

SATISFACTION LEVEL TOWARDS THE HR POLICIES OF IND-SWIFT LABORATORIES LTD

UNDER THE GUIDANCE OF

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EXECUTIVE SUMMARY

The objective of my project was to study the HR Policies & Employees Satisfaction Level related to it.

The methodology of the project was the systematic presentation of data consisting of the enunciated problem, formulated hypothesis, collected facts of data.

The data was collected through the help of the questionnaire filled by 50 employees of Ind-Swift Laboratories Ltd.

The outcome of the project was that HR Policies helps in achieving employee's goals as well as company's goals easily & employees are completely satisfied with the HR Policies of the organization.

Thus, the HR guidelines are only an indicator for new employees, and are not exhaustive in nature.

INTRODUCTION

MEANING

Human resource policies are systems of codified decisions, established by an organization, to support administrative personnel functions, performance management, employee relations and resource planning.

Each company has a different set of circumstances, and so develops an individual set of human resource policies.

HR POLICIES COVER THE FOLLOWING:

Management should use a combination of policies and techniques for the management of HR policies. These policies aim at managing the work balance according to requirement. In HR Policies we can include the following:

- Recruitment
- Selection
- Induction
- Training and development
- Compensation system
- Leave policy
- Welfare policy

Recruitment:

Placing the right person at right place at right time is called Recruitment.

Selection:

To choose the right candidate from a pool of applications is called Selection.

Induction:

An induction programme is the process used within many businesses to welcome new employees to the company and prepare them for their new role.

Training & Development:

Training and development is the field which is concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings. It has been known by several names, including human resource development, and learning and development.

Compensation system:

Compensation includes not only salary, but also the direct and indirect rewards and benefits the employee is provided with in return for their contribution to the organization.

PURPOSE

The establishment of policies can help an organization demonstrate, both internally and externally, that it meets requirements for diversity, ethics and training as well as its commitments in relation to regulation and corporate governance of its employees. For example, in order to dismiss an employee in accordance with employment law

requirements, amongst other considerations, it will normally be necessary to meet provisions within employment contracts and collective bargaining agreements. The establishment of an HR Policy which sets out obligations, standards of behavior and document disciplinary procedures, is now the standard approach to meeting these obligations.

HR policies can also be very effective at supporting and building the desired organizational culture. For example recruitment and retention policies might outline the way the organization values a flexible workforce, compensation policies might support this by offering a 48/52 pay option where employees can take an extra four weeks holidays per year and receive less pay across the year.

IMPORTANCE OF HR POLICIES

A company's owner or human resources department publishes a uniform set of rules by which all employees within an organization must abide. The policies typically cover how and when employees are paid, benefit eligibility, company dress code, disciplinary policies and attendance expectations. Businesses must have clearly defined and written policies to set workplace standards that can be consistently enforced.

Orientation

New employees are often issued employee handbooks that contain company policies on their first day of employment. During the orientation period, the owner, a manager or HR representative reviews these policies with the employees to ensure that each new hire has a clear understanding of what is and is not considered acceptable behavior or actions in the workplace. This is an essential step in the transition process from one employer's culture to another and gives the employee a good chance to become acquainted with the "rule of the road" in his new role.

Accountability

After each of the policies within the handbook have been reviewed, each new hire must sign an acknowledgement of receipt confirming that they have received and agree to comply with all of these rules. This creates a sense of accountability in each employee and allows the employer to more easily take disciplinary action, up to and including termination, in the event that the employee knowingly and willfully violates the company policies.

Code of Conduct

HR policies usually include a code of conduct that lists prohibited actions or behaviors, such as the use of obscene or threatening language or bringing weapons to the workplace, as well as the consequences for participating in these actions.

Policies often align with federal or state employment laws or the company's culture, vision or mission to set workplace standards. For example, a business may have its own FMLA or compensation policy even though these issues are covered by federal and state legislation through the Department of Labor and the Fair Labor Standards Act.

Other policies prohibit certain actions not because they are illegal but because of the business's social responsibility. Common examples of this include a hiring policy preventing applicants with recent DUIs from being eligible for employment or a social media policy prohibiting colleagues from posting negative comments about the company.

Consistency

HR policies ensure not only that all employees follow the rules, but also that managers consistently enforce them. This eliminates discriminatory treatment and perceived favoritism of employees by requiring that a pre-established chain of disciplinary actions be followed in the event that a policy has been violated. All employees who commit the same or similar action must be disciplined in the same manner. Although this varies by employer and the severity of the violation, a common disciplinary action plan consists of a succession of an oral warning, written notice and termination. Serious actions such as sexual harassment typically bypass this process and lead straight to dismissal from the company.

HR POLICIES OF INDSWIFT LABORATORIES LTD.

Ind-Swift regards its human resource as its most valuable asset. Ind-Swift has an entrepreneurial and collaborative management approach that urges high performance standards from its employees. Drawing from the experience of its team members, selected from diverse relevant backgrounds, Ind-Swift has a 1000+ strong team of dedicated employees, handling a wide variety of operations. At all levels, Ind-Swift offers a congenial work environment that supports and enhances growth and career opportunities.

Ind-Swift offers a host of career opportunities in all aspects of Pharmaceutical research, manufacturing and marketing as well as in corporate support services and overall business development.

The company as a whole, represents a synergy of active talent at work in generating remarkable performance with a single-minded commitment to produce extraordinary results and achieve the highest standards of quality in all spheres.

1. JOINING DAYS:

Every new joiner at Ind-Swift shall join according to the joining module prepared for the plant on fixed days i.e. Mondays & Thursdays.

2. JOINING FORMALITIES:

All new employees should fill the following forms immediately on joining-

- a) Joining Report
- b) Gratuity, SAP information form
- c) ESIC Declaration Form, if applicable
- d) Provident Fund Declaration/ Nomination Form
- e) Declaration of Employment
- f) Secrecy Agreement

3. INDUCTION

Every new joiner at the Ind-Swift Laboratories Ltd shall be imparted induction training based upon whether the new joiner is an experienced one or a fresher.

- a) During 1st day, the joining formalities shall be completed and HR personnel shall explain company objectives, policies to the new joiner.
- b) HR personnel will introduce the new joiner to all department heads/ its representative.

4. TRAININGS

The training system at Ind-Swift is categorized as follows:

- a) Safety Training
- b) Global Training
- c) Departmental Training

5. ATTENDANCE

All employees shall report for work at the pre-designated time notified to them. All employees are required to punch/mark their IN and OUT time in Time Office.

6. UNIFORMS

All employees who have been issued uniforms are required to present themselves on duty in a complete and clean uniform.

7. WORKING HOURS

Parameters	A	G	B	C
Working Days	6	6	6	6
Daily working hours	8	8.5	8	8
Timings	0600 to 1400 HRS	0900 to 1730 HRS	1400 to 2200 HRS	2200 to 0600 HRS

8. IDENTITY CARD

Each and every employee of Ind- Swift Lab is issued with an identification card after joining; it is the whole sole responsibility of HR department to provide new Joinee's with identification card within 7 days of joining.

9. SALARY DISBURSEMENT

- a) The salaries for all employees shall be calculated on the basis of their attendance.
- b) Salaries for each month shall be disbursed on the 7th working day of the succeeding month. In case the 7th working day of a month happens to be a holiday, the salaries shall be disbursed on the previous or next working day.
- c) Salaries of all employees shall be directly credited to their respective bank accounts.
- d) The employees who do not have a bank account shall be paid their salaries either in cash or by cheque.
- e) Any queries/discrepancies in salaries should be brought to the notice of the HR department immediately.

10. STATUTORY DEDUCTION FROM SALARY

- a) Provident Fund- 12% on Basic Salary in accordance with the Provision Fund Act.

b) ESIC- 1.75% on the Gross Salary payable up to Rs. 15000/- per month in accordance with the ESIC Act, subject to revisions by govt. c) Income Tax- All employees liable to pay Income Tax shall be intimated by the Accounts department at the beginning of each year. The Income Tax deductions are based on the rates prescribed by the Income Tax Act, as amended from time to time.

d) Labor Welfare Fund- Rs. 2 will be deducted for the salary of every employee as a labor welfare fund subject to revision by govt.

11. SOME IMPORTANT DO'S AND DONT'S

- a) Do not smoke in the work premises.
- b) Do not allow your friend/relatives to visit you during duty hours.
- c) Do not use the telephone for personal calls.
- d) Do not carry any Company property outside the Company's premises.
- e) Do not chew pan/gum or use intoxicating drugs on duty.

12. APPRAISALS

At the end of each financial year Performance Appraisals are conducted by the Heads of Dept. for mid and junior level employees together with them.

13. DISCIPLINE

All employees are required to maintain a high level of discipline within the Organisation and diligently carry out the duties assigned to them from time to time.

14. GRIEVANCE HANDLING

In case of any grievance, employee should immediately be brought to the notice of the Organisation in the following order of hierarchy:

- a) With Head of Department
- b) Head HR
- c) Unit Head.

15. EXIT

At the time of exit, employees shall be asked about the reason for leaving the organization, as well as the employee's view on the organization, staff members and policies.

OBJECTIVES OF THE STUDY

OBJECTIVES

- ❖ To study the HR policies followed by Ind-Swift Laboratories Ltd.
- ❖ To check the satisfaction level towards HR policies among the employees of Ind-Swift Laboratories Ltd.

LITERATURE REVIEW

Mallikarjunam K (2005)- The HR policies have assumed a new shape and nature in the form of a two-way communication link between the employees and the employers. Proper communication between the assessing authority and the employees under policies are essential for gathering all the required information from the employee. HR policies that are based on a free and unrestrained approach would generate the preferred data and help to increase organizational productivity.

Gupta Samita (2006), this article discusses the concept, goals and also explores several other aspects of human resource management. The literature focuses on the concept of effective HR policies in the organization. Researchers have argued in an article that HR represents twin dimensions of rationalization. The pursuits of reason in human affairs that is the process of bringing policies are pursued and rationalization as the increasing dominance of a means- end instrumental rationality.

Raju and Jena (2006), this literature provides the background and description of HR policies of ONGC. A good review system can help improve communication, while allowing people to increase their own effectiveness and clarify their own jobs and responsibilities. An innovative system will not only increase the performance of the staff, but also help them work together with common goals and fewer obstacles. The current system adopted by ONGC coupled with an aggressive communication campaign has resulted in the creation of a positive work culture with a successful implementation of the new appraisal system; ONGC is setting an example for others.

Gupta and Aggarwal (2007) study examined the relationship between managerial perception of the climate of participation and the perceived effectiveness of HR policies in a private sector organization in North India. It was expected that the patterns of relationship between the variable under study would be positive in the organization. The result focused on the importance of climate of participation for increasing organizational commitment with the help of better HR among managerial personnel in Indian organization.

Geetika And Pandey Neeraj (2007), the paper deals with benchmarking, which involves a search for its genesis in the basis human instinct of comparison and judgmental reasoning. Three parameters of performance are identified,

namely profitability, customer service and human resource satisfaction. Using these parameters, the power sector in India is studied.

Ravichandran K and DJE (2007), this article focuses on the means to improve the performance of the individual employee, which result in the overall improvement of the organization. Recently, organizations are being faced with challenges like never before. Increasing competition from business across the world has meant that all business must be much more careful about the choice of strategies to remain competitive. Organizations have a better understanding of the importance of the human resource and so their focus on improving the process, the implementation skills of the appraisers as well as the appraisals for successful HR, which means improving the performance of the individual employees which results in the overall improvement of the organization's performance.

Joshi Rashmi (2008), this article focuses on various component- goal setting, regular reviews, annual appraisal, development process, linkage to reward system of HR policies. And consider issues for successful implementation of HR policies with the help of current issues and best practices in HR like performance management as strategies workforce tool, adopting year round performance management, alignment of goals with human resource aligning business objective with other areas, adopting performance management system software. She stated well defined performance management system will enhance the image of the organization in the mind of employees while improving its performance in terms of productivity and profitability.

Kumar T kiran (2008) this article focused on the following aspects of performance management system:-need for HR policies, HR in company, setting up Human Resource, designing HR policies, setting up problem is human resource, use of technology in performance management.

Chkarborty Manishankar (2008) the literature focuses on the human resource factor within an organization. Human resource manager across the globe are finding it very difficult to attract and retain talent, In such a scenario, the need for a proper HR policies has become all the more important. Companies from knowledge sectors have devised novel HR policies, which are considered benchmarks by organization across sectors.

RESEARCH METHODOLOGY

Introduction of the problem:

To know about the HR Policies& Employees Satisfaction Level related to it by Ind-Swift Laboratories Ltd.

Research design: Research design is simply the framework or plan for a study. For the study i.e for conducting the research. I selected the Descriptive research design.

Descriptive research design: Descriptive research is also called Statistical Research. The main goal of this type of research is to describe the data and characteristics about what is being studied. The idea behind this type of research is to study frequencies, averages, and other statistical calculations. Although this research is highly accurate, it does not gather the causes behind a situation. Descriptive research is mainly done when a researcher wants to gain a better understanding of a topic, that is, analysis of the past as opposed to the future.

Descriptive research is the exploration of the existing certain phenomena. The details of the facts won't be known. The existing phenomena's facts are not known to the persons.

Sampling design:

I. Population:

Ind-Swift Laboratories Ltd.

II. Sampling unit:

The sampling unit is employees of Ind-Swift Laboratories Ltd.

III. Sample size:

The sample size of the report is 50 employees.

IV. Sampling method:

For the study, non-probability convenience sampling is used to conduct the research.

Data collection method

I. Primary data:

For the study, structured Questionnaire& Direct observation method is used for collecting the data while conducting the research.

II. Secondary data:

For the study, Internet and books is used for collecting secondary data while conducting the research.

DATA SOURCES - Primary, Secondary.

DATA COLLECTION TOOL – Questionnaire, Direct Observation

SAMPLING UNIT – Employees of Ind-Swift Laboratories Ltd.

SAMPLE SIZE - 50 employees

SAMPLE PROCEDURE-Non-Probability Convenience sampling.

INDUSTRY PROFILE

Overview

Pharma and healthcare are expected to witness robust hiring and salary hikes in the range of 10-15% in year 2012. India will see the largest number of merger and acquisitions (M&As) in the pharmaceutical and healthcare sector in the coming years, according to consulting firm Grant Thornton.

The Indian healthcare industry is showing a strong upward trajectory and the sector is expected to touch US \$ 238.76 billion by 2020. The healthcare industry in India has witnessed a remarkable growth of 12% per year, since 2008. This growth has been fuelled by increase in the average life expectancy and average income levels, as well as rising awareness about health insurance among consumers.

The Indian pharmaceutical market is expected to touch US \$ 74 billion in sales by 2020 from US \$ 11 billion in 2012. The pharmaceutical market has grown at 15.7% during 2011, with major growth drivers being in the area of anti-diabetics, derma and vitamins.

India's improved economy is driving urbanization and the burgeoning middle class, with increasing disposable income to spend, along with rising health consciousness, is willing to spend on quality healthcare. The Government has also

taken steps to promote the healthcare industry. These initiatives centre around providing better medical infrastructure, rural health facilities and providing novel medical equipment solutions. The sector holds enormous potential and India is fast becoming a favored medical destination.

Pharmaceutical sector

Companies in Indian pharmaceutical industry can broadly be classified into two categories – Indian origin companies (domestic companies) and foreign companies (MNCs). Some of the major players include GlaxoSmithKline, Cipla, Dr. Reddy's Laboratories, Ranbaxy, Pfizer etc.

India is fast becoming a global hub for all pharmaceutical manufacturing and research, and Indian generics today constitute nearly a fifth of global supplies. India tops the world in exporting generic medicines worth US \$ 11 billion. Generics are expected to continue to dominate the market while patent-protected products are likely to constitute 10 per cent of the market till 2015, as per a McKinsey report.

Multinational drug companies are showing a healthy growth in the Indian market setting a new trend. In terms of sale, out of 25 top medicine brands in 2011, 13 were global drug majors such as Pfizer, GSK and Novartis.

COMPANY PROFILE

Established in 1986 by the Jains, Mehtas and Munjals, Ind-Swift is a pharmaceutical company in India, based in Chandigarh. Its strength lies in innovative pharmaceutical products. Ind-Swift has been ranked 35th in the Indian pharma industry and is the second largest among the drug manufacturers in India (north India). It has spread its network across 45 countries. It is an ISO 9001-2008, WHO GMP certified company. It is also listed on the Bombay Stock Exchange and National Stock Exchange. It has 5 plants in India which include multi-purpose, multi-location facilities spread across northern India.

The facilities are built according to the current guidelines of MHRA, EU, WHO and accreditations with ISO 14000 series standards. The company has world class expertise in finished goods dosage, Active Pharmaceutical Ingredients (API's) and herbal products. A talented team of research scientists, formulation experts, clinical development and regulatory affairs professionals support the company's marketing efforts not only across the country but also around the globe. Ind-Swift pharmaceutical products are safe, effective and have consistent quality.



ABOUT IND-SWIFT

Established in 1995 **Ind-Swift** has fast evolved towards a business model that is focused on deep-rooted domestic presence and leveraged on high-value mature regulated markets along with considerable growth in emerging markets:



- **Ind-Swift Laboratories Ltd. (Manufacturer of APIs)**
- **Ind-Swift Laboratories Inc. (US Subsidiary)**
- **Ind Swift Menthol**

With manufacturing sites at **6 different locations across India** and an independent State-of-the-Art R&D Centre, the Group has embarked upon a journey to establish itself as reliable partner in the Global Pharmaceutical Industry. In house capabilities for Development of APIs, Finished Dosage forms, Non-Infringing Process & World Class facilities for Contract Manufacturing are the inherent strengths

MISSION

Winning global customers through innovative quality pharmaceuticals products.

VALUES

Consistent Profitable Performance

Commitment to maximize the wealth of our shareholders and catering to the interests of our customers and employees.

Innovation to Nurture Good Partnerships with Customers

Develop therapies and processes and provide services of the highest value to nurture good partnerships with customers.

Responsibility towards Environment, Safety and Health

Nurturing the undying spirit for researching active substances to combat disease, protect the environments we inhabit, and the Society we serve.

Valuing the Ability to Excel, Integrity, Knowledge, Skill, Diversity and Team work in Employees

Treat everyone fairly and with respect to create an environment of mutual respect, encouragement and teamwork.

The Strength to live a Dream

Ind-Swift today is a well-balanced, professionally managed, globally competitive organization and will continue to profitably serve all stakeholders including patients, healthcare professionals, employees, business associates and shareholders.

The Company is stronger today than it was at any time in the past, and we are confident that it has great potential for the future too. We shall continue to foster value creation with renewed commitment and focus on long-term success to benefit our customers, employees and investors.

GLOBAL PRESENCE

Ind-Swift Laboratories Ltd. is well placed in both developed and emerging markets. As we take our path forward in the new decade, we are well aware of the challenges that we face now and would encounter, and as a team we are geared up to make Ind-Swift Laboratories a company which gets recognition as a front runner in the Global Pharmaceutical industry.

We believe in making commitments and keeping them.

With our excellent Product mix covering niche therapeutic categories and our state-of-the-art manufacturing facilities spread across India & overseas, we have become a global enterprise serving customers across all continents. Our team of experienced chemists and analytical expertise ensures that highest quality standards are met consistently.

With expertise in activities ranging from world-class contract research, process development to final production, our infrastructure offers numerous choices for cooperation. We strive to roll out of continent specific R&D programs and production campaigns, which help companies, maximize penetration of markets and garner increased revenues.

Our facilities are constantly expanded and upgraded to meet the increasing demands on quality and consistency of supplies. Our manufacturing plants are accredited by international agencies such as US-FDA, TGA, UK-MHRA, UAEbesides others.

Our customer base has grown exponentially in key regions of the world including Europe, South America and South East Asia besides US. New projects, ventures and strategic alliances have been forged over the years based on mutual trust, reliability and client servicing.

The marketing has strengthened its reach in every continent, and has successfully leveraged the competencies of the company. Within a short span of just over a decade, our Active Pharmaceutical Ingredients are exported to more than 50 countries, through our marketing offices located at strategic locations across the globe. The company has its own subsidiary in the US and marketing offices in London, Shanghai, Mumbai, Delhi, and Dubai.

We have engineered all our activities of R&D, Production, QA, Regulatory and Marketing for building trust, the World Over.

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Commitment and Public Service is at the upmost priority list of the Company . Over the years serious efforts have been directed towards making a meaningful contribution to uplifting and transforming the lives of the community and the underprivileged. The Company is also extremely conscious of its duty and responsibility towards the environment. We continue to make sincere efforts to promote good health, social development and better environment, through various Company programs that contribute to sustainable, all round growth.

Community Services

- Construction of Bus Stop / Rain Shelter at Village Bhagwas.
- Sponsored Medical Check Up Camps in near by village - Sangoul, haripur, Kuranwala&Behra.
- Sponsor Education Awareness Camp in Near by Village – Rampur Saini, Bhagwash&Behra.
- Scholarship for meritorious Science students in near by villages - Rampur Saini, Sangouli, haripur, Kuranwala&Behra etc.
- Development of landscaped parks in near by villages - Rampur Saini, Sangouli, haripur.
- Construction of “Religious Place” in near by Village - Kuranwala&Behra.
- Construction of part of School Building at Village Berha.
- Aid to local "MahilaMandal Sewing Center" - Bhagwash.
- Contribute for “Religious Festival” in near by villages - Rampur Saini, Sangouli, haripur, Kuranwala&Behra etc.

Promotion of Sports among the Youth

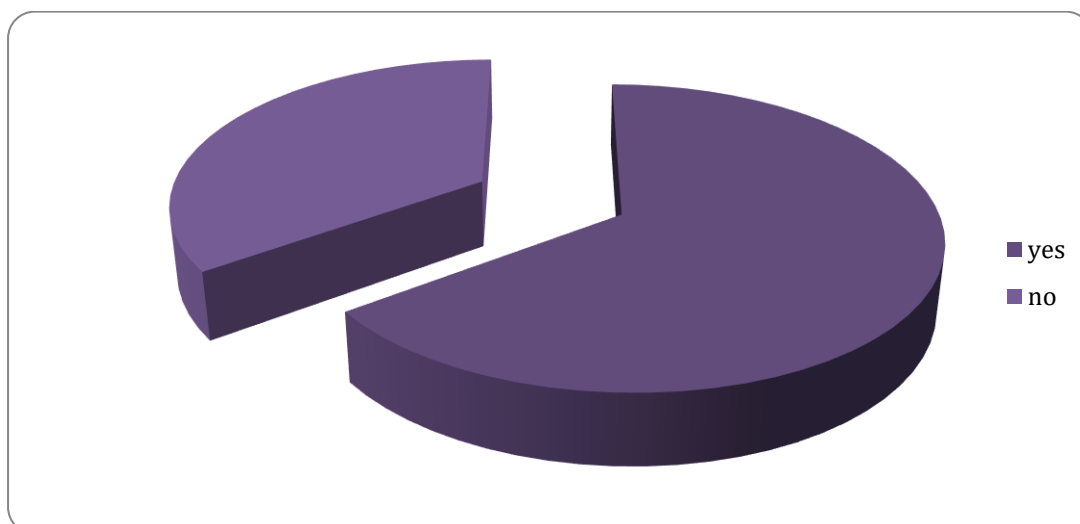
- Sports kits given to rural youth clubs in the area.
- Development of Valley Ball Ground in Village Rampur Saini.
- Sponsored Inter Village Cricket Tournament for Rural Youth at village Bhagwas.

DATA ANALYSIS & INTERPRETATION

DATA ANALYSIS & INTERPRETATION

1. Are you satisfied with the HR policies of your company?

Yes	65%
No	35%

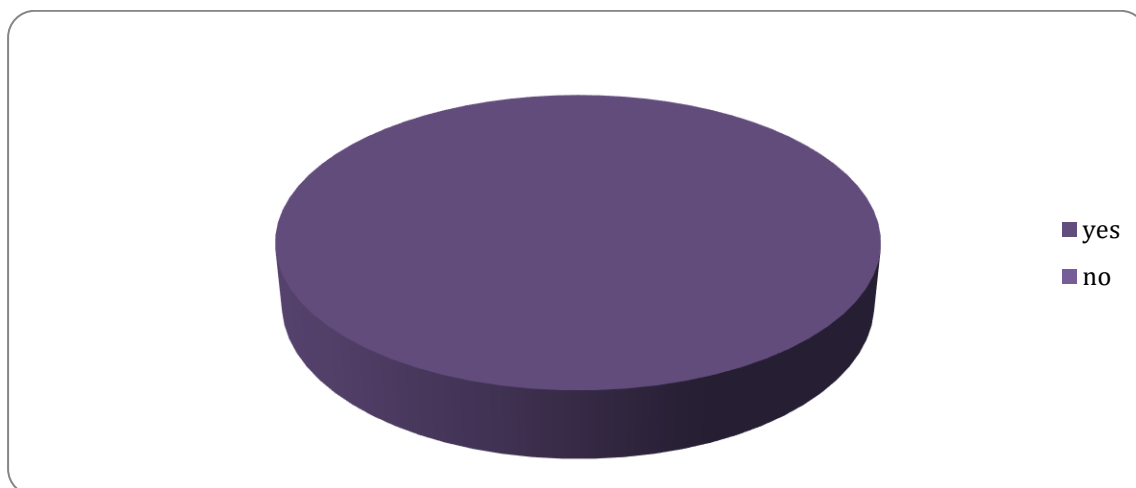


INTERPRETATION:

65% employees are satisfied with the HR policies while 35% are not.

2. Do you conduct any induction programme for the new joiner?

Yes	100%
No	0%

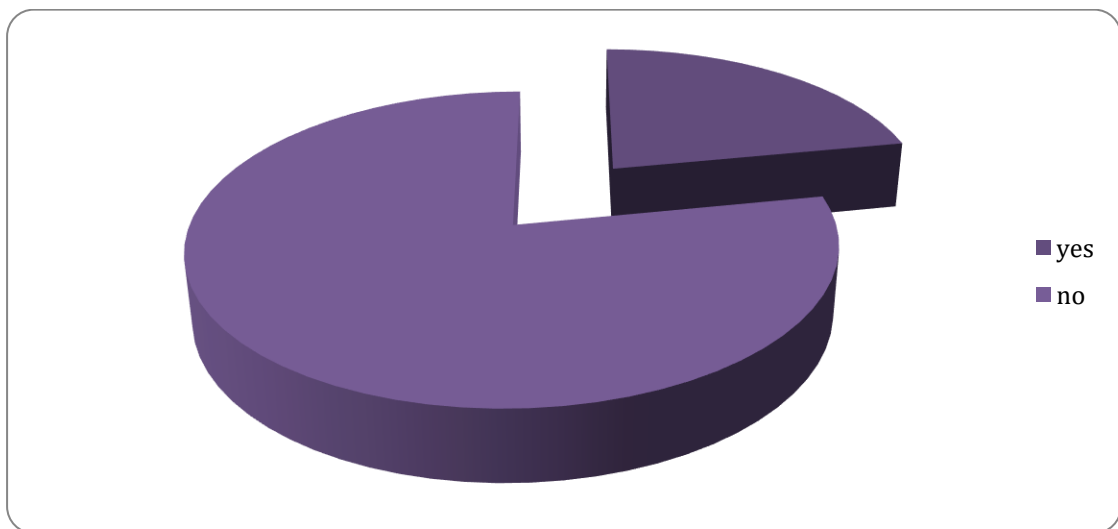


INTERPRETATION:

100% employees said that company organizes an induction programme for new joiners.

3. Do you think induction programme is must for the new joinee?

Yes	90%
No	10%

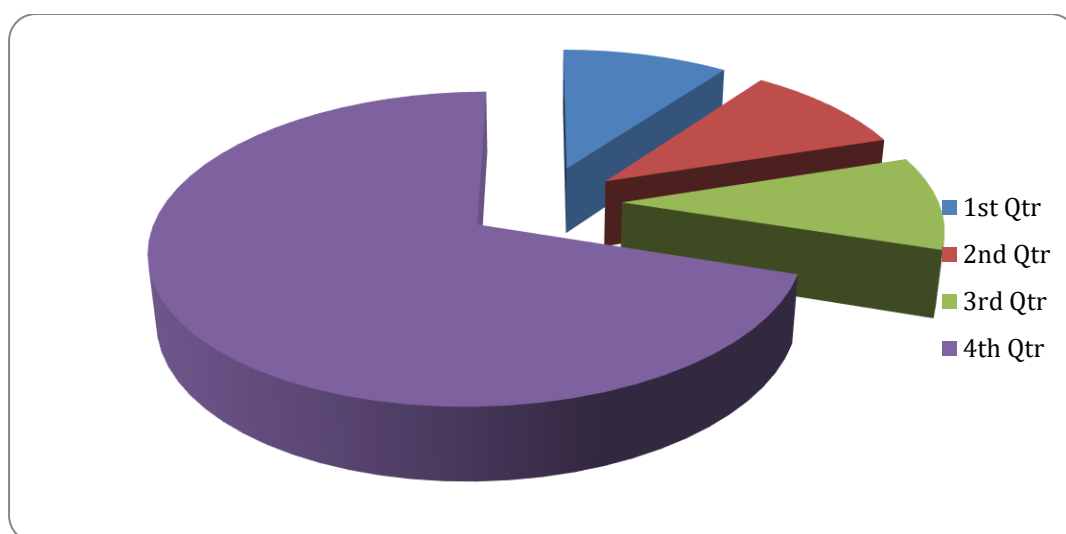


INTERPRETATION:

90% employees think that induction programme is necessary & 10% think it is not.

4. What kind of training is provided to employee for the purpose of continuous improvement?

Safety Training	10%
Global Training	10%
Departmental Training	10%
All the above	70%

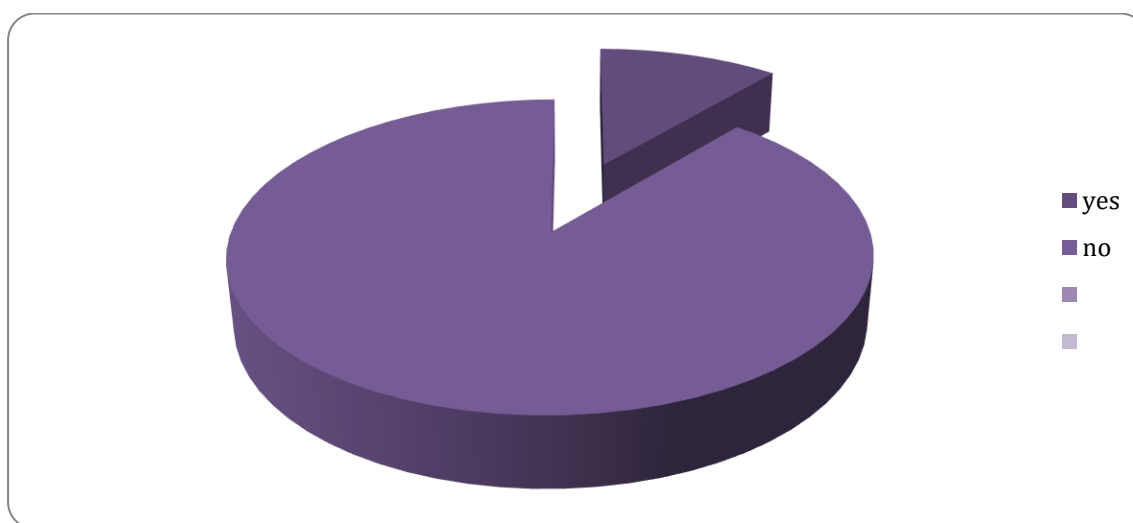


INTERPRETATION:

10% employees said company provide safety training/ global training/departmental training & 70% employees said all of the above-mentioned training is provided by the company for the purpose of continuous improvement.

5. Do you get salaries on time?

Yes	40%
No	60%

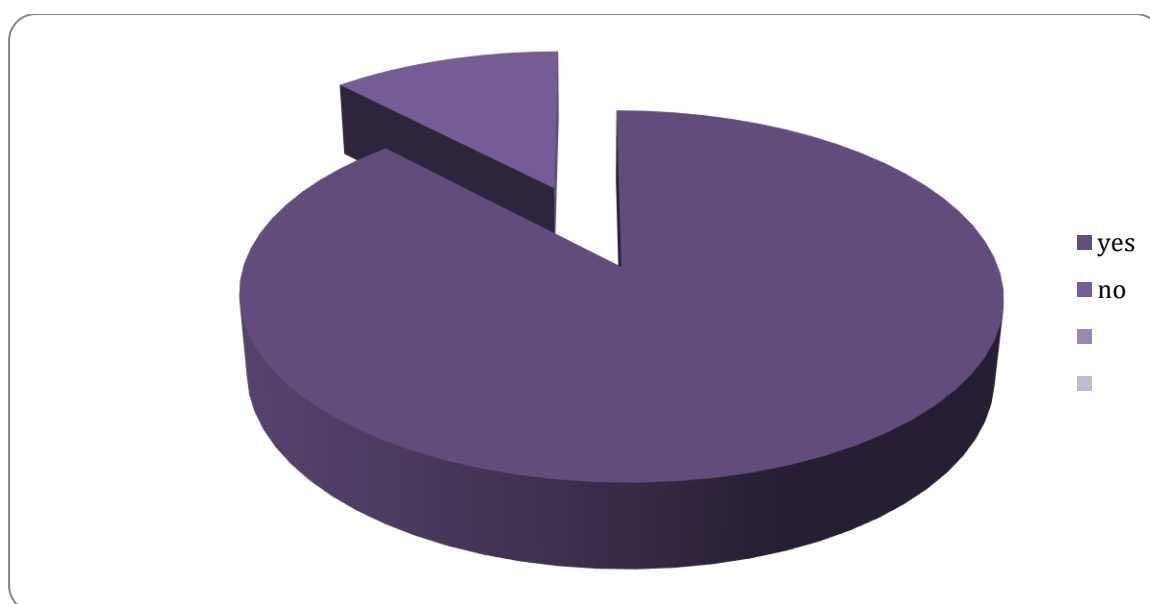


INTERPRETATION:

40% employees said they get their salaries on time & 60% said they didn't.

6. Are you fine with the salary disbursement process of the company?

Yes	88%
No	12%

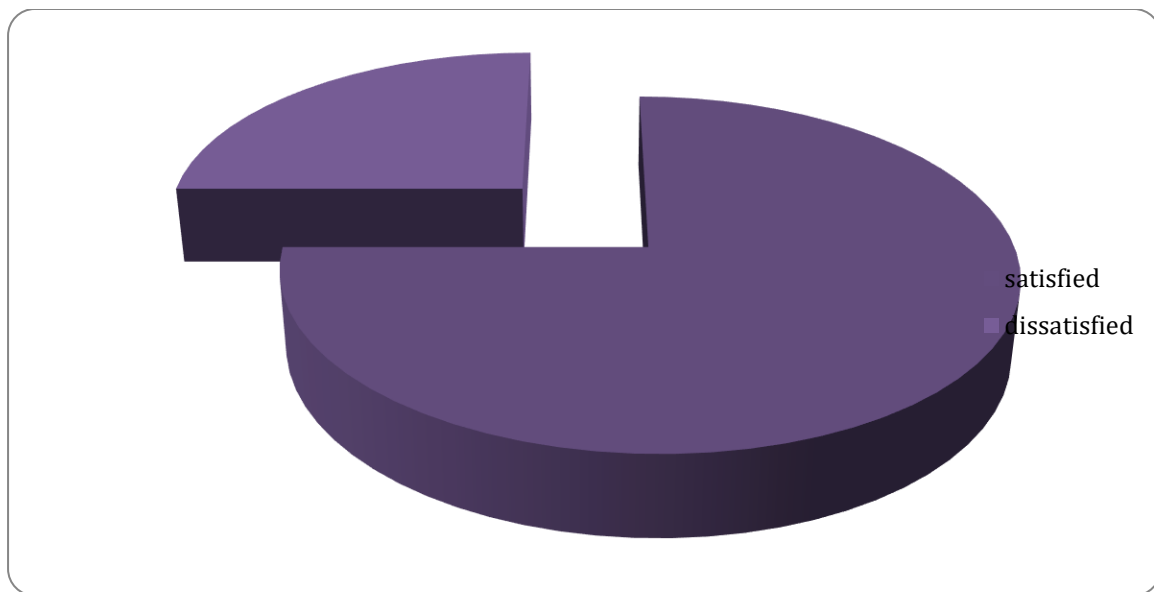


INTERPRETATION:

88% respondents said they are fine with the salary disbursement process & 12% said they are not.

7. Are you satisfied with the Performance Management System of the company?

Satisfied	75%
Dissatisfied	25%

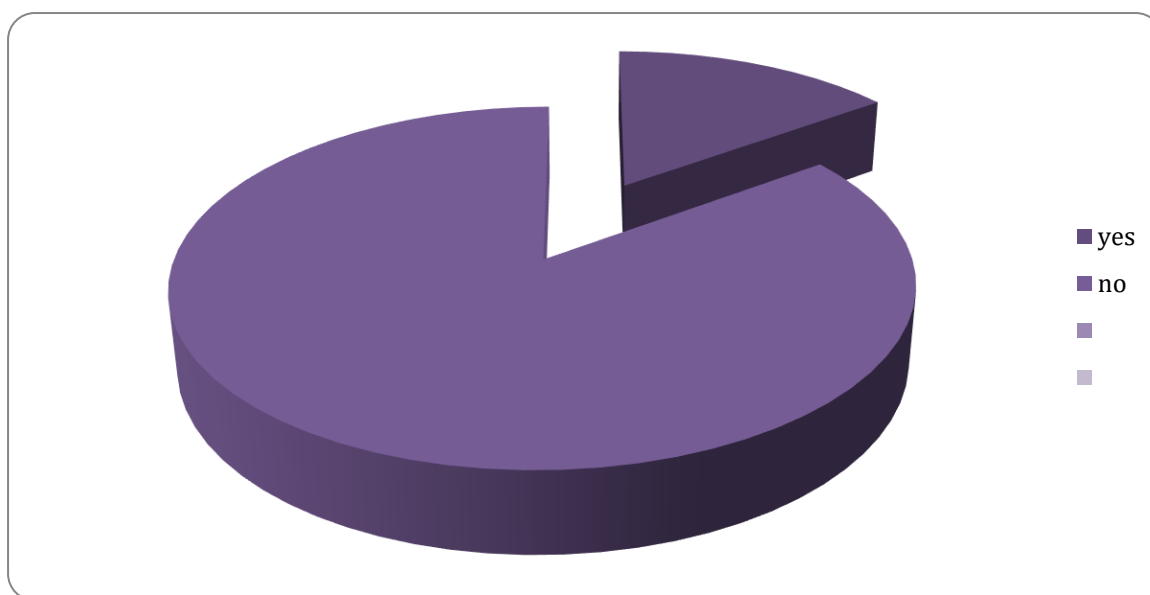


INTERPRETATION:

75% of the employees are satisfied with the Performance Management System while 25% are not.

8. Do you feel performance appraisal method used by your company need to be changed?

Yes	15%
No	85%

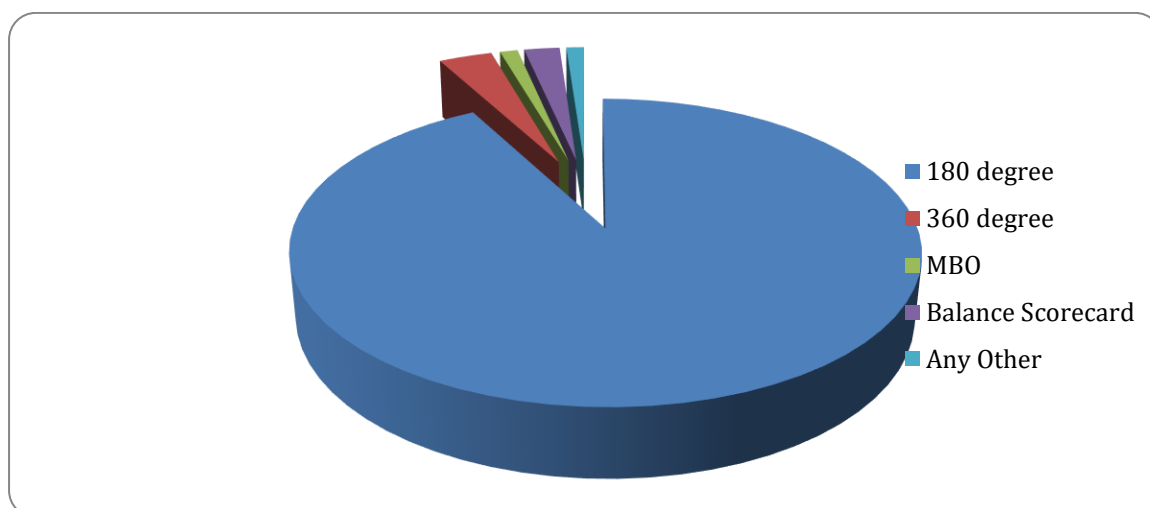


INTERPRETATION:

15% of the employees said performance appraisal method need to be changed & 85% said there is no need to change the performance appraisal method.

9. What method of performance appraisal you suggest for the company?

180 degree appraisal	30%
360 degree appraisal	30%
Management By Objective	10%
Balance Scorecard Method	20%
Any Other	10%

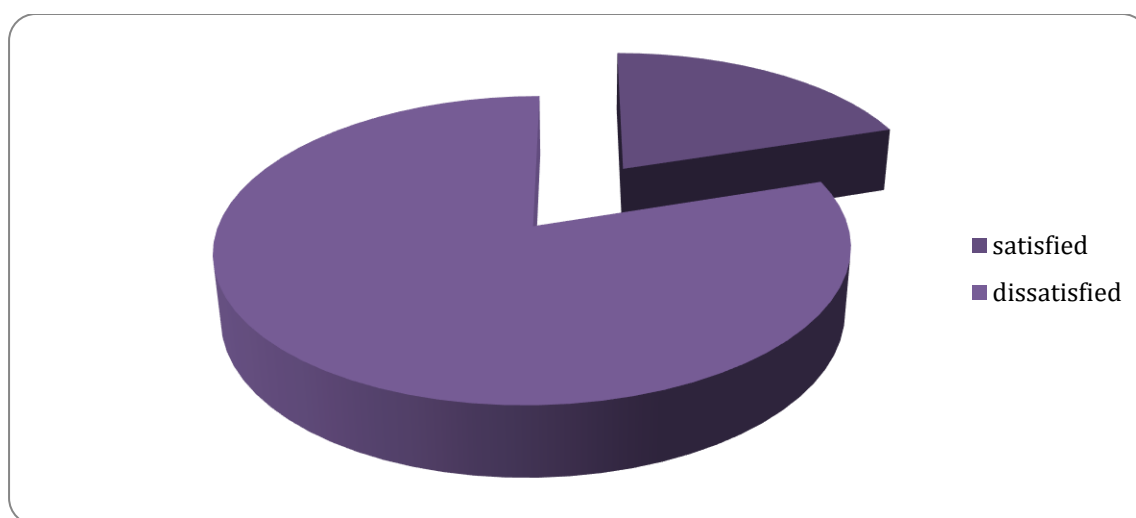


INTERPRETATION:

30% of the employees choose for 180 degree & 360 degree appraisal, 10% choose for MBO, 20% choose for Balance Scorecard method & remaining 10% said for any other method.

10. Are you satisfied with the Monetary rewards provided by the company?

Satisfied	20%
Dissatisfied	80%

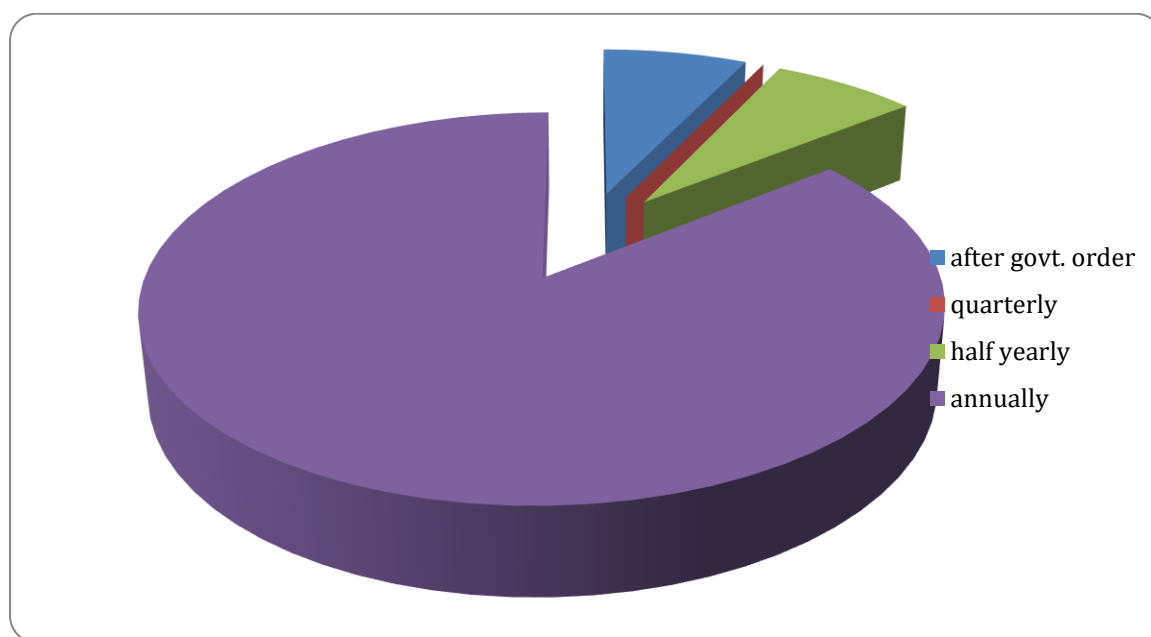


INTERPRETATION:

20% of the respondents said that they are satisfied with the monetary rewards given to them by the company while 80% are dissatisfied.

11. How frequently your organization change the HR policies?

After Govt. Order	10%
Quarterly	0%
Half yearly	10%
Annually	80%

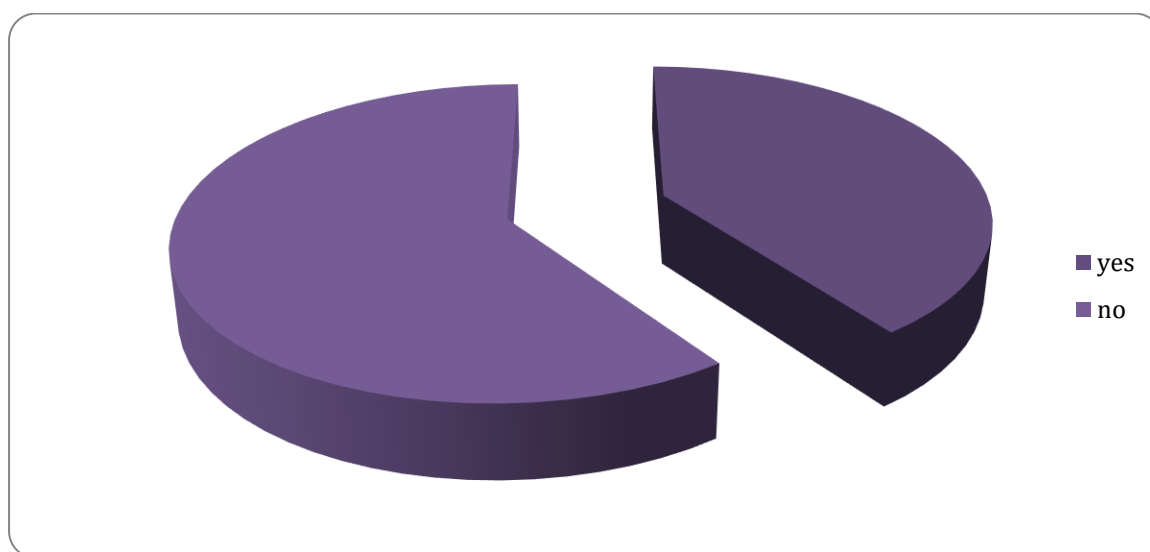


INTERPRETATION:

10% of the employees said that the company changed the HR policies after Govt. orders or half yearly while 80% said that company change its policies annually.

12. Do you feel any boundation regarding the HR Policies of the company?

Yes	40%
No	60%



INTERPRETATION:

40% of the employees agree that they feel boundation regarding the HR Policies while 60% disagree.

FINDINGS

- 65% employees are completely satisfied with the HR policies of the company while 35% employees are not satisfied.
- 100% employees said that company organizes an induction programme for new joiners.
- 90% employees think that induction programme is necessary & 10% think it is not.
- 10% employees said company provide safety training/ global training/departmental training & 70% employees said all of the above mentioned training is provided by the company for the purpose of continuous improvement.
- 40% employees said they get their salaries on time & 60% said they didn't
- 88% respondents said they are fine with the salary disbursement process & 12% said they are not
- 75% of the employees are satisfied with the Performance Management System while 25% are not.
- 15% of the employees said performance appraisal method need to be changed & 85% said there is no need to change the performance appraisal method.
- 30% of the employees choose for 180 degree & 360 degree appraisal, 10% choose for MBO, 20% choose for Balance Scorecard method & remaining 10% said for any other method.
- 20% of the respondents said that they are satisfied with the monetary rewards given to them by the company while 80% are dissatisfied.
- 10% of the employees said that the company changed the HR policies after Govt. orders or half yearly while 80% said that company change its policies annually.
- 40% of the employees agree that they feel boundation regarding the HR Policies while 60% disagree.

CONCLUSION

After having analysed the data, I concluded that :

- There are restricted HR policies followed by the company due to which employees feel boundation.
- There is a mixed response regarding the satisfaction level of employees towards the HR Policies.

LIMITATIONS OF THE STUDY

- There was time constraint.
- There was money constraint
- Response rate was lower.
- Some people were not willing to respond and few of them who responded were in hurry hence the active participation was lacking.
- People were hesitating to give information about their views freely.
- People pay very less attention while giving the answer

SUGGESTIONS &RECOMMENDATIONS

1. Company must revised its HR Policies time to time
2. Company must invite employees participation regarding the HR policies decision making.
3. Salaries must be given on time.
4. Performance Management System needs to be get evaluated by the company.
5. Performance appraisal method needs to be changed.

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ANNEXURE**QUESTIONNAIRE**

I Utkarsh Veer Vikram Singh, student of Galgotias University is conducting a survey under Ind Swift Laboratories Ltd Chandigarh. I need some help from your side. This questionnaire is purely for academic purpose. Any kind of information provided would not be used commercial.

1. At which department you work in?

2. What is your designation?

3. Are you satisfied with the HR policies of your company?
 - a) Yes
 - b) No
4. Do the company conduct induction programme for the new joiner?
 - a) Yes
 - b) No
5. Do you think induction programme is must for the new joiner?
 - a) Yes
 - b) No
6. What kind of training is provided to employees for the purpose of continuous improvement?
 - a) Safety training
 - b) Global training
 - c) Departmental training

- d) All of the above
- 7. Do you get salaries on time?
 - a) Yes
 - b) No
 - c) Sometimes
- 8. Are you fine with the salary disbursement procedure of the company?
 - a) Yes
 - b) No
- 9. Are you satisfied with the Performance Management System of the company?
 - a) Yes
 - b) No
- 10. Do you feel performance appraisal method need to be changed?
 - a) Yes
 - b) No
- 11. What method of Performance Appraisal you suggest for the company?
 - a) 180-degree appraisal
 - b) 360-degree appraisal
 - c) Management By Objective
 - d) Balance Scorecard method
 - e) Any Other
- 12. What kind of policy company adopt in case of grievance handling?
 - a) Open door policy
 - b) Close door policy
- 13. Are you satisfied with the monetary rewards provided by the company?
 - a) Yes
 - b) No
- 14. How frequently your organization change the HR Policies?
 - a) After govt. order
 - b) Quarterly
 - c) Half-yearly
 - d) Annually
- 15. Do you feel any boundation regarding the HR policies of the company?
 - a) Yes
 - b) No