

**A STUDY ON HUMAN RESOURCE PRACTICES WITH
SPECIAL REFERENCE “VIRKSSAA”**

By

MOHAN KUMAR.P

Roll No. 0702MBA0684

Reg. No. 68107202059

A PROJECT REPORT

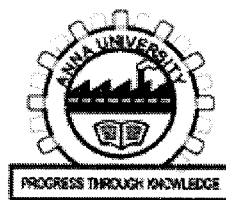
Submitted to the

FACULTY OF MANAGEMENT SCIENCES

in partial fulfillment for the award of the degree

of

MASTER OF BUSINESS ADMINISTRATION



CENTRE FOR DISTANCE EDUCATION

ANNA UNIVERSITY CHENNAI

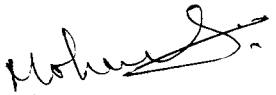
CHENNAI 600 025

AUGUST, 2009

Certificate

BONAFIDE CERTIFICATE


Certified that the Project report titled "A STUDY ON HUMAN RESOURCE PRACTICES WITH SPECIAL REFERENCE TO" VIRKSSAA" is the bonafide work of Mr.MOHAN KUMAR.P who carried out the work under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.


Signature of Student

Name: MOHAN KUMAR.P

Roll No: 0702MBA0684

Reg. No: 68107202059


Signature of Guide

Name: V. KAARTHIEKHEYAN

Designation: Assistant Professor

Address: KCT Business school

Kumaraguru College of Technology


Signature of Project-in-charge

Name :

DIRECTOR

Designation :

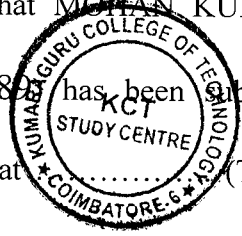
KCT BUSINESS SCHOOL

KUMARAGURU COLLEGE OF TECHNOLOGY

COIMBATORE - 641 006

CERTIFICATE OF VIVA-VOCE-EXAMINATION

This is to certify that MOHAN KUMAR.P (Roll No.0702MBA0684;
Register No. 6810720208) has been subjected to Viva-voce-Examination on
..12.09.09..... (Date) at (Time) at the Study centre KCT Study
Centre, Coimbatore.



V. Kaarthikeyan
Internal Examiner

Name:

Designation:

Address:

N. S. ...
External Examiner 12/9

Name: Dr. N. Penthi Kumar.

Designation: Zonal OFFICER, ZONE VIII

Address: Jamal Mohammad college
campus
Trichy - 620020

Coordinator

Study centre

Name: Dr. S. S. ...

Designation: Co-ordinator

Address: KCT business school.

S. S. ...
CO-ORDINATOR,
KCT STUDY CENTRE
CDE ANNA UNIVERSITY, CHENNAI
KUMARAGURU COLLEGE OF TECHNOLOGY,
COIMBATORE 641 006.

Abstract

ABSTRACT

This study entitled “Socio- Economic Condition Of The Employee, Human Resource Practices And Level Of Stress Among The Employee” was conducted at conducted in VIRKSSAA (**transcription services India**). Human Resource Practices is considered to be one among the inevitable functions which have drawn attention of managers in the organization as well as academicians. The study attempts to study the various human resources activities and its significance in the above mentioned organization. Various HR practices including Collateral or fun related an activity which aims at reducing the stress level among employees and providing a favorable working environment had been discussed. It was concluded that the employees were satisfied with the human resource system of their organization. The management helped the employees to equip themselves towards the present and future challenges in their job.

Acknowledgement

ACKNOWLEDGEMENT

I praise and thank the God Almighty, the source of knowledge and wisdom, who strengthened and inspired me throughout my study.

I am also indebted to **Mr.V.Kaarthikheyan, Assistant professor,KCT Bussiness School,Kumaraguru College Technology**), my faculty guide for providing me with all the guidance, encouragement and suggestions during the entire period of the project.

“Gratitude is a fruit of great cultivation”. I owe my gratitude to Professor **Mr. Senthil kumar.A, Coordinator for center for distance education.KCT Bussiness school, Kumaraguru College of Technology** for giving permission to carry out the project successfully.

I extend my deep sense of gratitude to all the faculty members of the Department of Social Work for the valuable guidance and support.

I wish to place on record my heartfelt thanks to Mr.K.R Siva kumar, COO of the Company for giving me permission to carry out my project in their company.

I am very grateful to the respondents for the help rendered to me in collecting the necessary data.

I thank my parents, friends and classmates for their support throughout the entire course of my project.

Contents

CONTENTS	PAGE NO
CHAPTER-I	
INTRODUCTION	
1.1 Broad area of the study	1
1.2 Need of the study	2
1.3 Statement of the problem	2
1.4 Objectives of the study	2
1.5 Scope of the study	2
1.6 Chapterization of the study	4
1.7 Limitations of the study	5
CHAPTER-II	
PROFILE OF THE ORGANISATION	6
CHAPTER-III	
REVIEW OF LITERATURE	8

CONTENTS	PAGE NO
CHAPTER-IV	
METHODOLOGY	
4.1 Locality of the study	11
4.2 Topic of the study	11
4.3 Research Design	11
4.4 Sampling Framework	12
a) Sampling Design and technique	
b) Nature of respondents	
c) Sample size	
4.5 Source of Data Collection	12
a) Primary Data	
b) Secondary Data	
4.6 Statistical Tools and tests used	12
4.7 Period of study	13
Chapter V	
Analysis and Intrepretations	14
Chapter VI	
Findings, suggestions and conclusions	52
BIBLIOGRAPHY	57
APPENDIX	

List of Tables

SL.NO	LIST OF TABLES	PAGE.NO
1.	Table showing the interpretation on age group of the respondents	14
2.	Table showing the interpretation on their gender	16
3.	Table showing the interpretation on the marital status of the respondents	18
4.	Table showing the interpretation on the department of the respondents	20
5.	Table showing the interpretation on the designation of the respondents	21
6.	Table showing the interpretation on the work experience of the respondents	23
7.	Table showing the interpretation on the monthly income of the respondents	24
8.	Table showing the interpretation on the type of family of the respondents	25
9.	Table showing the interpretation on the place of residence of the respondents	26
10.	Table showing the interpretation on the type of the house of the respondents	27
11.	Table showing the interpretation on the membership of the respondents in any clubs/association within the company	28
12.	Table showing the interpretation on entry of the respondents into the company	29
13.	Table showing the interpretation on the opinion of the respondents about the selection process	30
14.	Table showing the interpretation on the satisfaction of the respondents with the recruitment process	31

SL.NO	LIST OF TABLES	PAGE NO
15.	Table showing the interpretation on working conditions	32
16.	Table showing the interpretation on working conditions Table showing the interpretation on receiving useful and constructive feedback from the management	33
17.	Table showing the interpretation on information and knowledge shared openly	34
18.	Table showing the interpretation on the opinion that HR department is very active	35
19.	Table showing the interpretation on the opinion that HR department organizes stress management programmes	36
20.	Table showing the interpretation on the opinion that the training programmes arranged by the company are useful to the respondents career	37
21.	Table showing the interpretation on the satisfaction level of the respondents towards the grievance procedure	38
22.	Table showing the interpretation on the regular performance appraisal system	39
23.	Table showing the interpretation of the opinion that the job is physically demanding	40
24.	Table showing the interpretation of the opinion that the stress is mainly due to the nature of work	41
25.	Table showing the interpretation of the opinion that the respondent receive adequate support in different stressful situation	42
26.	Table showing the interpretation of the opinion that the cordial relationship with colleagues acts as stress burster	43

SL.NO	LIST OF TABLES	PAGENO
27.	Table showing the interpretation of the opinion that fun culture reduces the stress level	44
28.	Table showing the interpretation of the opinion that the recreation at periodic intervals acts as a motivational factor	45
29.	Table showing the association between gender and stress level	46
30.	Table showing the association between age and stress level	47
31.	Table showing the association between experience and stress level	48
32.	Table showing the association between marital status and stress level	49
33.	Table showing the association between experience and monthly income	50
34.	Table showing the association between promotion and experience	51

List of Charts

SL.NO	TITLE OF CHARTS	PAGENO
1.	Chart showing the interpretation on age group of the respondents	15
2.	Chart showing the interpretation on gender of the respondents	17
3.	Chart showing the interpretation on marital status of the respondents	19
4.	Chart showing the interpretation on work experience of the respondents	22

Chapter 1

CHAPTER I

INTRODUCTION

1.1 BROAD AREA OF STUDY

Human Resource Management is a process of bringing people and organization together so that the goals of each are met. It is that part of the management process which is concerned with the management of human resources in an organization. It tries to secure the best from people by winning their whole hearted co-operation. In short, it may be defined as the art of procuring, developing and maintaining competent workforce to achieve the goals of an organization in an effective manner.

Human Resource came into practice only with the advent of the industrial revolution during the 18th and 19th centuries when the need for scientifically studying and analyzing modern organization arose. Most public and private sector organization in India are today facing labour relations problems. Harmonious relation, in every sphere of human activity is an essential condition for social, economic and political progress. But the increasing complexity of the modern industrial system has tended constant by widen the gap between those who own and manage the industry and those who work in it. In the present environment characterized by low wages employment and rising workers aspiration problem such as work stoppages, low level of motivation, indiscipline, insubordination, militancy etc, are on the increase, such labour problems have unprecedented and unequalled impact on the working of the organization.

Appropriate organization arrangements and strategies, are necessary to bring out harmony and understanding at all levels.

1.2 NEED FOR THE STUDY

Human Resource Management as a concept has changed markedly during the last ten years. Earlier, there was a change from the “Scientific Management” to the “Human Relations” approach. It provides a sound platform for studying management of human resource in detail. In modern Industrial organization the largest numbers of problems are related to human resources.

1.3 STATEMENT OF THE PROBLEM

“A study on Human Resources Practices with special reference to VIRKSSAA”, Coimbatore

1.4 OBJECTIVE OF THE STUDY

1. To study the socio-economic conditions of the employees.
2. To study the Human Resources Practices practiced in VIRKSSAA
3. To study the level of stress among employees at VIRKSSAA.

1.5 SCOPE OF THE STUDY

NEED FOR THE STUDY

Human Resource Practices are one of the important factors which have drawn attention of managers in the organization as well as academicians. Various studies have been conducted to find out the factors, which determine the Human Resources Practices and the way it influences productivity in the organization.

Various attempts are made by the organisation in including Collateral or fun related activities which aims at reducing the stress level among employees and providing a favourable working environment.

Though there is no conclusive evidence that stress affects productivity directly, productivity depends on so many variables and that stress is a prime concern for the organisation.

Human Resource Management is a field of study, which is a subject of interest to many who undertake research. The researcher being a student of Human Resource Management has evinced interest in this topic, the natural choice was a study on Human Resource Practices which is practiced in the organization. Further “VIRKSSAA” is a Medical Transcription and clinical trials company which employees sizeable number of employees and more over considering the nature of the work and services involved in this organization it was decided to conduct the study on the employees of “VIRKSSAA.

While analyzing the various determinants of job stress, it should be kept in mind that all employees do not get the same degree of stress though they perform the same job in the same job environment and at the same time. Besides the nature of job and job environment, there are individual variables, which affect stress. Individual factors like age, education, experience, income and shift work may also influence the job-related stress.

In addition there are other individual factors which affect stress. If employees do not have favourable social and family life they may not feel happy at the

workplace. Similarly other personal problems associated with their employees may affect their level of stress.

Factors like working conditions, supervision, equitable reward, opportunity for promotion, superior – subordinate relationship, work load, time pressure, responsibility, interruptions, respect, promotions, prospects, job security, support and salary also cause distress to employees.

An attempt has been made in this research work to study the Socio-economic condition of the employee, Human Resource Practices practiced in the organization and the factors which influence the stress level of the employee.

CHAPTERIZATION

The present study has been reported in Chapters in the following manner

Chapter I - This chapter deals with introduction to the study .Need of the study, statement of the problem

Chapter II - This chapter deals with the profile of the company

Chapter III - This chapter deals with the various review of literature that was taken as a source for doing study.

Chapter IV - This chapter deals with the Research Methodology in particular containing the title of the study, objectives of the study, need for the study, research design, sampling procedure, selection of area, selection of the respondents, tools used for data collection, difficulties encountered, analysis of data, limitations of the study and definitions of the terms used.

Chapter V - This chapter deals with the analysis and interpretation of data. It consists of various tables and graphs for easier understanding of the research.

Chapter VI - This chapter includes in it the various findings, suggestions and conclusion of the study.

LIMITATIONS OF THE STUDY

The study is not without limitations. They are –

1. The study is confined only to those employees who were into the medical transcription and clinical trials profession.
2. The present study was limited to one industry. So effective generalization may not be possible.
3. The respondents were most of the time very busy with their hectic schedule.
4. The investigator had to collect the details from the employees who worked on shifts for which the investigator had to spend quite some time.

Chapter 11

CHAPTER II

PROFILE OF THE COMPANY

VIRKSSAA is one of the leading providers of IT Enabled Services to clients globally. VIRKSSAA is 5 years young and counting and over these years have focused on laying a solid foundation in USA, Canada, and the United Kingdom. VIRKSSAA is now ready to propel itself to higher echelons of the ITES industry having already achieved a lot of milestones in its history. The company's strategic delivery model provides simple and cost effective solutions to hospitals, clinics, off shoring companies, and private physicians. The company's dedicated team follows a very rigorous and meticulous schedule and uses top management and business practices in providing the best solutions to all the clients. Quality has been the prime watchword, which has currently brought the VIRKSSAA to where they are as they continue to strive towards achieving Total Quality Management and Six Sigma methodologies.

VIRKSSAA is on the right path to achieving global renown in the IT Enabled Services sector due to its dynamic branding, industry knowledge, quality consciousness, and timely delivery. VIRKSSAA has steadily grown over the years and is among the top 10 MT/BPO companies in Coimbatore. VIRKSSAA currently executes a capacity of about 2.5 million lines of transcription per year. VIRKSSAA's commercial production experience boasts of more than 50,000 hours of live transcription. VIRKSSAA's clientele includes hospitals, clinics and private physician groups from all over the United States of America. VIRKSSAA has been registering a constant growth of 100% year-on-year since inception.

MEDICAL TRANSCRIPTION

VIRKSSAA is a professionally managed Transcription Service provider providing integrated transcription solutions combining advanced technologies with innovative outsourced workforce management. VIRKSSAA focuses on maintaining top quality standards in providing all its transcriptions. The company's dedicated team comprises in house trained transcriptionists, highly experienced editors and proof readers, quality analysts and quality audit professionals. VIRKSSAA has state-of-the-art infrastructure to meet with every minor or major solutions, thus able to provide complete end-to-end solutions for all transcription requirements assuring best results. VIRKSSAA works 24/7 and thus is able to cater to turn around time from 2 hours upwards. This ensures hospitals and surgeons with STAT emergency reports of utmost priority. They are 100% HIPAA compliant and have implemented all measures for complete safety of patient records.

CLINICAL TRIALS

Clinical Research is a research study in human volunteers to answer specific health questions. Carefully conducted clinical trials are the safest way to find treatments that work in people and ways to improve health. Interventional trials determine whether experimental treatments or new ways of using known therapies are safe & effective under controlled environments.

CLIENTS OF VIRKSSAA

- Glaxo Smith Kline
- Astra Zeneca
- Novartis
- Johnson & Johnson

Chapter III

CHAPTER III

REVIEW OF LITERATURE

Review of literature of the study of the available materials resulted to the topic of the research. This helps the researcher to get clear idea about the particular field. It is important for the researches to carry out the research successful.

1. Roa and Abraham 1984 from a survey of 53 companies reported that 30 percent of them had a separate HRD department. In another 38 %,HRD existed as a separate function but as a part of the Personnel Department with specially designed HRD personnel and 59% of the organization did not have formally stated policy or Human Resource Department.
2. Billimoria 1986, espouses that the management of HR was moving from the traditional programmes to custom- made system fitting the specific needs and objectives of the particulars organization. The immediate significance of the emergence of HRM is to have opened up a debate about just what constitutes the change from traditionally conceive HR practices to those that are claimed to be derived from a different mix of managerial concerns integration of employee and organization.
3. Theoretical evidence on the relationship of HR practices with the organizational effectiveness indicates that HR practices influence employee attitudes, behaviours, perceptions, organizational climate and other HR performance measures which lead to organizational effectiveness (Rao 1990,

kinicki et al 1992). It is clear that HR practices and innovations there in, impact both organisatioanl outcomes as well as the employee out comes. However, empirical evidence on the mediating role of employee commitment and other employee attitude such as job satisfaction etc.

4. According to Bhdhwar 1996, the future challenges before both the HRM resources management so that appropriate Human Resource practices can be formulated and successfully implemented. Today the very survival of HR functions appears to be it's ability to go on changing according to business and social needs. To this end, management of human resource presents an existing opportunity for organizational to experiment with alternative practices.
5. Mishra 1996, HR professionals must focus on continuous innovative by responding positively to new ideas and constantly keeping track of new trends. Innovative HR interventions, designed to ensure that people respond spontaneously to the critical demand of the organization have tremendous potential to build healthy and successful organization.
6. RAO 1996, the need today, therefore as is evident from above argument is to review, revamp and rejuvenate the existing people management system, such as the reward and incentive system, promotion, transfers, training and development programmes, recruitment and selection processes, employee relations, compensation, benefits and employee motivation such as pay for performance, gain sharing and team incentives. They all need to be made more dynamic, effective and in tune with the changing situation. It is also important to keep reviewing how systems are working; similarly, the systems should be linked to quality service, cost effectiveness and such other bottom line issues.

7. Stress In Today's Workplace (1999); Report Of Studies Conducted, By National Institute Of Occupational Safety And Health, Cincinnati, Ohio.

This paper has in depth reports and case studies relating to job stress conducted among different categories of employees across industries of varying functionalities. It deals with the causes and implications of job related stress and the remedial measures. It suggests intervention strategies for making organization changes and improving working conditions to counter act the effects of stress. It also proposes a model of job stress based on the sources of stress at the work place. The paper provides step by step intervention techniques of eliminating and preventing stress related problems through problem solving models.

8. Microsoft Encarta Encyclopedia; Facts about workplace Stress (2003).

We live in a stressful age. Stress not only comes from the constant change we face daily. Our fast – paced society, where is constant and we rush from one place to another, has negative effects on our health and wellness. By exploring the way we live our lives and modifying our lifestyle, we can lessen the effects of stress and learn to channel stress in a positive manner.

Chapter IV

CHAPTER – IV

RESEARCH METHODOLOGY

INTRODUCTION

The word research means searching more relevant facts from the existing facts. Today social research applies scientific steps in proving the social phenomena. The research process consists of a number of selected steps, which are essentially interdependent. The collection of facts and informations will be followed by using scientific technique and tools to arrive at a reasonable conclusion.

4.1 LOCALITY OF STUDY

The location is company is located in 148,sarojeni street, ram nagar,coimbatore 641009.

4.2 TOPIC OF THE STUDY

The title of the study is coined as “A study on Human Resources Practices with special reference to VIRKKSSA Coimbatore.

4.3 RESEARCH DESIGN

Research Design is the most important part of the Scientific Research. It offers a form on the basis of which conclusions are drawn from the data collected. The Research Design in this study is descriptive in nature.

A SAMPLING DESIGN AND TECHNIQUE

All the items under consideration in any field of enquiry constitute a Universe. The Universe constitutes 60 employees of VIRKSSAA, Coimbatore. The researcher

distributed questionnaire to all the 60 employees who were into Medical Transcription and clinical trials. All the employees were selected as respondents for the study. Hence the sampling method used by the researcher was census sampling.

B. NATURE OF RESPONENTS

All the workers working in VIRKSSAA were selected as respondents for the study. All the respondents are involved in providing IT Enabled services.

C. SAMPLE SIZE

The sample size we are using in this project. The total no of employee working in VIRKSSAA are 60, so the sample size are 60 employees

4.5 SOURCES OF DATA COLLECTION

Both primary data and secondary data have been used in this study. However the study heavily relies on primary data.

A. PRIMARY DATA

The investigator made use of well-structured questionnaire. The questionnaire was distributed to the employees with the help of HR Executive and the team leaders. The researcher assured them that the study is purely for academic purpose and the details will be kept confidential.

4.6 STATISTICAL TOOLS AND TEST USED

PRE TEST

A pre test was undertaken by the researcher with five respondents before collecting actual data to find out validity of each item in the questionnaire and whether any additions or deletions are to be made in the schedule. The result obtained

from the questionnaire was satisfactory, so there was no necessity to make any modification in the questionnaire.

- Statistical tools used
- Data processing

4.7 PERIOD OF STUDY

The period of study that conducted in VIRKSSAA it nearly takes 100 days

Chapter V

CHAPTER-V

ANALYSIS AND INTERPRETATION

TABLE - 1

BASED ON THEIR AGE

Sl.No	Age In years	No of Respondents	Percentage
1.	20 – 30	55	92
2.	31 – 40	03	05
3.	41 – 50	02	03
	Total	60	100

The above table reveals that 92 percent of the respondents belong to the age group of 20 -30 years, 05 percent of the respondents belong to the age group of 31 – 40 years and 03 percent of the respondents belong to the age group of 41 – 50 years. Since ITES is upcoming field where there are lots of scopes available and many young people take up this profession.

DISTRIBUTION OF RESPONDENTS BASED ON AGE

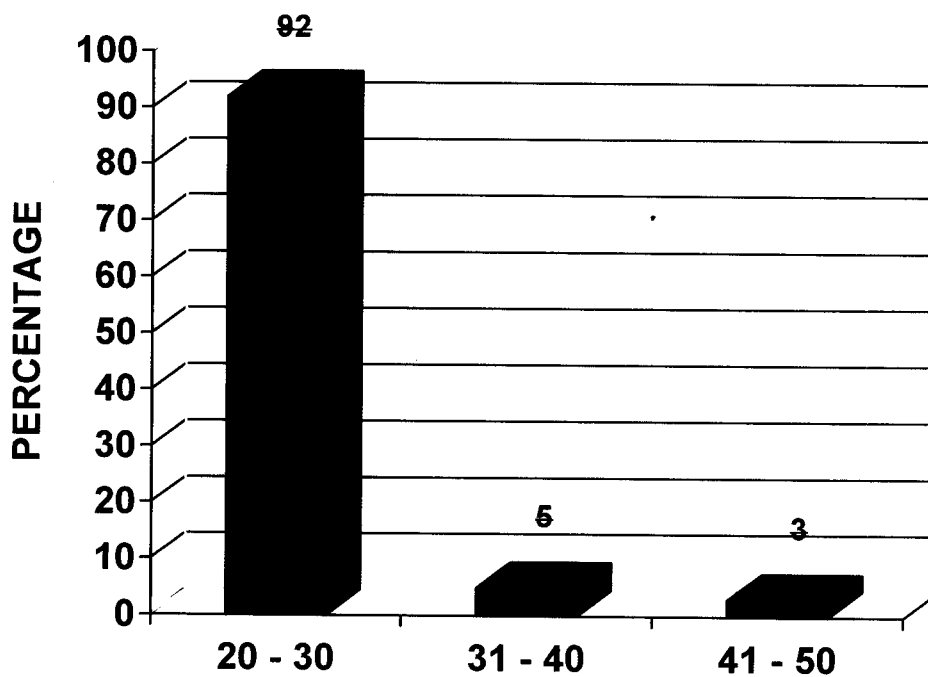


TABLE – 2

BASED ON THEIR GENDER

Sl.No	Respondents	No of Respondents	Percentage
1.	Male	21	35
2.	Female	39	65
	Total	60	100

The above table reveals that 65 percent of the respondents are female, 35 percent of the respondents are male. From the above table its clearly shown that most of the respondents are female who prefer to work in ITES sectors.

**DISTRIBUTION OF RESPONDENTS BASED ON THEIR
GENDER**

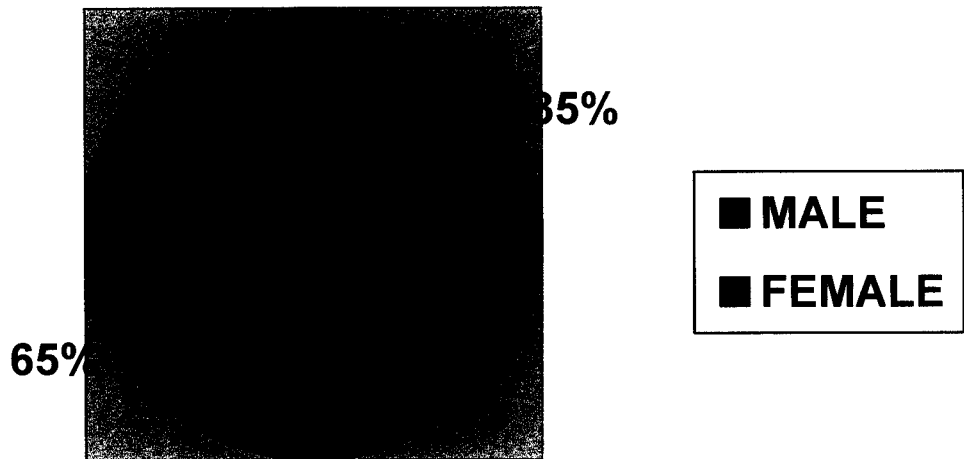


TABLE – 3

BASED ON THEIR MARITAL STATUS

Sl.No	Marital status	No of Respondents	Percentage
1.	Married	15	25
2.	Single	45	75
	Total	60	100

The above table reveals that 75 percent of the respondents are single and 25 percent of the respondents are married. Mostly people who are not married take up this profession.

**DISTRIBUTION OF RESPONDENTS BASED ON MARITAL
STATUS**

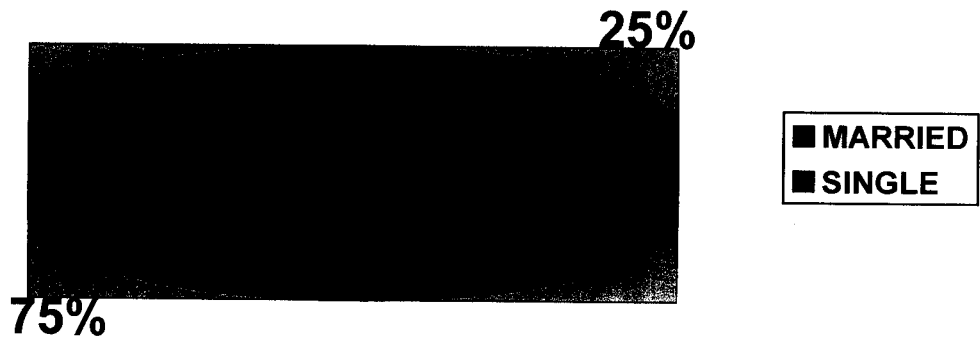


TABLE – 4

BASED ON THEIR DEPARTMENTS

Sl.No	Departments	No of Respondents	Percentage
1.	Clinical Trails	27	45
2.	Medical Transcription	33	55
	Total	60	100

The above table reveals that 55 percent of the respondents are from the Medical Transcription department and 45 percent of the respondents are from Clinical Trails Department.

TABLE – 5

BASED ON THEIR WORK EXPERIENCE

Sl.No	Years of Experience	No of Respondents	Percentage
1.	Below 1	36	60
2.	1 – 2 yrs	15	25
3.	3 – 4 yrs	05	08
3.	4 yrs & above	04	7
	Total	60	100

The above table reveals that 60 percent of the respondents have experience of less than 1 yr of experience, 25 percent of the respondents have 1 – 2 years of experience, 8 percent of the respondents have 3 – 4 years of experience and 7 percent of the respondents have an experience of 4 yrs and above.

DISTRIBUTION OF RESPONDENTS BASED ON EXPERIENCE

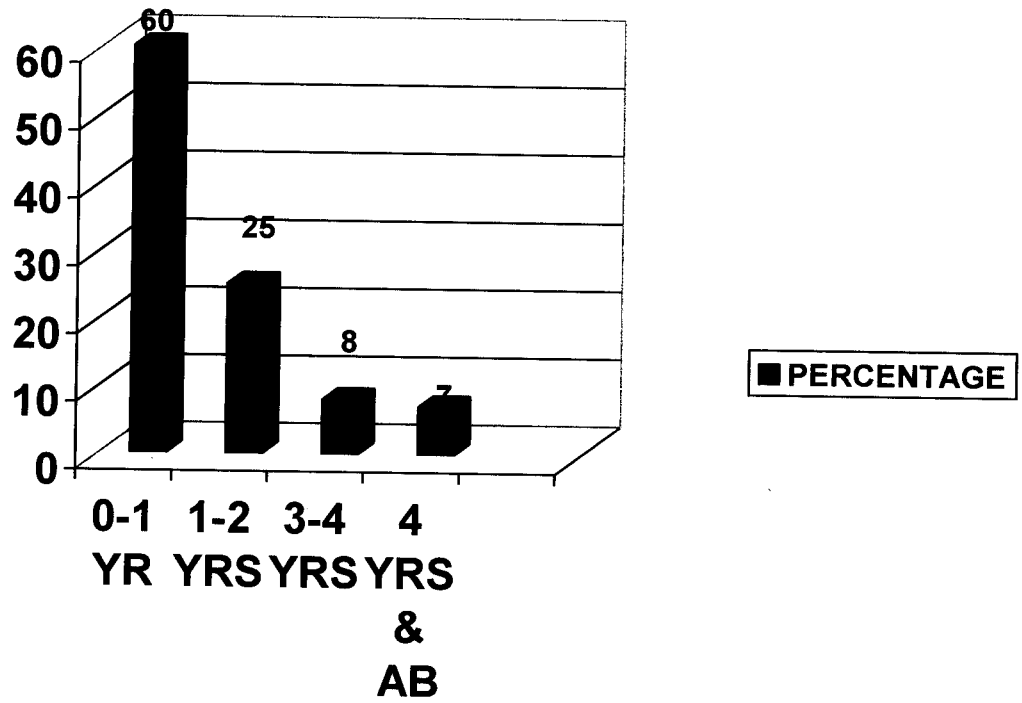


TABLE – 6

BASED ON THEIR DESIGNATION

Sl.No	Designation of the Respondents	No of Respondents	Percentage
1.	On the Job Trainee's	19	32
2.	Executives	28	47
3.	Senior Executives	13	21
	Total	60	100

The above table reveals that 47 percent of the respondents belong to the Executive cadre, 32 percent of the respondents are On the Job Trainee's and 21 percent of the respondents belong to Senior Executive cadre.

TABLE – 7

BASED ON THEIR MONTHLY INCOME

Sl.No	Monthly Income	No of Respondents	Percentage
1.	Below Rs 3,000	17	28
2.	Rs 3001 – Rs 4000	04	07
3.	Rs 4001 – Rs 5000	13	22
4.	Rs 5001 & above	26	43
	Total	60	100

The above table reveals that 43 percent of the respondents draw a monthly salary of more than Rs.5,001/-, 28 percent draw a salary below Rs.3,000/- 22 percent of the respondents draw salary between Rs.4001 – 5,000 and 7 percent of the respondents draw salary between Rs.3,001 – 4,000/-

TABLE – 8

BASED ON THE TYPE OF FAMILY

Sl.No	Type of Family	No of Respondents	Percentage
1.	Joint Family	20	33
2.	Nuclear Family	40	67
	Total	60	100

The above table reveals that 67 percent of the respondents are from Nuclear family and 33 percent of the respondents are from Joint family.

TABLE – 9

BASED ON THEIR PLACE OF RESIDENCE

Sl.No	Place of Residence	No of Respondents	Percentage
1.	Rural	13	22
2.	Urban	34	57
3.	Semi Urban	13	21
	Total	60	100

The above table reveals that 57 percent of the respondents are from Urban Area, 22 percent of the respondents are from Rural area and 21 percent of the respondents are from semi urban area.

TABLE – 10

BASED ON THE TYPE OF HOUSE

Sl.No	Type of House	No of Respondents	Percentage
1.	Own House	33	55
2.	Rented House	27	45
	Total	60	100

The above table reveals that 55 percent of the respondents have their own house and 45 percent of the respondents are from rented houses.

TABLE – 11

**BASED ON THEIR MEMBERSHIP IN ANY CLUB OR
ASSOCIATION WITHIN THE COMPANY**

Sl.No	Membership in Club or Association	No of Respondents	Percentage
1.	Yes	22	37
2.	No	38	63
	Total	60	100

The above table reveals that 63 percent of the respondents are not member of any association or club and 37 percent of the respondents are members of some club or association.

TABLE – 12

BASED ON THEIR ENTRY INTO THE COMPANY

Sl.No	Entry	No of Respondents	Percentage
1.	Through Merit / Performance	57	95
2.	Through Influence	03	05
	Total	60	100

The above table reveals that 95 percent of the respondents were appointed based on their performance / through merit, 05 percent were appointed through influence.

TABLE – 13

**BASED ON THEIR OPINION ON THE SELECTION
PROCEDURE**

Sl.No	Selection Procedure	No of Respondents	Percentage
1.	Very Tough	04	07
2.	Tough	28	46
3.	Easy	25	42
4.	Very Easy	03	05
	Total	60	100

The above table reveals that 46 percent of the respondents are of the opinion that the selection procedure of the company is tough, 42 percent of the respondents feel that the selection procedure is easy, 7 percent say it is very tough and 5 percent are of the opinion that the selection procedure is very easy.

TABLE – 14

BASED ON THE OPINION ON RECRUITMENT PROCESS

Sl.No	Recruitment Process	No of Respondents	Percentage
1.	Satisfied	55	92
2.	Not Satisfied	05	08
	Total	60	100

The above table reveals that 92 percent of the respondents are satisfied with the recruitment process and 8 percent of the respondents are not satisfied with the recruitment procedure.

TABLE – 15

BASED ON THEIR OPINION ON WELFARE FACILITIES

Sl.No	Welfare Facilities	No of Respondents	Percentage
1.	Satisfactory	42	70
2.	Moderate	15	25
3.	Poor	03	05
	Total	60	100

The above table reveals that 70 percent of the respondents are of the opinion that the welfare facilities at VIRKSSAA are satisfactory, 25 percent of the respondents say that the facilities offered are moderate and the 05 percent of the respondents say that the welfare facilities are poor.

TABLE – 16

**BASED ON RECEIVING USEFUL AND CONSTRUCTIVE
FEEDBACK FROM THE HR DEPARTMENT**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	13	21
2.	Agree	42	70
3.	Disagree	05	09
	Total	60	100

The above table reveals that 70 percent of the respondents strongly agree that they receive useful and constructive feed back from the HR department, 21 percent of the respondents agree that they receive useful and constructive feed back from the HR department, and the 09 percent of the respondents disagree that they receive useful and constructive feed back from the HR department.

TABLE – 17

**OPINION BASED ON SHARING THEIR OPINIONS FREELY TO
THE MANAGEMENT**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	11	18
2.	Agree	46	77
3.	Disagree	03	05
	Total	60	100

The above table reveals that 77 percent of the respondents agree that they can share their opinions freely to the management, 18 percent of the respondents strongly agree that they can share their opinions freely to the management and the 05 percent of the respondents disagree that they can share their opinions freely to the management.

TABLE – 18

**BASED ON THE OPINION THAT THE HR DEPARTMENT IS
ACTIVE**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	1	2
2.	Agree	55	92
3.	Disagree	04	06
	Total	60	100

The above table reveals that 92 percent of the respondents agree that the Human Resource department is active, 06 percent of the respondents disagree that the Human Resource department is active, and the 02 percent of the respondents strongly agree that the Human Resource department is active.

TABLE – 19

**BASED ON THE STRESS MANAGEMENT PROGRAMMES
ORGANIZED BY THE HR DEPARTMENT**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	05	08
2.	Agree	41	69
3.	Disagree	14	23
	Total	60	100

The above table reveals that 69 percent of the respondents agree that the Human Resource department organizes stress management programmes, 23 percent of the respondents disagree that the Human Resource department organizes stress management programmes, and the 08 percent of the respondents strongly agree that the Human Resource department organizes stress management programmes.

TABLE – 20

**BASED ON THE USEFULNESS OF THE TRAINING
PROGRAMMES ORGANIZED BY THE COMPANY FOR THE
EMPLOYEES CAREER**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	22	37
2.	Agree	33	55
3.	Disagree	5	08
	Total	60	100

The above table says that 55 percent of the respondents agree that the training programmes organized by the company are useful to their career, 37 percent of the respondents strongly agree to the statement, and the 08 percent of the respondents strongly agree that the training programmes organized by the company are useful to their career .

TABLE – 21

BASED ON THEIR OPINION ON GRIEVANCE PROCEDURE

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Satisfied	52	87
2.	Not Satisfied	8	13
	Total	60	100

The above table says that 87 percent of the respondents are satisfied with the grievance procedure followed in VIRKSSAA, 13 percent of the respondents are not satisfied with the grievance procedure followed in VIRKSAA.

TABLE – 22

**BASED ON THE OPINION THAT PERFORMANCE APPRAISAL
IS DONE AT REGULAR INTERVALS**

Sl.No	Opinion of Respondents	No of Respondents	Percentage
1.	Strongly Agree	12	20
2.	Agree	42	70
3.	Disagree	6	10
	Total	60	100

The above table shows that 70 percent of the respondents agree that the performance appraisal is done at regular intervals, 20 percent of the respondents strongly agree that the performance appraisal is done at regular intervals and 10 percent of the respondents disagree that the performance appraisal is done at regular intervals.

TABLE -23

BASED ON THE OPINION THAT THE JOB IS PHYSICALLY DEMANDING

Sl.no	Respondents	No of Respondents	Percentage
1.	Strongly Agree	06	10
2.	Agree	34	57
3.	Disagree	11	18
4.	Strongly Disagree	9	15
	Total	60	100

Table 23 shows that 57 percent of the respondents agree that the job is physically demanding, 18 percent of the respondents disagree that the job is physically demanding, 15 percent of the respondents strongly disagree that the job is physically demanding and 10 percent of the respondents strongly agree that the job is physically demanding.

TABLE-24

STRESS IS MAINLY DUE TO THE NATURE OF WORK

Sl.No	Respondents	No of Respondents	Percentage
1.	Strongly Agree	07	12
2.	Agree	33	55
3.	Disagree	16	26
4.	Strongly Disagree	04	07
	Total	60	100

Table 24 reveals that 55 percent of the respondents agree that stress is mainly due to the nature of work, 26 percent of the respondents disagree that stress is mainly due to the nature of work, 12 percent of the respondents strongly agree to the statement and 7 percent of respondents strongly disagree that stress is mainly due to the nature of work.

TABLE-25

**EXPERIENCE ADEQUATE SUPPORT IN DIFFERENT
STRESSFUL SITUATION**

Sl.No	Respondents	No of Respondents	Percentage
1.	Strongly Agree	07	12
2.	Agree	46	76
3.	Disagree	07	12
4.	Strongly Disagree	04	07
	Total	60	100

It is inferred from table 25 that a majority of 76 percent of the respondents agree that they experience adequate support in different stressful situation, 12 percent strongly agree to the statement and 12 percent disagree and 7 percent strongly disagree that they experience adequate support in different stressful situation.

TABLE - 26

**BASED ON THE OPINION ON CORDIAL RELATIONSHIP ACTS
AS STRESS BUSTER**

Sl.No	Respondents	No of Respondents	Percentage
1.	Strongly Agree	24	40
2.	Agree	34	56
3.	Disagree	01	02
4.	Strongly Disagree	01	02
	Total	60	100

It is inferred from table 25 that 56 percent of the respondents agree that cordial relationship acts as stress buster, 40 percent of the respondents strongly agree that cordial relationship acts as stress buster, 2 percent of the respondents disagree with the statement and the remaining 2 percent strongly disagree that cordial relationship acts as stress buster.

TABLE - 27

FUN CULTURE REDUCES STRESS LEVEL

Sl.No	Respondents	No of Respondents	Percentage
1.	Strongly Agree	21	35
2.	Agree	35	58
3.	Disagree	04	07
	Total	60	100

Table 26 shows that 58 percent of the respondents agree that fun culture reduces stress level, 35 percent strongly agree that fun culture reduces stress level, 07 percent that fun culture reduces stress level.

TABLE – 28

**OPINION BASED ON RECREATION AT PERIODIC INTERVAL
ACT AS A MOTIVATIONAL FACTOR**

Sl.No	Respondents	Frequency	Percentage
1.	Strongly Agree	25	42
2.	Agree	32	53
3.	Disagree	02	03
4.	Strongly Disagree	01	02
	Total	60	100

Table 27 shows that 53 percent of the respondents agree that recreation at periodic interval act as a motivational factor, 42 percent strongly agree, 03 percent disagree to the statement and 2 percent strongly disagree that recreation at periodic intervals act as a motivational factor.

TABLE – 29

**DISTRIBUTION OF RESPONDENTS BASED ON GENDER AND
STRESS LEVEL OF RESPONDENTS**

Sl.No	Stress Level	Low	Medium	High	Total
	Gender				
1.	Male	5 (26 %)	10 (53 %)	4(21%)	19
2.	Female	11 (27 %)	20 (49 %)	10 (24 %)	41
	Total	16	30	14	60

Degree of Freedom – 2

Calculated Value – 0.1017788

Table Value – 5.991

The above table shows that 53 percent of the male respondents experience medium stress level. 49 percent of the female respondents experience medium stress level. Therefore there is no significant association between gender and stress level.

TABLE – 30

**DISTRIBUTION OF RESPONDENTS BASED ON AGE AND
STRESS LEVEL**

Sl.No	Stress Level		Low	Medium	High	Total
	Age					
1.	20 -3 0	22(39%)	24(43%)	10(18%)	56	
2.	31 – 40	0	0	3(100%)	3	
3.	41 -50	0	1(100%)	0	1	
	Total	22	25	13	60	

Degree of Freedom – 4

Calculated Value – 12.7450594

Table Value – 9.488

The above table shows that 43 percent of the respondents who are between 20 – 30 yrs of age experience medium stress level. 3 percent of the respondents who are between 31 – 40 yrs experience high level stress and 1 percent of the respondents who are between 41 – 50 yrs of age experience medium stress level. Therefore there is significant association between age and stress level.

TABLE – 31

**DISTRIBUTION OF RESPONDENTS BASED ON EXPERIENCE AND
STRESS LEVEL OF RESPONDENTS**

Sl.No	Stress Level	Low	Medium	High	Total
	Experience				
1.	Below 1 yr	11(31%)	18(50%)	7(19%)	36
2.	1 to 2 yrs	4(27%)	8(53%)	3(20%)	15
3.	3 to 4 yrs	-	2(40%)	3(60%)	5
4.	4 yrs and above	1(25%)	2(50%)	1(25%)	4
	Total	16	30	14	60

Degree of Freedom – 6

Calculated Value – 4.86541310

Table Value – 12.592

The above table shows that only 50 percent of the respondents who have experience of below 1 yr have medium stress and 53 percent of the respondents with 1 to 2 years of experience have medium stress. 60 percent of the respondents with 3 to 4 yrs of experience have high stress. 50 percent of the respondents with 4 yrs and above of experience have medium stress. Therefore there is no significant association between experience and stress.

TABLE – 32

**DISTRIBUTION OF RESPONDENTS BASED ON MARITAL
STATUS AND STRESS LEVEL OF RESPONDENTS**

Sl.No	Stress Level Marital Status	Low	Medium	High	Total
1.	Married	2(14%)	8(53%)	5(33%)	15
2.	Single	14(31%)	23(51%)	8(18%)	45
	Total	16	31	13	60

Degree of Freedom – 2

Calculated Value – 2.60049627

Table Value – 5.991

The above table shows that 53 percent of the married respondents experience medium stress level. 51 percent of the unmarried respondents experience medium stress level. The calculated value is lesser than the table value therefore there is no significant association between stress level and marital status.

TABLE – 33

**DISTRIBUTION OF RESPONDENTS BASED ON EXPERIENCE
AND MONTHLY INCOME OF THE RESPONDENTS**

Sl.No	Monthly Income Experience	Below	Rs 3001	Rs 4001	Rs 5001	Total
		Rs 3000	to Rs 4000	to Rs 5000	and above	
1.	Below 1 yr	15(42%)	4(11%)	10(28%)	7(19%)	36
2.	1 – 02 yrs	1(7%)	1(7%)	2(13%)	11(73%)	15
3.	03 – 04	0	0	1(20%)	4(80%)	5
4.	4 yrs and above	0	0	0	4(100%)	4
	Total	16	5	13	26	60

Degree of Freedom – 9

Calculated Value – 23.16698717

Table Value – 16.919

The above table shows that 42 percent of the respondents who are below 1 yr of experience get below Rs 3000 as their salary. 73 percent of the respondents who has got 1 – 2 yrs of experience get above Rs 5001 as their salary. 80 percent of the respondents who has got 3 – 4 yrs of experience get above Rs 5001 as their salary. 100 percent of the respondents who has got experience of more than 4 yrs get above Rs 5001 as their salary. Therefore there is a significant association between the monthly income and the experience.

TABLE – 34

**DISTRIBUTION OF RESPONDENTS BASED ON PROMOTION
AND EXPERIENCE OF THE RESPONDENTS**

Sl.no	Promotion Experience	S.A	E.A	P.A	S&E	P&E	Mixture of All	Total
1.	Below 1 yr	4(11%)	4(11%)	20(58%)	-	-	7(20%)	35
2.	1-2 yrs	3(19%)	-	5(31%)	-	1(6%)	7(44%)	16
3.	3-4 yrs	2(40%)	-	3(60%)	-	-	-	5
4.	4 yrs and above	-	-	1(25%)	1(25%)	-	2(50%)	4
	Total	9	4	29	1	1	16	60

Degree of Freedom – 15

Calculated Value – 29.34192

Table Value – 24.996

The above table shows that 58 percent of the respondents with the experience of below 1 yr are of the opinion that promotion is based on performance alone. 44 percent of the respondents with the experience of 1 -2 yrs agree that promotion is based on mixture of all the criteria. 60 percent of the respondents with 3 – 4 yrs of experience are of the opinion that performance is based on the performance alone. 50 percent of the respondents with 4 yrs and above experience agree that promotion is based on mixture of all the criteria. Therefore there is significant association between promotion and experience.

Chapter VI

CHAPTER- VI

FINDINGS, SUGGESTIONS AND CONCLUSION

This chapter consists of the findings , suggestion and conclusion of the research.

FINDINGS

- It was found that 92 percent of the respondents belong to the age group of 20 - 30 years. Since ITES is upcoming field where there are lots of scopes available and many young people take up this profession.
- It was found that 65 percent of the respondents are female. Mostly women employees prefer to work in ITES sectors.
- It is revealed that 75 percent of the respondents are unmarried. Mostly people who are not married take up this profession.
- It was found that 60 percent of the respondents have experience of less than 1 yr of experience. Since ITES is upcoming field where there are lots of scopes available and many young people take up this profession.
- It was found that 47 percent of the respondents belong to the Executive cadre and the rest comes under senior executives cader and in the on the job trainees cader.
- It was found that 43 percent of the respondents draw a monthly salary of more than Rs.5, 000/-. And its clearly shows that most of the respondents have the experience of more than 4 yrs and above.
- It was found that 67 percent of the respondents are from Nuclear family.
- It was found that 57 percent of the respondents are from Urban Area.

- It was found that 55 percent of the respondents have their own house and the rest 45 percent of the respondents are from rented houses.
- It was found that 63 percent of the respondents are not member of any association or club.
- It was found that 95 percent of the respondents were appointed based on their performance / through merit.
- It was found that 46 percent of the respondents are of the opinion that the selection procedure of the company is tough.
- It was found that 92 percent of the respondents are satisfied with the recruitment process.
- It was found that 70 percent of the respondents are of the opinion that the welfare facilities at VIRKSSAA are satisfactory.
- It was found that 70 percent of the respondents strongly agree that they receive useful and constructive feed back from the HR department.
- Majority 77 percent of the respondents agree that they can share their opinions freely to the management.
- Majority 92 percent of the respondents agree that the Human Resource department is active.
- It was found that 69 percent of the respondents agree that the Human Resource department organizes stress management programmes.
- It was found that 55 percent of the respondents agree that the training programmes organized by the company are useful to their career.
- Majority 87 percent of the respondents are satisfied with the grievance procedure followed in VIRKSSAA.

- It was found that 70 percent of the respondents agree that the performance appraisal is done at regular intervals.
- It was found that 55 percent of the respondents agree that stress is mainly due to the nature of work.
- It was found that 57 percent of the respondents agree that the job is physically demanding.
- It was found that 25 that a majority of 76 percent of the respondents agree that they experience adequate support in different stressful situation.
- It was found that 56 percent of the respondents agree that cordial relationship acts as stress buster.
- Majority 53 percent of the respondents agree that recreation at periodic interval act as a motivational factor.
- Using chi-square test it was found that there is no significant association between gender and stress level.
- Using chi-square test it was found that there is significant association between age and stress level.
- Using chi-square test it was found that there is no significant association between experience and stress.
- Using chi-square test it was found that there is no significant association between stress level and marital status.
- It was found that there is a significant association between the monthly income and the experience.
- It was found that there is significant association between promotion and experience.

SUGGESTIONS

- A proper canteen facility has to be provided to the employees.
- Proper rest room facilities has to be provided.
- Employees must make proper use of the stress buster programmes offered by the Management for the individual well being and for the overall development of the company.
- The Management can discuss with the employees and get the suggestions to plan the sort of programmes which will actually help the employees them get rid of their stressful situation.
- To reduce the stress the Human Resources Department has to organize many more stress busters and picnics.

CONCLUSION

Thus the researcher made an effective study on the Human Resource Practices done in VIRKSSAA. It was concluded that the employees were satisfied with the human resource system of their organization. The management helped the employees to equip themselves towards the present and future challenges in their job. Therefore it was evaluated that effective Human Resource Management is essential for growth and development of the organization. This can help the organization to succeed in far changing and competitive environment.

Bibliography

BIBLIOGRAPHY

- K. Aswathappa 1999, 1997, Human Resource and Personnel Management , Tata MC Graw – Hill Publishing Company Limited.
- Arun Manoopta Mirza Saiyadain 1966, 1979 -Personnel Management - Tata MC Graw – Hill Publishing Company Limited.
- Editors: Aloysius C. Jesurajan S.J. Management and Labour Studies: Vol. 29, Aug 2004, Publish by XLRI Jamshedpur,
- Cynthia D. Fisher, Lyle F. Schoenfeld, 2004 Human Resource Management – V Indian Adaption . Republished in 2005
- GREGORY MOORHEAD, RICKCY W. GRIFFIN Organizational Behaviour , 1999
- Human Resource Management – V.S.P Roa, First edition New Delhi – 2000.
- Krishnaswami O.R, Methodology of Research in Social Sciences,
- Himalaya Publications House, New Delhi- 2003.
- KOTHARI C.R. Research Methodology Methods and Techniques
- L.M. PRASAD, Organizational Behaviour Publishers, Sultan Chand & Sons, New Delhi - 2006
- STEPHEN.R. ROBBINS Organizational Behavior, 1999
- Sumathi Reddy Human Resource Management Review: Aug 2005 editor. Published by ICFAI University Press.

JOURNALS

Indian Journal of Industrial Relations: Vol. 37, No: 3, Jan 2002.

Indian Journal of Industrial Relations: Vol. 40, No: 1, July 2004.

Appendix

QUESTIONNAIRE

Dear Sir / Madam,

This Questionnaire is meant for collecting data for "A STUDY ON HUMAN RESOURCE PRACTICES" which is practiced in organization with special reference to VIRKSSAA Coimbatore, as part of the project work done for the completion of MBA, degree in Anna University. I request you to kindly answer the following questions & statements. I assure you that your answers will be strictly for academic purpose only.

1. Age.
2. Gender : Male Female.
3. Order of birth :
 - a. First b. Middle c. Last
4. Marital status
 - a. Married b. Single c. Widowed d. Divorced
5. The department you belong to
 - a. CT b. MT
6. Designation
7. Work Experience:
 - a) 0 to 1yr b) 1 to 2 yrs c) 3 to 4 yrs d) 4 yrs and above
8. Monthly income of the employee:-
 - a) Below 3000 b) 3000 to 4000 c) 4000 to 5000 d) 5000 and above.

9. Total Income per month for the family
 - a) Below 5000 b) 5000 to 10,000 c) 10,000 and above.
10. Type of family
 - a) Joint family b) Nuclear family.
11. No. of dependants:
12. Place of residence
 - a) Rural b) Urban c) Semi urban
13. Type of house
 - a) Own house b) Rented
14. Do you have any debts?
 - a) Yes b) No
15. If yes Sources of Debts?
 - a) Government Loans b) Private Company Loans
16. Total Expenditure per month:
 - a) Below 4000 b) 4000 to 6000 c) 6000 to 8000 d) 8000 and above
17. Do you have any savings?
 - a) Yes b) No
18. If yes mode of savings
 - a) Bank b) Post office c) other
19. Do you have any
 - a) Movable assets b) Immovable asset
20. Is there any association formed within the company.
 - a) Yes b) No

21. Are you a member of any associations out side the company ?

- a) Yes b) No

22. If yes mention the association name.

I) RECRUITMENT:

23. How did you come to know about the vacancy in the company ?

- a) Advertisement b) Friends c) References d) others

24. How did you enter into the company ?

- a) Through Merit b) Through influence c) Performance based d) any other

25. What do you feel about the selection procedure of your company ?

- a) Very Tough b) Tough c) Easy d) Very easy

26. Are you satisfied with your recruitment process in the company ?

- a) Satisfied b) Not Satisfied

27. The objectives of the job were made clear during the interview process ?

- a) Strongly agree b) agree c) disagree

28. Did you have any idea about the job before taking up the Interview ?

- a) Yes b) No

II) WELFARE FACILITIES

29. The working conditions like comfortable seating, adequate temperature, humidity, hygienic and healthy environment of the organization are

- a) Satisfactory b) Moderate c) Poor

30. Are you satisfied with your canteen facilities?

- a) Satisfied b) Not satisfied.

31. Are you satisfied with the drinking water facilities provided in your company?

- a) Satisfied b) Not satisfied

32. Are you satisfied with the Rest rooms provided in your company ?

- a) Satisfied b) Not satisfied.

33. Are you satisfied with the following social security schemes:

Social Security	Satisfied	Not Satisfied	Not applicable
ESI			
PF			

34. Are you satisfied with the Bonus structure?

- a) Yes b) No

35. Are you satisfied with the communication Network within your company?

- a) Satisfied b) Not satisfied.

III) WORKING CONDITIONS:

36. The amount of work given to me is always reasonable

- a) Strongly agree b) agree c) disagree

37. I feel proud of my Job

- a) Yes b) No

38. I receive useful and constructive feed back from the management and from Human Resource Department

- a) Strongly agree b) agree c) Disagree

39. The information and knowledge are shared openly within this organization

- a) strongly agree b) agree c) Disagree

40. Do you have shift system in your company ?

- a) Yes b) No

41. If yes Are you satisfied with your shift pattern ?

- a) Satisfied b) Not satisfied.

42. On what basis promotions are given to the employees ?

- a) Seniority alone b) Educational Qualification alone
c) Performance alone d) seniority and educational qualification
e) performance and Education f) mixture of all these

43. Favoritism is not an issue in promotions ?

- a) Strongly agree b) agree c) Disagree

44. I feel comfortable in sharing my opinions to the management ?

- a) Strongly agree b) agree c) Disagree

IV) EFFECTIVENESS OF HUMAN RESOURCE DEPARTMENT

45. The HR department is very active in your company.

- a) Strongly agree b) agree c) Disagree

46. Which of the following means of communication are used to convey information to concerned person ?

- a) Telephone b) Orally c) Notice board d) Circulars e) other

47. I am satisfied with my company's HR practices ?

- a) Strongly agree b) agree c) Disagree

48. The HR department organizes many stress management programmers to increase to increase the efficiency.

- a) Strongly agree b) agree c) Disagree

49. The HR department is co-operative ?

- a) Yes b) No

V) TRAINING PROGRAMMES:

50. What kind of training is given to the employees ?
- a) on the job training b) off the job training
 - c) Technical training d) skill development training.
51. The training programmes arranged by the company are useful to my future career growth ?
- a) strongly agree b) agree c) Disagree
52. Is any stipend given during the training period ?
- a) Yes b) No
53. Are Course materials provided by the company during the training period ?
- a) Yes b) No

VI) GRIEVANCE REDRESSAL

54. Is the grievance redressal procedure followed effectively in the company.
- a) Strongly agree b) agree c) Disagree
55. Is any favoritism shown in the settlement of any problems?
- a) Yes b) No
56. Are you satisfied with settlement of grievance procedure in your company?
- a) Satisfied b) Not satisfied.

VII) PERFORMANCE APPRAISAL PROCEDURE

57. Performance appraisal is done at regular intervals?
- a) Strongly agree b) agree c) Disagree
58. Is there any reward given for better performance?
- a) Yes b) No

59. Is there any favoritism shown in performance appraisal ?

- a) Yes b) No

VIII) STRESS MANAGENENT

Sl.No	PARAMETERS	Strongly Disagree	Disagree	Agree	Strongly Agree
1.	My Job is physically demanding				
2.	My job has become more & more demanding				
3.	Stress is mainly due to my nature of work				
4.	Even the slightest criticism from my boss upsets me				
5.	I get easily whelmed over by time pressures at work				
6.	I get angry with myself when I can't completely resolve a problem at work				
7.	Stress at work is due to my own personal reasons a) Family problem b) Economical Situation c) Emotional Nature				
8..	Stress at work is due to work environment a) Relationship with superiors b) Relationship with colleagues c) Relationship with subordinates				
9.	Stress is more during Night Shift				
10.	Fun culture reduces my stress level				

11	Fun culture in organization opens new avenues to increase friendship level in organization which indirectly influences our stress level				
12	Recreation at periodic intervals acts as a motivational factor and increases our potential work performance and helps us maintain normal stress level				
13	Some sort of relaxation activities before starting my work boosts my energy at work				
14.	I experience adequate support in different stressful situation				
15.	My current occupational position adequately reflects the effect of the “on the job” training programe				
16	I get rid of my emotions after attending fun related programs				
17.	Stress busters increase my level of accuracy at work				
18.	When I get home I can easily relax and forget all about work				
19.	Considering all my efforts and achievements I receive the respect and prestige I deserve at work				
20.	I feel successful only when I perform better than what I am expected				
21.	Superiors have confidence in my ability to handle difficult tasks				

22.	I do everything possible to keep my stress level low				
23.	I am always mentally prepared to do what needs to be done next				
24.	I don't usually get annoyed when my work routines are interrupted				
25.	The slightest compliments at work really boost my confidence				
26.	Cordial relationship with colleagues acts as stress buster at work				
27.	I prefer more number of extra curricular activities at periodic intervals in future to extract the best of my ability				

Thank you for answering the statement patiently

INVESTIGATOR: