**A PROJECT REPORT**

**ON**

**HR POLICY AND ITS IMPLEMENTATION**

**AT**

**HINDUSTAN ELECTRO-GRAPHITE LTD**

**SUBMITTED TO HP UNIVERSITY SHIMLA**



**In a Partial Fulfilment of the Requirement for the Aware of the Degree of**

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**IN SWAMI VIVEKANAND GOVT. COLLEGE GHUMARWIN**

**SUPERVISION: SUBMITTED BY:**

**Miss Swati Thakur Bhawna Sharma**

**Asst prof (BBA) BBA 6thsemester**

**Roll no 5190350008**

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**“**Acknowledgment is an art one can write glid 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 challenging project report in **A study on HR POLICY AND ITS IMPLEMENTATION** No written amount of the written expression is sufficient to show my deepest sense of gratitude to them. I very sincerely acknowledge my sense of reference to **Director HEIS,** **Mr. Ram Krishan Bharti, Prof Rajender Kumar (coordinator), Ms. Swati Thakur (Asst Prof.**) and faculty members of **Swami Vivekananda Govt College Ghumarwin**

I also acknowledge with deep sense of reverence my gratitude goes to all my friends who directly or indirectly.

**Date:**

**Place:**

**Sign of Student**

**DECLEARATION**

I hereby declare that the project Report was summitted by BHAWNA SHARMA under the supervision and guidance of Asst. Prof Swati thakur Project Guide **SWAMI VIVEKANAND Govt. College Ghumarwin** in partial fulfilment For the Aware of the degree of the **Bachelor of Business Administration** (BBA). I further declare that I am solely responsible for omission and commission of errors if any

**Date:**

**Place:**

**Sign of student**

**CERTIFICATE**

This is a certify that the project report entitled ‘A study of **HR POLOCY** **AND ITS IMPLEMENTATION** for aware of the **BACHERLOR OF BUSINESS ADMINISTRATION** **(BBA)** from Himachal Pradesh University is a record of project report carried out by **BHAWNA SHARMA** a student of **Swami Vivekanand Govt College Ghumarwin,** in **BBA 6TH Sem** Roll no **5190350008** under the supervision and guidance no part this has been submitted to any other degree/diploma and this report may be taken for evaluation.

**Sign of candidate Sign of Guide**

**Sign of Coordinates (BBA)**

**Date:**

**Place:**

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**CHAPTER 1**

**ABOUT THE ORGANISATION**

The main companies are

**1.Graphite electrode**

HEG Limited

**2.Textile**

RSWM Ltd.

BSL Ltd.

**3.POWER**

Bhilwara Energy Ltd.

Malva power company Ltd.

AD Hydro Power Ltd.

**4 Infotech**

HEG Limited

HEG Ltd, a premier company of the LNJ Bhilwara group, is today India AS leading graphite electrode manufacturer.it has one of the largest integrated graphite electrode plants in South-East Asia, processing sophisticated UH (ultra- Power electrode

The company exports over 79D of its production to more than): countries of the world.

The position the company enjoys today in India and abroad is largely due to its commitment to constant upgradation of its product quality to match internationalstandards and to meet new challenges to win and excel in all situations. In the 1990, we set our vision to be

A VIBRANT GLOBALLY ACKNOWLEDGED TOP LEAGUE PLAYER IN GRAPHITE ELECTRODES AND ALLIED BUSINESSES WITH COMMITMENT TO GROWTH, INNOVATION, QUA-LITY AND CUSTOMER FOCUS”.

In Graphite, our focus is on UHP grade electrodes, and we have expanded our product range and established the same on some of the toughest furnaces of our customers. today, we have years of experience supplying quality

UHP grade electrodes all over the world.

 The encouragement from our customers has led us to increase production capacity and become a significant global producer of quality UHP grade electrodes for EAF application. Our ability to source the best raw materials from sources worldwide and the skills of our human resources has been the key to our growth. with a recent Rs 4.5 million US$ investment, we have now expanded our manufacturing capacity.as a responsible graphite electrode manufacturer, we continue to invest intechnology, development of new products and in our human resources.

Set up in 1997 HEG is a diversified company with interests in Graphite electrodes and Power. From a modest investment made in 1997 the company reported a turnover of Rs 6500 million (US$140 million) in fiscal 2007.A Flag of the LNJ Bhilwara Group HEG is Asia leading graphite electrodes manufacture and exporter.

it is an iso 14000 certified company, by Ms Bureau Version.

Largest integrated graphite electrodes plant in South East -Asia & middle East and second largest in the World.

Technology originally sourced from SERS a subsidiary of Pechiney, France. the Collaboration ended in the early 1990.

Won the country as top export award (CAPEXCIL) for 17 consecutive years.

Also won the national Top Export Award from the Govt of India

**Quality Policy**

We in HEG, are committed to being a customer-oriented organisation where Quality is the inspiration and innovation is the way of life.

We believe that world is our market and therefore competitive quality of our products, response and service is the essence of our being. We recognise that the involvement of the employees is basic to quality and for continuing growth and improvements. We would involve our suppliers in thecontinuing programme for quality improvement. we believe that quality can only be obtained in a safe, clean and orderlyenvironment and therefore, we are committed to these basics in our day to day activity.

**Safety Policy**

We in HEG, are committed to being a safe and eco- friendly organization. we believe that protection of our personnel and the environment is one of our prime responsibilities.

We, therefore, commit ourselves to

Introduce sound safety, health and environment management practices.

Conduct our business responsibly through adoption of safer, healthier, cleaner and energy efficient technologies

comply with all applicable legislations and regulations related to safety health and environment.

Continually improve our safety, health and environmental performance by developing effective controls of our operation.

Investigate the accidents to identify root causes and introduce corrective and preventive measures Generate a high degree of awareness amongst all the interested parties,

****

**Care for ecology**

HEG an ISO 14001: 1996 company, is fully aware of the ecological impact of its processes and actions can have and has put in place effective mechanisms to minimise any negative fallout.

Also, the Company has carried out comprehensive afforestation programme in and around its facilities

The Company facility at Mandeep has been regarded one of the cleanest graphite electrode plants in the world when seen in the light of the material used and the products manufactured there.

HUMAN RESOURCE POLICIES

Human resource policies refer to principles and rules of conduct Which formulate, redefine, break into details and decide a number of actions that govern the relationship with employees in the attainment of the organization objectives.

HR Policies cover the following?

1. Policy of hiring people with due respect to factors like reservation sex, marital status, and the like.)
2. Policy on terms and conditions of employment-compensation policy and methods, hours of work, overtime, promotion, transfer, lay-off and the like.
3. Policy with regard medical assistance-sickness benefits, ESI and company medical benefits.
4. Policy regarding housing, transport, uniform and allowances.
5. Policy regarding training and development-need for, methods of, and frequency of training and development.
6. Policy regarding industrial relations trade-union recognition, collective bargaining, grievance procedure, participative management and communication with workers.

**FORMULATING POLICIES**

There are five principal sources for determining the content and meaning of policies:

1.Past practice in the organization.

2.Prevailing practice in rival companies.

3.Attitudes and philosophy of founders of the company AS also its directors and the top management

4. Attitudes and philosophy of middle and lower management.

5.The knowledge and experience gained from handling countless personnel problems on day-day basis.

**The various procedures of the HR Policy of the organisation are:**

1. Recruitment and selection of manpower.

2. Induction and Placemen.

3. Job Rotation.

4. Performance appraisal.

5.Counseling.

6.Career Planning

7.Succession planning

8.Employee training and Development.

9.Human Resource Information Management System

10.Retirement Planning.

11.Job Enrichment).

12.Exit Interviews

Brief preview of the above mentioned policies and the various objectives that these policies aim to achieve are given in the subsequent chapters.

Due to high level of secrecy maintained in the organization, the policies given below are according to my understanding and interpretation of the subject.

**1.RECRUITMENT POLICY**

In HEG Group, recruitment and selection of personnel is explicitly based on the criteria of their knowledge, skills and attitudes, so asto secure super achievers and nurture them to excel in their performance

All fresh candidates are absorbed only after satisfactory completion of appropriate training.

 All direct recruitment is through the H" department.

Detailed selection procedures as decided from time to time are adhered to without any compromise.

Above procedures shall undergo continuous refinement throughevaluation and feedback.

**2.INDUCTION AND PLACEMENT POLICY**

At HEG Group, new recruits imparted such induction, orientation, training and placement so as to individuals to the task and inculcate a high sense of organizational loyalty.

The HRD Department and the concerned heads of parent departments prepare a well a structured Induction program to acquaint the new recruits with the people, organizational structure, and interface between different departments, functions and culture of the organization.

The induction Program is formulated to suit the position of the candidate and necessary to be provided to him.

**3.JOB ROTATION POLICY**

At HEG Group, facilities are provided for all-round growth of individuals through lateral mobility. This shall enhance their employability as well as equip them to shoulder higher responsibilities.

Systematic job Rotation from time to time shall have a revitalizing effect on the individual as well as the organization.

All promotions to the level of HOD will be considered only when an individual has undergone rotation through at least 2 sections.

**4.PERFORMANCE APPRAISAL POLICY**

Performance appraisal grooms every individual to realize his potential in all fac-ets by helping to identify and achieve his personal goals within the framework of organizational objectives.

Appraisals shall be ethical and impartial so as to recognize worthy contributions appropriately and in time in order to maintain a high level of employee motivation and morale.

The performance Appraisal Systems aims at integration of individual and organizational goals.

**5.COUNSELLING**

Counselling sessions, which are conducted by HR Department OR Professional Counsel OR Performance Appraiser, are available to all the employees in order to full fill the following objectives

To enhance employees’ competence and job satisfaction.

To prepare employees for future responsibilities.

To establish a better working relationship between the superior and subordinate.

To enable employees to cope with personal problems.

**6. CAREER PLANNING POLICY**

Career Planning system in HEG Group is aimed at developing people of the right calibre to meet present and future needs of the organization. It shall be an essential ingredient for Succession Planning.

 The mandatory factors to be considered prior to career planning shall be

A The organization’s long and short -term plans.

B Manpower skills required towards implementing these plans.

 Attrition rate of people with high potential, above average and average caliber.

Recruitment through internal and external sources at all levels and its ratio as appropriate to the organization.

The number of people recruited and trained every year.

**7.SUCCESSION PLANNING POLICY**

HODs and above identify successors, primary and secondary, to his position at the time of annual appraisal. This is reviewed every year along with the annual appraisal.

**8.TRAINING AND DEVOLOPMENT POLICY** HEG Group, training and development activities strive toensure continuous growth of organization by nurturing thestrengths of the employees and providing the environment and opportunity for every individual to realize his/her potential.

The policy aims at broadening the outlook of the individuals and bridging the gap between actual performance and the performance necessary to deliver results.

Facilities are provided to all individuals towards self -development and all- round growth through training

HR Department identifies average performers and provide special training.

**9.HUMAN RESOURCE INFORMATION MANAGEMENT SYSTEM**

 Human Resource Information Management Systems (HRIMS)

Providing accurate information about employees to management for decision making.

Eliminating duplication of efforts.

Offering quick and easy access to human resource information at random as well as in regular report form.

The system has two layers of security. access to the system is through keying in the valid combination of username and password.

 Permission to access certain programs is restricted to identify key personnel.

integrated employee database is maintained and continuouslyupdated with information from personnel at regular intervalsregarding biographical data, work experience, qualifications, appraisal, training and career paths.

**10.RETIREMENT PLANNING**

 At HEG Group, retirement of all individuals is aided through planned programs by HR Department so as to lessen the associated misgivings and anxiety.

**11.JOB ENRICHMENT**

HEG group follows a people centered approach to job enrichment with a view to enhance the performance of the employee, leading to higher job satisfaction.

**12.EXIT INTERVIEWS**

The organization has a regular turnover of employees due to various reasons such as retirement, voluntary retirement, andresignation etc. from time to time. feedback is obtained from the employee on occasions of separation from the organization. Such feedback on matters that effect well-being of the people is use full in improving the organization in respect of HR Policies and practices.

 The HR Policy Manual or Managerial Service condition that Manual was designed in order to facilitate the mangers in gathering the information regarding the various service conditions that are offered by the organization This manual includes the service conditions which are most frequently asked for. The various services conditions included

1.Provided funds

2.Gratuity

3.Privilege Leave

4.Superannuation Scheme

5.Medical Reimbursement & Hospitalization

6.Dental Policy

7.Groupaccident Insurance Scheme

8.Housing Loan Scheme

9.Vichele Loan Scheme

10.Phone policy

11.Transfer Policy

12.Canteen Service

13.Foregien Travel rule

14.Post Retrial Benefits

15.Leave Travel Assistance

**Chapter 2**

**OBJECTIVES OF STUDY**

1.To study the HR Policies of the company.

2.To study the amendments made in the HR Policies of HEG Ltd. since the time of incorporation.

3.To incorporate the amendments in the base policy and prepare a final policy.

4.To design a HR Policy manual for the company with special emphasis on them “Managerial Service conditions”.

**SCOPE OF STUDY**

In any organization human resource is the most important asset. In today

current scenario. As most of the company’ overall performance depends on its employee performance which depends largely on the HR POLOCIES of the

organization. So, the project has wide scope to help the company to perform well in today global competition. The core of the project lies in analyses and assessing the organization and to design an HR POLOCIES manual for the organization.

**RESEARCH METHODOLOGY**

Research methodology comprises of two words that are research and methodology. **Research** refers to a search for knowledge. Research is scientific and systematic search for pertinent information on specific topic. **Research methodology** is a way to systematically solve the research problem. Research Methodology refers to a back philosophy of research. As an example of methodology in theoretical work, the development of [paradigms](http://en.wikipedia.org/wiki/Paradigm) satisfies most or all of the criteria for methodology. A paradigm, like an algorithm, is a ‘constructive’ framework, meaning that the so-called construction is a logical, rather than a physical, array of connected or intercalated elements. Therefore in order to solve a research problem it is necessary to design a research methodology for the easy and accurate solution of the problem.

**BENEFITS OF RESEARCH METHODOLOGY:**

There are benefits of research to different parties:

**Benefit to researcher:** It enhances the practical knowledge of researcher.

**Benefit to employees:** The problems of employees come in the air.

**Benefit to organization:** The factors that employees want for job satisfaction come into the eye of management and this helps in reducing turnover.

**RESEARCH DESIGN**

The research design comprises of the plan and structure of investigation conceived so as to arrive at the responses to the research queries. The research design will be used here for this project is a descriptive research design.

**Research designs** are concerned with turning the research question into a testing project. The best design depends on your research questions. Every design has its positive and negative sides. The research design has been considered as a "blueprint" for research, dealing with at least four problems: what questions to study, what data are relevant, what data to collect, and how to analyze the results.

The research is of descriptive in nature, which could provide an accurate picture of marketing 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.

**The following methodology was adopted in project:**

Questionnaire study

Analysis of the primary and secondary data.

**SAMPLE DESIGN**

A sample design is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure that is adopted in selecting the sampling units from which inferences about the population is drawn. Sampling design is determined before the collection of the data.

* **Sampling Unit-** A decision has to be taken concerning a sampling unit before selecting sample. **Sampling unit** may be
* Employees of GMH Organics
* **Source list-**It contains the names of all items of a universe.
* **Size of sample:** It refers to the number of items to be selected from the universe to constitute a sample. It indicates the number of individuals who would be surveyed. Here the sample size is **50 Respondents.**

**Research Design:** Descriptive

**Sampling:** Simple Random Sampling

**Data:** Primary and Secondary Data

**Instrumentation Technique/Tools:** Questionnaire

**Sample Size:** 50 Respondents.

**SAMPLE DESCRIPTION**

The sample mainly consists of data from the primary sources that are utilized for the

purpose of this study. This is done by means of administrating questioners to dealer’s

retailer customers and influencers in the city of Bilaspur. Secondary data like company journals, newsletters, records etc. were also relied on for retrieving further information.

**STATISTICAL TOOLS USED**

Statistical tools like Tabulation, Factor analysis, Pie chart Representations, and percentage

analysis are used in the compilation and computation of data.

**METHODS OF DATA COLLECTION**

For this study, the data in hand is Inadequate and hence, it becomes necessary to collect

data that is appropriate.

**TYPES OF DATA:**

Generally, the data is divided into two types which is listed below:

I) Primary Data

II) Secondary Data

**TYPES OF DATA**

**I) PRIMARY DATA:**

This type of data which are collected afresh and for the first time, and thus happen to be original in character. For this type of study, I have used Survey method which includes Questionnaires. The survey will be undertaken on the lines of interaction with customers.

**Survey Method:**

The survey method of obtaining information is based on the questioning a answering

the respondent. Respondent are asked to verify of question regarding their opinion about

project. The questions were asked verbally and respond were sought. The questions were direct as well as indirect.

**Questionnaire:**

It is considered as the heart of survey operations and therefore should be very carefully constructed. It consists of a number of questions printed or typed in a definite order which is filled by the respondents on their own. A good questionnaire should be comparatively short and simple and the sequence shall be from easy the difficult ones.

**II) SECONDARY DATA:**

This is the type of data which have already been collected by someone else and which have already been passed through the statistical process. For my study of information regarding the secondary data is collected from various sources involving INTERNET, HR MANUAL, REFFERENCE BOOKS, etc.

**CHAPTER-3**

**DATA ANALYSIS**

**AND INTERPRETATION**

**Q.**1) Are you satisfied with the external recruitment sources performed in your organization.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 41 | 82% |
| Disagree | 9 | 18% |
| **Total** | **50** | **100%** |

Table no. 3.1

Graph 3.1

**INTERPETATION:** Regarding external recruitment sources 82% employees satisfied or agree whereas 18% are not satisfied which is performed in the organisation. Therefore, the employees the employees are satisfied by recruitment process.

**Q.**2) Are you satisfied with the monetary reward given on bringing a candidate on board?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 37 | 74% |
| Disagree | 13 | 26% |
| **Total** | **50** | **100%** |

Table no 3.2

Graph 3.2

**INTERPRETATION**: Regarding monetary reward given on board 74% of employees are satisfied and 26% are not satisfied.

**Q.**3 Are you satisfied with the background checks conduct for employees.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 39 | 78% |
| Disagree | 11 | 22% |
| **Total** | **50** | **100** |

Table3.3

Graph 3.3

**INTERPRETATION**: REGARDING background checks which is conduct for employees 78% are employees are satisfied whereas 22% employees are not satisfied.

**Q.**4 Are you satisfied with the monetary limits given to your for the expenses?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 39.5 | 79% |
| Disagree | 10.5 | 21% |
| **Total** | **50** | **100%** |

Table 3.4

Graph 3.4

**INTERPRETATION**: Regarding monetary limits provided to employees for their expenses 70% 0f their employees are satisfied and 21% of their employees are not satisfied.

**Q.**5The induction programme of your organization is informal type.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 41 | 82% |
| Disagree | 9 | 18% |
| **Total** | **50** | **100%** |

Table 3.5

Graph 3.5

**INTERPREATION:** Regarding induction programme which is conducted in the organization, 82% 0f the employees are satisfied whereas 18% of the employees are not satisfied.

**Q.**6 The induction of your organization covers organizational structed and policies.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 45 | 90% |
| Disagree | 5 | 10% |
| **Total** | **50** | **100%** |

Table 3.6

Graph 3.6

**INTERPREATION:** Regarding induction of organization, 90% of the employees are not satisfied. It means that most of the employees are benefited.

**Q.**7 For employee performance is the training need analyse in your organization.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 38 | 76% |
| Disagree | 12 | 24% |
| **Total** | **50** | **100%** |

Table 3.7

Graph 3.7

**INTERPRETATION:** Regarding employee performance, 76% of the employees are satisfied whereas 24% of the employees are not satisfied. It means that most of the employees get affected from this evaluation.

**Q.**8 Are you satisfied with the classroom method adopted by your organization to train the employees?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 36.5 | 73% |
| Disagree | 13.5 | 27% |
| **Total** | **50** | **100%** |

Table 3.8

Graph 3.8

**INTERPRETATION:** Regarding classroom method, 73% of the employees are satisfied whereas 27% of the employees are not satisfied. It means most of the employees get affected but the employees want training and development programmes to train employees.

**Q.**9 Effectiveness of training program in your organization is evaluated by observing the post training performance of the employees.

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 34 | 68% |
| Disagree | 16 | 32% |
| **Total** | **50** | **100%** |

Table 3.9

Graph 3.9

**INTERPRETATION:** Regarding effectiveness of training program 68% of the employees are satisfied whereas 32% of the employees are not satisfied. It means that some of the employees want that evaluation of the effectiveness of training program should be done with some other method.

**Q.**10 Are you satisfied with the balance scorecard method?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 46 | 92% |
| Disagree | 4 | 8% |
| **Total** | **50** | **100%** |

Table 3.10

Graph 3.10

**INTERPRETATION:** Regarding Balance Scorecard method, 92% of the employees are satisfied whereas only 8% of the employees are not satisfied. It means that most of the employees are benefited from this evaluation method.

**Q.**11Are you satisfied with the feedback given to you by organization?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Respondents** | **Percentages** |
| Agree | 36 | 72% |
| Disagree | 14 | 28% |
| **Total** | **50** | **100%** |

Table 3.11

Graph 3.11

**INTERPRETATION:** Regarding feedback 72% of the employees are satisfied whereas 28% of the employees are not satisfied. It means that some of the employees get benefited but some are not.

**Q.**12 Are you satisfied with the mentor system followed for the career progression?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 42 | 84% |
| Disagree | 8 | 16% |
| **Total** | **50** | **100%** |

Table 3.12

Graph 3.12

**INTERPRETATION:** Regarding mentor system followed for career progression, 84% of the employees get benefited and only 16% of the employees are exempted.

**Q.**13 Are you sure satisfied with the competence analysis and feedback from manager?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Respondents** | **No. of Percentages** |
| Agree | 39 | 78% |
| Disagree | 11 | 22% |
| **Total** | **50** | **100%** |

Table 3.13

Graph 3.13

**INTERPRETATION:** Regarding competence and feedback from manager 78% of the employees are satisfied whereas 22% are not satisfied. It means that some of the employees want feedback from other sources.

**Q.**14 Are you satisfied with the privilege leave provide to you?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Respondents** | **No. of Percentage** |
| Agree | 41.5 | 83% |
| Disagree | 8.5 | 17% |
| **Total** | **50** | **100%** |

Table 3.14

Graph 3.14

**INTERPRETATION:** Regarding privilege leave provided employees 83% of the employees are satisfied whereas 17% of the employees are satisfied of the employees are not satisfied.

**Q.**15Are you satisfied with the informal communication pattern?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Respondents** | **No. of Percentage** |
| Agree | 43.5 | 87% |
| Disagree | 6.5 | 13% |
| **Total** | **50** | **100%** |

Table 3.15

Graph 3.15

**INTERPRETATION:** Regarding informal communication pattern, 87% of the employees are satisfied and 13% of the employees are not satisfied. It means most of the employees are comfortable with the communication process.

**Q.**16 Are you satisfied with the opinion survey and Department meeting?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 38 | 76% |
| Disagree | 12 | 24% |
| **Total** | **50** | **100%** |

Table 3.16

Graph 3.16

**INTERPETATION:** Regarding opinion survey and department meeting

76% of the employees are not satisfied and 24% of the employees are not satisfied.

**Q.**17Are you sure with the monetary reward?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondents** | **Percentage** |
| Agree | 33.5 | 67% |
| Disagree | 16.5 | 33% |
| **Total** | **100** | **100%** |

Table 3.17

Graph 3.17

**INTERPRETATION:** Regarding monetary reward 67% of the employees are satisfied whereas 33% of the employees are not satisfied. It means that some of the employees want to implement non-monetary reward in the organization.

**Q.**18Are you Satisfied with contingencies cover under personal Accident insurance policy?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No of Respondent** | **Percentage** |
| Agree | 38 | 76% |
| Disagree | 12 | 24% |
| **Total** | **50** | **100%** |

Table: 3.18

Graph: 3.18

**INTERPRETATION:** Regarding contingences provided under this policy, 76% of the employees are satisfied and 24% of the employees are not satisfied.

**Q.**19 Are you satisfied with the services under Mediclaim policy?

|  |  |  |
| --- | --- | --- |
| **Attributes** | **No. of Respondents** | **Percentage** |
| Agree | 44.5 | 89% |
| Disagree | 5.5 | 11% |
| **Total** | **50** | **100%** |

Table 3.19

Graph 3.19

**INTERPRETATION**: Regarding services provided under Mediclaim policy, 89% of the employees are satisfied and 11% of the employees are not satisfied.

**Chapter-4**

**CONCLUSION**

1. The Policy of the company provides facilities for all round growth of individuals by training in-house and outside the organization, reorientation, lateral mobility and self-development through self-motivation.

2. The Policy grooms every individual to realize his potential in all facets while contributing to attain higher organizational and personal goals.

 3. The Policy builds teams and foster team-work as the primary instrument in all activities.

4.The Policy implements equitable, scientific and objective system of rewards, incentives and control.

5.The Policy recognizes worth contributions in time and appropriately, so as to maintain a high level of employee motivation and morale.

6.The employees agree on the part of their performance that they know what is expected from them.

7. The employees understand how their work goals relate to company’s

goals.

8. Company inspires the employees to do their best work every day.

9. The employees are not satisfied with the communication and decision-making process as it leaks the information related to organization.

10.The employees do not receive the appropriate recognition and rewards for their contributions and accomplishments.

11.The employees feel that they are not paid fairly for the contributions they

make to company’s success.

**SUGGESTIONS &RECOMMENDATIONS**

1.The Performance Appraisal of employee is evaluated on the basis of 360degree feedback or180 degree feedback.

2.The Organization should focus on mentor system intend to help employees in their career progression.

3.The Organization should conduct Psychometric tests for employees.

4.The Training should be mandatory for all level of employees.

5.The Departments should develop constructive attitude towards each other.

6.The company should give the appropriate recognition for the contributions and accomplishments made by employees. A flexible reward system should be adopted by organization to improve employee motivation.

7.A more transparent and full proof communication system developed in the organization.

8.Replaceing the lacuna in the current system.

9.Wages and salary administration process should have a more scientific approach laying stress on equal wages for equal work done.

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**QUENTIONNAIRE FOR EMPLOYEES**

Name of the student: Bhawna Sharma

Topic of research: Hr policy and its implementation

project. In any case of any problem related to any question please ask to me.

**Name (optional):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Age:**  a) 10-20 yr. b) 21-35 yr.

c) 36-50 yr. d) 51- yr. or above

**Sex:** a) Male b) Female

**Education Level:** a) literate b) under matric c) matriculate

d) Higher Secondary e) Graduate

f) Post Graduate g) Others

**Income:** a) 0-1 lakh b) 1.1-3 lakh c) 3.1- 6 lakh

d) 6.1- 10 lakh e) 10.1lakh above

**profession:**  a) Unemployment b) Govt job

c) Private job d) self-employed

e) Others

1. **Recruitment and Selection**

1. Are you satisfied with the external recruitment sources performed in your organization.

a. Agree

b. Disagree

1. Are you satisfied with the monetary reward given on bringing a candidate on board?
2. Agree
3. Disagree
4. Are you satisfied with the background checks conduct for employees.
5. Agree
6. Disagree
7. Are you satisfied with the monetary limits given to you for the expenses?
8. Agree
9. Disagree
10. **Induction**
11. The induction programme of your organization is informal type.
12. Agree
13. Disagree
14. The induction of your organization cover organization structure and policies.
15. Agree
16. Disagree
17. **Training and Development**
18. For Employees performance is the training need analyses in your organization.
19. Agree
20. Disagree
21. Are you satisfied with the classroom adopted by tour organization to train the employees?
22. Agree
23. Disagree

3.Effectiveness of training program in your organization is evaluated by observing the post training performance of employees.

a. Agree

b. Disagree

1. **Performance Appraisal**
2. Are you satisfied with the Balance Scorecard method?
3. Agree
4. Disagree
5. Are you satisfied with the feedback given to you by organization?
6. Agree
7. Disagree
8. **Career Progression**
9. Are you satisfied with the mentor system followed for career progression?
10. Agree
11. Disagree
12. Are you satisfied with the competence analysis and feedback from manager?
13. Agree
14. Disagree
15. **Leave policy**
16. Are you satisfied with the privilege leave provided to you?
17. Agree
18. Disagree
19. **Communication and Decision- making process**
20. Are you satisfied with the informal communication pattern?
21. Agree
22. Disagree
23. **Reward and Recognition**

Are you satisfied with the monetary reward?

1. Agree
2. Disagree
3. **Personal Accident Insurance policy**

Are you satisfied contingencies cover under this policy?

1. Agree
2. Disagree
3. **Mediclaim policy**

Are you satisfied with the services covered under this policy?

1. Agree
2. Disagree