

Workers perception on the organizational climate of a manufacturing unit

Subrata Bhowmick

Asst. Prof. Dept. of Commerce, West Guwahati Commerce College, Bori Para, Maligaon Guwahati, Assam, India

Abstract

In the state of Assam we come across a variety of MSME and production and manufacturing is carried out. In Assam the use of cosmetics is quite popular among the public and there is an extensive market. Setting up of such factories opens up job avenues for youths of the state. The setting up of a such a factory from the commercial point of view is quite beneficial and offers career opportunities. The present study aims to investigate the perception of workers about the organizational climate. The sample for the present study happens to be 22 numbers of workers only. There are a number of department engaged in different types of activities. As par the company law they need to fulfill the laid down criteria and as such the employee satisfaction is duly acknowledged and maintained. The quality of the product has to be as par the expectation of the company as such the employees satisfaction in various respect has to be taken care.

Keywords: Organizational climate, perception, workers.

Introduction

By organizational climate it refers to 'a relatively enduring quality of the internal environment that is experienced by its members, influence their behavior, and can be described in terms of values of particular set of characteristics of the organization.'.... (Renato Taguri)

There are a number of definitions related to organizational climate but for the present study Taguri's definition is considered.

The purpose of the study is based on, the assessment of the internal environment of a particular manufacturing unit in terms of organizational structure.

There are studies available at macro level but micro level studies are very limited. Particularly in the industrial sectors. Medium, small and micro enterprises are easily available everywhere. These enterprises produce different types of products which are used in our day to day lives. In the state of Assam we come across a variety of MSME and production and manufacturing is carried out. In Assam the use of cosmetics is quite popular among the public and there is an extensive market. The brand name Emami a well-known company in India and abroad has opened a manufacturing unit in greater Guwahati area suggest that there are plenty of customers in and around the state of Assam. From the commerce point of view the values of products, customers, quality as well as quantity need to be studied in terms of the existing climate which influence the employees behavior engaged there in. for e.g. in Guwahati city area a number of MSME'S are observable. There is a scarce of research based studies particularly in the area of cosmetics. An attempt is undertaken to study the organizational climate of a manufacturing unit which will defiantly offer valuable information with respect to the organization and internal environment with a set of particular values if any.

Rationale of the study

Emami is a public company ltd. Established in the year 1974, with its head quarter at Kolkata. All over India there are a

number of factories of Emami ltd. Such as Kolkata, Amingaon, Vapi, Dongri, Massat, Gazipur (Bangladesh). Manufacturing unit has come up at Amingaon near Guwahati and produces creams, lotions and ointments. This is the first plant of the company in Amingaon in Guwahati.

In the Amingaon plant the company has invested around Rs. 23 crore Emami was the first company to obtain license from the state government for manufacturing cosmetic and Ayurvedic products. Settings up of such factories opens up job avenues for youths of the state. The setting up of a such a factory from the commercial point of view is quite beneficial and offers career opportunities.

The investigator seeks to study the prevailing organizational climate of one of the factories of the company. As such Emami factory located at Amingaon has been chosen to investigate the perception of workers about the organizational climate.

Objective

To study the perception of workers about the organizational climate working in Emami Factory (Amingaon).

De-limitation of the study

The present study de-limited

1. With a single manufacturing unit.
2. Located in greater Guwahati of Assam.
3. The main focus of the study shall rest on the product named Emami.

Methodology

The study is based on survey method of a single manufacturing unit.

Population

There are a number of manufacturing unit found in Assam (662).-number of MSME enterprises as per 2013-14 MSME annual report. One such MSME is selected where the population of workers happens to be 950.

Sample

The sample for the present study happen to be 22 numbers only. These workers are randomly selected from different sections of the unit in such a way that at least one worker is selected from every section.

Data analysis

Data collected from the manufacturing unit is analyzed suitably.

• **Identification of organizational structure.**

The manufacturing unit selected is a cosmetic based unit with brand name Emami. The manufacturing unit is situated at Amingaon the northern part of Guwahati city. This manufacturing unit was establish in the year 2003.

The general information of the manufacturing unit is presented in table 1.

Table 1: General information of a manufacturing unit

Particulars	Numbers
Number of employees	971
Area of the unit	Amingaon
Type of building	RCC
Office hour	Staff (9am 5.30pm), workers (7am-7pm, 7pm-7am).
Number of shifts	For staff 1shift, for workers 2 shifts.
Numbers of product manufactured	(8-10)
Area of distribution	Within and outside the state

The organizational structure of the manufacturing unit is illustrated below in Table 2:

Table 2:

General Manager					
AGM (Asstt. General Mgr.)		SM (Senior Mgr)		Manager	
Executive	Sr. Executive	Executive	Sr. Executive	Executive	Sr. Executive
Officer	Jr. Officer	Officer	Jr. Officer	Officer	Jr. Officer
Assistant	Jr. Assistant	Assistant	Jr. Assistant	Assistant	Jr. Assistant
Non-Staff	Non-Staff	Non-Staff	Non-Staff	Non-Staff	Non-Staff
Workers	Workers	Workers	Workers	Workers	Workers

The Emami manufacturing unit is headed by a GM and under him there are 3 nos. of managers. These managers are assisted by 2 nos. of executives in each case. Under the executives there are other officers of different levels. The unit has both line and staff. In the present investigation only line functionaries are taken into consideration.

• **Existing organizational climate of the unit:**

General information of the employees working in the Emami manufacturing unit is presented in table 3

From the table it is quite clear that the age of the person employed varies from 22 to 46 years. There are a total of 22

persons (17–male and 5 female) employed in this particular unit that is more than 77% of the workers are male and remaining are female. Out of the 17 numbers of male more than 64% of the male are bachelors and among the females 80 % are spring star. Majority (72 %) of the employee holds bachelor’s degree, 18% is master degree holders and only 9% technical diploma holders. About 73% of employee holds experience from 1-5 yrs and around 23% of them 6-10yrs of experience. Nearly 77% of employee receive a salary of more than Rs. 10000/ or above as shown in table 3. The working hours of the workers last for 12 hours and the salary per month varies from Rs.3000 to Rs. 19000. In between the age group of 25-39, the salary of around 59% of the workers is above Rs. 10000.

Table 3: General information about the employee of the manufacturing unit

Age classification	Sex		Marital status		Qualification			Salary
	m	f	mar	um	D	DIP	PG	Per month (Rs.)
22 -24	2	3		5		3	1	3000- 12000
25 -27	6	1		7		6	1	10000-15000
28 -30	4	0	1	3		3	1	12000-16000
31 -33	1	0		1		1		19000
34 -36	2	0	2			2		10000-16000
37-39	0	1		1		1		9000
40-42	0	0						Not available
43-45	1	0	1					Not available
46-48	1	0	1			1	1	10000

From the table 4 it is quite evident that out of 22 number of employees almost 73% of them fall in the age group of 22-30 yrs and they are mostly concentrated in the fields like

production, packaging, purchasing, store keeping, accounts, operation, and quality control. From the data obtained it is clear that around 95% of the employees are less than 40 yrs of age.

Table 4: Distribution of employees according to the field of work

Age classification	production	purchasing	store	IT	ACC	operation	Quality control	MFG	pack
22-24		3	1		1				1
25-27	1	2	1		1				1
28-30			1		1	1	1		
31-33				1					
34-36		2							
37-39								1	
40-42									
43-45					1				
46-48		1							

According to the respondents employees around 77% of them stated that their performance is high in the existing working environment as shown in table 5. It is clear that except for 3 numbers of employees the rest 19 of them rated their performance to be from high to very high.

Table 5: performance rated by the employees.

Rating	Number of respondents
Very high	3
High	16
Medium	3
Low	NA
Very low	NA

The satisfactory level expressed by the employees during the working period found to be satisfactory in majority (86%) of the responses as seen in table 6

Table 6: Satisfactory level during the working hour

Level	Number of Respondents
Highly satisfied	2
Satisfied	19
Dissatisfied	
Highly dissatisfied	1

Quality of working environment:

Data obtained from the respondents shows that around 82% of the employees expressed their satisfaction on the prevailing working condition of the unit. Only 9% of the employees are dissatisfied with the working condition as shown in table 7.

Table 7: Opinion with regard to working condition.

Opinion	Number of responses
Highly satisfied	2
Satisfied	18
Dissatisfied	0
Highly dissatisfied	2

According to the responses the appreciation of the work done by the employees is in most (50%) cases offered by the manager. In certain cases (36%) the appreciation is offered by the higher authority.

95% of the employees opined that due recognition is received from the organization.

With respect to the health safety and welfare facilities some interesting facts are obtained.

With regard to the health and safety program around 82% of them are satisfied and around 9% of them are highly satisfied, which suggest that employees has no problem in this field. The

equipment provided are quite safe as opined 95% of the working employees.

With regard to the welfare facilities provided by the organization the responses obtained nearly 86% of the responses indicate due satisfaction.

With respect to the relationship with the supervisor it is found that all the employees are quite satisfied.

In terms of reward expected by the employees from the organization it is found that except 2 numbers of employees around 91% of employees have the desire to obtain monetary reward. Around 73% of employees stated their satisfaction over the current benefits received from the organization.

Nearly 91% of employee has satisfying bondage with their fellow co-workers.

Findings

Following are the findings of the study:

1. Majority of the employee are male workers and most of them are bachelors.
2. More than 70% of the workers are degree holders and 9% of them are diploma holders.
3. It is interesting to note that the experience of 73% of the employees varies from 1-5 yrs.
4. In between the age group of 25-39, the salary of around 59% of the workers is above Rs. 10000.
5. The employees engaged in the unit are placed in the different sections of the unit and most of them are in purchasing unit.
6. This is observable that out of 22 numbers of respondents employees only a single person engaged in the quality control of the product manufactured.
7. Majority of respondent’s employees asserts that their performance is of higher order.
8. More than 85% of employees regard their performance to be of higher quality.
9. Above 85% of employees are quite satisfied with their work.
10. The existing working condition of the manufacturing unit is quite satisfactory as expressed by more than 80% of the employees. But the rest of the employees expressed their dissatisfaction.
11. The authorities of the manufacturing unit do appreciate the work of the employees in various ways.
12. More than 90% of the employees opined their satisfaction with regard to the existing welfare and safety facilities available in the unit.
13. More than 85% of the respondents are satisfied with the welfare facilities.
14. The relationship between supervisor and most of the employees are quite favorable.

15. It is quite natural that more than 90% of the employees do have the expectation of receiving monetary reward.
16. Among the workers there exists a healthy relationship.

Conclusion

Most of the branded manufacturing unit have wide establishment with large numbers of employees. The present study conducted in a city area of North East India. For a branded manufacturing unit reveals that there are a number of department engaged in different types of activities. As per the company law they need to fulfill the laid down criteria and as such the employee satisfaction is duly acknowledged and maintained. The quality of the product has to be as per the expectation of the company as such the employees satisfaction in various respect has to be taken care.

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