



A STUDY ON PROBLEMS OF HUMAN RESOURCES MANAGEMENT AND THEIR IMPACT IN ORGANISATIONAL PERFORMANCE IN TNQ TECHNOLOGIES

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ABSTRACT

Human Resource Management is an indispensable function for the both the private and public sector organizations. The process deals with several operational objectives such as recruitment, providing proper training to the employee, selection of the employee, assessment of the employee, motivating and maintaining a proper relationship with the employee and maintaining welfare and health for the employees in the organization through laws created by the concerned state and country. The human resource management is a process through which the organization utilizes their limited skilled workforce. The main intensions make performance utilization of the existing human resource for the organization. The higher performance work practices are human resource work practices that aimed at influencing and enhancing the organizational and employee performance. Therefore, the present study has also focused on the investigation of the impact of the higher performance work practices on the organizational performance of the Indian firms. For that purpose, the bundle of higher performance work practices was evaluated. These higher performance work practices are feedback, performance appraisal, employee suggestion systems and affective job description and specification.

KEYWORDS: *Feedback , employees, appraisal*

INTRODUCTION

TNQ is a publishing technology and services company based in Chennai, India. Founded in 1998, TNQ today serves some of the world leaders in STM publishing - like Elsevier, Wolters Kluwer, Royal Society of Chemistry - across time zones from Australia to North America, specializing in Roman script composition and XML-first production processes. Technology and innovation led, TNQ is a global leader in niche aspects of STM publishing. Proof Central, the company's proofing platform, is fast-replacing PDF proofing processes, and is used by nearly a fourth of all STM journals globally. This transformational technology, first rolled out in October 2012, has received widespread acceptance and acclaim among end users, the authors. It eliminates errors that are inevitable in the content-integration process after PDF annotation, contributing substantially to publishers

OBJECTIVES OF THE STUDY

- Analyze the current performance appraisal format & compensation.
- Identifying inherent problems associated with the format.
- Propose changes mainly in the guidelines, format and management philosophy by keeping relevance with other processes.
- To examine Employee Personnel practice.

RESEARCH METHODOLOGY

Research methodology is the way to evaluate the research problem scientifically.

Primary data: It is collected through questionnaire.



Secondary data: collected from journals, books and websites.

inference. Further, the following specific tools were used,

TOOLS USED IN THE STUDY

The data collected by the respondents are first classified into two things like in tabular and

- Simple percentage
- Chi- square
- Rank analysis

SIMPLE PERCENTAGE ANALYSIS

TABLE - 1
AGE OF THE RESPONDENTS

AGE GROUP	NO OF RESPONDENTS	PERCENTAGE
BELOW 20 YEARS	12	9.6%
21 – 30 YEARS	75	60%
31 – 40 YEARS	36	28.8%
ABOVE 40 YEARS	2	1.6%
TOTAL	125	100%

SOURCE: primary data

INTERPRETATION

The above table shows that 9.6% of respondents are in the age group of below 20 years;

60% are 21-30 years; 28.8% are 31-40 years; 1.6% are above 40 years.

Table - 2
DEPARTMENT OF WORK

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
HRM	16	12.8%
FINANCE /ACCOUNTS	51	40.8%
MARKETING/SALES	44	35.2%
INFORMATION TECHNOLOGY	4	11.2%
TOTAL	125	100%

INTERPRETATION

The above table shows that 12.8% of the respondents are working in HRM; 40.8% of the respondents are working in finance /accounts department; 35.2% of the respondents are working for marketing/sales department and 11.2% of the respondents are working for information technology department.

**CHI-SQUARE ANALYSIS****TABLE - 1
AGE AND FREQUENCY OF E-COM PURCHASE****HYPOTHESIS**

There is no significant relationship between the respondent's age and department of work.

AGE	DEPARTMENT OF WORK				TOTAL
	HRM	FINANCE / ACCOUNTING	MARKETING/ SALES	INFORMATION TECHNOLOGY	
BELOW 20 YEARS	1	7	2	2	12
21 - 30 YEARS	11	30	24	10	75
31 - 40 YEARS	4	14	17	1	36
ABOVE 40 YEARS	0	0	1	1	2
TOTAL	16	51	44	14	125

CHI - SQUARE TEST

FACTOR	CALCULATED VALUE	D. F	TABLE VALUE	REMARKS
AGE	9.124 ^a	9	16.92	REJECTED

INTERPRETATION

The calculated value of chi-square is less than the table value. Hence, the hypothesis is rejected

stating that there is no significant relationship between the respondent's educational qualification and motivating activities performed.

RANK ANALYSIS**TABLE.4.4.1
OVERALL SATISFACTION LEVEL OF THE RESPONDENTS**

PATICULARS	1(7)	2(6)	3(5)	4(4)	5(3)	6(2)	7(1)	TOTAL SCORE	RANKING
HR OPERATION	12 (84)	23 (138)	8 (40)	42 (168)	13 (39)	10 (20)	17 (17)	505	V
PERFORMANCE MANAGEMENT	24 (168)	18 (180)	12 (120)	27 (108)	34 (102)	7 (14)	3 (3)	563	II
COMMUNICATION	6 (42)	25 (150)	33 (165)	13 (52)	19 (57)	20 (40)	9 (9)	515	IV
RECRUITMENT	10 (70)	19 (114)	28 (140)	21 (84)	36 (108)	5 (10)	6 (6)	532	III
SKILL DEVELOPMENT	38 (266)	23 (138)	12 (60)	14 (56)	9 (27)	13 (26)	16 (16)	589	I
REWARDS & RECOGNITION	9 (63)	14 (84)	15 (75)	10 (40)	15 (45)	38 (76)	24 (24)	407	VII
WORKFORCE PLANNING	10 (70)	19 (114)	26 (130)	27 (108)	5 (15)	23 (46)	15 (15)	498	VI

INTERPRETATION

The above table shows the overall satisfaction level of the respondents that are ranked based on the respondents.

From the analysis it is understood that the respondents have given 1st rank to skill development,

2nd rank to performance management, 3rd rank to recruitment, 4th rank to communication, 5th rank to HR operation, 6th rank to workforce planning and 7th rank to reward and recognition.



LIMITATIONS OF THE STUDY

1. The data was collected from the respondents of Coimbatore district. So that findings may not consider for other district.
2. The information can be based due to the questionnaire. Time and cost factors which have limited the size of samplings as 125.

FINDINGS

Simple percentage analysis

- Majority of the respondents belongs to the age group of 21-30 (60%).
- Majority of the respondents work under the department of finance/accounts (40.8%).

Chi – square analysis

- There is no significant relationship between the respondent's age and department of work.
- There is no significant relationship between the respondent's educational qualification and motivating activities performed.

Rank analysis

The majority of the respondents consider skill development is the primary level of satisfaction of problem of HRM and their impacts in the organizational performance

SUGGESTIONS

- The organization should practice proper TNQ technologies guideline. The purpose of Human Resource Management is to improve the productive contribution of people.
- To get effective and efficient employee, the organization should arrange proper training and development programs.
- The entire HR department should be well informed regarding the employment personal.
- The organization should provide well direct compensation as well as direct to its staffs.
- The management should have job evaluated salary structure, which is most competitive than other organizations in the country.
- To evaluate employee's performance; the management should follow promotion policy properly.

CONCLUSION

Human Resource Management is a continuously practicing issue so it plays a significant role on organizations overall performance. If an organization wants to gain full benefit from human resource management it should follow all the sections of HRM. Committed and trustworthy employees are the most significant factors to becoming an employer of choice, it is no surprise that companies and

organizations face significant challenges in developing energized and engaged workforces. However, there is abundance of research to demonstrate that increased employee commitment and trust in leadership can positively impact the company's bottom line. In fact, the true potential of an organization can only be realized when the productivity level of all individuals and teams are fully aligned, committed and energized to successfully accomplish the goals of the organization. Thus, the objective of every company should be to improve the desire of employees to stay in the relationship they have with the company.

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