resource to the end that individual, organization and societal objectives are accomplished”.

➤ ACCORDING TO FRENCH

“Human resource management is the recruitment, selection, development, and utilization of and accommodation to human resource by organizations. The human resource of an organization consist of all individuals regardless of their role who are engaged in any of the organization's activities”.

➤ According To George

“ Human resource management is a series of integrated decisions that form the employment relationship; their quality contributes to the ability of the

organization and the employees to achieve their objectives”.

➤ **According To Milkovich & Boudreau**

“Human resource management is a series of decision that affect the relationship between employee and employer: it affects many constituencies and is intended to influences the effectiveness of employee and employer”

Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bite antiquated), human resource management involves overseeing all things related to managing an organization’s human capital.

Human resource management is therefore focused on a number of major areas , including:

- **Recruiting and staffing**
- **Compensation and benefits**
- **Training and learning**
- **Labor and employee relations**
- **Organization development**

Due to the many areas of human resource management, it is typical for professionals in thus field to possess specific expertise in one or more areas. Just a few of the related career titles for HR professional include:

- **Training and development specialist**
- **Hr manger**
- **Benefits specialist**
- **Human resource generalist**
- **Employment services manager**
- **Compensation and job analysis specialist**
- **Training and development manager**
- **Recruiter**
- **Benefits counselor**
- **Personnel analyst**

A Closer Look at Human Resource Management

Human resource management involves developing and administering programs that are designed to increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer- employee relationship.

For most organization, agencies, and business, the human resources department is responsible for:

- **Managing job recruitment, selection, and promotion**
- **Developing and overseeing employee benefits and wellness programs**
- **Developing, promoting, and enforcing personnel and policies**
- **Promoting employee career development and job training**
- **Providing orientation programs for new hires**
- **Providing guidance regarding disciplinary actions**
- **Serving as a primary contact for work-site injuries or accidents**

Human resource management is about:

a) Addressing current employee concerns:

Unlike company manager who oversee the day-to-day work of employees, HR departments deal with employee concerns such as benefits, pay, employee investments, pension plans, and training. Their work may also include setting conflicts between employees or between employees and their manager.

b) Acquiring new employees:

The human resource management team recruits potential employees, oversees the hiring process (background checks, drug testing, etc.), and provides new employee orientation.

c) Managing the employee separation process:

HR manager team must complete s specific set of tasks if an employee quits, is fired, or is laidoff. Paperwork must be completed to ensure that the process was completed legally. Severance pay may be offered on negotiated, benefits must be settled, and access to company resources must be settled, and access to company resources must be severed via the collection of keys, badges, computers, or sensitive materials from employee.

d) Improving morale:

Effective HR teams encourage company employees to do their best, which contributes to the overall success of the company. Their work often involves rewarding employees for good performance and creating a positive work environment.

The Changing Shape Of Human Resource Management

Human resource management involves both strategic and comprehensive approach to managing people, as well as workplace culture and environment.

The role of human resource professionals is to ensure that a company's most important asset – its human capital- is being nurtured and supported through the creation and management of programs, policies, and procedures, and by fostering a positive work environment through effective employee-employer relations. The concept behind resource management is that employees who are subject to effective human resource management are able to more effectively and productively contribute to a company's overall direction, thereby ensuring that company goals and objectives are accomplished.

Today's human resource management team is responsible for much more than traditional personal or administrative tasks. Instead, members of human resource management team are more focused on adding value to the strategic utilization of employees and ensuring that employee programs are impacting the business in positive and measureable ways.

An August 2014 Forbs article explored the shifting of today's human resource management teams. More specifically, the article found that HR teams focused in things that don't add true value to the organization are often deemed reactive, uncreative, and lacking basic business understanding. On the other hand, HR professionals who want to be recognized as true business partners must see themselves as business people specialization in HR, not as HR people who advise a business.

Today's human resource managers/business partners must understood the workings of the business and be able to comfortably speak the language of business leaders in order to have a measured and proven impact on business objectives.

The Agenda of Today's Human Resource Management Team

Today's HR management team must focus their effort on five, critical areas, according to the forbs article:

- **Define and align organizational purpose:** A company's employees must be able to clearly articulate why the company exists in order to achieve a purpose-driven, sustainable, high- performing organization. Employees must also understand how their efforts connect, or align, with the organization's purpose.
- **Recruitment the best talent by creating, marketing, and selling an employee value proposition (EVP):** False marketing and misconceptions about an organization are some of the main reason why the employer-employee relationship fails. Therefore, companies must create, market ,and sell an EVP that is true and accurate as to not missed potential employees.
- **Focus on employee strengths:** companies must make every effort to understand what candidates and employees do best and put them into roles where they can play to their strengths as much as possible.
- **Create organizational alignment:** achievement must align with the organization's objectives so as build a successful and sustainable organization.
- **Accurately measure the same things:** All internal departments and employees must be measuring the same things as to achieve a definitive organizational result and to ensure that everyone knows exactly where the organization is at all times.

CHAPTER-2

Need and Objectives of the Study

- To take care to work life of employees from time they join the organization to the time they leave it, while ensuring their best cooperation while achieving organizational as well as personal goals.
- Liaison between top management and the employees.
- Arrange adequate manpower inventory.
- Offer training and development programs to enhance productivity.
- Device employees benefit schemes.
- Ensure and enhance quality of work life.
- Keep up ethical values and behavior amongst employees.
- To help the organization each its goals.
- To ensure effective utilization and maximum development of human resources.
- To ensure respect for human beings. To identify and satisfy the needs of individuals.
- To ensure reconciliation of individual goals with those of the organization.
- To achieve and maintain high morale among employees.
- To provide the organization with well trained and well motivated employees.
- To increase to the fullest the employee's job satisfaction and self actualization.
- To develop and maintain a quality of work life.
- To be ethically and socially responsive to the needs of society.
- To develop overall personality of each employee in its multidimensional aspect.
- To enhance employee's capabilities to perform and clarity in transaction of business.
- To include the sense of team spirit, team work and inter team collaboration.

Scope of Study

The scope of HRM is extensive and far-reaching. Therefore, it is very difficult to define it concisely. However, we may classify the same under following heads:

- **HRM in Personal Management:** This is typically direct manpower management that involves manpower planning, hiring (recruitment and selection), training and development, induction and orientation, transfer, promotion, compensation, layoff and retrenchment, employee productivity. The overall objective here is to ascertain individual growth, development and effectiveness which indirectly contribute to organizational development.

It also includes performance appraisal, developing new skills, disbursement of wages, incentives, allowances, traveling policies and procedures and other related course of actions.

- **HRM in Employee Welfare:** This particular aspects of HRM deals with working conditions and amenities at workplace. This includes a wide array of responsibilities and services such as safety services, health services, welfare funds, social security and medical services, it also covers appointment of safety officers, making the environment worth working, eliminating workplace hazards, support by top management, job safety, safeguarding machinery, cleanliness, proper ventilation and lighting, sanitation, medical care, sickness benefits, maternity benefits, unemployment benefits and family benefits.

It also relates to supervision, employee counseling, establishing harmonious relationship with employees, education and training. Employee welfare is about determining employees' real needs and fulfilling them with active participation of both management and employees. In addition to this, it also takes care of canteen facilities, crèches, rest and lunch rooms, housing and safety, recreation facilities, etc.

- **HRM in Industrial Relations:** Since it is a highly sensitive area, it needs careful interactions with labor or employee unions, addressing their grievances and settling the disputes effectively in order to maintain peace

and harmony in the organization. It is the art and science of understanding the employment (union–management) relation, joint consultation, disciplinary procedures, solving problems with mutual efforts, understanding human behavior and maintaining work relations, collective bargaining and settlement of disputes.

The main aim is to safeguarding the interest of employees by securing the highest level of understanding to the extent that does not leave a negative impact on organization. It is about establishing, growing and promoting industrial democracy to safeguard the interests of both employees and management. The scope of HRM is extremely wide, thus, cannot be written concisely. However, for the sake of convenience and developing understanding about the subject, we divide it in three categories mentioned above.

Research Methodology

In order to cope up with the emerging challenges due to tough global competitors, the way out for this is to procedure quality products at reasonable prices. This is possible only through an organization culture of quality consciousness and enhanced productivity. Optimal utilization of resources especially the human resources are one sure way of meeting this objective. That's why proper induction of an employee is very important.

STATEMENT OF THE PROBLEM:

The topic selected for the study is “human resource management” the main theme of project is the analysis and interpretation of practices of the employees using Human Resources Management process.

It is prepared to know whether the company is preparing well or not; performance of company and about its competitiveness by the analysis and interpretation of Human Resource Management process.

A critical study of the effectiveness of human resource management system and suggest ways for improvement. Problem lies in identifying relationship, mutual understanding between the management and the employees.

The human resource management system provides detailed information about person so that the management can take appropriate steps to improve and achieve the organization goals and help to maintain the smooth relationship between them.

RESEARCH DESIGN

Research design means a specific framework for controlling the data collection. The research is of descriptive in nature, which could provide an accurate picture of induction procedure conducted in the organization. Descriptive research includes surveys and fact-finding inquiries of different kinds. The research is of ex post facto nature in which researcher no control over the variables has. Statistical method lay stress on objectivity rather than rely on intuition and judgment and average & percentages can easily be calculated.

This statically method needs the collection of data in two forms

1. Primary data
2. Secondary data

PRIMARY DATA

The primary data are those, which are collected a fresh and for the first time, and thus happen to be original in character. The data on the required information is collected from actual persons using the product/ services. This data is more suited for the objective of the project.

SECONDARY DATA

The data which have already been collected by someone else or taken from published or unpublished source and which have been already been passed through the statistical process.

MODE OF DATA COLLECTION

The study is based on primary as well as secondary which includes primary data is collected through the Google forms questionnaire from employees of ACC LTD. The sample size is 50 employees of ACC GAGAL LTD. COMPANY. Sample was done on the basis of simple random sampling technique.

LIMITATIONS OF THE STUDY

- The time limit to complete the project was less.
- All data collection is based on books, internet and employees of ACC ltd. Company.
- The information provided by the companies is not very specified and clear in order to analyze the statement.
- The basic nature of these statements is historical and past can never be precise.
- Analysis of primary data is done on the assumption that the answers given by the respondents are true and correct.
- Most of employees are not ready to share the information.

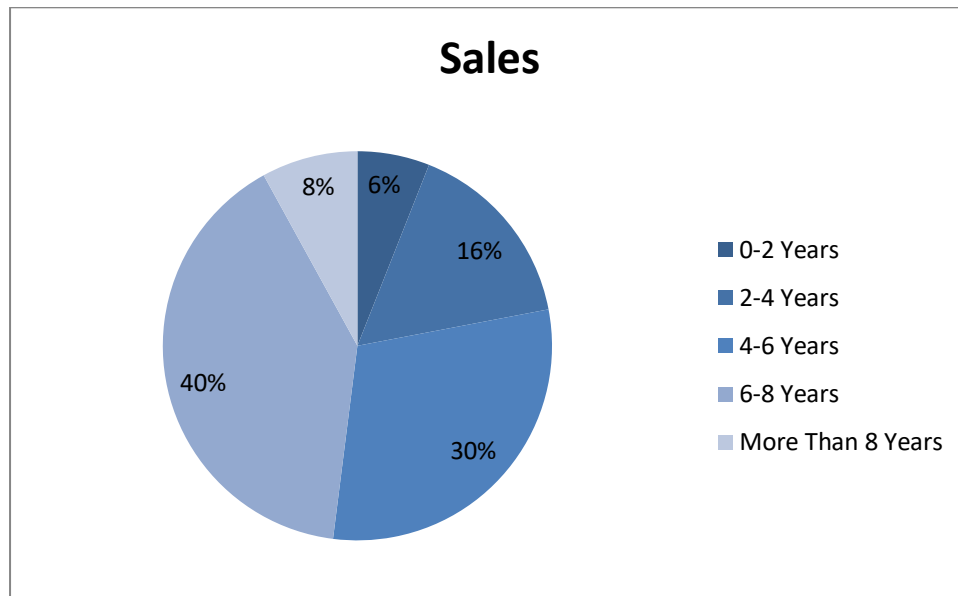
CHAPTER-3

Data analysis and Interpretation

1. How long you are working in the organization?

Table 3.1

Years	No. of Respondent	Percentage %
0-2 Years	3	6%
2-4 Years	8	16%
4-6 Years	15	30%
6-8 Years	20	40%
More Than 8 Years	4	8%
Total	50	100%



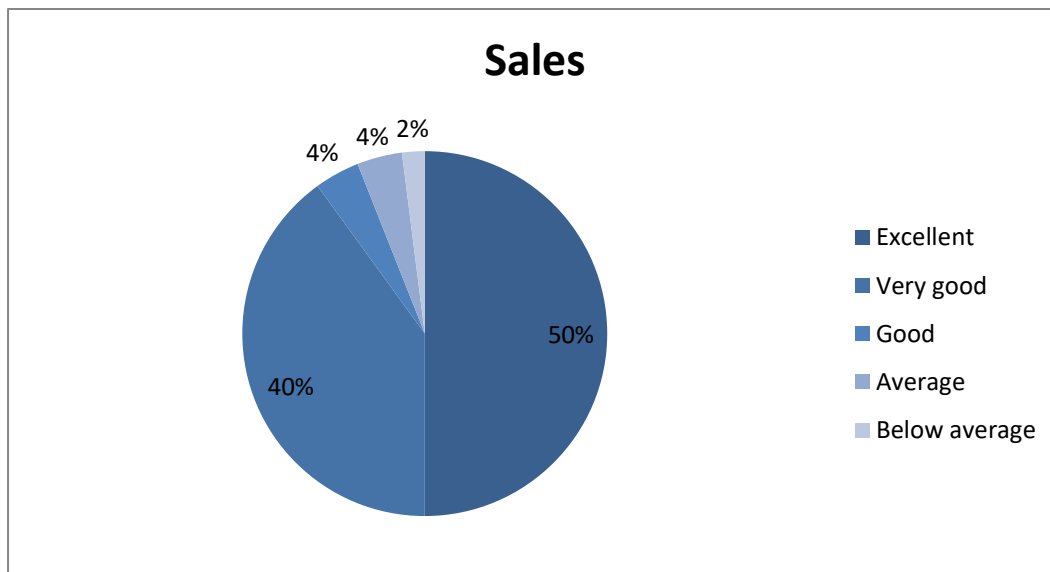
Graph 3.1

Interpretation : From the chart that 40% employees are working for 6-8 years. Even no. of employees working between 4-6 years is 30. That shows most of the employees are satisfied with their job. The attrition rate of company is very low. This indicates that employee are satisfied and it was found that employee to know while they are continuing in their company for more than 8 year and followed that they are overall satisfied.

2. What type of working environment is there in the organization?

Table 3.2

Working environment	No. of respondent	Percentage %
Excellent	25	50%
Very good	20	40%
Good	2	4%
Average	2	4%
Below average	1	2%
Total	50	100%



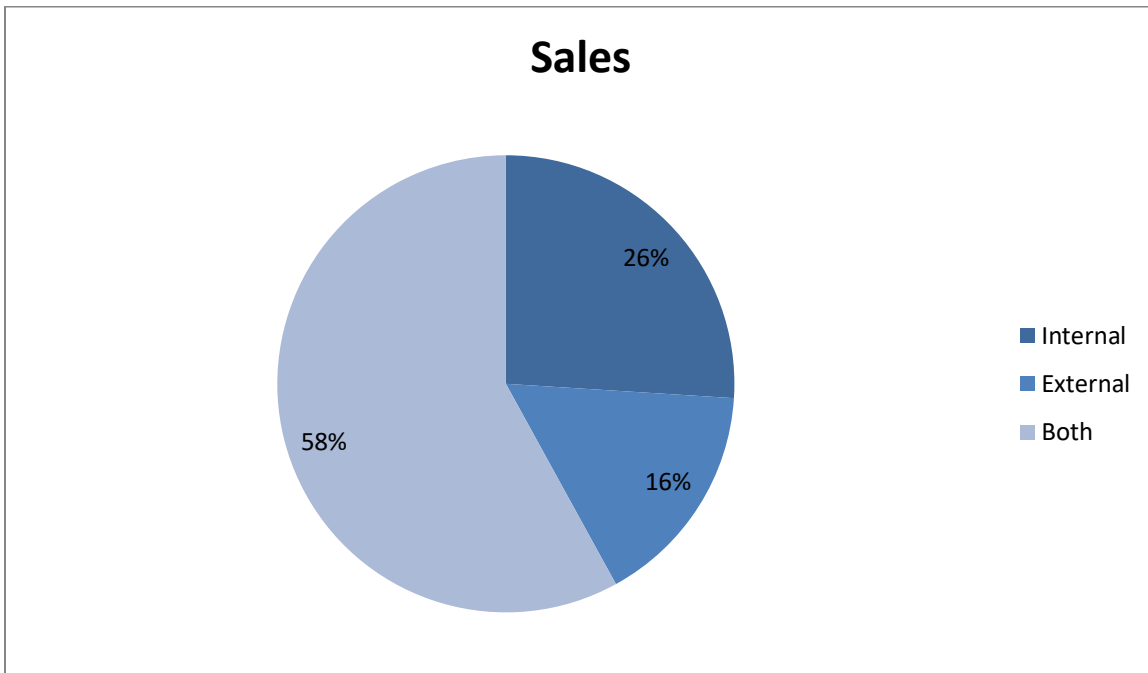
Graph 3.2

Interpretation : 50% of employee express as a excellent environment remain. From the remaining 50% about 40% says a very good job environment only about 10% feel average working environment is there.

3. What are the various sources of recruitment in your organization?

Table 3.3

Option	No. of respondent	Percentage %
Internal	13	26%
External	8	16%
Both	29	58%
Total	50	100%



Graph 3.3

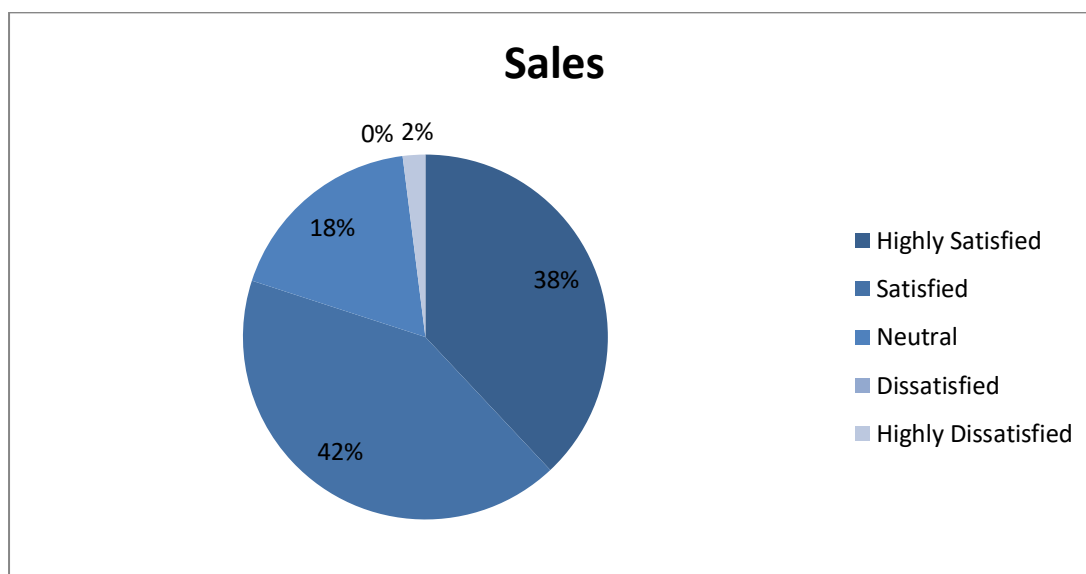
Interpretation:

About 58% of recruitment through both internal and external source and 26% of recruitment through internal source and 16% of recruitment through external source.

4. Are the employees are satisfied with the health, safety, and welfare facilities provided by the company?

Table 3.4

Option	No. of respondent	Percentage %
Highly Satisfied	19	38%
Satisfied	21	42%
Neutral	9	18%
Dissatisfied	0	0
Highly Dissatisfied	1	2%
Total	50	100%



Graph 3.4

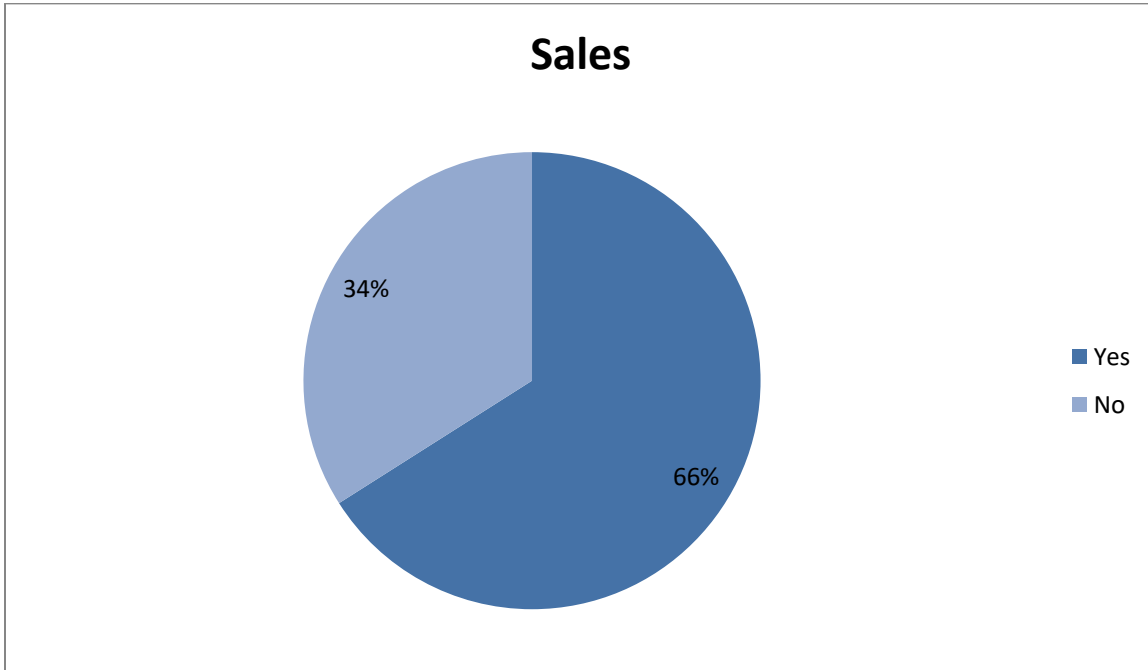
Interpretation:

It shows that 38% are highly satisfied and 42% are satisfied and 18% chose neutral and 2% of employees are dissatisfied. After further interviewing the respondent that there has to be further health check-up like cancer and other test health policy.

5. Are you satisfied with recruitment process of your company?

Table 3.5

Option	No. of respondent	Percentage%
Yes	33	66%
No	17	34%
Total	50	100%



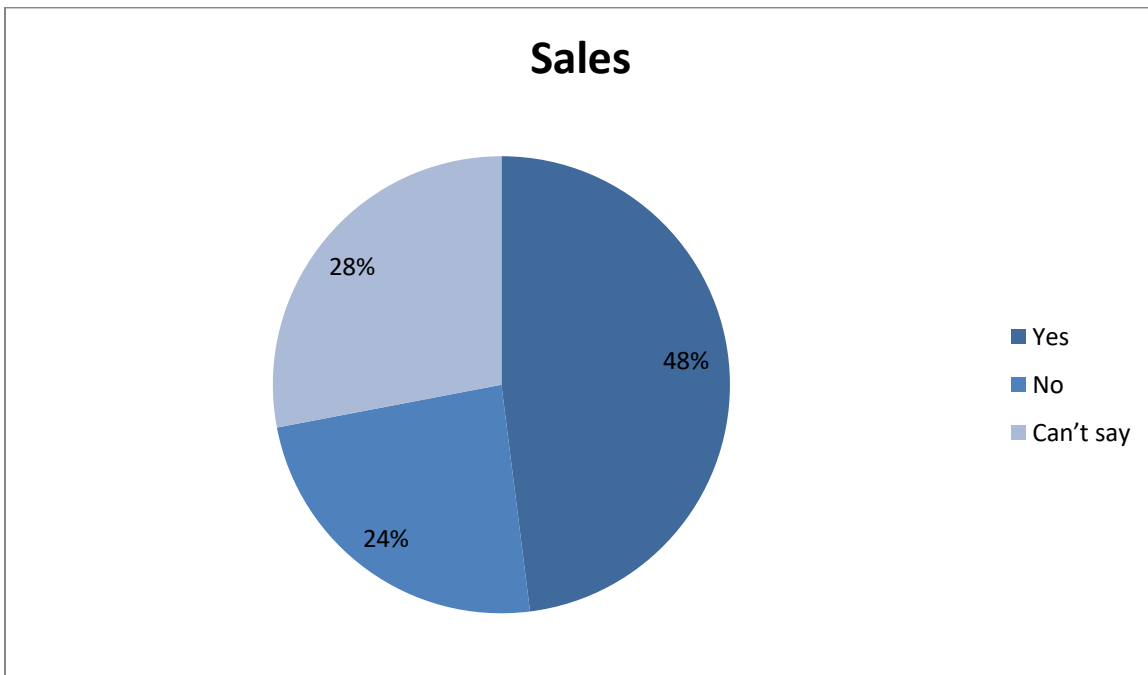
Graph 3.5

Interpretation:

About 66% of employee are satisfied with recruitment process in the company because as per their vacancy in the organization the manager check the CV of that candidate whatever they want from the candidate is to be there or not and then personal and technical interview and 34% are satisfied recruitment process as the candidate may have competence but it is not mention in the CV and may not have preferred were rejected well.

6. Are you satisfied with your organization salary increment policy?

Option	No. of respondent	Percentage%
Yes	24	48%
No	12	24%
Can't say	14	28%
Total	50	100%



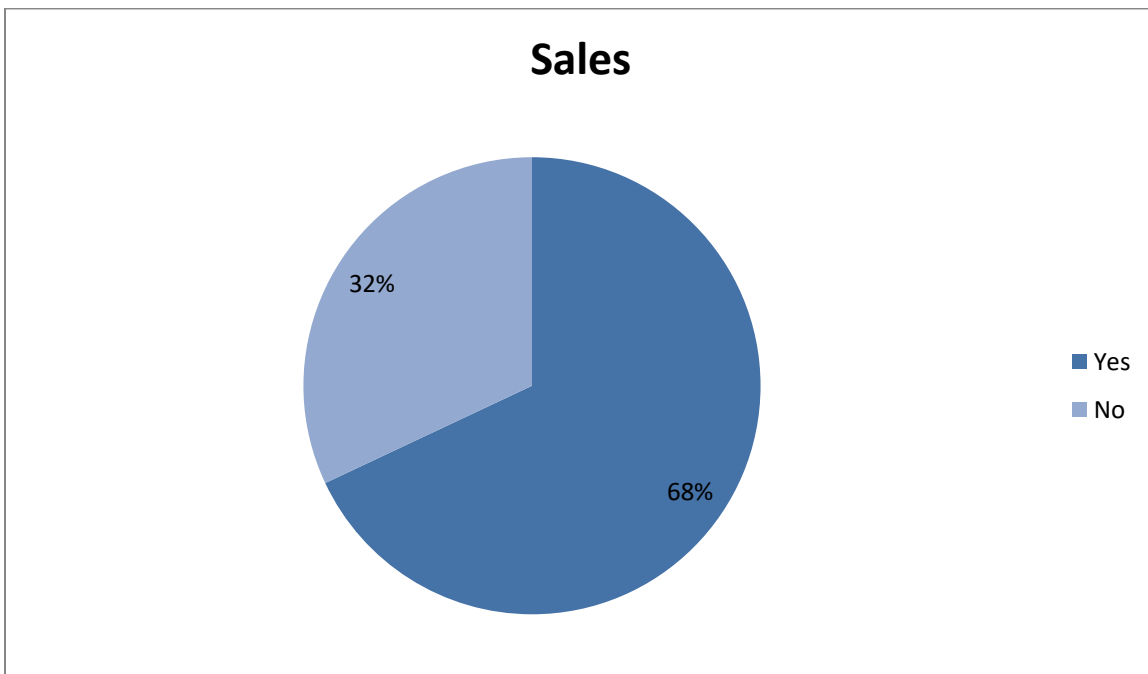
Graph 3.6

Interpretation:

About 48% of employee are satisfied the organization salary increment policy because most of the employee in the organization consider that the salary increment policy is good, 24% of employee are not satisfied the organization salary increment policy because most of the employee is not agree what increment they had given is not up to mark as per their profession and 28% of employee can't say anything because they want to do work what salary organization provide to the employee they are happy. So here alternative hypothesis is accepted.

7. Organization HR Executives fully aware of the business needs and strategies

Option	No. of respondent	Percentage%
Yes	34	68%
No	16	32%
Total	50	100%



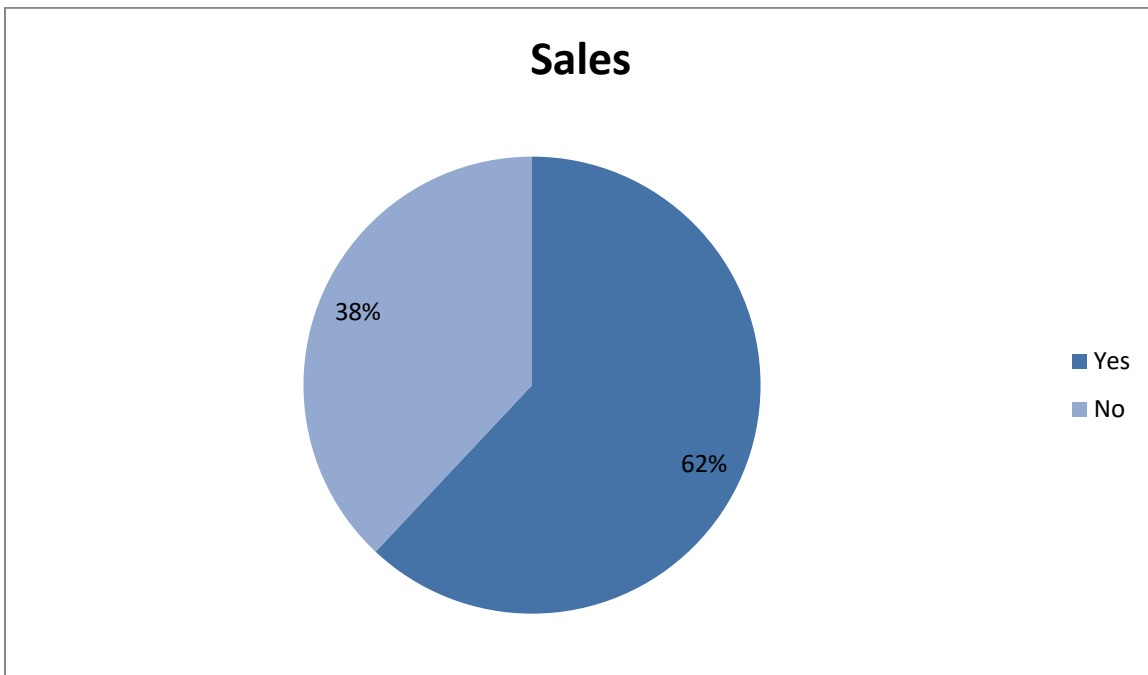
Graph 3.7

Interpretation:

About 68% of HR Executives are fully aware of the business needs and strategies in the organization because the HR executives should understand each and every things what are needs & strategies of the organization and 32% of HR Executives are not fully aware of the business needs & strategies in the organization. So here alternative hypothesis is accepted.

8. Efforts are taken to generate awareness amongst the employees about the organization's Financial Position, customer's needs, quality of product/service, cost etc.

Option	No. of respondent	Percentage%
Yes	31	62%
No	19	38%
Total	50	100%



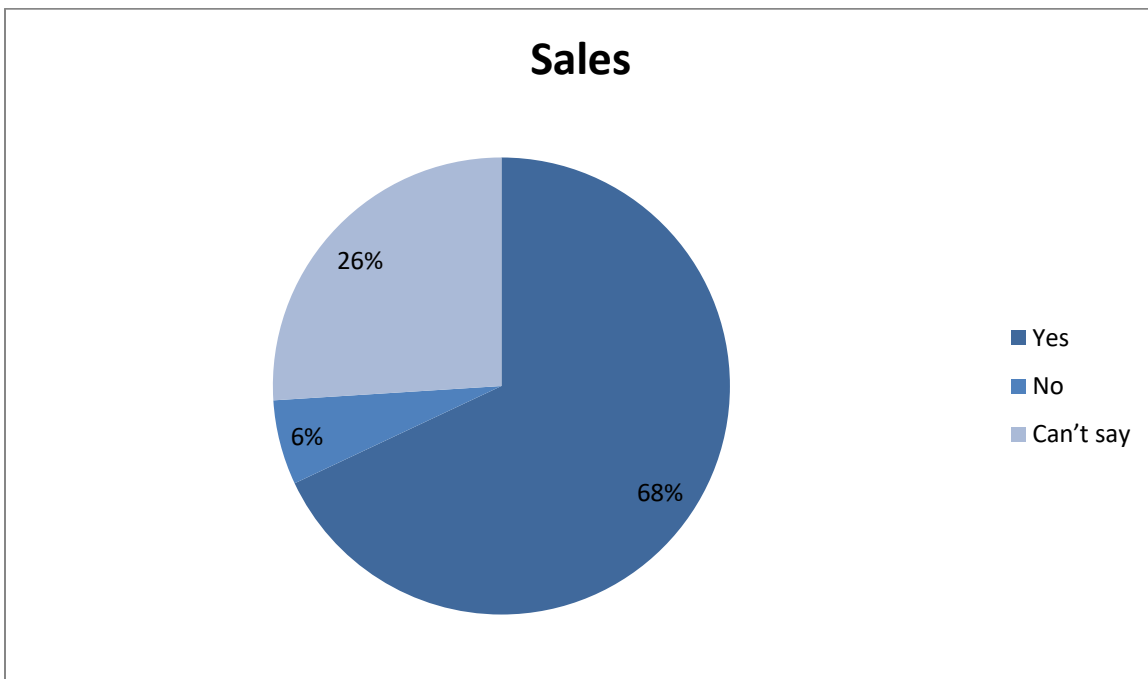
Graph 3.8

Interpretation:

About 62% of employee says 'yes' that efforts are taken in the organization to generate awareness amongst the employees and 38% of employee says 'no' that efforts aren't taken in the organization to generate awareness amongst them. So here alternative hypothesis is accepted.

9. Does the present performance appraisal meet your career advancement?

Option	No. of respondent	Percentage%
Yes	34	68%
No	3	6%
Can't say	13	26%
Total	50	100%



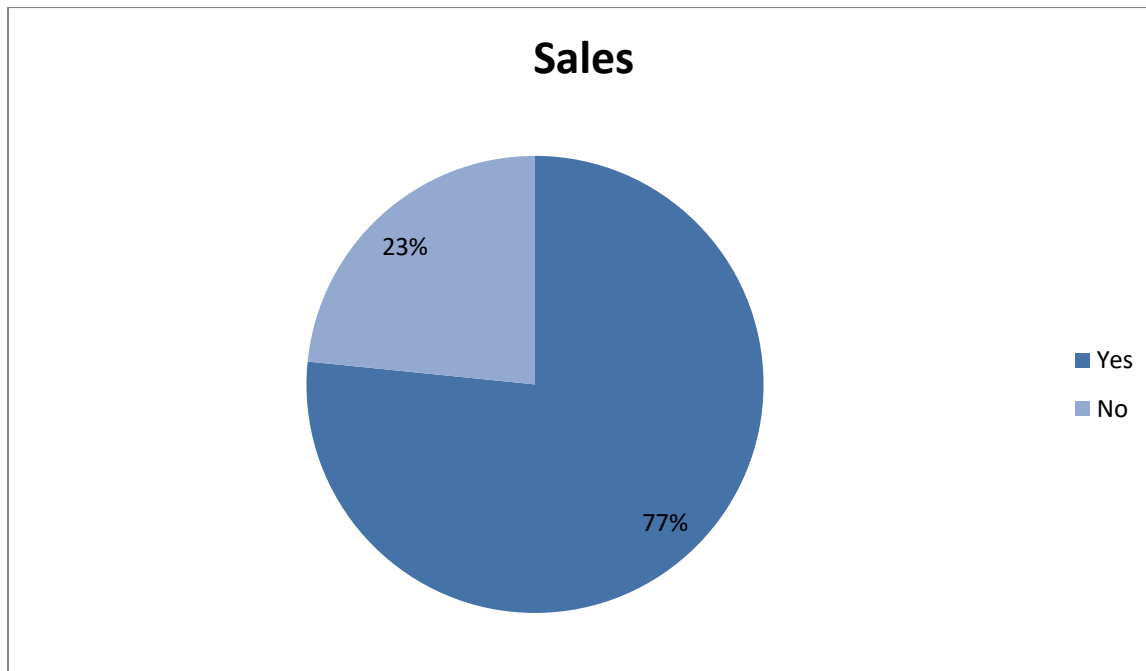
Graph 3.8

Interpretation:

About 68% of employee says 'yes' 6% of employee says 'no' and 26% of employee says can't say. So that present performance appraisal is used in the organization for charting their career planning and so alternative hypothesis accepted.

10.Are you satisfied with promotion activities in the organization?

Option	No. of respondent	Percentage%
Yes	38.22	76.44%
No	11.68	23.36%
Total	50	100%



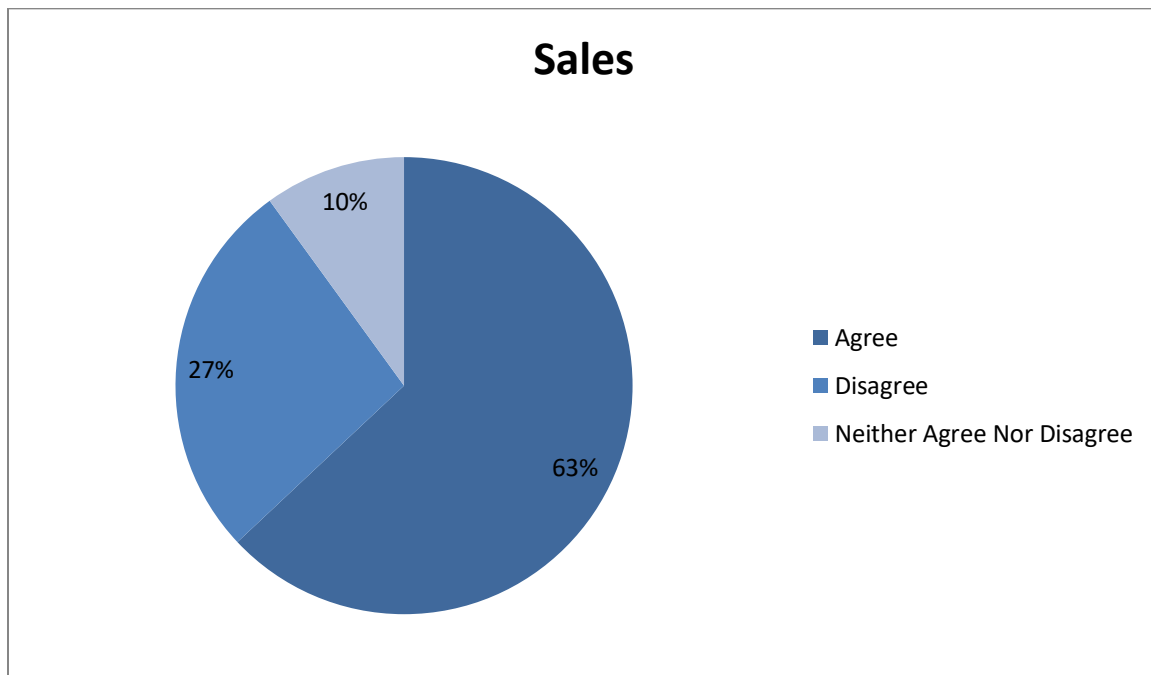
Graph 3.10

Interpretation:

About 76.44 of employees are satisfied with the promotion activities in the organization because the ranking method is used in the organization for the promotion activities and 23.36% of employees are not satisfied with the promotion activities in the organization. According to that ranking method is used for appraising the performance and there is no individual initiated which can focus on development. So here alternative hypothesis is accepted.

11.The organization has a wide network of computerized Human Resource Information system with the latest software.

Option	No. of Respondents	Percentage %
Agree	31.5	63%
Disagree	13.5	27%
Neither Agree Nor Disagree	5	10%
Total	50	100%



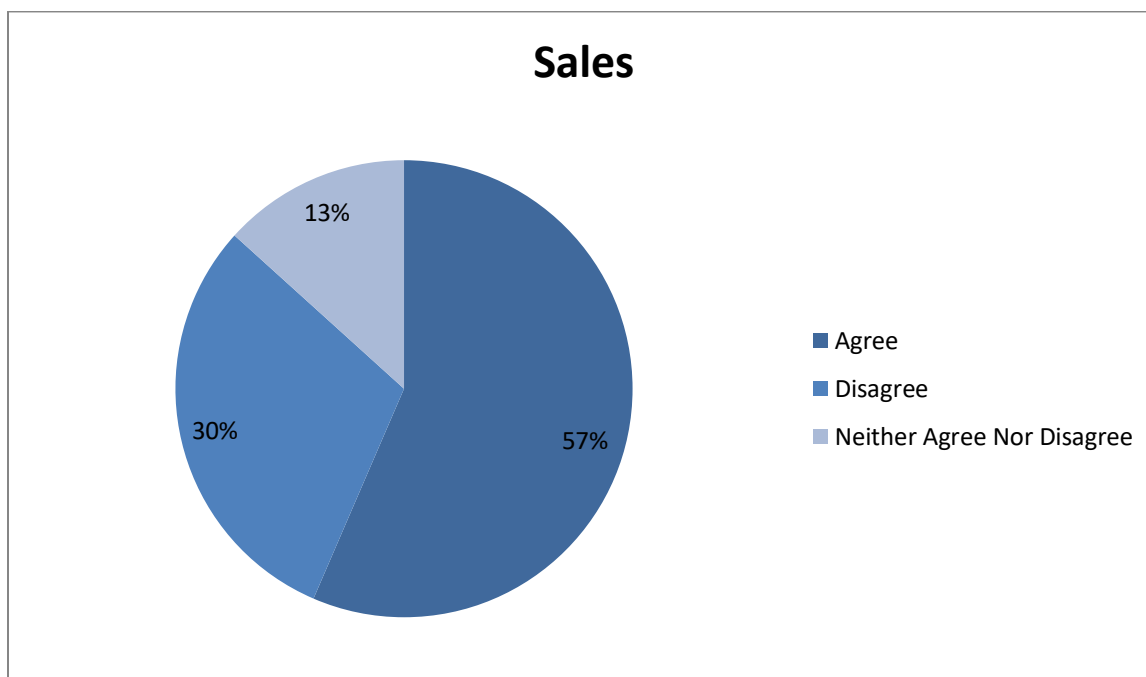
Graph 3.11

Interpretation:

About 63% of the employees 'Agree' that organization has a wide network of computerized Human Resource Information System with the latest software, whether 27% of the employees 'Disagree' that organization doesn't has computerized information system with the latest software & 10% of the employees neither agree nor disagree that organization has a computerized Information system with the latest software. So here alternative hypothesis is accepted.

12.The organization favours passing of the authority and responsibility to individuals at the lower level of hierarchy

Options	No. of Respondents	Percentage %
Agree	28.24	56.48%
Disagree	15.11	30.22%
Neither Agree Nor Disagree	6.65	13.33%
Total	50	100



Graph 3.12

Interpretation:

About 57% employees ‘Agree’ that organization favours passing of the authority and responsibility to individuals at the lower level of hierarchy, whether 30% employees ‘Disagree’ that organization doesn’t favours passing of the authority and responsibility at lower level of Hierarchy, And 13% of them ‘Neither Agree Nor Disagree’ About this Opinion. So here alternative hypothesis is accepted.

CHAPTER- 4

FINDINGS OF STUDY

The finding during the work carried out by men can be categorized into two

A) Positive finding:

1. A majority of employees feel that recruitment process carried out their companies are satisfactory. Management is also satisfied with the process of recruitment to some extent.
2. Most of the employees feel that the HR department is good. About 58% of the managers said that they prefer both internal as well as external source for recruitment and selection.
3. Almost all the employees are satisfied with the training activities conducted in the organization. 68% of the employees have achieved their training objectives.
4. Superior are very supportive and helps to their sub-ordinates in achieving their objective.
5. The management has understood the importance of systematic appraisal system& they are taking every effort to implement it properly.

B) Negative finding:

1. Some employees were moderately or not much satisfied with the process of recruitment.
2. Since rules and regulations are very dynamic, so most of the employee face difficulty to adjust with them.
3. Most of the candidates do not turn up when they are called up for the interview.
4. Regional behavior and language influence is higher during training and even after delivering their language; the desired effects are not seen.
5. Most of the employees slowly understand the importance of performance appraisal.

Conclusion

At last I want to say that while recruitment and selection identity acceptable candidate, the process still continue with induction program for the new employee, we can further fine tune then fit between the candidate's qualities and the organization's desire. Then to make the employee more skilled behavioral training may be provided.

It makes the positive impact of any organization, but it needs a lot of money, time, attention and guidance. It is just like only taking, not giving or taking the starting benefits and when the time comes for returning back you just quit the job. So it is not always fruitful.

Welfare activities to be undertaken by the organization may include various facilities such as uniform for the employees for whom HR department is responsible for its maintenance and providing it.

It was a great of learning so much about HR practices and implementing them. I'm really thankful for all the senior members who explain me the working strategies and methodologies of organizations.

Suggestions

As in the competitive world where there is the need for every organization to prove itself the best and make an outstanding and remarkable progress is the need, no fact could be left ignored. Every organization must know the shortcoming and must try to go for building up the shortcomings.

An ethical practice in any organization could only be achieved if the organization works for the well being of its employees. Every organization must possess a basic structure and the organization must be capable enough to reward its outstanding performers and must appreciate the initiative works.

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Questionnaire

Dear respondent,

I am Priya Sharma will be preparing a project on the topic “Human Resource Management at ACC Gaggal cement works ltd.” So dear respondents please help me by filling up the following questionnaire. I will be very thankful for your co-operation.

Name of employee-

Age-

Gender-

Designation-

Work experience-

1. How long you working in the organization?

- a) 0-2 years
- b) 2-4 years
- c) 4-6 years
- d) 6-8 years
- e) More than 8 years

2. What type of working environment is there in the organization?

- a) Excellent
- b) Very Good
- c) Good
- d) Average
- e) Below Average

3. What are the various sources of recruitment in your organization?

- a) Internal
- b) External
- c) Both

- 4. Are the employees satisfied with the health, safety, welfare facilities provided by the company?**
- a) Highly Satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied
 - e) Highly Dissatisfied
- 5. Are you satisfied with recruitment process of your company?**
- a) Yes
 - b) No
- 6. Are you satisfied with your organization salary increment policy?**
- a) Yes
 - b) No
 - c) Can't say
- 7. Organization's HR Executives are fully aware of the business needs and strategies.**
- a) Yes
 - b) No
- 8. Efforts are taken to generate awareness amongst the employees about the organization's financial position, customer's needs, quality of product/service, cost etc.**
- a) Yes
 - b) No
- 9. Does the present performance appraisal meet your career advancement?**
- a) Yes
 - b) No
 - c) Can't Say

10. Are you satisfied with promotion activities in the organization?

- a) Yes
- b) No

11. The organization has a wide network of computerized human resource information system with the latest software.

- a) Agree
- b) Disagree
- c) Neither Agree Nor Disagree

12. The organization favours passing of the authority and responsibility to individuals at the lower level of hierarchy

- a) Agree
- b) Disagree
- c) Neither Agree Nor Disagree