

**A Study of HR Policies and Professional Communication at Widlass Healthcare Pvt Ltd**

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**Abstract**

In this paper we are trying to study the process of hiring and developing employees so that they become more valuable to the organization. **Human resources** are the set of individuals who make up the workforce of an organization, business sector, or economy. "Human capital" is sometimes used synonymously with human resources, although human capital typically refers to a more narrow view (i.e., the knowledge the individuals embody and economic growth). Likewise, other terms sometimes used include "manpower", "talent", "labour", or simply "people". The company department charged with finding, screening, recruiting and training job applicants, as well as administering employee-benefit programs. Employees are the key assets of the organization. Human Resource Management (HRM) focuses on recruitment, training, management, and providing direction for the employees who work for the organization. Human Resource Management function is to deal with issues related to the employees such as compensation, hiring, performance management, organization development, safety, benefits, employee motivation, communication, administration, training and retention

**Key Words: human Resource, Policy, Professional communication, Human capital, Motivation**

**Human Resource:-**

Human Resource Management also helps to manage people and the workplace culture and environment. Effective Human Resource Management (HRM) enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.

Human Resource Management (HRM) is expected to add value to the strategic utilization of employees and that employee programs impact the business in measurable ways. The new role of HRM involves strategic direction and measurements to demonstrate value. Effect Human Resource Management (HRM) leads to organizational growth by achieving highest degree of productivity.

**Human Resource Policy:-**

**HR Policies of this company** are continuing guidelines on the approach the organization intends to adopt in managing its people. It represents specific guidelines to HR managers various matters concerning employments. It states the intend of the organization about different aspects of Human Resource management such as recruitment, promotion, compensation, training, selections etc. They define the conception and value of the organization on how people and things should be treated. Therefore, it serves as a reference point when human resources management practices are being developed or when decisions are being made about people. A good HR policy could provide generalized guidance on the approach adopted by the organization, and therefore its employees, concerning various aspects of employments. A procedure spells out precisely what action should be taken in line with the policy. The purpose of 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. 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. They provide frameworks within which consistent decisions are made and promote equity in the way in which people are treated.

**Literature Review**

(Vikram Jeet, 2014)

The present study is an attempt to examine and analyse the impact of human resource management practices on job satisfaction of private sector banking employees. In the study, the estimated regression model identified that the HRM practices like Training, Performance Appraisal, Team Work and Compensation has significant impact on job satisfaction. In current era of highly volatile business environment organizations are facing emerging challenges in form of acquisition and optimization of human resource. Being valuable and scarce capabilities, human resources are considered as a source of sustainable competitive advantage. The success of an organization depends upon several factors but the most crucial factor that affects the organization performance is its employee. Human resources play an integral role in achieving an innovative and high-quality product/ service. **Katou (2008)** conducted a study to measure the impact of HRM practices on organizational performance in manufacturing sector of Greece. The results indicated that the relationship between HRM practices (resourcing and development, compensation and incentives, involvement and job design) and organizational performance is partially mediated through HRM outcomes (skills, attitudes, behavior), and it is influenced by business strategies (cost, quality, innovation). The study concluded that HRM practices are associated with business strategies will affect organizational performance through HRM outcomes. (Mellander, 2014) This paper is concerned with transparency in a sphere of public policy, namely public human resource policy. The aim is to clarify the meaning of transparency relative to this policy and to consider suggestions on how to enhance its transparency.

The scope of public human resource policy is outlined. Motivation for the need of transparency in this policy is provided in terms of informational asymmetries, human capital externalities, and long planning horizons. Transparency is defined both along a time dimension – *ex ante* and *ex post* – and by a taxonomy due to Geraats (2014), referring to different facets of decision-making, implementation, and outcomes: political, economic, procedural, policy, and operational transparency. Five aspects on human resource policy relevant for transparency are considered: efficiency and equity, input utilization, learning outcomes, the dimensioning of education, and benefits and costs. Finally, suggestions for improved transparency are considered.

Before trying to outline the domain of (public) human resource policy it is appropriate to ask why there is any need at all for political intervention. After all, much of education and training is privately run in many countries. Still, there is real need for political governance. This need arises because the private sector or, more correctly, private markets cannot ascertain that individuals get equal chances to educate themselves according to their talents and aspirations

(Boudreau, 1996)

This paper introduces human resource management, and shows why it is so important in modern organizations. It will help you understand how human resource management affects your future, and that of your organization. Human resources are every manager's job, both the general manager and the human resource professional. The job of enhancing the value of people in organizations is everyone's job, not the job of "human resource specialists" or the "human resource department.

Every person who works in organizations plays a role in managing people. This is especially true for those of you who aspire to create, manage, and lead future organizations.

Certainly, tools from marketing, finance, operations and other management disciplines will be required. In fact, principles from these areas can even be applied to managing people better. Moreover, even applying the traditional tools will require greater awareness of their impact and relationship to people. Judy Lewent, one of today's "hottest" executives, and CFO of Merck & Co. says even financial analysis should serve to encourage the right behaviours in people," finance departments can take the nuances, the intuitive feelings that really fine businesspeople have and quantify them.

**(Storey, 1999)**

This paper examines the relationship between HR Policies and the economic performance of small and middle- sized UK companies. In Defining HR policies it focuses on the existing workforce, examining the ways in which individuals becomes up-skilled through education, training and development (ETD). It is explicitly not concerned with those policies and practices concerned with the requirement of new staff.

There is a substantial literature providing descriptions of HR policies- practically training in enterprises. In recent years much of this has been formulated in the context of "best practices" or "high performance work systems". However what was conspicuously lacking until the paper by Huselid (1995), were attempts to link HR practices to corporate economic indicators.

**Huseilds key** conclusion was:

“ High Performance Work Practices... Have An economically and statistically Significant impact on..long-term measures of corporate performance”

**(Kochan, 2004)**

The human resource management profession faces a crisis of trust and a loss of legitimacy in the eyes of its major stakeholders. The two decade effort to develop a new “strategic human resource management” role in organizations has failed to realize its promised potential of greater status, influence, and achievement.

To meet contemporary and future workplace challenges, HRM professionals will need to redefine their role and professional identity to advocate and support a better balance between employer and employee interests at work. Specifically, the next generation of HR professionals will need to be more externally focused and skilled at building networks and productive alliances with other groups and institutions, become more analytical and able to document the benefits associated with effective HR policies and practices, and be skilled at managing in an increasingly transparent society and information savvy workforce. The changing the gender composition of the HR profession may affect its success in making these changes and meeting these challenges.

**(Vyas)**

Human Resource Management (HRM) is the management process of an organization’s workforce or human resources. It is responsible for the attraction, selection, training, and assessment& rewarding of employees while also overseeing organizational leadership & culture and ensuring compliance with employment & labour laws. In start-up companies HR duties may be performed by trained professionals. In larger companies, as entire functional group is typically dedicated to the discipline with staff specializing in various HR tasks & functional leadership engaging in strategic decision making across the business.

Success in today’s highly competitive environment requires the contribution of every employee in your organization. Progress is often hampered because, while everyone is working hard, they are working hard in different directions which results in non-achievement of common organizational goal. While managing a business, it is very important for the employees to know and understand where the organization is try to go and what it wants to achieve. Innovation in HRM means coming up with new techniques and bringing up new ideas to deal with the employees in an effective way so as to generate maximum output and at the same time ensuring employee satisfaction.

### **Research Objective**

- 1- To study the HR Policies of the company.
- 2 - To know the various HR implication in the organization.
- 3 - To measure the perception of employees in respect of application of HRD in the organization.

### **Research:-**

Systematic investigative process employed to increase or revise current knowledge by discovering new facts. It is divided into two general categories: Basic research is inquiry aimed increasing scientific knowledge. Applied research is effort aimed at using basic research solving problems or developing new processes, products, or techniques.

**Research** comprises "creative work undertaken on a systematic basis in order to increase the stock of knowledge, including knowledge of humans, culture and society, and the use of this stock of knowledge to devise new applications. A research project may also be an expansion on past work in the field. To test the validity of instruments, procedures, or experiments, research may replicate elements of prior projects, or the project as a whole. The primary purposes of basic research (as opposed to applied research) are documentation, discovery, interpretation, or the research and development (R&D) of methods and systems for the advancement of human knowledge

### **Research methodology:**

**It** is the systematic, theoretical analysis of the methods applied to a field of study. It comprises the theoretical analysis of the body of methods and principles associated with a branch of knowledge. Typically, it encompasses concepts such as paradigm, theoretical model, phases and quantitative or qualitative techniques.

A methodology does not set out to provide solutions - it is, therefore, not the same as a method. Instead, a methodology offers the theoretical underpinning for understanding which method, set of methods, or so-called “best practices” can be applied to specific case, for example, to calculate a specific result.

It has been defined also as follows:

The analysis of the principles of methods, rules, and postulates employed by a discipline. The systematic study of methods that are, can be, or have been applied within a discipline. The study or description of methods.

### **Research Source:-**

**Research resources** are usually thought of as primary sources and secondary sources. Primary can be firsthand accounts of actual events written by an eyewitness or original literary or artistic works. They may be letters, official records, interviews, survey results, or unanalyzed statistical data. These sources contain raw data and information, such as the original work of art or immediate impressions.

**Secondary sources**, on the other hand, are usually discussions, evaluations, syntheses, and analyses of primary- and secondary-source information. Interpret, comment upon, analyze, evaluate, summarize, and process primary sources. Secondary source materials can be articles in newspapers or popular magazines, book or movie reviews, or articles found in scholarly journals that discuss or evaluate someone else's original research.

### **Research Design**

A **research design** is the document of the study. The design of a study defines the study type (descriptive, co relational, semi-experimental, experimental, review, meta-analytic) and sub-type (e.g., descriptive-longitudinal case study), research question, hypotheses, independent and dependent variables, experimental design, and, if applicable, data collection methods and a statistical analysis plan. Research design is the framework that has been created to seek answers to research questions.

A typical research process comprises the following stages:-

**Selecting the research area:** You are expected to state that you have selected the research area due to professional and personal interests in the area and this statement must be true.

**Formulating research aim, objectives and research questions or developing hypotheses.** The choice between the formulation of research questions and the development of hypotheses depends on your research approach as it is discussed further below in more details. Appropriate research aims and objectives or hypotheses usually result from several attempts and revisions and these need to be mentioned in Methodology chapter. It is critically important to get your research questions or hypotheses confirmed by your supervisor before moving forward with the work.

**Conducting the literature review.** It can be mentioned that the literature has proved to be the longest stage in the research process and that you have utilized a wide range of secondary data sources such as books, newspapers, magazines, journals, online articles etc

**Selecting methods of data collection.** Specific data collection method(s) need to be selected on the basis of critically analyzing advantages and disadvantages associated with several alternative data collection methods. In studies involving primary data collection, in-depth discussions of advantages and disadvantages of selected primary data collection method(s) need to be included in methodology.

**Collecting the primary data.** Primary data collection needs to be preceded by a great level of preparation and pilot data collection may be required in case of questionnaires. Primary data collection is not a compulsory stage for all dissertations and you will skip this stage if you are conducting a desk-based research.

**Data analysis.** Analysis of data plays an important role in the achievement of research aim and objectives. Data analysis methods vary between secondary and primary studies, as well as, between qualitative and quantitative studies. Data analysis is discussed in Chapter 6 in great details.

**Reaching conclusions.** Conclusions relate to the level of achievement of research aims and objectives. In this final part of your dissertation you will have to justify why you think that research aims and objectives have been achieved.

**Completing the research.** Following all of the stages described above, and organizing separate chapters into one file leads to the completion of the first draft. The first draft of your dissertation needs to be prepared at least one month before the submission deadline.

### Data analysis and interpretation

#### Gender

Gender	No. of Respondents	Percentage
Male	18	36
Female	32	64
Total	50	100

Table 4.1 Gender Respondents

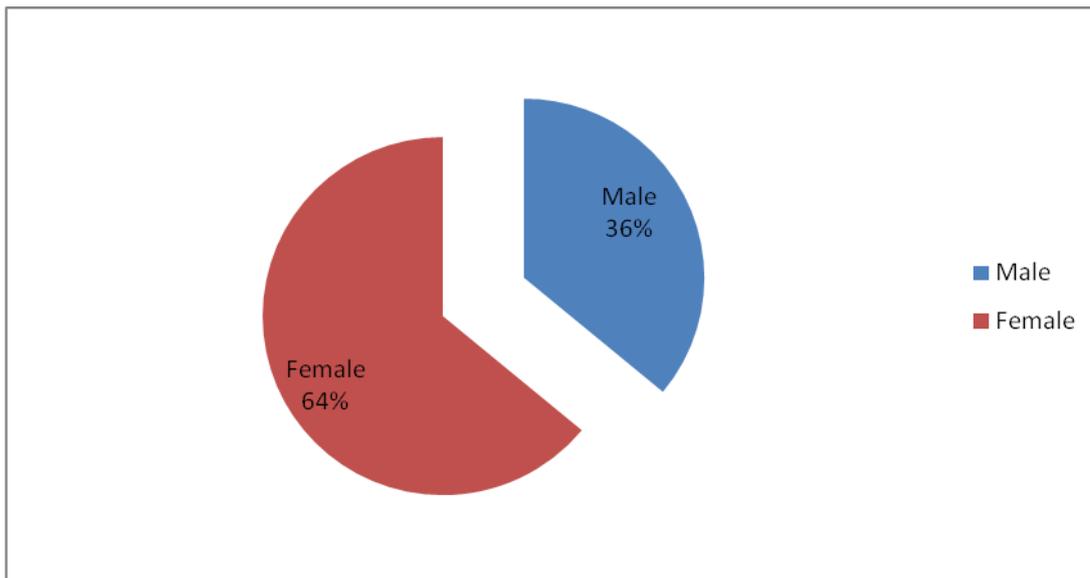


Fig4.1 Gender Respondents

#### Interpretation:-

Out of 50 respondents 64% are Female where as 36% are Male have been working in the organisation.

**AGE**

Age	No. of Respondents	Percent
20-30	21	42
30-40	14	28
40-50	10	20
50 and above	5	10
Total	50	100

Table 4.2 Age Respondents

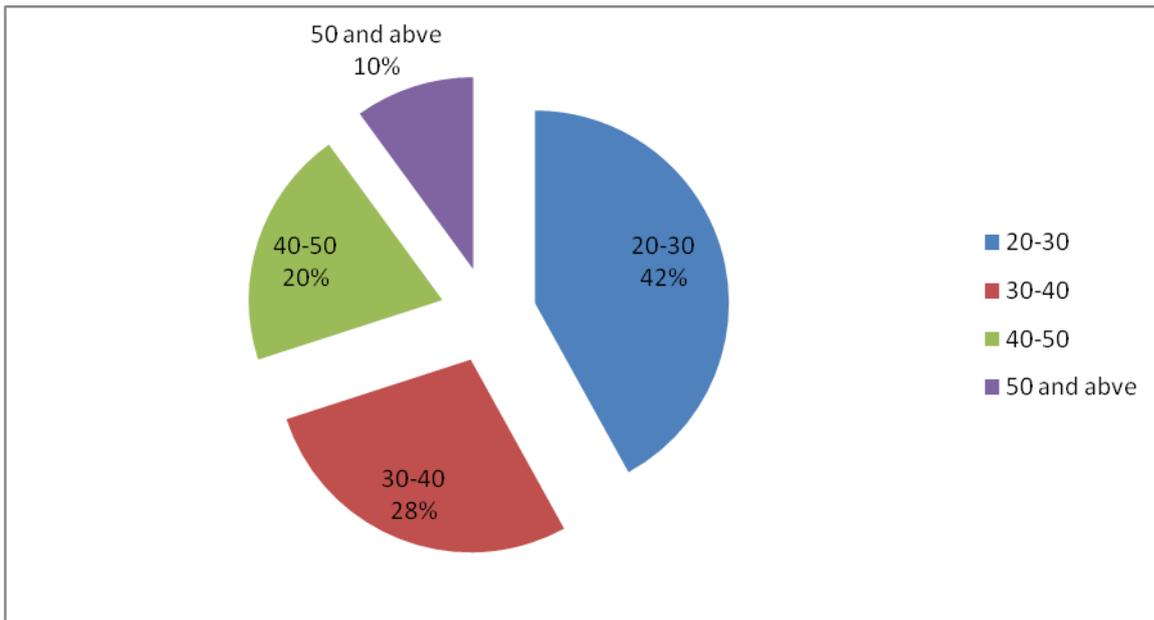


Fig 4.2 Age Respondents

**Interpretation:-**

Out of 50 respondents 42% are within the age group of 20-30 years, while 28% are within the age group of 30-40. 20% are within the age group of 40-50 years. And 10% are within the age group of 50 and above have been working in the organisation.

Q.1) How long have you been working in the organisation?

Responses	No. of respondents	Percentage
Less than 1 year	10	20
1 to 5 years	18	36
6 to 10 year	12	24
11 to 15 years	6	12
More than 15 years	4	8
Total	50	100

Table 4.3 People’s Relationship with the organization.

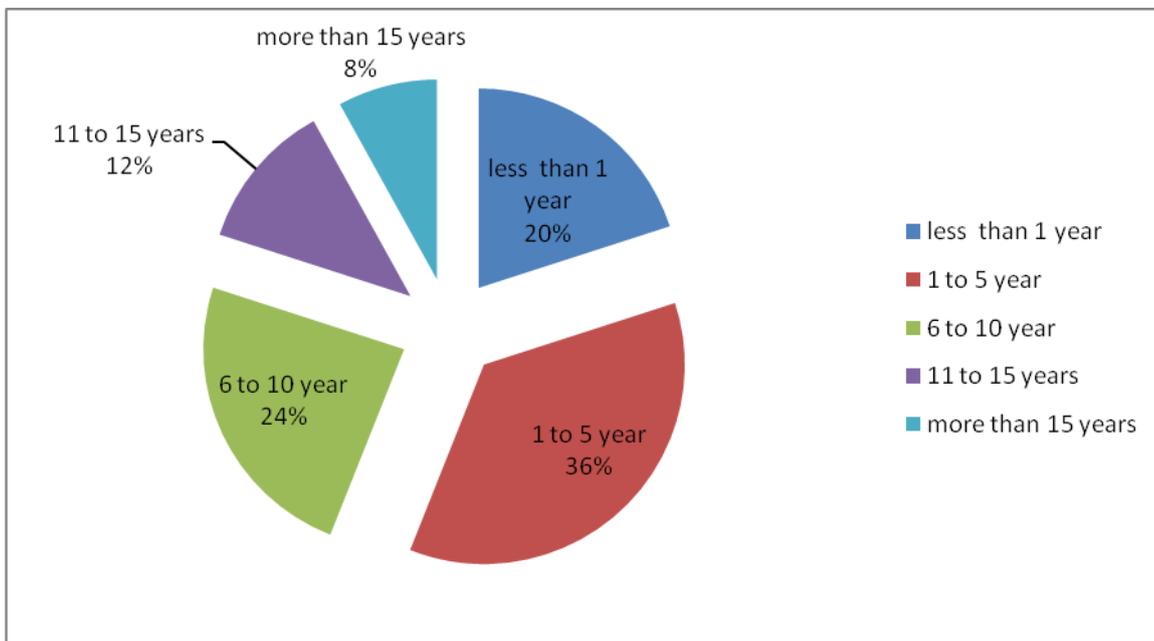


Fig.4.3 People’s Relationship with the organization.

**Interpretation:-**

Out of 50 respondents 20% said that they have been working less than 1 year while 36% said that they have been working 1to 5 year and 24% said that they have been working 6 to 10 year where 12% said that they have been working 11 to 15 years and 8% people said they have been working more than 15 years. Majority are the person have been working1to 5 years

Q.2) what are your primary reasons for choosing WINDLASS HEALTHCARE?

Responses	No. of respondents	Percentage
Nature of Job/ Role	5	18
Remuneration	12	24
Growth and learning perspective	14	28
Windlass Healthcare image and reputation and work culture	10	20
Better prospects (any company is fine)	9	18
Total	50	100

Table 4.4 Primary reasons for choosing Windlass Healthcare

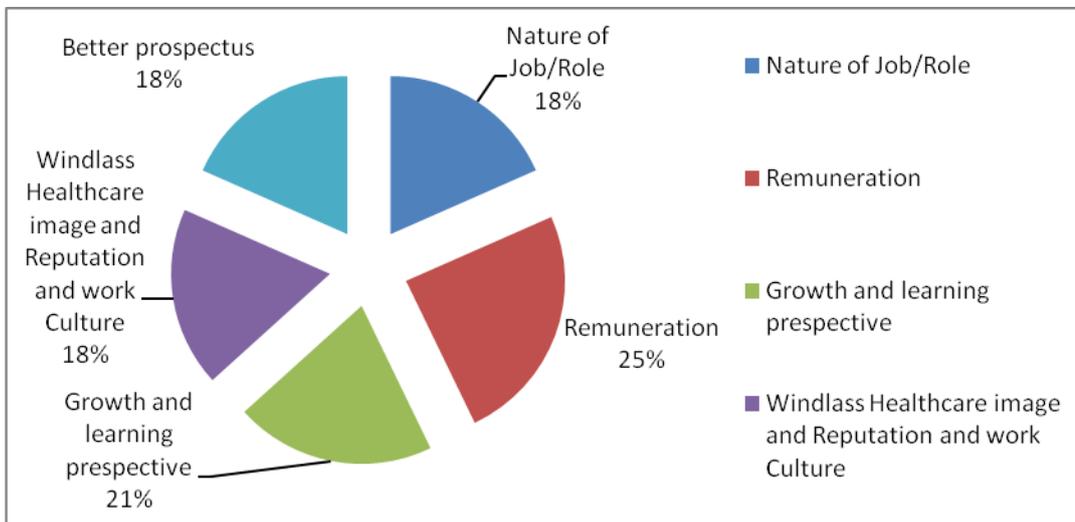


Fig 4.4 Primary reasons for choosing Windlass Healthcare

**Interpretation:-**

Out of 50 respondents 18% choose this organization because of its Nature of Job/Role. 24% have chosen because of its Remuneration. And 28% have chosen because of its Growth and learning perspective. 20% have chosen because of its image and work culture and 9% have chosen because of its better prospectus. And majority of the people have chosen because of its Growth and learning perspective.

Q.3) Are you satisfied with the monetary reward given on bringing a candidate on board?

Responses	No. Of Respondents	Percentage
Yes	38	76
No	12	24
Total	50	100

Table 4.5 Satisfaction with monetary reward given to the candidate

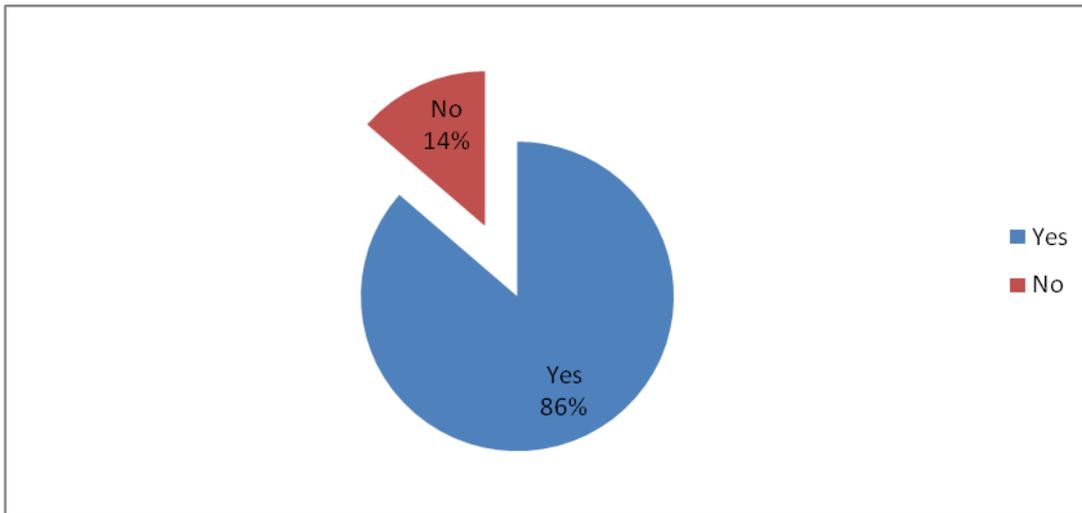


Fig 4.5 Satisfaction with monetary reward given to the candidate

**Interpretation:-**

Out of 50 respondents 76% are satisfied with the monetary reward and 24% are not satisfied with the monetary reward giving on bringing on a board. Majority are satisfied with monetary reward.

Q.4) Are you satisfied with the background checks conduct for employees?

Responses	No. Of Respondents	Percentage
Yes	31	62
No	19	38
Total	50	100

Table 4.6 Satisfaction with the background checks conducted for employees.

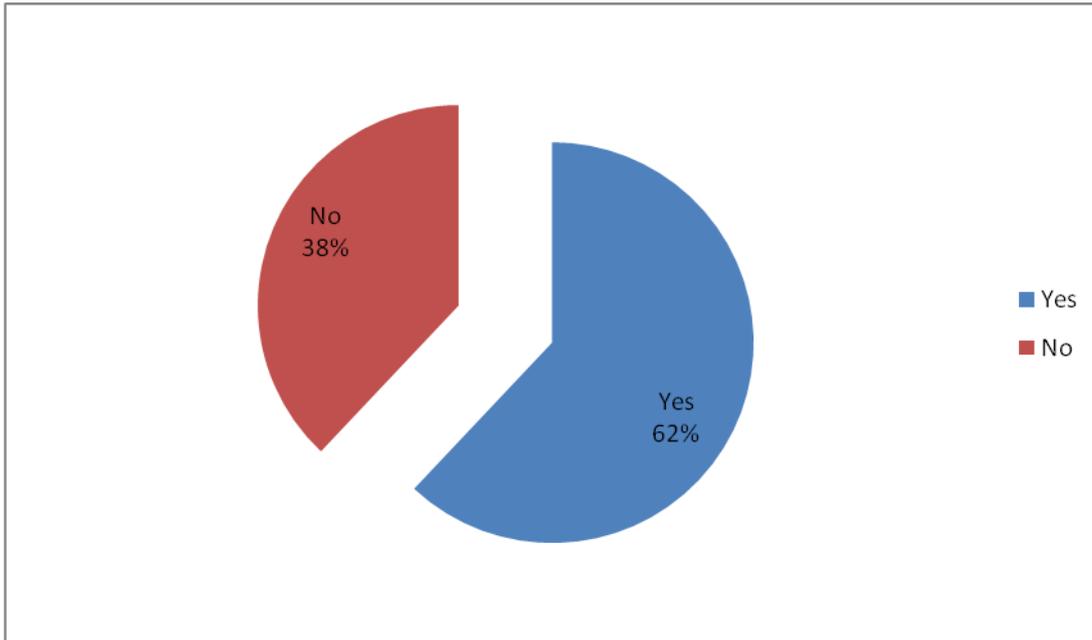


Fig 4.6 Satisfaction with the background checks conducted for employees.

**Interpretation:-**

Out of 50 respondents, 62% are satisfied with background checks conducted for employees. 38% are not satisfied with background checks. Majority are satisfied with background checks.

Q.5. the induction Programme of your organization is informal type?

Responses	No. Of Respondents	Percentage
Yes	37	74
No	13	26
Total	50	100

Table 4.7 Informal type of induction programme in the organisation.

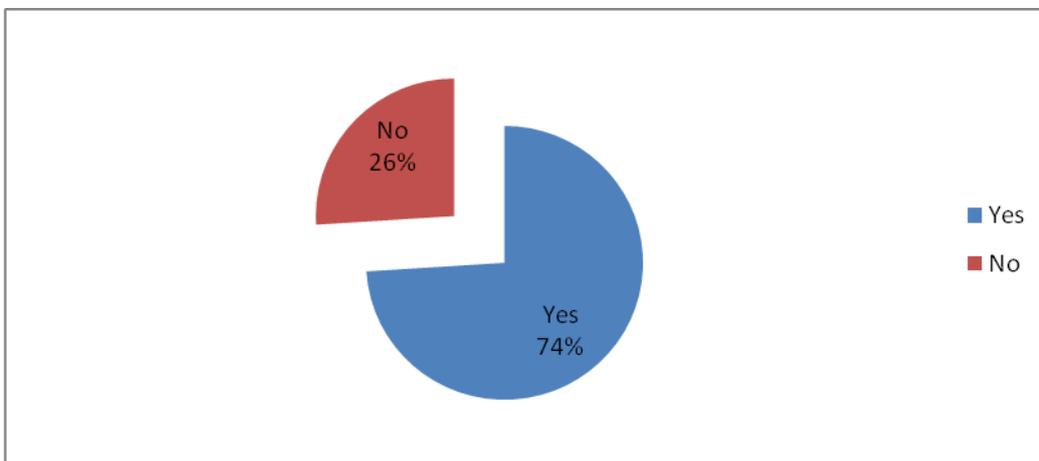


Fig 4.7 Informal type of induction programme in the organisation.

**Interpretation:-**

Out of Respondents 74% are said that the induction programme is informal type. And 26% said that induction programme is not informal type. Majority are said that induction programme is informal type.

Q. 6. A) There is a process to assess employee training needs.

Responses	No. of respondents	Percentage
Strongly Agree	17	34
Agree	25	50
Uncertain	8	16
Disagree	0	0
Strongly Disagree	0	0
Total	50	100

Table 4.8(a) Process to assess employee training needs.

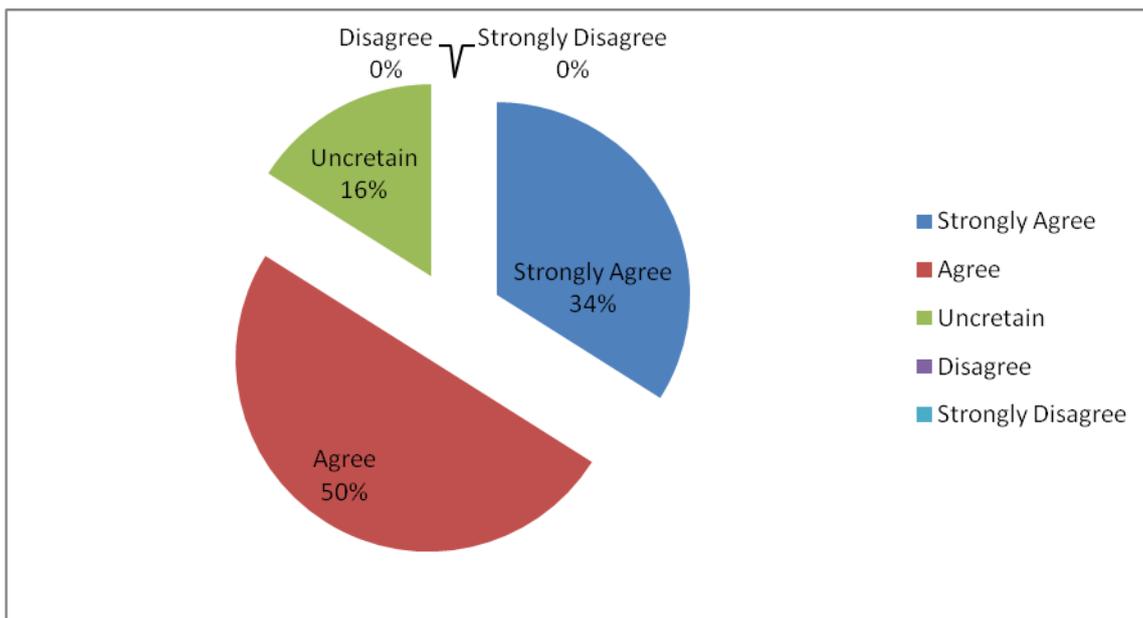


Fig 4.8 (a) Process to assess employee training needs.

**Interpretation:-**

Out of 50 Respondents 34% are strongly agree with process to assess employee training needs. While 50% are Agree with employee training needs, where 16% are Uncertain with Employee training and no Disagree or Strongly Disagree. Majority are Agree with the employee training needs.

B) There is a process to assess individual development needs.

Responses	No. of respondents	Percentage
Strongly Agree	18	36
Agree	18	36
Uncertain	12	24
Disagree	1	2
Strongly Disagree	1	2
Total	50	100

Table.4.8(b) Process to assess individual development needs.

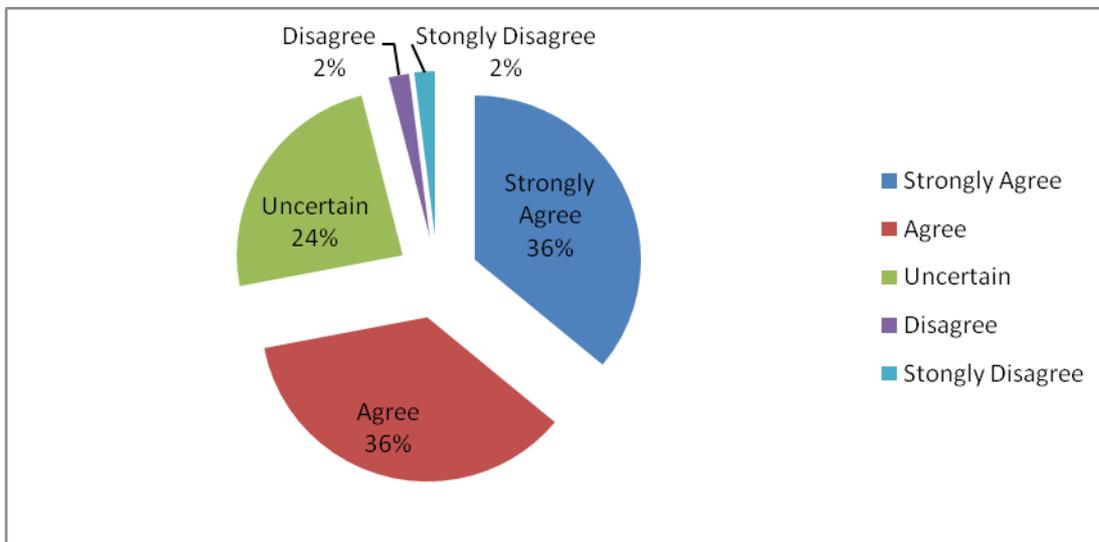


Fig.4.8 (b) Process to assess individual development needs.

**Interpretation:-**

Out of 50 respondents 36% are Strongly Agree And 36% also Agree with the process to assess individual development needs. Where 24% are uncertain with the process to assess individual development needs. And 2% are Disagree and Strongly Disagree with the process to assess the individual development needs.

C) Employees are availing themselves of training opportunities.

Responses	No. of respondents	Percentage
Strongly Agree	19	38
Agree	16	32
Uncertain	9	18
Disagree	5	10
Strongly Disagree	1	2
Total	50	100

Table 4.8 (c) Employees availing training opportunities.

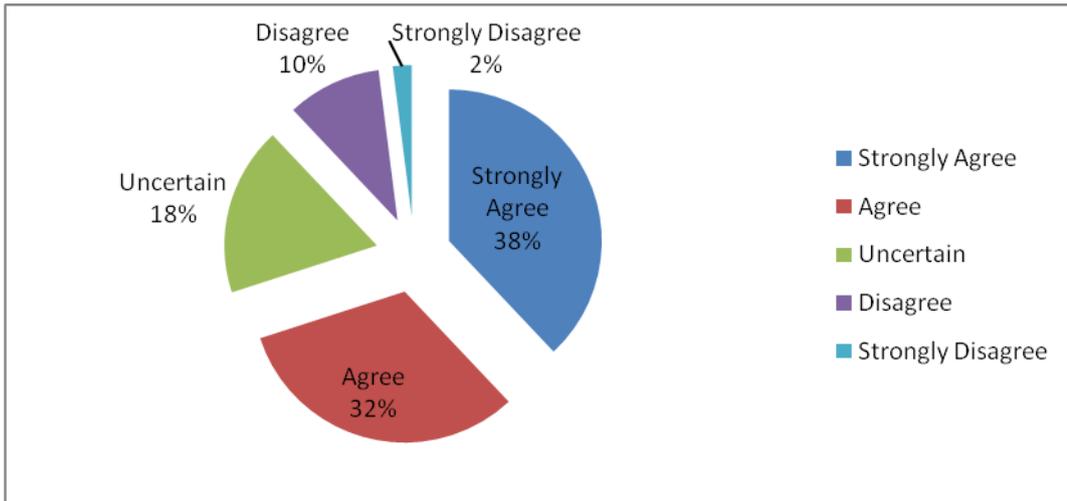


Fig 4.8(c) Employees availing training opportunities.

**Interpretation:-**

Out of 50 respondents 38% Employees are availing themselves of the training opportunities. Where 32% are Agree with this .18% are Uncertain with availing themselves of the training opportunities. And only 10% and 2% are availing themselves of the opportunities.

.D) Learning and development needs are reflected in the corporate budget.

Responses	No. of respondents	Percentage
Strongly Agree	26	25
Agree	10	20
Uncertain	8	16
Disagree	4	8
Strongly Disagree	2	4
Total	50	100

Table 4.8 (D) Learning and Development needs reflected in corporate budget.

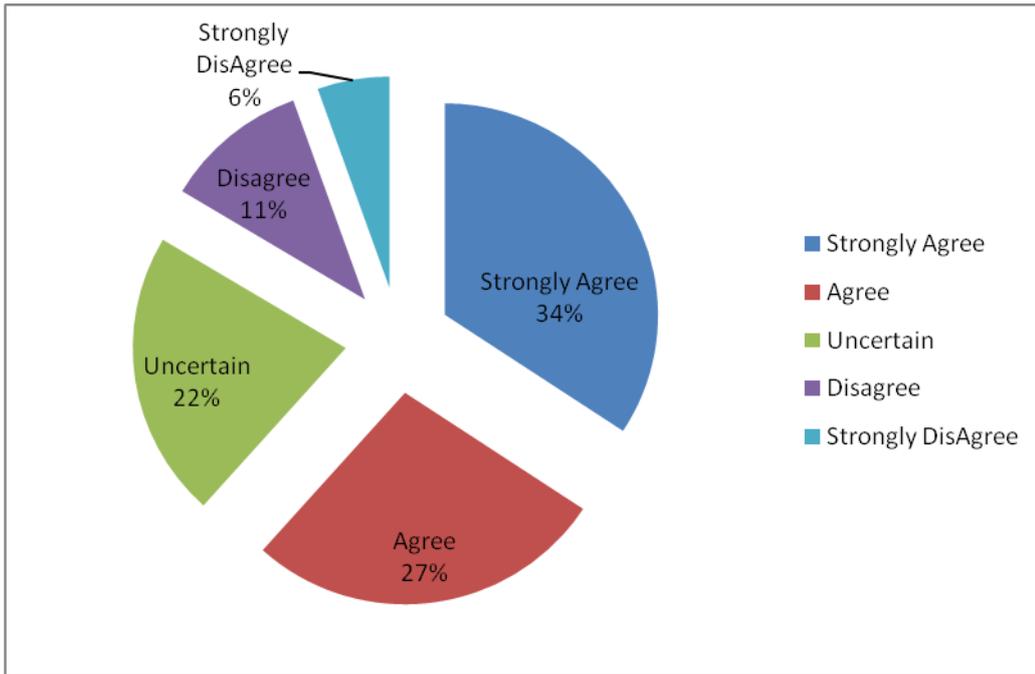


Fig.4.8 (D) Learning and Development needs reflected in corporate budget.

**Interpretation:-**

Out of 50 respondents,34% are strongly agree that learning and development needs are reflected in the corporate budget.27% are agree with this while 22% are uncertain and 11%are disagree and 6% are strongly disagree that training and development needs are reflected in corporate budget. Majority are Strongly Agree with this.

E) Legal requirements are considered in the training needs.

Responses	No. of respondents	Percentage
Strongly Agree	14	28
Agree	17	34
Uncertain	15	30
Disagree	3	6
Strongly Disagree	1	2
Total	50	100

Table 4.8(E) Legal requirement considered in training needs.

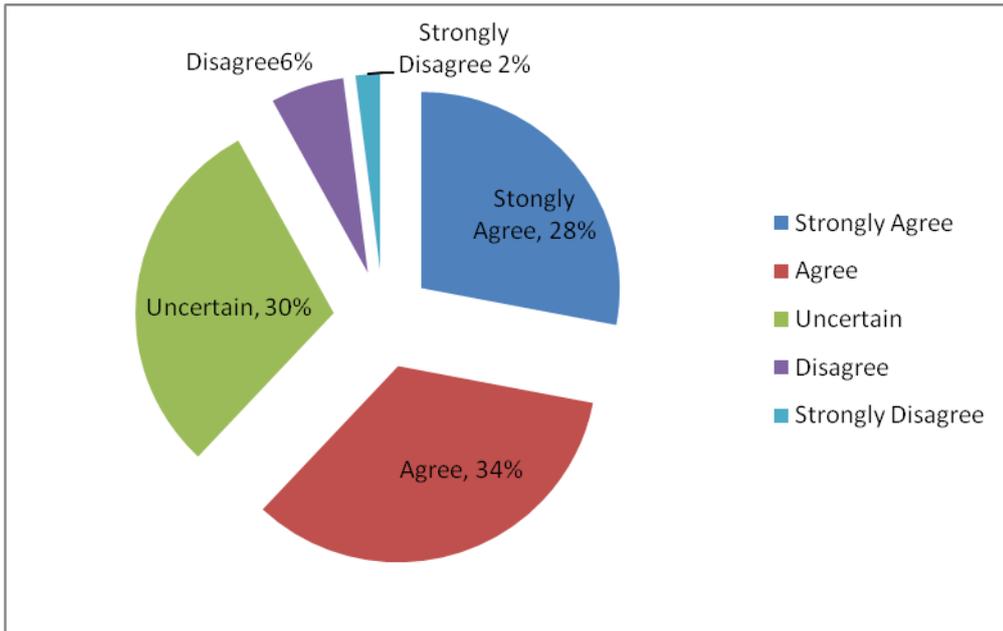


Table 4.8(E) Legal requirement considered in training needs.

**Interpretation:-**

Out of 50 respondents 28% are Strongly Agree that Legal requirements are considered in the training needs. 34% are Agree with this while 30% are Uncertain. 6% are Disagree and 2% strongly Disagree that legal requirement are considered in the training needs. Majority are Agree with this.

F) Employees development plans are addressed in performance appraisals.

Responses	No. of respondents	Percentage
Strongly Agree	16	32
Agree	15	30
Uncertain	15	30
Disagree	3	6
Strongly Disagree	1	2
Total	50	100

Table 4.8(F) Employees development plans addressed in performance appraisals.

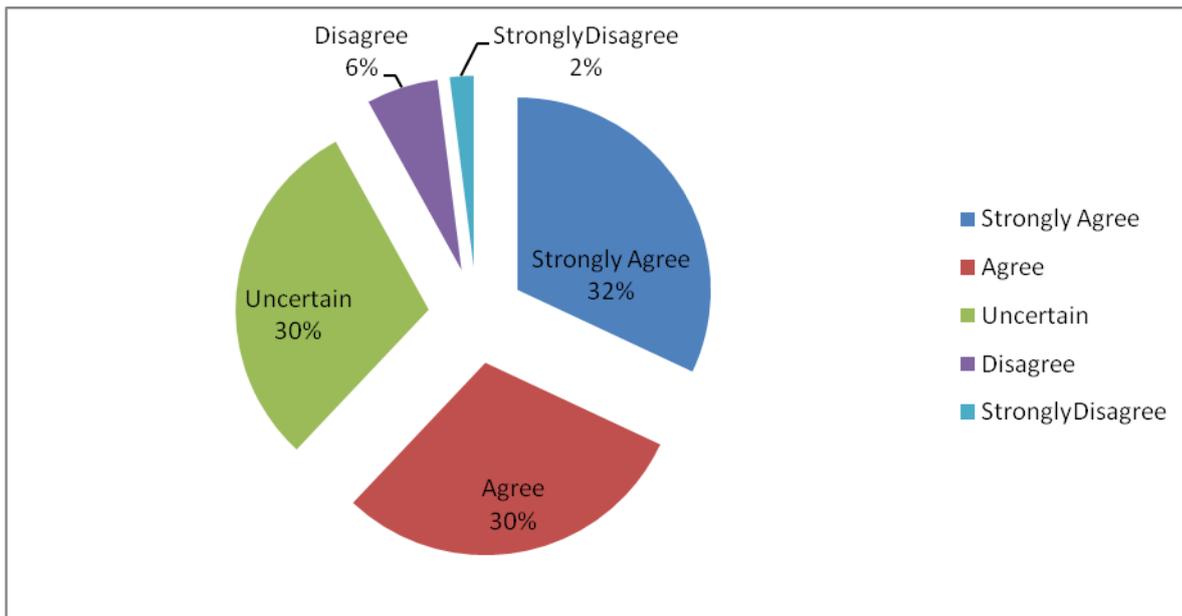


Table 4.8(F) Employees development plans addressed in performance appraisals.

**Interpretation:-**

Out of 50 respondents 32% are Strongly Agree that Employee development plans are addressed in performance appraisals. 30% Agree with this while 30% also Uncertain.6% are Disagree and 2% are Strongly disagree that Employee plans are addressed in performance appraisals. Majority are Strongly Agree.

G) Job skills, knowledge and ability are considered in training needs.

Responses	No. of respondents	Percentage
Strongly Agree	7	14
Agree	24	48
Uncertain	16	32
Disagree	3	6
Strongly Disagree	0	0
Total	50	100

Table 4.8(G) Job skills, knowledge and ability considered in training needs.

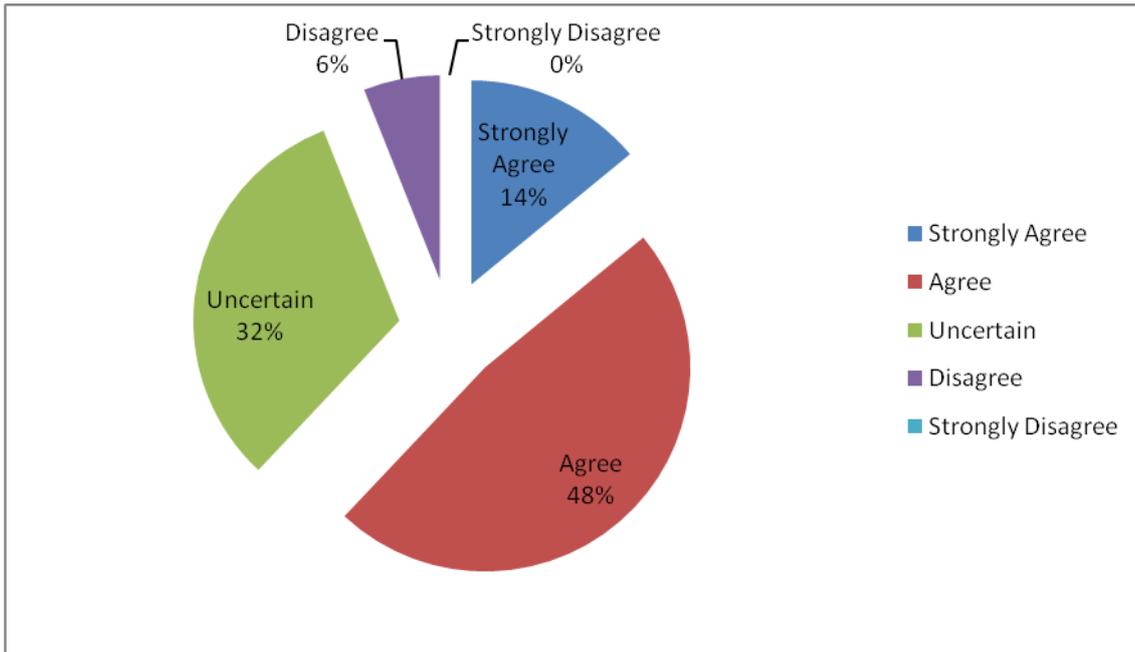


Fig 4.8(G) Job skills, knowledge and ability considered in training needs.

**Interpretation:-**

Out of 50 respondents 14% are strongly agree that their job skills knowledge and ability are considered in training needs. 48% are Agree with this. 32% are uncertain. 6% are Disagree and No one totally disagree with this. Majority are Agree.

7) How do you rate the overall human resource practices of Windlass Healthcare?

Reponses	No. of Respondents	Percentage
Excellent	14	28
Good	19	38
Fair	17	34
Poor	0	0
Total	50	100

Table 4.9 Overall rating human resource practices of Windlas Healthcare.

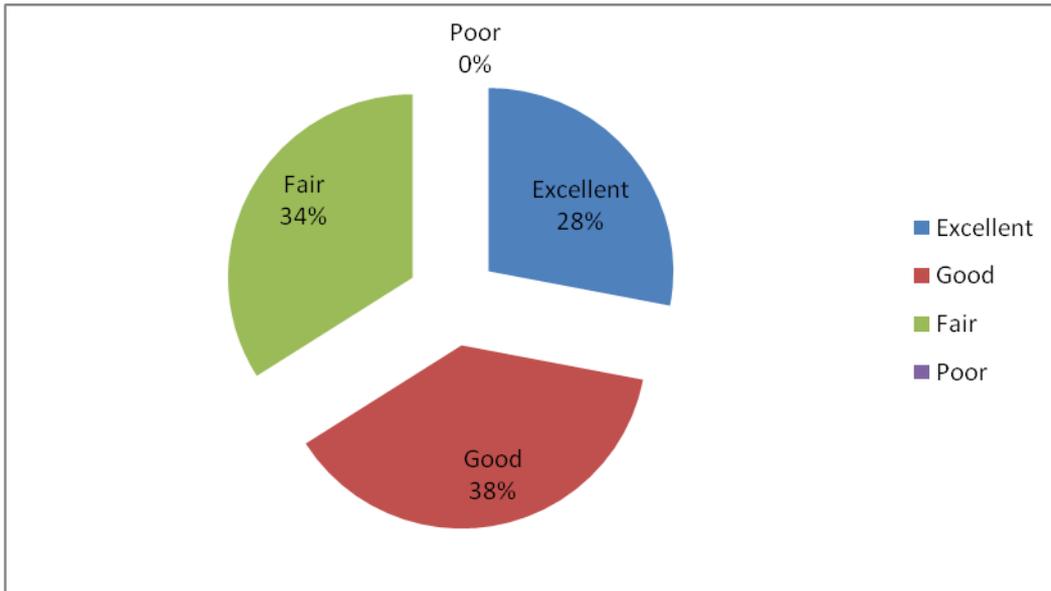


Fig.4.9 Overall rating human resource practices of Windlas Healthcare.

**Interpretation:-**

Out of 50 respondents 28% said that the overall human resource practices of WINDLASS HEALTHACARE is Excellent while 38% said that the overall human practices are Good.34% are said that human resource practices are Fair. And No one said that human resource practices are Poor. Majority are rated overall human resource practices are Good.

8) What according to you are better prospects?

Reponses	No. of Respondents	Percentage
Increase in pay	17	34
Promotion	19	38
Recognition	9	18
Any other	5	10
Total	50	100

Table 4.10 Better prospects as per Employees.

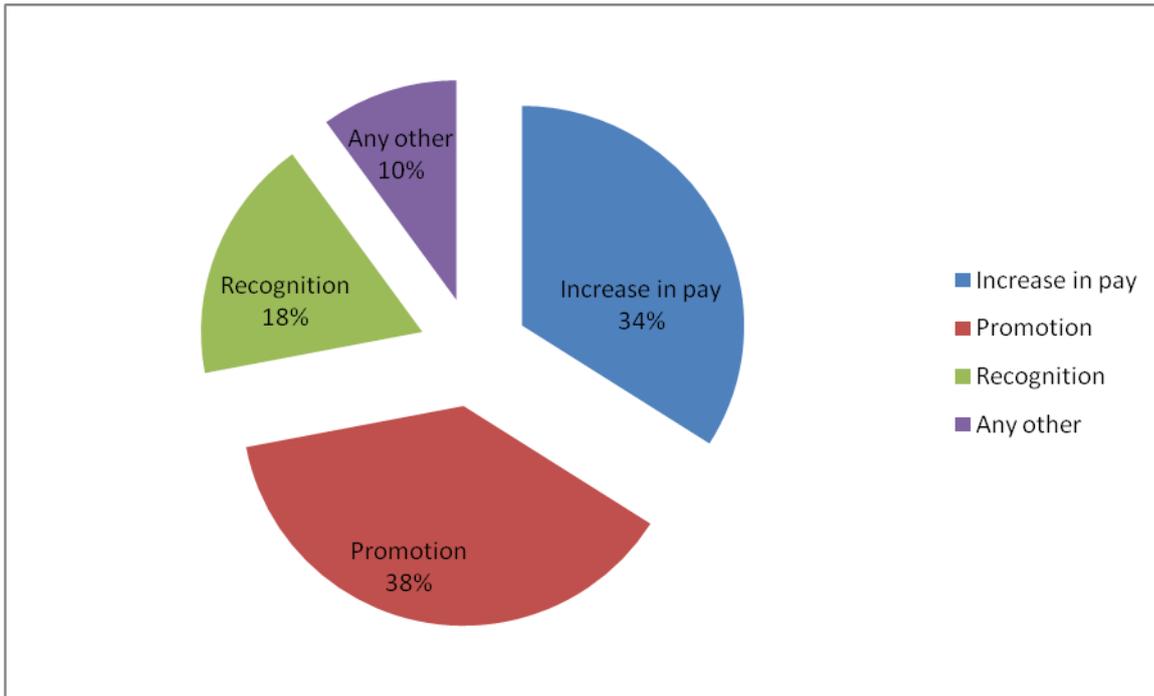


Fig 4.10 Better prospects as per Employees.

**Interpretation:-**

Out of 50 respondents 34% are said that Increase in pay is the better prospects while 38% said that Promotion is the better prospects. 18% said that Recognition is Better And 10% said that any other. Majority is 38%

Q.9. was there any inconvenience faced regarding Role/Job/Designation?

Responses	No. of Respondents	Percentage
Yes	11	22
No	39	78
No Comments	0	0
Total	50	100

Table 4.11 Inconvenience regarding Role/Job/Designation.

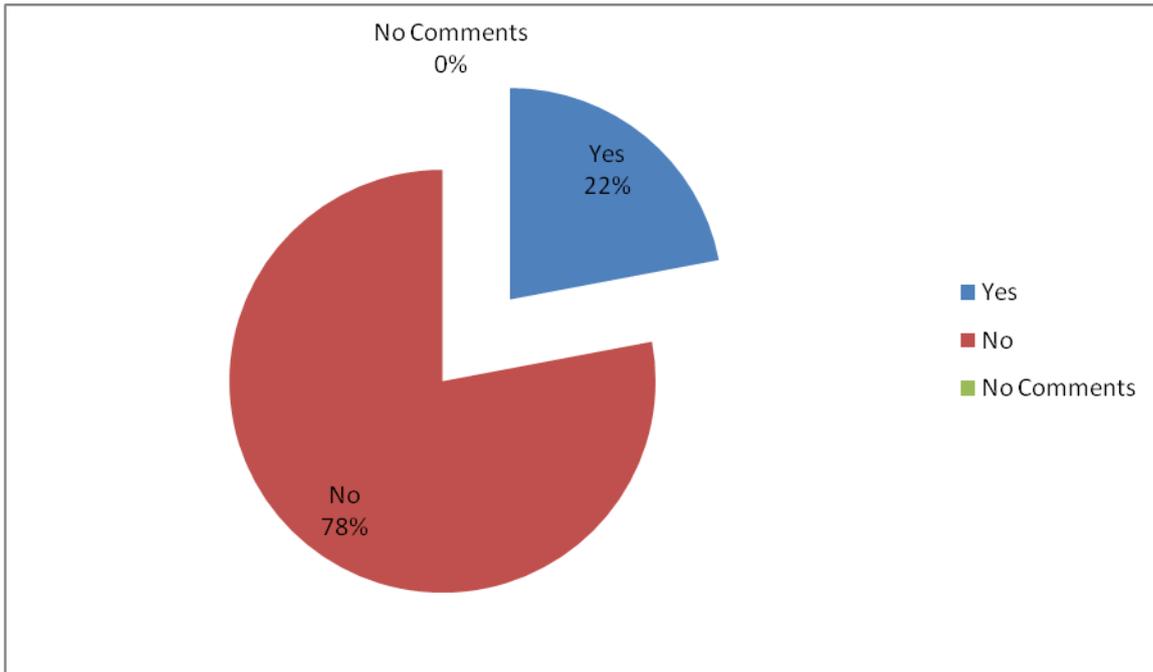


Fig 4.11 Inconvenience regarding Role/Job/Designation.

**Interpretation:-**

Out of 50 respondent 22% said that Yes there is inconvenience faced regarding Role/Job/Designation.78% said that there is No inconvenience faced regarding Role/Job/Designation. Majority said no.

10) Are you satisfied with the mentor system followed for career progression?

Reponses	No. of Respondent	Percentage
Yes	38	76
No	12	24
Total	50	100

Table 4.12 Satisfaction with mentor system.

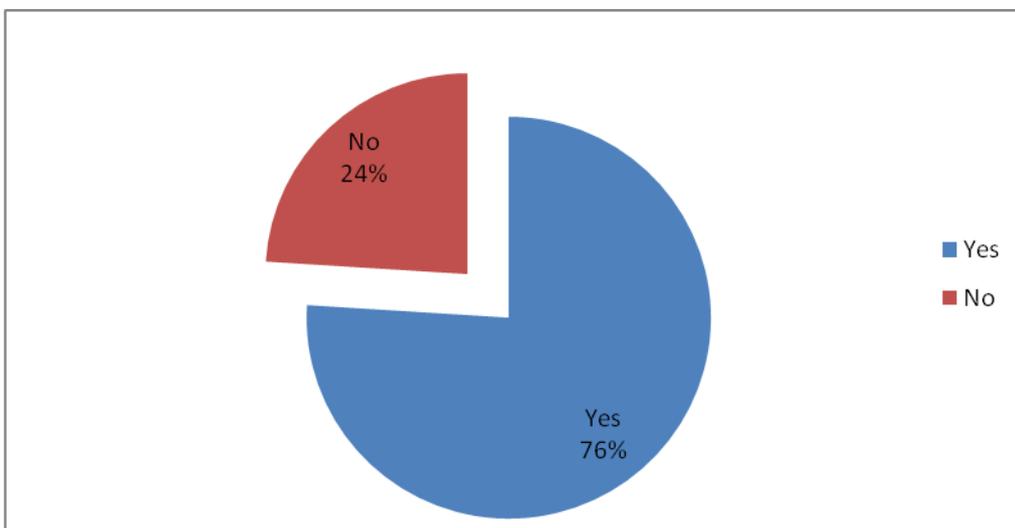


Fig 4.12 Satisfaction with mentor system

**Interpretation:-**

Out of 50 respondent 76% said yes that they are satisfied with the Mentor System followed for career progression. And 24% said that NO they are any satisfied with this system.

11) Are you satisfied with the feedback given to you by organisation?

Reponses	No. of Respondent	Percentage
Yes	27	54
No	23	46
Total	50	100

Table 4.13 Satisfaction with the feedback.

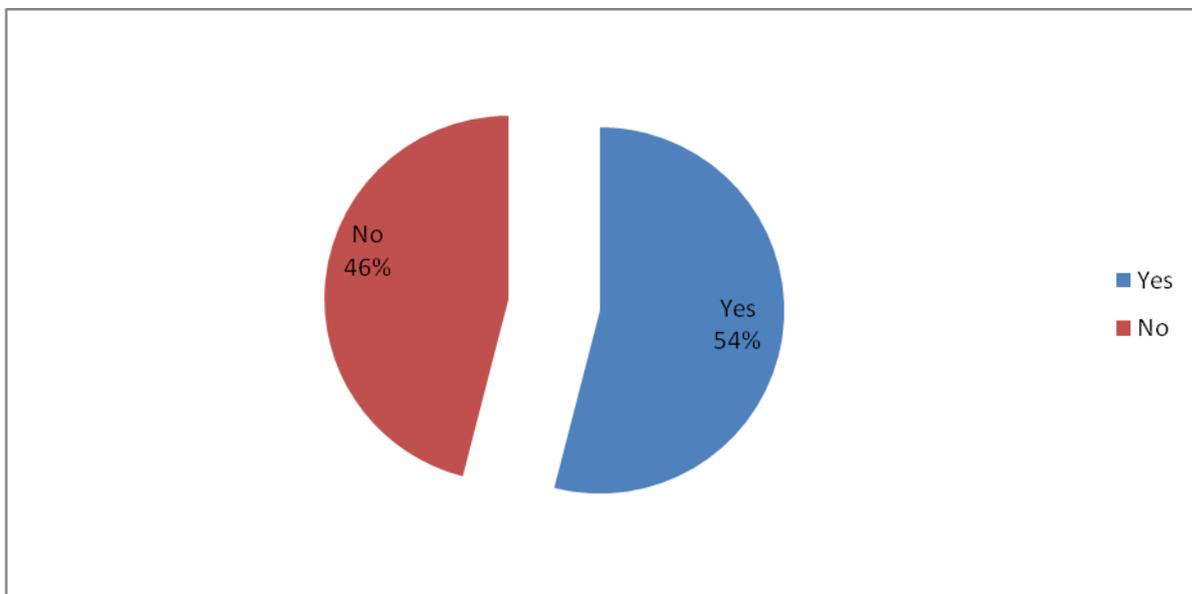


Fig.4.13 Satisfaction with the feedback.

**Interpretation:-**

Out of 50 respondents 54% said that they are satisfied with the feedback given by the organisation. And 46% said they are not satisfied with the feedback given by the organisation. Majority are satisfied with the feedback.

**Findings:-**

- 1- It can be said that majority of respondents are female (64%) .
- 2-It can be said that majority of the people between the age group of (20-30) 42%.
- 3-It can be said that majority of the people working in the org.in between 1-5yrs.36%
- 4-It can be said that majority of the people’s reasons for choosing Windlass Healthcare is growth and learning perspective 28%
- 5-It can be said that majority of the people said Yes they are satisfied with the monetary reward given on bringing a candidate on board 76%
- 6-It can be said that majority of the people said Yes they are satisfied with the background checks conduct for employees 62%
- 7-It can be observed that majority of the people said Yes the induction programme of their organisation is informal type 74%

8-It can be observed that 50% of the respondents agree that there is a process to assess employee training needs

9-It can be observed that 36% of the respondents are strongly agree and 36% of the respondents are agree that there is a process to assess individual development needs.

10-It can be observed that 38% employees are strongly agree that they are availing for training opportunities.

11-It can be observed that 25% respondents are strongly agree that learning and development needs are reflected in corporate budget.

12-It can be said that 34% respondents are strongly agree that legal requirements are considered in training needs.

13-It can be said that 32% respondents are strongly agree that employee development plans are addressed in performance appraisals..

14-It can be said that 48% respondents are agree that their job skills, knowledge and ability are considered in training needs

15-It can be observed that 38% respondents rated the overall policies of Windlass Healthcare are good.

16-It can be said that according to 38% respondents promotion is a better prospect.

17-It can be said that 78% respondents say that there is not any inconvenience faced regarding role/job/designation.

18-It can be said that 76% respondents are satisfied with the mentor system followed for career progression.

19-It can be said that 54% respondents are satisfied with the feedback given to the organisation.

## **Conclusion**

### **Study shows that:-**

1. The Policy of the company provides facilities for all round growth of individuals by training in-house and outside the organization, reorientation, lateral mobility and self-development through self motivation.
2. The Policy grooms every individual to realize his potential in all facets while contributing to attain higher organizational and personal goals.
3. The Policy builds teams and foster team-work as the primary instrument in all activities.
4. The Policy implements equitable, scientific and objective system of rewards, incentives and control.
5. The Policy recognizes worth contributions in time and appropriately, so as to maintain a high level of employee motivation and morale.
6. The employees agree on the part of their performance that they know what is expected from them.
7. The employees understand how their work goals relate to company's goals.
8. Company inspires the employees to do their best work every day.

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## **APPENDICES**

### **QUESTIONNAIRE**

#### **TOPIC: - HUMAN RESOURCE POLICIES**

##### **Personal Information:-**

Name:

Age:

Gender:

Designation:

Q.1 How long have you been working in this organization?

a- Less than 1 year

b-1to5 year

c-6-10 year

d - 11to 15

e-More than 15 years

Q.2 what are your primary reasons for choosing Windlass **Healthcare**?

a) Nature of Job/ Role

b) Remuneration

c) Growth and learning perspective

d) Windlass Healthcare image and reputation and work culture

e) Better prospects (Any company is fine)

Q 3. Are you satisfied with the monetary reward given on bringing a candidate?  
on board?

a) Yes

b) No

Q.4 Are you satisfied with the background checks conduct for employees.

a) Yes

b) No

Q5. The induction programme of your organization is informal type.

a) Yes

b) No

Q6. Encircle the number that best corresponds to your answer.

1 - Strongly Agree    2 - Agree    3 - Uncertain    4 - Disagree

a) There is a process to assess employee training needs

1   2   3   4   5

b) There is a process to assess individual development needs

1   2   3   4   5

c) Employees are availing themselves of the training opportunities

1   2   3   4   5

d) Learning and development needs are reflected in the corporate budget

1   2   3   4   5

e) Legal requirements are considered in the training needs

1 2 3 4 5

f) Employee development plans are addressed in performance appraisals

1 2 3 4 5

g) Job skills, knowledge and ability are considered in training needs

1 2 3 4 5

Q.7. How do you rate the overall human resource practices of Windlass Healthcare ?

a) Excellent      b) Good      c) Fair      d) Poor

Q.8. What according to you are better prospects?

a) Increase in pay    b) Promotion    c) Recognition    d) Any other

Q.9. Was there any inconvenience faced regarding Role/Job/Designation?(If Yes, Please specify)

a) Yes                      b) No                      c) No Comments

Q.10-Are you satisfied with the mentor system followed for career progression?

a) Yes                                              b) No

Q.11-Are you satisfied with the feedback given to you by organization?

a) Yes                                              b) No

Q.12. If you were to suggest one change in the human resource practices what would that be? -----

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