EMPLOYEE PERCEPTION TOWARDS THE HR PRACTICES AT ASTER CMI HOSPITAL, BENGALURU.

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Abstract -The idea of this paper is to study the employee perception on the organization's HR practices with special reference to Aster CMI Hospital. Initially the HR policies followed by the organization was studied. Questionnaire was framed based on the HR policies and it was circulated among the employee in the organization. Total population of the organization was around 1000, according to Morgan's table with 5% error and 95% confidentiality sample size was around 300.Collected data was entered and analysis was done by using the IBM SPSS software. Quantitative analysis was done for the collected samples and interpreted. Findings of this study is equally the nursing, admins and paramedical category employee having awareness on the HR policies. Childbirth and bereavement policy was not known to many of the employee. Incorporating all the HR policies in the organization software and periodical training on HR policies was the suggestions of this study.

*Key Words***:**Questionnaire, Population, Morgan's table, Sample size, Software.

1.INTRODUCTION

Aster CMI Hospital is a 500 bedded Multispecialty hospital in Bangalore. Human resource department is very important as they manage all the assets of the organization. This department handles the different functions within an organization like hiring & firing employees, training and development, attendance, pay role, statutory benefits and maintaining the interoffice relationships. HR policies are the formal rules and procedure which was framed by the organization for all the employees working under their organization. The objectives of the organization's HR policies is to assist the employees in establishing and maintaining consistent practices in the workplace. The objective of this paper is to study theHR policies followed by the Aster CMI Hospital, to find the perception of employee towards the organization HR practices and to suggest the measures to improve the perception level of employee. First the HR policies followed by the Aster CMI Hospital was initially studied. Few HR policies was targeted, like Occupational Health and Safety policy, Medical and Insurance policy, Leave policy, Childbirth policy, Wedding gift policy, Bereavement policy and Performance Management policy. Based on the above mentioned policies the questionnaire was framed and circulatedamong the employees. After the data collection the analysis, interpretation, findings and suggestions was done.

2.1Review of Literature

The purpose of the review is to provide an overview of a particular topic. Employee perception towards the human resource management policies and practices by Dr.V.Kannan in 2014, in his study the targeted respondents are the employee working in the four cooperative sugar mills from TamilNadu. Male employees of above 55 years having PG and above qualification with the salary monthly Rs.35000 are satisfied with the human resource management policies and practices. Next the HRM practices and organizational performance in hospitals by S. Abdul Hameed in 2016, in his study, a sample of 250 nurses was drawn from 600 nurses from four leading hospitals in Tiruchurapalli district. The results are showed like two specific practices was found to be a significant predictors out of five organizational performances.

2.2 Statement of the Problem

In this human resource related topic reviews indicates the research gap in the study on management policies. HR policies are the formal rules and procedures that indicates how certainly the workplace in any organization which has to be followed uniformly. One of the way to improve the communication between the employee and employer is the HR policies. Creating the benchmarking equally and involved in decision making as helping towards the senior management. Strategic direction to the organization, reduce the reduction risk and makes employees more productive

2.3 Objectives of the Study

- To study the HR policies in Aster CMI Hospital.
- To study the perception of employees towards the HR practices.
- To suggest measures to improve the employees perception towards the HR practices.

2.4 Methodology

Data collection is the process of gathering information and measure the variables that enables one to answer the research questions, test hypotheses and evaluate outcomes. Several methods of data collection are there, in that primary or direct method is a questionnaire method. In this study questionnaire method was used to collect the data. Questionnaire was framed based on the HR policies of the organization. Questionnaire contains 20 questions including the demographic details. Questionnaire was circulated among the employees. Total population of the organization was around 1000. Sample size was decided based on the Morgan's table. From that for about 1000 population size 278 was the sample size with 5% error and 95% confidentiality.
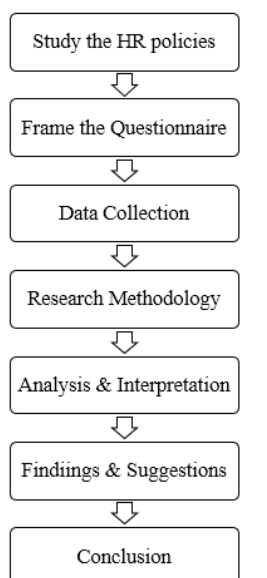
I. Flowchart of Proposed work

2.5. Period of Study

Period of study is the essential part in the research. In this study the primary data were collected for a period of three months from December 2019 – February 2020.

2.6 Tools for Data Collection

The present study is empirical on nature based on survey method. The primary data was collected from 300 employees with the help of questionnaire. Pre testing of the questionnaire was done in December 2019 r the 20 respondents to know the relevance of the questions.

2.7 Framework of Analysis

The ultimate aim of the project is to find the perception of employees towards the HR practices. Collected data were subjected to the analysis. In this study the analysis was done by the SPSS software. Simple percentage analysis, Chi square analysis and Analysis of variance are the possible analysis which can be done based on the questionnaire. As the questionnaire contains most of the categorical variables and only one metric variables, so it is possible to do chi square analysis and ANOVA. To arrive at a possible solution percentage analysis also been incorporated in the study.

2.8 Results and Discussion

Gender is the biological difference between men and women. The influence of the gender role on the organization functions according to HR policies was considered. The respondents were requested to state whether the organization functions as per the HR policies. As the variables are coming under categorical variable chi square analysis was done using the SPSS software. Table 1 represents the total count of the respondents based on their gender. Table 2 is the results of the

chi square analysis, in that the significant value is .160, which is greater than .05 so it accepts the H0 (Null Hypothesis) and rejects H1. Thus we conclude that there is no association between the gender and income of the respondents.

Table -1: Gender of the respondents * Organization functions as per HR policies

Gender of the respondents * Organization functions as per HR policies

		Organization functions as per HR policies		Total
		Yes	No	
Gender of the respondents	Male	64	5	69
	Female	203	29	232
Total		267	34	301

Table – 2: Chi - Square analysis

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	1.465[a]	1	.226		
Continuity Correction[b]	.988	1	.320		
Likelihood Ratio	1.600	1	.206		
Fisher's Exact Test				.282	.160
Linear-by-Linear Association	1.460	1	.227		
N of Valid Cases	301				

Analysis of variance is otherwise the ANOVA, was done to compare the difference between variables one from the metric variable and other one of categorical group. In this the category of the employee that is nursing,admins and paramedicalwerecompared with the overall satisfaction of the employeetowards the HR policies followed in the organization. From this analysis it is found that the significant value is

greater than .05, then we accept the hypothesis H0. So there is no difference between the variables. Ref -Table.3

Table – 3 ANOVA Test

ANOVA

Overall HR Policies

|	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.152	2	.076	.230	.795
Within Groups	98.486	298	.330		
Total	98.638	300			

As the topic mentions, the awareness on HR policies to the respondents in the organization was analyzed by the simple percentage analysis. Ref – Chart.1 Occupational Health and Safety, Medical and Insurance Policy is the highest which the respondents have responded 58.14%. Wedding gift and Bereavement Policy is the least percent that is 6.31% where the respondents have less awareness.

Charts – 1 Percentage of awareness on HR Policies
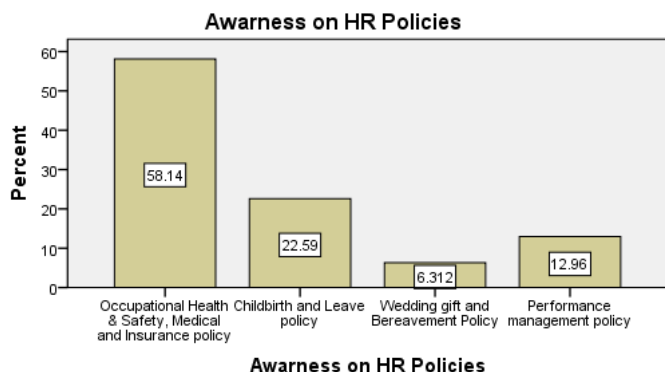
The final bar chart indicates the percentage of respondents who were benefited by the HR policies followed by the organization. Thus the bar graph shows respondents are highly benefited that is 49.7% on occupational health and safety, medical and insurance policy. Less benefited with the performance management policy that is 2.6%.

Chart – 2 Total Percentage of respondents benefited on HR Policies
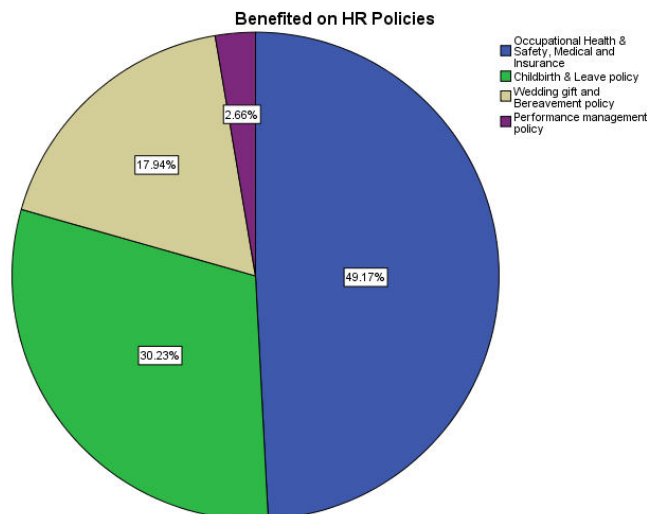
3. CONCLUSIONS

The study concludes by briefing the results as the employees of the organization are attending the induction training as a mandatory one by the organization, but only few HR policies are known to many respondents. So periodical training sessions on the HR policies to the employees will be effective one in order to improve the awareness on HR policies. Aster hospital organization using the software called aster connect, which works as intranet for all the employees. If the policies are incorporated in that software, it will be easy for the respondents to know about all the HR policies followed in the organization.

ACKNOWLEDGEMENT

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