



A STUDY ON WORK ENVIRONMENT AND COMMITMENT OF EMPLOYEES

DR. BIJALBEN SHAH ASSISTANT PROFESSOR, MBA DEPARTMENT

ABHISHEK KUMAR, FINAL YEAR, MBA DEPARTMENT

MANSI PATEL, FINAL YEAR, MBA DEPARTMENT

PARUL UNIVERSITY, VADODARA, GUJARAT

ABSTRACT

Recently, it has been observed that workplace environmental factors are essential predictors of employee commitment, for achieving organizational goals and objectives. This study assessed the impact of workplace environmental factors on employee commitment in North East of Nigeria. Adopting a survey design, the research made use of primary data, collected mainly through administering a set of questionnaires to 205 management staff, supervisors and non-management staff of the selected manufacturing firms from Adamawa, Bauchi and Gombe states respectively. The findings revealed that: there is significant positive relationship between feedback and employee efficiency; incentive positively affects employees' commitment. The study concluded that effective performance feedback is critical to employees' efficiency and organizational growth. Incentives as key factor also contribute immensely to employee commitment in workplace. The work recommended that organizations should incorporate feedback approach into its system. In addition, management should be consistent in giving incentives to workers that desire it on merit ground.

KEYWORDS

Work environment, employees, organization, Teamwork, organization Management, Employee commitment, Training, Motivation, Teamwork, Feedback, Incentive, Physical element.

INTRODUCTION

As it has been noticed that workplace of surrounding factors are essential predictors of employees which gives the commitment, for achieving organizational goals and objectives. This study assessed the impact of workplace environmental factors on employee commitment in North East of Nigeria. Adopting a survey design, the research made use of primary data, collected mainly through administering a set of questionnaires to 205 management staff, supervisors and non-management staff of the selected manufacturing firms from Adamawa, Bauchi and Gombe states respectively. The findings revealed that: there is significant positive relationship between feedback and employee efficiency; incentive positively affects employees' commitment. The study came to the conclusion that effective performance feedback is critical to employees' efficiency and organizational growth. Incentives as key factor also contribute immensely to employee commitment in workplace. The work recommended that organizations should incorporate feedback approach into its system. In addition, management should be consistent in giving incentives to workers that desire for the achievements.

LITERATURE REVIEW

A literature review is a text written by someone to anticipate the precarious points of current knowledge including substantive outcomes and methodological contributions to a precise topic. Literature reviews are secondary sources, and it does not include any new or original experimental work. A literature review is an account of what has been published on a topic by accredited scholars and researchers. It is ordinarily considered as being a vital part of student projects, research report and dissertations. However, the most relevant and important ones have been reviewed below. For the present study, systematic literature review was done with the aim of understanding the research gap and for identifying research questions.

Ahmed, M.Z., & Safadi, E. G. opined that it is dissonance among health nurses actual and favored decisional participation and examine the effect of age, sex, qualification and experience on actual decisional involvement among health nurses in public and private hospitals. A non-experimental correlation research design was applied. The study was conducted at two different health care sectors: private and public sector in Amman, Jordan. A sample of 130 nursing managers and staff nurses filled the demographic form and also talked about their extent of decisional participation. The facts exposed that there were no association among age, sex, qualification, experience and decisional participation among the health nurses. It was seen that nurses in the governmental hospitals had enlarged decisional contribution than nurses in the non-government hospitals. Both managerial and non-managerial nurses need improved involvement in making the decisions further than they actually exercise.

Conclusion: The study concluded a disagreement in the actual and favored decisional participation between managerial and non-managerial nursing staff. Both the government and private hospital was studied for the survey of health nurses' perception.

1 Arulogun, O. S., Omotosho, I. K., & Titiloye, M.A. opined that the object of the study was to recognize the experience of sexual annoyance and remedial strategies among nursing students of a tertiary infirmary of South West Nigeria. The descriptive cross-sectional study recognized the occurrence of sexual nuisance and remedial measures amongst 250 compliant students of Idban school of nursing in university college by means of a pre-tested questionnaire. Mode of dressing was absolutely connected with occurrence of sexual harassment. Main remedial strategies used were informing to school authority, ignoring the executor, argument and severing the relationship. Sexual nuisance is rampant amongst the students with girls more affected. Coping strategies used were seen unsuccessful. Interventions such as sensitization, capability construction on coping strategy skills, legislation and strategy reviews are required to tackle these issues.

2 Heijden, F.vd., Dellings, G., Bakker, A., & Prins, J. opined that current research exhibits that medical staff have a high chance of experiencing the exhaustion. The current study examines the occurrence of exhaustion and its association with suicidal thoughts amongst the medical staff. Around one fourth residents were reported as exhausted. 12% expressed as having suicidal thoughts occurring to them for at least once throughout their residency, and only 1% says numerous times. Suicidal thoughts were considerably more rampant in the group with exhaustion in contrast to non-burnout. Information regarding the association between exhaustion and suicidal feelings amongst the young health professionals could be significant for suicide avoidance.

Conclusion: The author has opined from the study that job burnouts are directly related to suicidal tendencies among medical students and physicians. It is the contributing factor for suicides due to high depression and mental tension because of highly demanding job nature, poor superior support and limited freedom. Hence, these burnouts which are high risk factor should be dealt immediately and strictly because it can hamper the medical care and quality treatments of many patients.

3 Jaafar pour, M., & Khani, A. opined that the object of the study is to examine the actual and preferred degree of the decisional participation of health nurses in the Iranian state. The study was a descriptive study that was done at the ILAM general hospitals in the year 2010. The research tool which was applied was the decisional involvement scale. Samples of 96 registered nurses were collected for the present study by means of a simple random sampling technique. The nurses expressed the actual participation in their work environment to be meagre and also expressed soaring degree of prefer participation. Teamwork/liaison actions were the most actual association feature in the work environments of the health nurses, unit governance and leadership were the most chosen type of participation.

Conclusion: It is clear from the study that nurses are preferred involvement in the managerial and nursing decision making. It is generating positive outcomes in form of reformed organizational environment accompanied by proper organizational policy and quality of patient care. Twenty years back the blue-ribbon gift also recommended the nurses involvement to strengthen the patients, professional and organizational wellbeing. Thus, many legislations and key organizations have come up encouraging nurses' participation in managerial and clinical decision making. In the lieu of shortages of nurses, it can act as the motivating factor and can lead to enhancing the quality care of nurses and organizational culture.

4 Khamisa. N., Oldenburg. B., Peltzer. K., and Ilic. D., opined that the study recognized the association between work stress, job burnout, job satisfaction and general welfare of health nurses. A whole of 1200 health nurses of four hospitals were surveyed in this cross-sectional study with 75% of response rate. Nurses finished five questionnaires and also multiple regression analysis was applied for determining major relations between variables. Result shows that staff issues are best associated through burnout of the job and also job contentment. Job exhaustion results in the maximum quantity of inconsistency in psychological health of nurses. Such factors are responsible for compromising output and performance, as well as affect the quality of patient care. Aspects such as safety risks in the place of work, affect job contentment and psychological wellbeing of nurses. Although this is more salient to developing contexts it is important in developing strategies and intervention programs towards improving nurse and patient related outcomes.

Conclusion: This study analysed that the pressure connected to employees' issues as meagre employees' organization, resource insufficiency and safety threats are main significant in influencing job burnout and discontentment among nurses and perhaps among other medical staff. Burnout evidently affects the psychological welfare of nurses, which is most probable affecting the efficiency and the superiority of patient care.

5 Khan. A. H., Aleem. M., opined that the health sector in the Pakistan is under distressed state. It is facing troubles in enlarging the health services around the world. The most significant problem is shortage of health staff in the health sector in comparison to the country's population. It was seen that most of the expert and experienced doctors are willing to serve abroad instead of their home country. There are many lacking in the health sector leading to the employee turnover. Thus, the aim of the study was to examine the factors as pay, promotion, job security and nature of work effecting the job satisfaction of employees in the health sector. The survey was conducted on 200 physicians, health nurses and managerial staff working in the health

departments of Pakistan.

Conclusion: The findings suggested that the components like pay scale, promotion, working environment and nature of work are the major for the job satisfaction of the health employees. The management of the health institutions must take the suitable action to improve the job satisfaction of health employees. Furthermore, it is recommended that management should consider the improvement in the factors such as pay, promotion, working environment and nature of work in order to reduce the rate of turnover among the health employees in the health departments of Pakistan.

BACKGROUND OF STUDY

Employees are endowed with skills, knowledge, attitude, values, aptitude, attitude etc, they come to the organization with all these varieties of skills, attributes, though the organization mostly require employees skills and knowledge, it is inevitable to the management to bear and respects the total employees, there only the employees commits himself to the organization. A committed employee is a valuable asset to the company as he contributes his maximum skills and knowledge, in the process of maintaining human relations, the company provides congenial work environment to its employees.

The organization has to create conducive environment at the work place to make him committed to the company. Work environment includes various internal and external factors. These factors influence the employees mind and body.

The work environment should match with the requirement of plant and machinery in case of production requirements and job requirements, in case of other requirements in addition to the convenience and comfort of the employee. The work environment, which suits the requirements of job and conveniences of the employees, maximizes the workers efficiency and productivity.

Industrial psychologists, therefore, suggest that the organization should provide constructive work environment in order to reduce employee's problem at work. Work environment consists of 1) physical environment, 2) social environment, 3) psychological environment.

1) Physical environment:

Physical work environment consists of building location, type of the buildings, ventilation, lighting, rest rooms, toilets, furniture, temperature, moisture, humidity and noise, colours of the walls, roof, height of the roof, passages, greenery etc.

2) Social environment:

Social work environment consists of management policies and practices regarding formation of work groups/teams, allowing and encouraging the employees to form work groups/teams informally, making use of grapevine, utilizing open space concept regarding the layout of offices and workplace. The factors like encouraging/ allowing the employees to interact socially with other employees open and extensive interaction between superiors and subordinates, easy access of top management to employees and management style of managing by walking around and consulting the employees informally also included in social work environment.

3) Psychological environment

Psychological work environment significantly influences certain factors of human resources like values, attitude, aptitudes etc. Psychological work environment includes perception, personality, motivation, morale, group formation, maintenance, utilization, leadership, style, and levels of job satisfaction, individual differences, human relation, superior-subordinate interaction and relation, organization climate communications.

Fatigue:

The term fatigue is defined as decrease in the capacity or efficiency or ability of a person to carry out the work because of work.

Mandatory:

According to Harrel, Mandatory is a state of mind caused by performing repetitive tasks. It implies no emotional dislike. Job enlargement mostly causes monotony, job enlargement overloads it.

Boredom:

Boredom is caused due to lack of interest or aptitude in the job; it is characterized by depression and a desire for change of activities. According to Thomas W. Harrel, boredom is tinged with emotional distaste and is accompanied by a correspondingly attitudinal outlook. Thus boredom is hardly affected like personality, attitude, aptitude or interest pattern rather than doing repetitive tasks. Boredom is a desire for change in work rather than for a rest or relief from work. Repetitive tasks, less challenging jobs, significant jobs in the organization in insignificant jobs from the new point of customers and society and family members and friends of the employee's cause's boredom. Boredom refers to the subjective aspects of fatigue. It is highly specific, a worker experiencing boredom can do the work efficiently, physically and mentally but he has no desire or aptitude/interest to do the work.

A good working environment is a good business:

Accidents at works and occupational injuries represent a considerable economic burden to individuals, employers and to the society as a whole. For companies in particular occupational accidents can have a major financial impact. Some of these costs like lost workdays or lost income are clearly visible and can readily be expressed in monetary value. For a large part however, the economic consequences of accidents are somewhat hidden or cannot be identified.

It is important to note that accidents (and accidents prevention) have simultaneous effects on both employee's health (such as injuries) and on company performance (Detrimental effects on company image). Improvements in safety and health at work can bring economic benefits not only to companies but also to the society as a whole. Occupational safety and health can affect company performance in many ways,

- Fewer work related accidents and disease lead to fewer sick leaves. In turn, this results in lower costs and less disruption of the production process.
- Equipment and a working environment that is optimized to the needs of these working process and that are well maintained lead to higher productivity/
- Reduction of injuries and illness means less to higher productivity.

It might be, however difficult to convince employees and decision makers of the profitability of improving working conditions. Often an effective way is to make financial or economic estimations, although making calculations or making an analysis of costs and future benefits need not be complicate. Indeed, some elements in economics appraisal, like the value of health or human life, can sometimes be complicated. However, the basic principles are quite straightforward and can easily be performed by safety and health professional and managers.

It is necessary to study the economic effects health and safety policy at company level in order to be able to:

- Take a balanced decision with regard to the allocation of company resources
- Bridge the gap between health and safety needs and management requirements and desires:
- Take account of legal requirements.

The economic approach to health and safety at company level cannot replace the value of the human requirements and social obligations. Health and safety is part of the social and ethical role of a company and policy, cannot only be based on economical parameters alone. It is difficult or even impossible to quantify costs such as suffering, reduction of the quality of life, family problems. Decrease of life span time, etc., in monetary terms.

STATEMENT OF PROBLEM

The changes in social; economic and technological condition are already affecting business and will have an even greater impact in future. These changes pose major challenges to human resource management.

It is necessary to make some projection of the future directions in the human resource management to make a proactive and creative response to these challenges. Expectation, composition of employees, government regulation, new technologies, need for change in the organizational culture. To meet the increased expectation human resource professionals must began to act professionally. They must focus more on the deliverable of their work and less on just getting their work done and they must articulate their role in items of the value they create.

Hence, they must know how to manage human resources effectively, primarily because traditional management models are in appropriate in our dynamic work environment. In facing today's global and economic challenges corporate leaders muss employee new models and new ways of managing their human resource to solve their business problem.

Due to the rise in cost and fall in productivity, more and more organization has started giving a serious look into the man power policies. It has been commonly observed that most of employees on contract Labour status or temporary status show excellent performance but just after being regularized their performance decreases, and it has become a vicious circle.

It is therefore, essential to see the problem in its totality and planned approach is needed for optimizing the human resource. A quantitative approach will not be sufficient; the qualitative aspect needs more emphasis. Margin sentiment advisory's company is employing human resource with satisfaction of employees. Hence it was decided that to know their employee job satisfaction and work environment with references to human practices.

Objectives of the study:

- To know the company structure and performance and business environment.
- To evaluate the practical difficulties in implementing personnel policies, practices of work environment, job roles and commitment of selected employees.
- To assess the importance of personnel management with the practical orientation.

To know the dissatisfaction of the employees towards their working environment.

RESEARCH METHODOLOGY

The study of the work environment at Margin sentiment advisories was done from the data collected by interviewing the sample of 100 employees belonging to different categories, designations, seniority etc. Each employee was asked in the same way as a respondent, promoting for reliability. The purpose of the study was made clear to each respondent before the interview and they were requested to give correct information and were assured of the confidentiality of their information. Research design gives the information on the type of research, survey, procedure, technique of data gathering, sample size and technique used, sample description in profile instrumentation technique, scope and time.

Data sources:

- Primary data:

Is generated in an investigation with the help of questionnaires.

- Secondary data:

Is collected from books, internet, articles, journals and other sources.

Sampling:

Sample Population:

Sample Size:

Sample Area:

Sample method:

There are 100 employees in the organization.

We are taking 100 employees sample.

We are conducting in the production department.

The method we are using here is survey method.

Tools and Techniques of Data Collection:

The researcher framed a set of self-administered questionnaires and it consist of factors like job, roles and specific responsibilities, welfare facilities of employees, wages, salary administration, promotion, supervision, group work, working conditions etc. Questionnaire were personally distributing to the selected respondents.

Limitation of the study:

- The study is confined to margin sentiment advisories.
- The study is confined to 100 respondents due to time constraints so an extensive research could not be undertaken.
- Analysis is done on the assumption that the respondents have given the correct information through questionnaires.
- There may be errors due to bias of respondents.
- The study as a sample unit was restricted to few employees.
- Unwillingness of the respondents to give actual information

Need of the study:

The study is undertaken in order to know the skills, knowledge, attitudes, values, attitude etc. The work environment should match with the job requirement. Hence, the topic was found to be suitable for study.

Scope of the study:

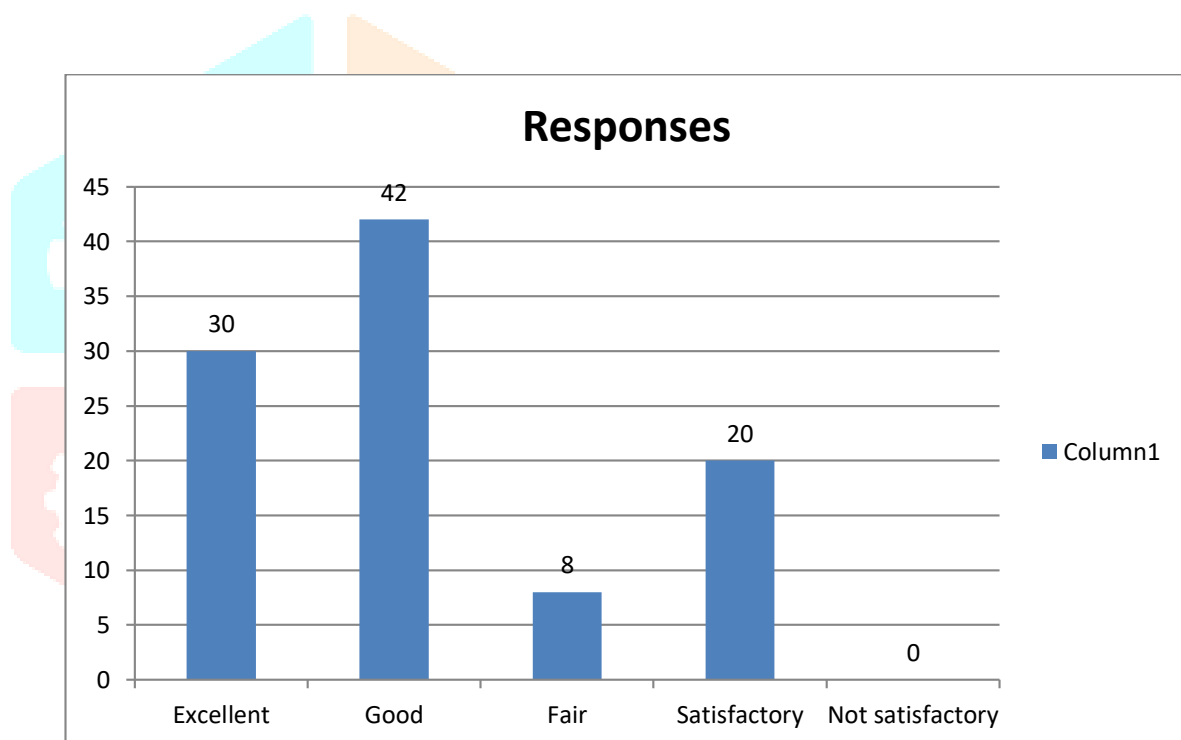
New technologies and communication and information processing and geo-political upheavals have revolutionized the way we think about the organization. Indeed, all these factors are part of the organization environmental that the managers must take into account. The right kind of working environment not only increases the employees productivity but also makes them positive with high morale and job satisfaction. For the purpose of the study the employees working in the company have been taken as respondents

DATA ANALYSES

4.1. The geographical location and structure of company and building.

Table 4.1: Geographical location and structure

Response	No. of respondents	Percentage
Excellent	30	30
Good	42	42
Fair	8	8
Satisfactory	20	20
Not satisfactory	0	0
Total	100	100



Analysis:

From the above table it is observed that 72 percent of the respondent's state that the company's geographical location and structure is good. While 8 percent of the selected respondents find it fair and 20 percent say it is satisfactory and none of them felt to be not satisfactory.

Interpretation:

From the above response of the employees we can infer that nearly $\frac{3}{4}$ of the employees are in high spirits and gratify in working in the well located and well built organization.

CONCLUSION

Productivity of an organization depends upon the people who work in the organization in accomplishing the goals of an organization. The management or the manager is not working alone; he should work along other member like a team. He is responsible for its effectiveness. Such management or staff or employees, first of all involves providing satisfactory and working conditions to work effectively.

How to make people work more and more better is an issue that requires an understanding of “what motivates people to work”. Similarly, it may be possible to get people to work more by creating positive working environment. Such needs have been analyzed through this study and it will be fruitful for the organization to adopt better human performance management.

There should exist a real relationship between management and employees. They should work together for identified the problem and opportunity in the work environment and thereby proposing and evaluating the outcomes.

SUGGESTION

Very challenging and fast-paced work environment has been integral to its continued success in the highly competitive and evolving high-tech industry. While maintaining a work culture that ensures success, strives to treat each employee fairly and with dignity. Consisted with this principle, seeks to:

- Reward individual performance through meritocracy- based compensation practices.
- Created opportunity for advancement and growth, and a environment that allows employees to continuously improved and expand their skills.
- Provide market competitive compensation and a pay structure that allows employees to shares in its success.
- Promote open communication and prompt resolution of employee issues.
- Provide safe and secure work environment for all employees.

In addition, is committed to complying with all applicable laws regarding employees in each of the countries in which the company operates. This includes laws regarding: minimum ages for employment; minimum wages and overtime compensation; benefits; discrimination and affirmative action; employee’s rights to raise issues and work collectively for mutual benefits; and health and safety.

REFERENCES

Arulogun, O. S., Omotosho, I. K., & Titiloye 1st, Heijden, F.vd., Dellings, G., Bakker, A., & Prins 2nd, Jaafar pour, M., & Khani, A 3rd, Khamisa. N., Oldenburg. B., Peltzer. K., and Ilic. D 4th, Khan. A. H., Aleem. M. 5th, Kinzl. J. F., Knotzer. H., Traweger. C., Lederer. W., Heidegger. T. and Benzer. A. 6th,