

## **A Whopping Perkiness is your Worst Enemy- A Case Study**

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### **Abstract**

Harsha and Gopal both are from same B-School, placed in the same company Hy-tech technology solutions for different positions as Harsha placed in the HR department as employee counselor and Gopal in the finance department as a key finance executive. As per position concerned both are at same level but responsibility concerned gopal holding more responsibility. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers. Harsha felt that now a day's Gopal is not like as he uses to be in the past. She noticed some behavioural changes with him. One morning Mr. Mehta General Manager Hy-tech technology solutions shocked while going through the mail received from Gopal about his resignation. Mr. Mehta called Harsha immediately and discussed the same as she is close to Gopal. Mr. Mehta took Gopal to Canteen to make him comfortable, Gopal after some hesitation opened his thinking in front of Mr. Mehta. About how he is unrecognized by the other employees compared to Harsha, even how security wishes Harsha but not him when he enters office alone and finally Even in meetings held in the office, the points raised by Harsha will get more value so many times he keeps silent in the meeting.

Mr. Mehta listening to this case understood the situation and realized the reason behind the partial response given by the employees towards Gopal and Harsha. Eventhough Gopal and Harsha are from same college, hold equal positions and Gopal is having more responsibilities than Harsha. Mr. Mehta suggested some reasons and causes for the above. Gopal with the above said reasons and made Gopal understood the reality and promised Mr. Mehta

## Introduction

The given case study describes the behaviour and attitude of an employee called Gopal who is working as a financial Executive for last four years and want to quit the job due to many reasons like, less recognition in other employees, less respect, and less value for his words in the meetings held in the company compare his friend Harsha who is working in same company as employee counselor in HR department. As per grade concern both are at the same level but responsibility is concerned Gopal is holding more responsibility. Mr. Mehta General Manager Hy-tech technology solutions who does not want to lose Gopal who is very talented and constant performer. Mr. Mehta discussed with Gopal about the problems what he is facing and suggested some causes for such partial behaviour and made Gopal to recognize his mistake and made him to take back his resignation.

## Case

Harsha and Gopal both of them are postgraduates in management under different streams from the same B-School. Both of them are close to each other from the college days itself and the same friendship is continuing in the organization too as they are placed in the same company, Hy-tech technology solutions. Harsha placed in the HR department as employee counselor and Gopal in the finance department as a key finance executive. As per the grade is concerned both are at the same level but when responsibility is concerned Gopal is holding more responsibility being in core finance.

By nature, Harsha is friendly in nature and ready to help the needy. Gopal is silent in nature ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers.

Harsha felt that now a day's Gopal is not like as he used to be in the past. She noticed some behavioural changes with him. During general conversations, she feels that Gopal is taunting her that she is famous among the employees in the organization, on the other hand, he is not even recognized by fellow employees.

One morning Mr. Mehta General Manager Hy-tech technology solutions shocked while going through the mail received from Gopal about his resignation. Mr. Mehta called Harsha immediately and discussed the same as she is close to Gopal. By hearing the news Harsha got stunned and said that she does not know this before she also revealed her current experience with him. Mr. Mehta who does not want to lose both of them promised her that he will handle this and he won't allow Gopal to resign.

In the afternoon Mr. Metha took Gopal to Canteen to make him comfortable after some general discussion he starts on the issue. Gopal, after some hesitation, opened his thinking in front of Mr. Mehta. The problem of Gopal is

- 1) when he comes alone to canteen the people from others don't even recognize him but if he accompanied by Harsha he gets well treated by others.
- 2) one day Both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so.
- 3) Even in meetings held in the office, the points raised by Harsha will get more value so many times he keeps silent in the meeting.

It happens to Gopal that he has to face such degradation in each day of work which totally disturbs him. Gopal also questioned that " Harsha and myself have the same qualification, from the same institute, passed out in the same year both with first class. We have the same number of experiences in this organization. Moreover, the responsibilities with me are more valuable than those of Harsha. After all these things if I am been ignored or unrecognized by the fellow employees my ego does not allow me to continue here".

By listening to this statement Mr.Metha felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Gopal the reasons for such partial behaviour of the employees. After listening to Mr. Mehta Gopal said sorry for his reaction and ready to take back his resignation. And he called Harsha and spoke with like before.

## **The problem statement**

Find the reason that Mr. Mehta would have given to Gopal.

## **Discussion**

Mr. Mehta listening to this case understood the situation and realized the reason behind the partial response given by the employees towards Gopal and Harsha. As Gopal said both Harsha and Gopal are passed out from the same college in the same year. Both of them joined the company together both have the same experience. Even in performance-wise, both stands in the same level i.e. both are constant performers and good performers.

Gopal analyzed all the above-said similarities between him and Harsha. He also stated that he holds more responsibility than that of Harsha. One thing Gopal did not notice or analyzed is the job profile of Harsha. It is true that Gopal holds more responsibility than that of Harsha but when it comes to direct interaction with employees Harsha wins the employees' attention in this aspect. Harsha being a counsellor in HR she faces the employees every day. She developed good rapport among the employees due to her friendly nature. She is always remembered by the employees whenever they face any problem as she gives good counselling and most of the time she suggests the best solutions for such issues.

Gopal though holding a key position in finance his profile does not allow him to interact with the employees. Though he has a helping tendency he does only when someone approached him personally. As the employees of other departments do not have any relation with him they never approach him for help. Mr. Mehta having a good experience understood these things when Gopal explained his problems one by one. Later he relates each situation, explained by Gopal with the above said reasons and made Gopal understood the reality.

Mr. Mehta said that the security in the gate or the employees in the canteen who recognized Harsha and not Gopal would have interacted with her during counselling or approached her for any issues. And as usual, she would have counselled well or solved the issues of them that is the reason why they treat her and wish

her whenever where ever they meet her. When it comes to the case of Gopal they would have hardly met him or interacted with him.

When it comes to the point that even in-office meetings Harsha, points are valued so Gopal keeps mum. For this, Mr. Mehta replied that the points put forward by her would be related to employees or from the employees' point of view which actually the management wants to know so they give value to her points. And as quoted Gopal after, one or two such incidents keep silent in the meeting. He never made an attempt to raise some suggestions so management does not have any option to listen to that suggestion.

After listening to all the explanations given by Mr. Mehta Gopal realized his mistake and felt proud of the Rapport developed by Harsha among the employees. He said to Mr. Mehta that he will take back his resignation. And rushed to Harsha to make an apology and to meet her as a friend as like his college days.

## **Conclusion**

From the above discussion Gopal realized his mistake and felt proud about his friend Harsha. Even he made apology with Harsha. He followed the suggestions of Mr. Mehta.

“Avoid having your ego so close to your position that when your position falls, your ego goes with it.”