



12. HR Practices in Selected Pharma Companies in Chennai City - A Study

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ABSTRACT

Human Resource Management means employee – employer relation, personnel administration and personnel management. Elements of human resource management are human resource and management. Human implies employees or people who work in the organization, executives, workers and staff. Resource implies available resource such as money, material, machine and man. Management implies maintaining and utilizing resources. One hundred and twenty-five (125) respondents were chosen as sample size from the target group. The main purpose of this study is to analyse the HR practices and policies in selected pharma companies in Chennai City.

KEYWORDS

Human Resources Management, Executives.

Introduction:

In today's competitive situation, the prime confronts that institution face is the withholding of capable workforce. Consequently, institutions are obligated to build favourable employment surroundings for increasing work contentment and necessitate integrating the follows: mouldable employment arrangements, training and development, prospect to nurture capacity of being innovative, and chance to take accountability, direct one's individual effort, a steady and protected, employment surroundings and employment permanence. Additionally, there must be an environment where employees are looked after by a reachable manager who provides intelligent responses as well as friendly group members. Adding up, adaptable advantage, such as amenities, up-to-date expertise, reasonable pay and chance for promotion are as well a few significant factors for innovative

functioning surroundings. occupation concerned persons construct the work a vital division of their individual personality. The ethical situation, or the circumstance in erstwhile respects, so far as it is affected by means of, or reliant upon, ethical deliberations, such as enthusiasm, strength of mind, trust, and self-confidence; intellectual situation, as of a group of men, a crowd, and the similar. Worker self-esteem inside an institution has a direct concern on the contentment stage of its consumers and the company's eventual accomplishment.

When association-based leaders encourage hub capability improvement of its labour force all through the institution, an opportunity is there for making certain elevated worker self-esteem and client contentment, a raise in worker and client preservation rates, and a optimistic long-standing viewpoint for the company's flourishing performance. Widespread understanding proposes that worker morale has a straight force on the contentment stage of an organization's prime exterior clients. Whilst this notion emerges easy as much as necessary, the ladder that company leaders can obtain to accomplish and maintain an elevated plane of worker morale inside the institution are a great deal less understood. The current nationwide rush in organizational client service experts and trainers put forward that a growing quantity of company leaders are familiar with the significance of nurturing to the intricacy of the supple area or human constituent of their industry. Essential to the eventual accomplishment of the organization, on the other hand, is to make out what feature of the individual element ought to be dealt with as main concern and promoted inside the concern.

Review of Related Literature:

Bhargava, D (2010). At the moment institutions are in progress of comprehending that Human Capital are the largest part significant of all resources footed on the budding principles of humanization. The accomplishment of a few institutions in extended tenure depends on the human capital.

Human Resource growth in an emergent nation similar to India is the requirement of the occasion and unquestionably, banking segment is the main effectual device for India's financially viable advancement, for which increasing Human Capital for this segment has developed into an essential to reach the national aims. As a result, the eminence of banking services and the purposes in realizing the socio-economic targets are vastly reliant on the workforce who carries the services.

There are numerous modes to extend human capital. Commencing with the preceding several years' banks are doing testing with all instruments of Human Resource Development. These embrace training and development, performance evaluation, profession forecast, group spirit and incentive etc. the public and private Banks are the essence of the study on "Human Resource Practices in Public and Private Sector Bank". The investigator studies the effect of Human capital in Public and Private commercial banks.

The study has evaluated the existing position of Human capital in Commercial Banks. This study spotlights on Human Resource Development put into practice in Indian commercial bank and locate the approach of familiarity wise group and age wise group to diverse issues. To carry out this study they include diverse factors of HR practices.

Two Banks was preferred together from division and administrative workforce was taken as respondent. The study based on primary and secondary investigation. The investigator established that together banks use diverse human resource practices at more or less similar stage and workforce of dissimilar age and experience group are contented at similar stage

Jaiswal (2014) in his article aims to discover the degree of Human Resource Development ambience and group empowerment widespread in institutions. Generally, researchers explain that Human Resource Development ambience is tremendously vital for the eventual attainment of the business targets.

Human Resource Development deems that persons in an institution have unrestricted potential for augmentation and progress and that their potential can be developed and increased in the course of suitable and methodical hard work. The part of Human Resource Development ambience of any institution shows a vast responsibility for realization of managerial objective. This article is carried out on 200 Indian managers together from public and private segments to measure the part of Human Resource Development ambience and group empowerment in managerial efficacy.

Muhashamsani, A. G. (2015) in his study surveyed that worker turnover is a predestined circumstance faced by several institutions irrespective of its fiscal subdivision. Unmanageable turnover is exceptionally expensive for the company for the reason that it engages hard work, time and overheads of rehiring, guidance, and little yield consequences. Intent to go away is established as the strongest interpreter for authentic turnover in preceding studies. Owing to soaring turnover proportion amongst manufacturing workforce in Malaysia, it stresses on immense apprehension and a number of insights on intent to go away issue.

This investigation discovered the grounds that prompt workers' intent to go away in the direction of their present concern. In this view, this article endeavours to establish the noteworthy associations of compensation contentment and leadership approach on intent to depart amid local workforce in electrical and electronics manufacturing concerns. Data were collected by means of questionnaire gathered from 272 local workforces in Yamaha Electronics Manufacturing (M) Sdn. Bhd. The conclusion resulted in acceptance formulated hypothesizes of the study. Compensation contentment, transactional leadership approach (i.e. contingent rewards, accomplishment of management-by-exception), and transformational leadership approach (rational spur, idealize pressure, personality contemplation, insight enthusiasm, idealize trust, and principled judgment building) were extensively related and added to the purpose to go away.

Footed on the result of the study, notional and likelihood of proposition are examined. Constraint and proposal for potential research are furthermore emphasized. Therefore, in the midst of restricted literatures on the subject matter of compensation contentment, transactional leadership approach, transformational leadership approach, and intent to go away in the background of electrical and electronics manufacturing segment in Malaysia, the result have, to a little degree, added to the perception of the intent to depart characteristic and augment the awareness of these area under discussion in particular in Malaysian employment setting.

Objectives of The Study:

- To study the socio demographic characteristics of the respondents.
- To study the HRM practices in pharma companies.
- To find the association between the various dimensions of HRM.
- To give the suggestions and recommendations that would be upheld to the organizations.
- To propose an appropriate system of the training in the organization.
- To examine the practices of the training activities in the organization.
- To know the opinion of the employees on the training activities in the organization.

Research Methodology:

Research methodology can be clear as the sketch of a feat or a investigation that elucidates how information is to be gathered, analyzed and construed in a logical manner. By implementing an appropriate method, statistics becomes information. As a result, use of suitable methodology can be referred as a fundamental task. In other words, study methodology deals with a method of compilation of facts and analysis of information. Each one of these steps is designed for this study.

The study is footed on primary and secondary data which have been collected largely from respondents, different websites, annual reports and various Newspaper and Journals. The paper attempts to study the link between employee morale, focusing on the selected pharma companies with reference to Chennai.

Limits of The Study:

- The study is narrowed down to Chennai city barely.
- Budgetary and Time restriction
- This research is time bound.
- The sample magnitude is curbed to 125.
- The facts collected are qualitative in character and the utility might vary from time to time.

Sampling Design:

Convenience sampling method has been used in this study. It is as well-known as disorganized or chance sampling. Members of the population are preferred based on their comparative effortlessness of access.

The sample of acquaintances, associates, buyers at a particular shopping centre are all examples of convenience sampling. Occasionally known as *grab* or *chance* sampling, this is the process of preferring objects at random and in an unstructured mode from the frame. Although more or less unfeasible to treat scrupulously, it is the system generally in use in numerous realistic circumstances. One hundred and twenty-five (125) respondents were chosen as sample size from the selected Pharma companies in Chennai.

Table 1: Age summary of the workforce

Parameters	No. of respondents	Percentage
18 – 25Yrs	43	34%
26 – 30Yrs	37	30%
31 – 35Yrs	24	19%
36 – 40Yrs	15	12%
41yrs & above	06	05%
Total	125	100%

From the preceding table it is incidental that more quantity of workforce fit in to the age group of 18-30 years, at this juncture 34% of them are amid 18-25 years and 30% of them are among 26-30 years. 19% of workforce fit in to the age group of 31-35 years. And 5% of them are more than the age of 40 years.

Table 2: Workforce' outlook on vital characteristics for motivation

Parameters	No. of respondents	Percentage
Elevated Responsibilities	11	09%
Workforce evaluation	25	20%
Appreciation	41	33%
Financial remuneration	36	29%
Promotion guidelines of the concern	12	09%
Total	125	100%

From the analysis it is incidental that a good number of the workforce i.e. 33% of them feels that the appreciation, which they find is exceptionally imperative for enhancing their morale.

While 29% of them give significance to financial remuneration, 20% of them believe that workforce evaluation is the encouraging strength for them. 9% of the workforce has rated elevated responsibility and identical proportion of the workforce has rated for promotional guidelines of the concern as their inspiring strength.

Table 3: View of the workforce on employment culture and the amenities in the concern

Parameters	No. of respondents	Percentage
Extremely Contented	03	02%
Contented	40	32%
Neutral	33	26%

Parameters	No. of respondents	Percentage
Discontented	37	30%
Extremely Discontented	12	10%
Total	125	100%

From the table 3 it is incidental that 32% of the workforce are feeling contented with the employment culture and amenities of the concern, but 30% are discontented and 10% are extremely discontented with the employment culture amenities of the concern.

Table 4: Weighted Average Method: View of the workforce on acknowledgment for their hard work and proficiency

S.No	Parameters	No. of respondents	Weights	Weighted Score
1	Extremely Contented	38	5	190
2	Contented	53	4	212
3	Neutral	09	3	27
4	Discontented	22	2	44
5	Extremely Discontented	03	1	03
	Total	125		476

Weighted Average Score (W.A.S): $476/125 = 3.8$

From the weighted average method, the weighted average score is calculated as 3.80(Approximately 4). As a result, the acknowledgment of the workforce, which they receive for their hard work and proficiency, is rated as contented.

Table 5: Association between educational qualification and contentment intensity of present occupation

Educational Qualification	Level of Contentment					Total
	Extremely Contented	Contented	Neutral	Discontented	Extremely Discontented	
SSLC/HSC	8	12	11	6	7	44
ITI	5	11	8	7	1	32
Diploma	4	10	8	6	6	34
UG	0	0	0	1	0	1
Uneducated	2	3	4	3	2	14
Total	19	36	31	23	16	125

H0: There is no considerable association between educational qualification and contentment intensity of present occupation.

H1: There is considerable association between educational qualification and contentment intensity of present occupation.

Source of Variation	Sum of Squares	Degree of Freedom	Mean Squares	F-ratio	5% F-limit
Between Columns	55.6	$(5-1) = 4$	13.9	0.98	2.87
Within Samples	282.4	$(25-5) = 20$	14.12		

Analysis and Interpretation

It is derived from the above table that the computed value of F is less significant than the table value at 5% level of significance; as a result, the hypothesis is established. Therefore, there is no major association between educational qualification and contentment intensity of present occupation.

Suggestions:

- Further in-house amenities ought to be offered so that the workforce has a sense of pride to serve in the concern.
- Customary departmental gathering must be sustained as it is carried out at present.
- The workforce must at all times be evaluated for their high-quality performance as a result that they will feel further stimulated and they will develop their performance.
- Although the workforce feels good regarding performance evaluation the regularity of carrying out the evaluation must be at least once in six months.
- Financial as well as non-financial benefits must be given to the workforce of all divisions footed on their performance.

Conclusion:

The study was carried to cover employee HR practices in selected Pharma companies in Chennai city. The objectives of the study are to gain knowledge of the employees HR practices and policies in the company, to be aware of the contentment of the employees in the company, to investigate and infer the employee's morale towards their employment, to find and put forward principles to develop a range of features to improve the morale of the employees and to recommend suggestions to the company to lessen labor turnover.

It was concluded that a good number of the workforce feels that the appreciation, which they find is exceptionally imperative for enhancing their morale. Majority of the workforce are feeling contented with the employment culture and amenities of the concern. As a result, the acknowledgment of the workforce, which they receive for their hard work and proficiency, is rated as contented.

There is no major association between educational qualification and contentment intensity of present occupation. The workforce must at all times be evaluated for their high-quality performance as a result that they will feel further stimulated and they will develop their performance. Financial as well as non-financial benefits must be given to the workforce of all divisions footed on their performance.

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