



A STUDY ON OUTLOOK OF WORKPLACE ETIQUETTE WITH SPECIAL REFERENCE TO ACME PUMBS IN COIMBATORE DISTRICT

Mr. T.Surya¹, Mrs. E.Kamatchi Muthulakshmi²

* Mr. T.Surya ,II-MBA, Rathinam Institute of Management, Coimbatore, India,

**Mrs. E.Kamatchi Muthulakshmi² Assistant Professor, MBA, Rathinam Institute of Management, Coimbatore, India

ABSTRACT

An attempt has been made to investigate organizational culture of bright technology. The objective of this research is to study the workers perception towards work and other work related issues with a view to investigate the working of the components of organizational culture among the employees. The main objective of the study is to find the overall performance of the employees. The study is descriptive research with sample of 120 employees working in ACME Pumps. Data was collected by survey method through structured questionnaire with close ended questions. The primary data was obtained through questionnaire and secondary data from the company records and websites. The purpose of the survey process is to provide a more accurate assessment of the existing culture from the employee's point-of-view and also to assess their behaviors with respect to that of existing culture. The culture of an organization consists of the values and beliefs of the people in an organization. The organizational culture has an impact on employee's satisfaction. The analysis was

done through simple percentage analysis, weighted average method and chi square analysis.

INTRODUCTION

1.1 ABOUT THE STUDY

Organizational culture is the collection of values, expectations, and practices that guide and inform the actions of all members. Culture is created through consistent and authentic behaviors. The word 'culture' has its origins in the Latin word 'colere', which means to tend or cultivate. Simply put, organizational culture is how leadership tends to, cultivates, or takes care of its business, stakeholders, and employees. Culture can be defined as the consistent organizational behaviours of employees and leaders (norms).It affects all aspects of an organization, also one of the top indicators of employee satisfaction and one of the main reasons almost two-thirds of employees stay in their job.

Organizational culture facilitates the achievement of an organization's strategic objectives, attracts the right employees, and makes

those employees who may not fit stand out. It is also marketed to customers and key stakeholders. Organizational culture often mirrors the organization's core values and directly reflects the organization's leadership.

1.2 OBJECTIVES OF THE STUDY

- To access and analyse the relationship between manager and the employees in the existing culture of ACME Pumps.
- To analyse how the relationship between manager and their employees influence the organisational culture of ACME Pumps.
- To provide suggestions to improve their relationship which in turn increase the consistency and productivity of ACME pumps.

SCOPE OF THE STUDY

The scope of the study is the employees of wide cross section of the industry to ensure maximum responses for the survey in order to analyse the data. By collecting staff responses through targeted employee experience and workplace culture surveys. To recognize the most and least striking behaviors in the industry.

To give organizations opportunities to focus on important employee aspects such as work culture, talent acquisition, employee retention, employee experience, staff satisfaction, staff productivity, etc. To identify and address employee concerns as and when they arise. To get feedback on what can be done differently to improve business processes and improve employee experience.

1.3 RESEARCH METHODOLOGY

A research methodology encompasses the way in which you intend to carry out your research. It is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. It involves data collection techniques, the method of analysis of data, their interpretation and final summarization.

Research Design:

Research design refers to the framework of market research methods and techniques that are chosen by a researcher. The design that is chosen by the researchers allow them to utilise the methods that are suitable for the study and to set up their studies successfully in the future as well.

The design of a research can be either qualitative, quantitative, or mixed.

METHODS OD DATA COLLECTION

Data collection Methods:

Data is a collection of facts, figures, objects, symbols, and events gathered from different sources. **Organizations collect data to make better decisions.** Without data, it would be difficult for organizations to make appropriate decisions, and so data is collected at various points in time from different audiences.

We can categorize data collection methods into Primary data and Secondary data.

Primary Data:

Primary data is collected from the first-hand experience and is not used in the past. The data gathered by primary data collection methods are

specific to the research's motive and highly accurate.

The primary data for the study is obtained by questionnaire. A questionnaire is a printed set of questions, either open-ended or closed-ended. The respondents are required to answer based on their knowledge and experience with the issue concerned. The questionnaire is a part of the survey, whereas the questionnaire's end-goal may or may not be a survey.

Secondary Data:

Secondary Data is a data that has been used in the past. The Secondary data for the research is obtained from the organizations Mission and Vision Statements, Sales Report, Business Journals, etc.

METHODS OF SAMPLING

Probability Sampling:

Probability sampling is also known as 'random sampling' or 'chance sampling'. Under this sampling design, every item of the universe has an equal chance of inclusion in the sample. It is, so to say, a lottery method in which individual units are picked up from the whole group not deliberately but by some mechanical process. Here it is blind chance alone that determines whether one item or the other is selected. From the results obtained we can measure the errors of estimation or the significance of results obtained from a random sample, and this fact brings out the superiority of random sampling design over the deliberate sampling design.

SAMPLE SIZE

Sample Size refers to the number of individuals included in a research study to represent a population. Here at ACME Pumps number we considered 120 staffs for our research. So the sample size taken for this study is 120.

RESEARCH

Research may be defined as a method of studying problems whose solutions are to be derived partly or wholly from facts - **W.S. Monroes.**

TOOLS AND TECHNIQUES

Different types of tools and techniques are used to research statistics by researchers, here in this study we use the following tools for research.

- Simple percentage analysis
- Chi-Square analysis
- Correlation analysis

RELATIONSHIP BETWEEN EXPERIENCE AND THEIR UNDERSTANDING WITH THE MANAGER

Aim:

To check whether there is a significant relationship between their experience and their understanding with the manager.

Hypothesis:

Null Hypothesis (Ho):

There is no significant relationship between experience and their understanding with manager.

Alternative Hypothesis:

There is significant relationship between experience and their understanding with manager.

CHI SQUARE TEST

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	O	O	O		5		
	1	2	3				
STRONG LY AGREE	1	2	12	14	12	41	
AGREE	1	1	8	10	14	34	
NEUTRAL	2	3	8	4	4	21	
DISAGREE	0	2	6	5	2	15	
STRONG LY DISAGREE	2	2	4	1	0	9	
TOTAL	6	10	38	34	32	120	

FAC TORS	CALC ULATED x ² VAL UE	TA BL E VA LU E	DEG REE OF FRE DO M	LEVEL OF SIGNIF ICANC E	REM ARK S
Expe rienc e/ Mana ger relati onshi p	23.689	0.0 965	16	Signific ance at 5% Level	The Null Hypo thesis is reject ed.

INFERENCE

It is diverged from the above table that the calculated chi-square value is greater than the table value and the result is significant at 5% level. Hence the Null Hypothesis is rejected. From the analysis it is identified that there is a close relationship between the experience level and the relationship with the manager. Hence we conclude that there is significant relationship between the experience and the relationship with the manager of the company

FINDINGS

- Most of the respondents (31.67%) are with 2 to 3 years of experience in the organization which implies future consistency in their role in the organisation.
- It is found that 46.67% agree that the organisation ensures for their individual growth and development.
- It is found that 45% agree with their overall job satisfaction in the organisation.
- It is found that 43.33% of respondents are neutral about the point in being the member of the team.
- It is found that 40.83% are neutral about team providing support at work whenever needed.

$$\text{Chi-square} = X^2 = \frac{\sum (O-E)^2}{E} \quad [O - \text{Observed frequency, } E - \text{Expected frequency}]$$

Where,

$$E = \frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$$

Calculation of chi-square test

$$\text{Degree of Freedom} = (C-1)*(R-1), C = \text{no.of columns } R = \text{no.of rows}$$

$$= (5-1)*(5-1)$$

$$= 16.$$

- It is found that 38.33% agree is inspired by their team members to do best at their job.
- 40% agree that they struggle to get information or solution for a problem whenever they need.
- 33.33% strongly agree that they know every information about every tools and resources.
- 28.33% strongly agree that their managers encourage to give their best effort.
- 52.5% agree that they feel they are rewarded for their dedication and commitment towards their work.
- 36.67% agree that their opinions are heard and valued by their superior.
- 52.5% agree that there is a scope for personal growth such as skill enhancement.
- 36.67% agree that experience personal growth from daily work to-dos.
- 45% agree that management involve them while taking leadership decisions.
- 53.33% agree that they are valued by their manager.
- 36.67% agree that they can go beyond their limits to fulfil a task.
- 31.67% are neutral that their work gives positive attitude towards their life.
- 48.33% agree that they have enough training to solve customers issues.
- 31.67% are neutral about management regarding their personal time.
- 30.67% agree that they get constructive feedback from their manager.
- 31.67% are neutral about getting appreciation for a job well done.
- 40.83% strongly agree that the working environment helps them to strike the right balance between their work and personal life.
- 36.67% agrees that job causes stress.

- 36.67% strongly agrees that manager treats everyone equally without partiality.
- 35% strongly agrees that the management has fair policies when it comes to promotion.
- 53.33% agrees that the management is just towards administering policies concerning employees.

SUGGESTIONS

- Rewards and Recognition should be given at the end of the effective performance.
- Rewards and Recognition should be given for the employees to not quit their job
- It is very important to maintain sales growth.
- Mostly the employees get involvement only they receive Rewards and Recognition.
- Individual performances can be rewarded when the employee show their performance individually.
- Based on the survey results we can conclude that, employees takes time to settle in and get used to the company process.
- To increase the production we have to focus on the process of new employees to understanding the working process without stress.
- Manager can take a take it easy method to teach and know about the new employees so that they get used to the working process.

CONCLUSION

- From the survey it is known that the organizational culture of the organization is fairly dependent on the result of the production. To improve the culture we have to improve the relationship between the

manager and the employees with less experience in the organization, so that they can rely and ask manager for any solution whenever needed , thus by increasing their training in the working process the production of the organization in increased without any stress being implied on the employees.

