Data Management using MS Excel – Case study of Partner Happiness Inc.

Authored by Dr. Arpan K Kar

Partner Happiness Inc. is a Business and Knowledge process outsourcing company, based out of India. The company provides customer and supplier relationship management services spanning functions like finance, analytics, financial risk management, vendor management, procurement, and other information management services. It serves numerous multinational clients in various industries including banking and financial services, insurance, capital markets, life sciences, consumer goods, retail, automotive, energy and logistics. In India, they have 12offices in 8 cities, including Gurgaon, where they have their head office. They have 100 employees in their support office in Gurgaon.

A survey was conducted for these employees who were based out of Gurgaon support office, to understand their demographics and socio-economic background. This information after processing would be used for devising employee welfare schemes which would be able to contribute to the employees' welfare and happiness while being a member of the Partner Happiness family. The industry has a very high rate of attrition and training costs are significant while inducting new employees. Hence such programs are expected to reduce the attrition rate within the organization and create an environment of high organizational citizenship behaviour.

The data was collected from questionnaires and answers to few questions were explored by the research team.

1. What is the mean age of employees? What is the standard deviation?
2. What is the average work experience? What is the correlation of age with work experience?
3. How many employees have an educational level above SSC?
4. What is the number of the female employees who are unmarried or divorced?
5. How many people have no electricity in their home?
6. How many people are there in each income category? Compare with a pie chart.
7. How many people have a laptop?
8. How many people have both an Air Conditioner and a 4 Wheeler?
9. How many people have both fridge and washing machine?
10. How many people have either a fridge or a washing machine?
11. What is the probability that if a person owns a car, he is also likely to own an AC?
12. How many people have either a 2 wheeler or a 4 wheeler?
13. Draw a graph of the different number of employees in each education category
14. Draw a graph on the number of people having Electricity, Fan, LPG, Two wheeler, Color TV, Fridge, Washing m/c, Mobile Ph., PC/Laptop, 4 wheeler, AC
15. Count the number of people with 0-3, 4-7 and more than 7 of the above items.

It was sincerely hoped that the analysis of these background information would help the corporate planners to devise ways to retain the employees.