

# A Study On Organization Policies And Employee Satisfaction At Apmdc Limited, Mangampet, Kadapa District

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## Abstract

An organization is basically association of human beings managing the human resources is the most important aspect for the organization. So, the organization policies and management decisions play an important role in organization to manage the human resources. The study conducted by the researchers involves organization policies and HR satisfaction in APMDCL Mangampet, Kadapa district. This study aims to measure the satisfaction level of employees towards organizational policies and to know what are the problems facing by them in organization and also identify the measures to solve the issues effectively. A sample of 90 employees are randomly selected and structured questionnaire employed for collecting responses from them. Simple percentage method used for analysis. Findings revealed that majority of the respondents over 65% of the employees are highly satisfied with the organization policies and 35% of the employees were not satisfied.

**Keywords:** Organization policies, Human Resource, Management Decision, Employee satisfaction.

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## 1. INTRODUCTION

Organization Policies is one of the major interests to the field of organizational behavior and the practice of HRM. It reflects employee's attitudes towards their job and commitment to an organization. Organization Policies refers to one's feelings or state of mind regarding the nature of their work. It describes how content an individual is with his or her job. Organization Policies refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not self-satisfaction, happiness or self-contentment but satisfaction on the job. Organization Policies is defined as the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values. Organization Policies is not the same as motivation. It is linked to productivity, motivation, absenteeism, waste accidents, mental health, physical health and general life satisfaction.

There are three important dimensions to Organization Policies.

- Organization Policies is an emotional response to a job situation. It can't be seen, only inferred.
- Organization Policies is often determined by how well outcomes meet or exceed expectations.
- Organization Policies represents several related attitudes.

The Organization Policies is condition of establishing a healthy organizational environment in an organization.

Individuals want to maintain statute, high ranks and authority by giving their capabilities such as knowledge, ability education, health etc. The individuals who can't meet their expectations, with regard to their jobs become dissatisfied. Thus, this dissatisfaction affects the organization for which she/ he works. Organization Policies is very important for a person's motivation and contribution to production. Organization Policies may diminish irregular attendance at work, replacement workers with in a cycle or even the rate of accidents. Organization Policies is an employee's thoughts and emotions towards their job and how they evaluate their job. This can be a judgment of their job overall, or of specific judgment such as pay, promotions, work tasks, coworkers and supervisors. It is important for organizations to care about their employee's organization Policies. It will promote employee's organizational commitment when they feel that they are satisfied with their jobs.

Dimensions of organization policies: There are six dimensions that represent the most important characteristics of a job about which people have effective responses,

- **The work itself:** The content of the work itself is a major source of satisfaction. This means the extent to which the job provides the individual with interesting tasks, opportunities for learning, and the chance to accept responsibility. Some of the most important

ingredients of Organization Policies include interesting and challenging work and a job that

- **Compensation:** Wages and salaries are significant, but a complex and multidimensional factor in Organization Policies. Money not only helps people attain their basic needs, but also is instrumental in providing upper-level need satisfaction. Employees often consider salary as a reflection of how management views their contribution to the organization. Fringe benefits are also important, but they are not as influential.
- **Career Growth:** Promotional opportunities seem to have a varying effect on the Organization Policies. This is because promotions take different forms and include a variety of rewards. For example, individuals who are promoted on the basis of seniority often experience Organization Policies but not as much as those who are promoted based on their performance.
- **Supervision:** Supervision is another moderately important source of Organization Policies. There are two dimensions of supervisory style that effect on Organization Policies. One is employee centeredness, which is measured by the degree of which a supervisor takes personal interest in the welfare of employees. The other dimension is participation or influence, illustrated by managers who allow their people to participate in decisions that affect their own jobs. This approach leads to higher Organization Policies. It is proved that a participative environment. Organization Policies is linked to productivity, motivation, absenteeism, waste accidents, mental health, physical health and general life satisfaction.

There are three important dimensions to Organization Policies.

- Organization Policies is an emotional response to a job situation. As such, it cannot be seen, it can only be inferred.
- Organization Policies is often determined by how well outcomes meet or exceed expectations.
- Organization Policies often represents related attitudes. As motivation is related to the satisfaction of the employees several motivational theories can be related to the Organization Policies. They are Maslow, Herzberg's two-factor theory, Alderjer's ERG theory, Vroom's expectancy theory, Portler and llawler model all contributed to the work motivation.

Motivation of employees is the most important aspect of managing an enterprise. The success or failure of an enterprise depends mostly on how best the employees working are the involved and motivated. Among the four essential factors of production namely men, machine, material and money. The most important is men. The three other factors cannot be effectively utilized without the cooperation of the people. This motivation of the employee can be sub divided into the people. Organizational policies influence human resources in their attitude, performance, productivity and satisfaction. Hence the present study concentrates on impact of organizational policies on employee satisfaction and their issues at Andhra Pradesh Mineral Development Corporation Limited, Mangampet, which located in Kadapa district Andhra Pradesh state.

## 2.REVIEW OF LITERATURE

Jamalzadeh, M., & Gandomani,<sup>[1]</sup> this study strived

to investigate the relationship between employees' commitment and organizational policies in the Housing and Urban Development Office of Chaharmahal and Bakhtiari province. The results of the study indicated the relationship between different components of organizational policies such as role clarity and role conflict with organizational commitment of the employees.

Chiemeke, K. C., Ashari, H. B., & Muktar,<sup>[2]</sup> worked on the title "Investigating the Impact of Organizational Policy Towards Quality of Work Life on Employee Engagement in Manufacturing Company Nigeria". They tried to investigate the factors of organizational policy that have impart to influence quality of work life on employee engagement antecedent variables directly and indirect through organizational policy role. Four stages of organizational policy are identified such as the policy formulation, adoption, implementation and evaluation. The study assumed that the focus of organizational policy should be placed on the quality of work life and employee engagement.

Heydari, M., Haghghi, E. M., & Rostaminia,<sup>[3]</sup> says that maintains of an organizational system is considered one of the most important tasks of the manager's responsibilities. The study tried to investigate recruitment and selection policy and workforce commitment to the norms of the organization depending on factors such as the (attitude, of transparency, of conflict, of the organization's policy) Entrance exams or job interviews. structural equation modeling techniques used to examine the causal relationship between variables. The results revealed that Attitudes and role clarity can be a positive influence on employee engagement and policies to increase.

Foote, D. A, Seipel, S. J, Johnson, N.B, & Duffy,<sup>[4]</sup> examined the effects of attitude, role clarity, and role conflict on policy commitment, as well as the effect of policy commitment on the conscientiousness and civic virtue dimensions of citizenship behavior. Used structural equation modeling (SEM). SEM revealed that attitudes and role clarity positively influenced policy commitment, and that policy commitment positively influenced conscientiousness and civic virtue.

## 3.OBJECTIVES

- To study the impact of Organization Policies on the overall growth of employees as well as the organization
- To assess the satisfaction level of employees in APMDC LIMITED.
- To identify factors which influences Organization Policies at Andhra Pradesh Mineral Development Corporation Limited.

## 4.DATA ANALYSIS AND DISCUSSION

The data after collection has to be processed and analyzed in accordance with the <outline laid down for the purpose at the time of developing the research plan. This is essential for a scientific study and for ensuring that we have all the relevant data. Processing implies editing, classification and tabulation of collected data so that they are acquiescent to analysis. Analysis of data in a general way involves a number of closely related operations that are performed with the purpose of summarizing the collected

data and organizing them in such a manner that answer the research questions.

The data collection and analyzing is most essential for producing the quality and accurate data. In this research work authors have included the data or information based on data collection. Analysis has done using simple percentage method and 5 rating scaling is used as 1= Strongly Agree, 2= Agree, 3= Neutral, 4= Disagree, 5= Strongly Disagree and for some questions it is used closed ended scaling options such as yes or no.

From the above tables, 14% of employees strongly agreed that they were trained well in their training & development program conducted by the organization, 62% people agreed, 11% were neutral, 5% people disagreed, 8% were strongly disagreed with training & development program conducted by the organization. 71% of employees agreed that they will get appraisals for their performance in the organization, 29% of employees disagreed with appraisals for their performance in the organization. 80% of employees agreed that they will get appraisals for their performance in the organization, 20% of employees disagreed with appraisals for their performance in the organization. 69% of employees were satisfied with the compensation of particular work and 31% of employees were not satisfied with compensation of particular work. 16% of employees strongly agreed that they got help from their superior to improve their performance level, 56% agreed, 12% neutral, 6% disagreed, 9% strongly disagreed with help from their superior to improve their performance. 65% of the employees doesn't feel that the organization policies are altered and 35% of the employees feel that the policies are altered frequently. 85% of employees were satisfied with the amenities, 15% were not with the amenities. 70% of employees are satisfied with their incentives based on their performance (over duty) and 30% are not satisfied with their incentives. 13% of employees strongly agreed that they have freedom to express their views in front of the superiors, 59% agreed, 16% neutral, 2% disagreed, 10% strongly disagreed with freedom to express their views in front of the superiors.

17% of employees strongly agreed that they have good relations with their superiors and subordinates, 63% agreed, 8% neutral, 6% disagreed, and 6% strongly disagreed with good relations with their superiors and subordinates. 90% of employees are satisfied and feeling very proud to work in their organization, and only 10% were not felt very proud to work in their organization. mostly 95% of the employees are happy with the use of advanced technology in the mine area and only 5% were not satisfied with advanced technology.

97% of the employees doesn't get any threat or any other misconduct with employees and only 3% of the employees feel the work pressure but not any threat. 3% of employees strongly agreed that they are satisfied by the way the company policies are put into practice, 51% agreed, 23% neutral, 16% disagreed, 7% strongly disagreed with practically implemented company policies. 97% of the employees were highly satisfied about their job and only 3% of the employees were not satisfied with their job. 25% of the employees wants to alter the organization policies further better and 75% of the employees satisfies about organization policies as well. 12% of employees highly satisfied towards their opportunities for learning & for their growth in the organization, 52% satisfied, 22% neutral, 7%

dissatisfied, 7% highly dissatisfied with opportunities for learning & for their growth in the organization. 84% of the employees were satisfied with their work but 16% of the employees were feeling over work. 18% of employees highly satisfied towards their pay scale, 60% satisfied, 11% neutral, 9% dissatisfied, 8% highly dissatisfied with their pay scale. 93% of the employees were feeling proud to work in this organization and only 7% were not satisfied with their work. 18% of the employees were strongly agreed (training activities, training methods), 60% of the employees were agreed, 11% of the employees were neutral, 9% of the employees were disagreed and 8% of the employees were strongly disagreed with training activities, training methods. 63% of the employees were satisfied with the independent participation in other activities participation, and 37% of the employees were not satisfied with independent participation in other activities participation. 12% of the employees were strongly agreed, 52% of the employees were agreed, 22% of the employees were neutral, 7% of the employees were disagreed and 7% of the employees were strongly disagreed with organization policies and procedures motivate.

13% of the employees were strongly agree, 53% of the employees were agree, 23% of the employees were neutral, 5% of the employees were disagree and 6% of the employees were strongly disagreed with level of work. 89% of the employees were highly satisfied about the managerial activities and 11% of the employees were not satisfied with managerial activities.

## 5. FINDINGS AND SUGGESTIONS

Most of the employees are satisfied with training facilities provided by the organization. Most of the employees are satisfied with their job. Most of the employees are satisfied with their appraisal regarding in the organization. Most of the employees are satisfied with the feedback from their superiors in organization. Most of the employees are satisfied with help from superiors to improve their performance level in the organization. By focusing and analyzing on the responses given by the employees in the organization. Strongly agreed and highly satisfied total value is 1121. Where, highly dissatisfied value is 595. Therefore, based on the above values we can understand that the organization has satisfying the human resources effectively and if any issues arise the management has taking good measures to solve them.

Organization has to provide T&D personal and professional programs and education plans for the growth and development of employees. Superiors have to guide their subordinates with their advices and assistance which motivate the employees. Performance based incentives should be provided to the employees which leads to Organization Policies. Organization has to take care in the way the policies are put into practice by taking steps as per the rules and regulations. Programs like job rotation will enhance the skills of employee there by decreasing the monotony in the job.

**TABLE NO :1 Percentage Analysis of Responses**

SNO	QUESTIONS	1	2	3	4	5
1	what is your opinion about organization policies?	14	62	11	5	8
2	Do you have Freedom to express your views in front of your superiors in the organization?	13	59	16	2	10
3	Do you have good relations with your superiors and subordinates?	17	63	8	6	6
4	Management behavior among employees?	16	56	12	6	9
5	Does training and development programs helpful for developing your skill and career?	3	51	23	16	7
6	Does organization policies and procedures motivate you?	12	52	22	7	7
7	Are you satisfy with the pay scale?	18	60	11	9	8
8	Does organization training programs enhance your skill?	18	16	7	9	8
9	View on work life balance?	12	52	22	7	7
10	Satisfactory level on work?	13	53	23	5	6

**TABLE NO :2 Percentage Analysis of Responses**

SNO	QUESTIONS	YES	NO
1	Does organization conduct training and development program effectively?	71	29
2	whether organization scenario about employee’s welfare fair or not?	80	20
3	Does organization provide fair distribution of compensation or not?	69	31
4	Does organizations frequently alter policies and decisions regarding management of activities?	35	65
5	Does organization provide good health care and extra amenities for employees during work?	85	15
6	Are there any incentives provided to you by the organization for your good performance?	70	30
7	Are you feeling happy for doing this job in this organization?	90	10
8	The Technology adopted by the organization helps you to finish your work smoothly?	95	5
9	Do you feel any work pressure or threat from any officials?	3	97
10	Are you satisfied with your job?	97	3
11	Do you prefer any altering have to be made regarding organization policies?	75	25
12	Are you suffering with extra load of work?	16	84
13	Are you feeling proud to work in this organization?	93	7
14	Apart from the work, do you have any scope to participate in extracurricular activities in the organization?	63	37
15	Do you think organization policies and managerial decisions are good for career and safeguard physical as well as mental health?	89	11

**6.CONCLUSION**

Employees are the real assets of organization. In today’s competitive scenario the organization is facing challenges, prevailing employees in the organization have to be productive to meet these challenges. For this, the employee has to be paid enough and rewarded well for the productive work. By paying conations towards the contributory factors of organization Policies Andhra Pradesh mineral development corporation limited, Mangampeta can make their employees a willing workforce for the well-being and growth of organization.

Finally, we would like to conclude that the employees of Andhra Pradesh mineral development corporation limited, Mangampeta are satisfied with their level of work.

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