

A STUDY ON EMPLOYEES PERCEPTION ABOUT ORGANISATIONAL HR PRACTICES & CULTURE ON CUMANS PVT LMT, CHENNAI

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Abstract—The main aim of this research is to know the Employee's Perception of HR Practices followed in the organization. The study is descriptive in nature. The objective of the study is to know the employees perception towards HR practices such as perception of internal communication level of training and development performance management, to find out whether the employees are satisfied with the HR Practices followed in the organization. The sample size is 109. The sample method used for this study is the Percentage Analysis, Correlation and Chi-Quare. The data has been collected through a well-structured questionnaire and has been analyzed with the help of SPSS package. The First Chapter deals with introduction, meaning, nature and used of the financial performance, design of the study, the scope, objectives, and Research methodology. The Second Chapter deals with Review of literature. The Third chapter deals with the Complete Profile of Organization. The fourth chapter deals with the conceptual background and importance of employee perception. In order to analyze the employee perception through Percentage analysis. The fifth chapter reflects the thoughts of the researcher in the form of findings, suggestions and conclusions. In the appendix various supporting information have been incorporated for an easy understanding of the readers.

Keywords: Culture, Employees Perception, HR Practices, Internal Communication, Organization.

INTRODUCTION

Organization is a place where the entire employees are going to work together. Commonly in any organization perception towards the work and organizational Human recourse practices play the very important role. Human Resource practices in organization describe about the perception of the employee towards the job and organization. In my internship study I focused on the Human Resources practices and Culture of the Cumans private limited. In any organization HR practices play the very important role in the development of the organization and it keep the employee happy with their work.

HR practices means that human resources personnel can develop the leadership of employees. This occurs in the practice of developing extensive training courses and motivational programs, such as devising systems to direct and assist management in performing ongoing performance appraisals. Organization is a place where the entire employees are going to work together. Commonly in any organization perception towards the work and organizational Human resource practices play a very important role.

STATEMENT OF THE PROBLEM

Many Studies have found that HR practices of staffing, training, involvement of employees and incentives have a positive relation with employee performance and increase the productivity of the firm. The Human Resource Organization's employees' incentive is a problem because most HR people will give incentives to favourable employees, which is a big drawback of the company. In human resource organizational behaviour gives insight on how employees behave and perform in the workplace. It helps us develop an understanding of the aspects that can motivate employees, increase their performance, and help organizations establish a strong and trusting relationship with their employees. Human behaviour refers to the range of behaviours exhibited by humans and which are influenced by culture, attitudes, emotions, values, ethics, authority, rapport, hypnosis, persuasion, coercion and/or genetics. The traits vary from person to person and can produce different actions or behaviour from each person.

OBJECTICE OF STUDY:

Primary Objective:

- To study Employee Perception towards HR practices in Information Technology Industry.

Secondary Objective:

- To know the level of employee satisfaction based on their perception.
- To analyse the ethical culture contacts of the HR practices from employee's assumption.
- To analyse the internal environment contacts of the HR of an organization
- To provide suggestions to improve HR practices followed in the organization.
- To study the significant association between the demographic factor of the Employees and their perceptions towards culture of the organization.

NEED OF THE STUDY

The need of the study is to analyse various dimensions of employees' perception of HR practices and its impact on satisfaction of employees. To know what are the few more HR practices could be adopted for the development of the organization. People have always been central to organizations, but their strategic importance is growing in today's knowledge - based industries. An organizations success increasingly depends on the knowledge, skills and abilities of employees, particularly as they help establish a set of core competencies that distinguish and organization from its competitors. With appropriate HR policies and practices an organization is based on HR functions keeping in view of significance the researchers has undertaken the study to know the employees opinion regarding the activities in the organization.

1.5 SCOPE OF THE STUDY

This study is aimed at understanding the employee's perception of HR practices at Cumans private limited. This study is confined to the employees of Cumans private limited. This study tries to address the relationship between employees' perception and its impact on Satisfaction in Cumans private limited.

The scope of the research is very vast; however the total time period available was very limited for the purpose of the study observation, analysis and conclusion. Second important thing is on account of ethical and moral obligation of a manager disclosure of all pertained and particular policies has got limitation because of his positional accountability and responsibility, Studying "organization effectiveness through HR practice" of the employee as specialized subject restrict a training, recruitment and selection, job analysis, performance appraisal for entering into HR practice of different parameter as well as view of the company. The finding of the study can be refried to as a reference for entire organizational policies, parameter and particles.

RESEARCH DESIGN

A research design is a plan structure and strategy of investigation conceived. So as to answer research question and control variance. The research design adopted for the study is descriptive research design. It is the information needed to structure or solve the research problem.

RESEARCH METHODOLOGY

Research is a careful investigation or inquiry epically through search for new factors in any branch of knowledge. Research methodology is the process of systematic investigation of any management problems and deals with research design data collection method. Sampling plan, sampling method.

Population:

The study will be carried out among employees, working Cumans private limited.

Sample Size:

Employees Cumans private limited, only female, is included in the survey. The survey has a total no of 109people.

METHOD OF DATA COLLECTION

Data collection is a term used to describe process of preparing and collecting data. Systematic gathering of data for a particular purpose from various sources, that has been systematically observed, recorded, organized. Data are the basic inputs to any decision-making process in business. In this survey in order to meet the objectives of the study both primary data and secondary data were collected.

Primary Data

The primary data are those which are collected for the first time and thus happen to be original characters in primary data do not already exist in any publications. In this study the primary data is collected by questionnaire. The questionnaire was handed over to various respondents and the data is collected.

Secondary Data

The secondary data is the data that have been already collected by and readily available from other sources. Such data are cheaper and quickly obtained than the primary data. The secondary data are collected from the company records and magazines, journals, internet etc.,

Tools for Data collection

Among the various methods, which can be used to collect the primary data, the researcher has adopted questionnaire method. The researcher has prepared has prepared structured questionnaire, which contained predominately multiple-choice questions. The respondent's opinion is gathered with regard to the problem with the help of the questionnaires

ANALYTICAL TOOL FOR THE STUDY

The commonly used statistical tools for analysis of collected data are:

- Percentage analysis

PERIOD OF THE STUDY:

The study was done in the period of 4(four) months from 18.03.2023 to 30.06.2023.

AREA OF THE STUDY:

The research on the title was done in the area of human resources management where the Employees perception about the HR practices and culture in Cumans private limited

LIMITATION OF THE STUDY:

- Not Genuity of the answers given by the employees.
- Less time and not taking seriously the question
- Few employees and executives were not responded very much because of their busy of work schedule.
- This study was conducted 105 employees of the industry.

DATA ANALYSIS AND INTERPRETATION

TABLE 1
DISTRIBUTION OF RESPONDENTS BY THEIR AGE

AGE	NO. OF RESPONDENTS	PERCENTAGE
19-25	32	30
26-35	48	44
36-45	22	20
45-60	7	6
Total	109	100%

The above data indicated that of responders belong to an age group 30% of below 10-25 and 44% of below 26-35 and 20% of below 36-45 and 6% below of 45-60.

TABLE 2
DISTRIBUTION OF RESPONDENTS BY THEIR MARITAL STATUS

MARITAL STATUS	NO. OF RESPONDENTS	PERCENTAGE
Married	46	42
Unmarried	63	58
Total	109	100

The above data indicated 42% were Married and 58% were Unmarried.

TABLE 3
DISTRIBUTION OF RESPONDENTS BY THEIR QUALIFICATION

QUALIFICATION	NO. OF RESPONDENTS	PERCENTAGE
10 th -12 th	31	34.9
Diploma	18	16.5
UG	37	33.9
PG	17	15.6
Above PG	6	5.5
Total	109	100

The above data indicated 43.9% were 10th -12th and 16.5 % were diploma and 33.9 were UG and 15.9 were PG and 5.5% were above PG.

TABLE 4
DISTRIBUTION OF RESPONDENTS BY THEIR EXPERIENCE

Experience	No. of Respondents	Percentage
1-2 years	19	17.4
2-5 years	48	44.0
5-10 years	29	26.6
10 years above	13	11.9
Total	109	100

Above table data indicate 17.4% were 1-2 years of experience and 44 % were 2-5years of experience and 26.6 % were 5-10 years and 11.9% were 10 years above.

TABLE 5
DISTRIBUTION OF RESPONDENTS BY THEIR INCOME LEVEL

Income level	No. of respondents	Percentage
8000-10000	0	0
10000-15000	38	34.9
15000-20000	62	56.9
20000 above	9	8.3
Total	109	100

Above table data indicate 34.86 % were 10000-15000 and 56.9% were 15000-20000 and 8.3% were 20000 above.

TABLE 6
DISTRIBUTION OF RESPONDENTS BY THEIR CLARITY OF HR POLICIES

Clarity HR policies	No. respondents	Percentage
Strongly agree	7	6.4
Agree	62	56.9
Neutral	34	31.1
Disagree	6	5.5
Strongly disagree	0	0
Total	109	100

Above table data indicate 6.4% were Strongly Agree and 56.9% were Agree and 31.1% were Neutral and 5.5% were Disagree.

**TABLE 7
DISTRIBUTION OF RESPONDENTS BY HR POLICIES SUPPORT WORK LIFE BALANCE**

HR Policies support work life balance	No. respondents	Percentage
Strongly agree	7	6.4
Agee	36	33.0
Neutral	54	49.5
Disagree	12	11
Strongly disagree	0	0
Total	109	100

Above table data indicate 6.4% were Strongly Agree and 33% were Agree and 49.5% were Neutral and 11% were Disagree.

**TABLE 8
DISTRIBUTION OF RESPONDENTS BY OPPORTUNITIES FOR CAREER DEVELOPMENT GROWTH OF EMPLOYEES**

Opportunities for career development growth of employees	No. of respondents	Percentage
Strongly agree	6	5.5
Agee	40	36.7
Neutral	46	42.2
Disagree	16	14.7
Strongly disagree	1	0.9
Total	109	100

Above table data indicate 5.5% were Strongly agree and 36.7% were Agree and 42.2% were Neutral and 14.7% were Disagree and 0.9% were Strongly disagree.

**TABLE 9
DISTRIBUTION OF RESPONDENTS BY HR PRACTICES PROMOTE WELLBEING MENTAL HEALTH**

HR Practices promote wellbeing mental health	No. of respondents	Percentage
Strongly agree	22	20.2
Agee	34	31
Neutral	42	39
Disagree	9	8.3
Strongly disagree	2	1.8
Total	109	100

Above table data indicate 20.2 % were Strongly Agree and 31% were Agree and 39% were Neutral and 8.3% were Disagree and 1.8% were Strongly disagree.

**TABLE 10
DISTRIBUTION OF RESPONDENTS BY HR POLICIES APPLIED ACROSS ALL LEVEL OF ORGANIZATION**

HR Policies applied across all level of organization	No. of respondents	Percentage
Strongly agree	10	9.2
Agee	30	28
Neutral	51	47
Disagree	18	17
Strongly disagree	0	0
Total	109	100%

Above table data indicate 9.2% were Strongly Agree and 28% Agree and 47% were Neutral and 17% were Disagree.

TABLE 11
DISTRIBUTION OF RESPONDENTS BY ADEQUATE TRAINING AND DEVELOPMENT

Level of Adequate training and development	No. of respondents	Percentage
Strongly agree	17	15.6
Agree	45	41.3
Neutral	34	31
Disagree	7	6.4
Strongly disagree	6	5.5
Total	109	100

Above table data indicate 15.6% were Strongly Agree and 41.3 were Agree and 31 were Neutral and 6.4% were Disagree and 5.5 were Strongly Disagree.

TABLE 12
DISTRIBUTION OF RESPONDENTS BY NEEDS AND CHALLENGES OF FEMALE WORKERS

Address Needs and Challenges Of Female Worker	No. Of Respondents	Percentage
Strongly Agree	55	50.5
Agree	23	21.1
Neutral	22	20.12
Disagree	9	8.3
Strongly Disagree	0	0
Total	109	100

Above table data indicate 50.5 were Strongly Agree and 21.1 were Agree and 20.12% were Neutral and 8.3 were Disagree.

TABLE 13
DISTRIBUTION OF RESPONDENTS BY MATERNITY LEAVE POLICIES

Level of satisfied with the maternity leave policies	No. of respondents	Percentage
Strongly agree	27	24.8
Agree	28	25.7
Neutral	39	35.8
Disagree	6	5.5
Strongly disagree	0	0
Total	109	100

Above table data indicate 24.8% were Strongly Agree and 25.7% were Agree and 35.8% were Neutral and 5.5% were Disagree.

TABLE 14
DISTRIBUTION OF RESPONDENTS BY FLEXIBILITY OF SHIFT SCHEDULING

Satisfied with the flexibility of shift scheduling	No. of respondents	Percentage
Strongly agree	9	8.3
Agree	11	10.1
Neutral	18	16.6
Disagree	46	42.2
Strongly disagree	25	22.9
Total	109	100

Above table data indicate 8.3% were Strongly Agree and 10.1% were Agree and 16.6% were Neutral and 42.2% were Disagree and 22.9 were Strongly Disagree.

TABLE 15
DISTRIBUTION OF RESPONDENTS BY TRANSPARENCY OF SALARY POLICIES

Satisfied with the transparency of salary policies	No. of respondents	Percentage
Strongly agree	58	53.2
Agree	35	32.1
Neutral	16	14.7

Total	109	100
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Above table data indicate 53.2% were Strongly Agree and 132.1% were Agree and 14.7% were Neutral.

**TABLE 16
DISTRIBUTION OF RESPONDENTS BY CLARITY OF WAGES, BENEFITS, AND
COMPENSATION**

Clarity of wages, benefits, and compensation	No. of respondents	Percentage
Strongly agree	54	49.5
Agree	37	33.9
Neutral	15	13.8
Disagree	3	2.78
Strongly disagree	0	0.00
Total	109	100.00

Above table data indicate 49.5% were Strongly Agree and 33.9% were Agree and 113.8% were Neutral and 2.78% were Disagree.

**TABLE 17
DISTRIBUTION OF RESPONDENTS BY DIVERSITY OF WORK**

Satisfied with the diversity of work	No. of respondents	Percentage
Strongly agree	16	14.7
Agree	28	25.7
Neutral	54	49.5
Disagree	9	8.3
Strongly disagree	2	1.8
Total	109	100

Above table data indicate 14.7% were Strongly Agree and 25.7% were Agree and 49.5% were Neutral and 8.3% were Disagree and 1.8% were Strongly Disagree.

**TABLE 18
DISTRIBUTION OF RESPONDENTS OVERALL SATISFIED WITH THE HR POLICIES**

Overall satisfied with the HR policies	No. of respondents	Percentage
Strongly agree	8	7.3
Agree	25	22.9
Neutral	70	64.2
Disagree	6	5.5
Strongly disagree	0	0
Total	109	100

Above table data indicate 7.3% were Strongly Agree and 22.9% were Agree and 64.2% were Neutral and 5.5% were Disagree.

FINDINGS

- Majority 44% of the respondents are aged between 26-35 years.
- Majority 56% of the respondents are Male.
- Majority 58% of the respondents are unmarried.
- Majority 34.9% of the respondents are HSC level and 33.9% of the respondents are UG level.
- Majority 44% of the respondents are having 2-5 Years of Experienced.
- Majority 56.9% of the respondents are less than 15,000-20,000.
- Majority 22% of the respondents strongly agree with job enrichment.
- Majority 56.9% of the respondents agree with clarity about their HR Policies.

- Majority 20.2 % of the respondents are strongly agreed by HR practices promote wellbeing mental health.
- Majority 47% of the respondents are neutral by HR Policies applied across all level of organization.
- Majority 51.3% of the respondents agree the organization has the practice of carrying employee attitude/employee satisfaction surveys.
- Majority 49.3% of the respondents are good clear about your work/ job responsibilities.
- Majority 54.7% of the respondents agree we are assigned challenging jobs to charge our enthusiasm and develop our skills.
- Majority 64.7% of the respondents have good views regarding the working environment in the IT Sector.
- Majority 54% of the respondents agree our organization places the right person in the right job.
- Majority 49.3% of the respondents agree you are being paid adequately for the work you do.
- Majority 48.60% of the respondents are highly satisfied in human resource planning.
- Majority 49.30 % of the respondents are highly satisfied in employment development
- Majority 60% of the respondents are satisfied Salary/ Monetary incentives are sufficient in your organizations.
- Majority 56.7% of the respondents agree HR practices are flexible in your organization towards the Environment.
- Majority 60% of the respondents are highly satisfied. There is a clear understanding of HR policies & procedure in your organization
- Majority 58.6% of the respondents are working on day shift.
- Majority 61.3% of the respondents work for 5 days per week.
- Majority 66.6% of the respondents are agree the organization has been managing change by integrating the HR issues with the business strategies and the strategic change process.

SUGGESTIONS

- The number of training program specifically for communication skills should be increased
- The management can adopt new appraisal method than the present tool performance evaluation sheet. They can adopt 360-degree appraisal.
- Employees should be considered for the opinion, ideas in decision making like as for increment in salary, if their performance exceeds beyond predetermined standards.
- By managing HR practices and using their benefits are more important to sustain in an organization. Personal characteristics are one of the requirements for progress. It must be self- managed through effective teams, there must be highly contingent compensations for an employee, and effective workforce planning must be implemented. Implementation is to be carried between Total rewards strategies.

CONCLUSION

The conclusion of this study shows the employee's perception towards organizational HR practices. By the perception, it also signifies the personal characteristics of the employees such as attitudes, personality, motives and interests. It also determines the relationship between the different activities of the members. It also signifies the best HR practices of an organization. These practices are important to carry out different tasks between the employees in an organization. Through perception, it shows the commitment in the organization. The present study has been undertaken with the objective of analyzing the perception of employees toward HR practices namely training and development, reward management, performance management, are significant predictors of employee commitment. A negative direct relationship is found between employees' perceptions about the use of HR practices which is a systematic and rigorous fashion.

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