

# A STUDY ON EMPLOYEES' SATISFACTION ON HUMAN RESOURCE DEVELOPMENT CLIMATE IN IT SECTOR

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## Abstract

Human resource is the most important and valuable resource that every organization has in the form of its employees. Dynamic people can build dynamic organizations. Effective employees can contribute to the effectiveness of the organization. Competent and motivated people can make things happen and enable an organization to achieve its goal. Therefore, organizations should continuously ensure that the dynamism, competence, motivation and effectiveness of the employees remain at high level.

**Key words:** Human resource development, human resource development climate, organizational development, organizational climate, etc.

## 1. Introduction

Human resource is the most important and valuable resource that every organization has in the form of its employees. No organization can think of viability and effectiveness without the efficient utilization of human resources, which is a very tough task in the present age of technological advancement, knowledge explosion, social changes and increased governmental intervention in business and industry. The optimal utilization of natural resources and the factor inputs of capital and technology depend on the extent of use of human resources. The management of human resources represents a significant measure of utilizing human resources to accomplish organizational goals that include making profits, survival and growth. Dynamic people can build dynamic organizations. Effective employees can contribute to the effectiveness of the organization. Competent and motivated people can make things happen and enable an organization to achieve its goal. Therefore, organizations should continuously ensure that the dynamism, competence, motivation and effectiveness of the employees remain at high level. Human resource development is thus a continuous process to ensure the development of employees in a systematic and planned way. It is an unfortunate sign that there exists a linkage between human resources and business performance. No organization can grow and survive in the present day environment without the growth and development of its people. Developing human resources, upgrading their skills and extending their knowledge and competencies would lead to organizational development. The effectiveness with which various kinds of human resources are coordinated and utilized is responsible for its success. Therefore, human resource development is the key to enhance and utilize the intellectual, technological and entrepreneurial

## 2. Objectives of the study

The following are the objectives of the proposed study.

1. To study the need and importance of human resource development climate in general.
2. To review the human resource development practices of the IT companies, Bengaluru.
3. To study the satisfaction level of employees with the prevailing human resource development climate in the IT companies, Bengaluru.
4. To offer suitable measures to improve the human resource development climate of the IT companies, Bengaluru.

## 3. Testing of hypothesis

In order to examine the satisfaction level of employees with the prevailing human resource development climate of the IT companies, Bengaluru, the following null hypothesis were formulated.

H<sub>0</sub>: The demographic variables of the respondents such as gender, age, educational status, cadre, salary and experience, will not have any influence on their satisfaction with the human resource development climate of the IT companies.

## 4. Scope of the study

The scope of the study is confined to IT companies, Bengaluru. Regarding the respondents, the study is delimited to all the categories of employees. The study is also confined to the important human resource development practices that are implemented in the IT companies, Bengaluru.

## 5. Tools for data collection

This study is empirical in nature based on survey method. The first-hand information for this study was collected from the human resource department of the IT companies. The study mainly based on primary data. As an essential part of the study, the primary data were collected from 150 employees with the help of questionnaires. Taking into consideration the objectives of the study, a questionnaire was prepared after a perusal of available literature. The questionnaire was constructed based on Likert scaling technique. Pre-testing of questionnaire was done, involving 10 respondents to know the relevance of the questions. In the light of pre-testing, necessary changes were incorporated in the questions and their sequences. The secondary data were collected mainly from journals, magazines, books and unpublished dissertations.

**TABLE 1**  
**Relationship between Gender and Satisfaction**

Gender	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	Mean	Std. Deviation
Male	14 29.2%	0 0.0%	20 41.7%	9 18.8%	5 10.4%	48 100.0%	1.52	5.02
Female	5 9.6%	25 48.1%	12 23.1%	4 7.7%	6 11.5%	52 100.0%		
Total	19 19.0%	25 25.0%	32 32.0%	13 13.0%	11 11.0%	100 100%		

	Sum of Squares	df	Mean Square	F	Sig.
Between groups	8.279	4	2.070	11.788	.000
Within groups	16.681	95	.176		
Total	24.960	99			

**TABLE 2**  
**Relationship between Age and Satisfaction**

Age	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	Mean	Std. Deviation
20-25	6 17.1%	7 20.0%	14 40.0%	6 17.1%	2 5.7%	35 100.0%	2.25	1.218
26-30	5 17.2%	9 31.0%	10 34.5%	2 6.9%	3 10.3%	29 100.0%		
31-35	2 11.8%	7 41.2%	5 29.4%	1 5.9%	2 11.8%	17 100.0%		
36-40	3 21.4%	2 14.3%	2 14.3%	4 28.6%	3 21.4%	14 100.0%		
>50	3 60.0%	0 0.0%	1 20.0%	0 0.0%	1 20.0%	5 100.0%		
Total	19 19.0%	25 25.0%	32 32.0%	13 13.0%	11 11.0%	100 100.0%		

	Sum of Squares	df	Mean Square	F	Sig.
Between groups	8.939	4	2.235	1.541	.197
Within groups	137.811	95	1.451		
Total	146.750	99			

**TABLE 3**  
**Relationship between Educational Qualification and Satisfaction**

Educational Qualification	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	Mean	Std. Deviation
SSLC	8 17.0%	13 27.7%	14 29.8%	7 14.9%	5 10.6%	47 100.0%	1.324	.132
H.Sc	7 25.0%	5 17.9%	8 28.6%	3 10.7%	5 17.9%	28 100.0%		
UG	2 33.3%	1 16.7%	2 33.3%	1 16.7%	0 0.0%	6 100.0%		
PG	1 10.0%	3 30.0%	5 50.0%	1 10.0%	0 0.0%	10 100.0%		
Others	1 11.1%	3 33.3%	3 33.3%	1 11.1%	1 11.1%	9 100.0%		
Total	19 19.0%	25 25.0%	32 32.0%	13 13.0%	11 11.0%	100 100.0%		

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.024	4	.506	.280	.890
Within Groups	171.616	95	1.806		
Total	173.640	99			

## 6. Findings

1. There is a significant relationship in the satisfaction level of the respondents belonging to different gender and age groups towards prevailing HRD climate of the IT companies. However, no significant relationship is found in the satisfaction level of the respondents belonging to different educational status, experience, salary and cadre towards HRD climate of the IT companies.
2. The variations in the satisfaction level of the sample employees towards prevailing HRD climate was high among the male employees, employees aged above 51 years, employees with Diploma and ITI qualifications, administrative staff, employees drawing Rs.15,001-20,000 salary and employees of above 15 years experience.
3. Corporate image, job security, more benefits, public sector undertaking and attractive salary were the factors motivating the employees to join IT companies.
4. According to respondents, the prevailing psychological climate is not satisfactory due to unwanted mental impressions of the people about each other. In order to establish conducive psychological climate, mutual understanding should be developed among the employees, and employees and management. Only in a peaceful environment, the human resource development could be achieved in an effective manner. It is therefore suggested that meetings with employees, participation of employees in decision-making and such other measures could be enforced.

## 7. Conclusion

Survival of any organization depends on the competencies of the employees. In this aspect we can say that the human resource development is the key task of the company and thus human resource is the precious assets and the only active factor in the factors of production. The researcher has suggested suitable measures to improve the HRD climate of the IT companies. If this study provokes the people concerned to take some positive measures in order to improve it, the researchers will feel amply rewarded.

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