

**SURVEY REPORT**  
**ON**  
**IMPROVING HR THROUGH BETTER PERFORMANCE**



**By**  
**Shri Ram College, Muzaffarnagar**

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IQAC, Shri Ram College,  
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# Bindals Papers Mills Limited

As ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 Certified Company  
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13/11

No. BPM/Gr/18-19/215

To  
Dr Sourabh Mittal  
Head  
Department of Business Administration  
Shri Ram College  
Muzaffarnagar

Subject- Sanction of Funds for Project on **"Improving HR Through Better Performance"**

Reference: Our Offer letter dated 05.07.2018

Your accepted letter dated 16.07.2018.

Dear Sir,

Kindly refer to the above mentioned subject and references. We are herewith sanctioning an amount of Rs. 75,000/- for the above mentioned Project under Corporate Social Responsibility (CSR) head.

You are requested to carry on the work. All terms and conditions mentioned in our earlier letter shall be applying to this project.

Thanking you,

Yours faithfully

For Bindal Papers Mills Limited

Enclosed: As above.

*Mayank*  
(Mayank Bindal)

Director

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Date: 06 august, 2018

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*KG*  
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### Utilization Certificate

S.N.	Detail of sanction of Fund with Project name and Duration	Amount
1.	365- Day project on Improving HR through better performance, Date of Sanction of Fund- 05.07.2018 as per Sanction Letter	75000.00/-
	<b>TOTAL</b>	<b>75000.00/-</b>

It is Certified that out of Rs. 75000.00/- (Seventy Five Thousands Only) of grants sanctioned by Bindal Paper Mills Ltd, Muzaffarnagar during the year 2018-19 in favor of Shri Ram College, Muzaffarnagar, a sum of Rs. 76046.00 has been utilized for the purpose of the project for which it was sanctioned and that the balance of Rs. Nil remaining unutilized at the end of the year has been surrendered. The Extra amount (If any) is met out by Shri Ram College.

2. Certified that we have satisfied our self that the conditions on which the grant was sanctioned have been duly fulfilled/are being fulfilled and that we have exercised the following checks to see that the money was actually utilized for the purpose for which it was

sanctioned.

**Kinds of checks exercise-**

- 1 Checking of cash book
- 2 Checking of payment vouchers.
- 3 Checking of expenses bills.

For Shri Ram College

Secretary

Place: Muzaffarnagar

Date: 31.05.2019

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Principal  
Shri Ram College  
Muzaffarnagar

Co-ordinator  
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For Goel Rakesh & Co.  
Chartered Accountants



For Ar Goel  
Proprietor)  
M.NO. : 071858  
FRN : 003374C

# IMPROVING HR THROUGH BETTER PERFORMANCE

## Introduction:

**Human resources** or the **people working** in the organization are the most important **resource**.

The **human resource** is the labour pool either in employment or unemployed. It is generally used to describe those working for a single company or industry, but can also apply to a geographic region like a city, state, or country. ... It may also **mean** all those who are available for work. Human resource development has historically occurred in two forms: place-based strategies that attempt to address the needs of people living in a particular neighborhood, and sector-based strategies that focus on matching workers' skills to needs in an industry already present in the region.

**Human resource** affects everything in a business from production to client relationships.

Without adequate and supportive **manpower**, a business will never be successful. The staff **should** be well trained on their tasks while managers **should** know how to lead. **Human resources** is the set of people who make up the workforce of an organization, business sector, industry, or economy. A narrower concept is human capital, the knowledge and skills which the individuals command. Similar terms include manpower, labor, personnel, associates or simply: people.

Manpower is a primary resource without which other resources like money, material etc. cannot be put to use. Even a fully automatic unit such as an unmanned satellite requires manpower to execute it and plan further improvements/activities. That is why man learned the use of manpower much before he learned to use other resources.

## Objectives

The study was conducted with some specific objectives :

1. To identify the needs of company regarding human resources and its quality.
2. To find out the gap between the quality of human resource available at present and human resource needed.
3. To find out and suggest the ways and means to improve the quality of human resource.
4. To suggest the frame future work for the HRM.

  
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## **Research methodology**

The primary data was collected through questionnaire from various employees of Bindal Paper Mill, Muzaffarnagar.

## **Importance of Human Resource**

### **1. Key to Managerial Functions:**

The four managerial functions, i.e., planning, organising, directing and controlling are based upon the manpower. Human resources help in the implementation of all these managerial activities. Therefore, staffing becomes a key to all managerial functions

### **2. Efficient Utilization:**

Efficient management of personnels becomes an important function in the industrialization world of today. Setting of large-scale enterprises require management of large-scale manpower. It can be effectively done through staffing function.

### **3. Motivation:**

Staffing function not only includes putting right men on right job, but it also comprises of motivational programmes, i.e., incentive plans to be framed for further participation and employment of employees in a concern. Therefore, all types of incentive plans becomes an integral part of staffing function.


### **4. Better Human Relations:**

A concern can stabilize itself if human relations develop and are strong. Human relations become strong through effective control, clear communication, effective supervision and leadership in a concern. Staffing function also looks after training and development of the work force which leads to co-operation and better human relations.

### **5. Higher Productivity:**

Productivity level increases when resources are utilized in best possible manner, higher productivity is a result of minimum wastage of time, money, efforts and energies. This is possible through staffing and its related activities (Performance appraisal, training and development, remuneration).

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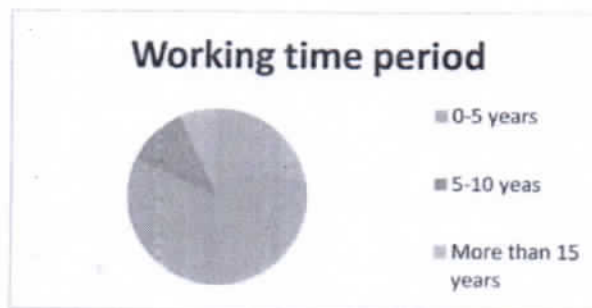
  
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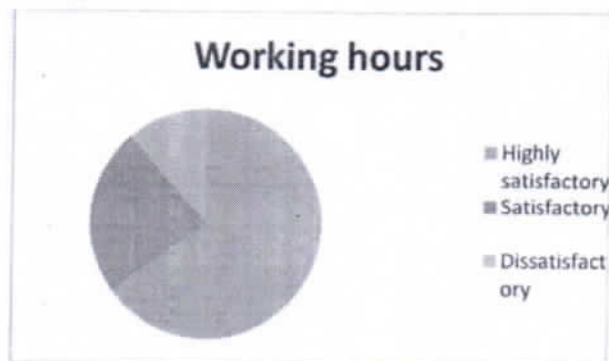
## Data Analysis and Interpretation

A survey was conducted to study improve human resource through better performance. The survey was given to 50 respondents and their questionnaires were collected. All the respondents filled the questionnaire properly. Some findings are:

1. It is observed that most of the employees (Approximately 82%) are working in the organization from last 5 years, 11% employees are working from 5-10 years and rest of them are working for more than 15 years.



2. The working environment of the organization is satisfactory for all the employees.
3. Approx 63% employees are highly satisfied with the working hours of the organization 23% are satisfied. Approximately 11 % are dissatisfied with it.



4. It is also observed that employees from all the departments participated in the survey.

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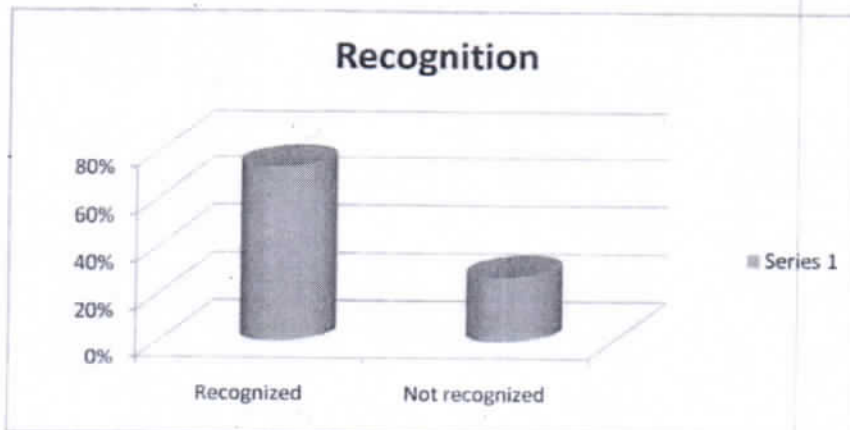
  
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5. The communication with top level management is highly satisfactory for some employees (approximately 56%) , 22% are satisfied with it and rest are highly dissatisfied with the communication with top level management.



6. Employees receive recognition and praise for the work done by them.
7. Yes, employees working over there agreed upon that there manager values there opinion.
8. Approx 73% employees are recognized fairly for their hard work and success at their workplace and rest of them are not recognized.

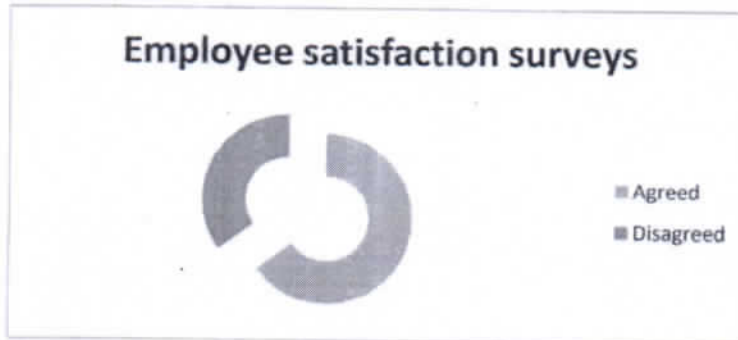


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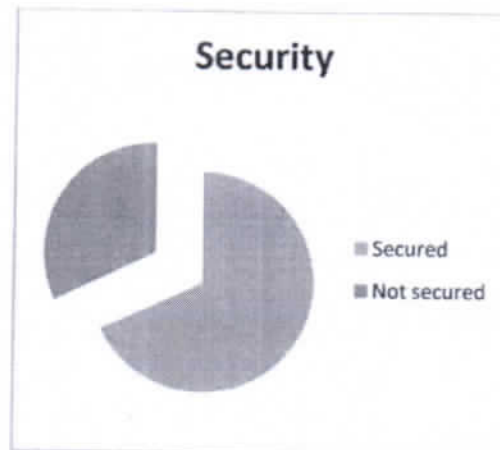
  
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9. Approx 65% are agreed that organization conduct employee satisfaction survey and rest of them disagreed upon them.



10. Employees are agreed that management/leadership shows genuine interest in their career goals.
11. The best part of the organization is the working environment and the surroundings provided to them for the job they perform.
12. Approximately 68% employees feel secure in this job and 32% employees do not feel secure.



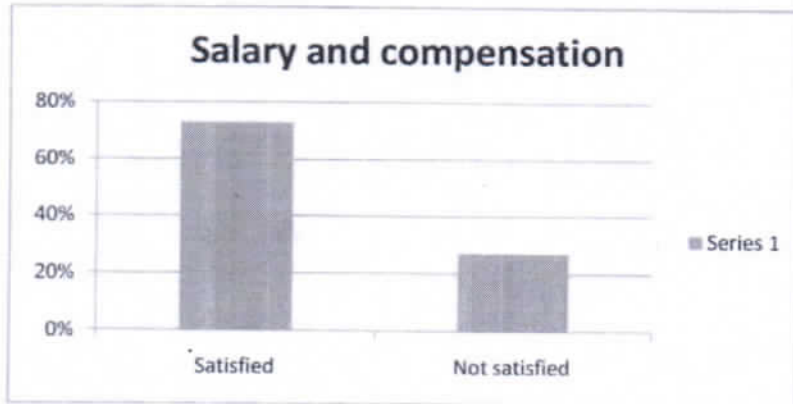
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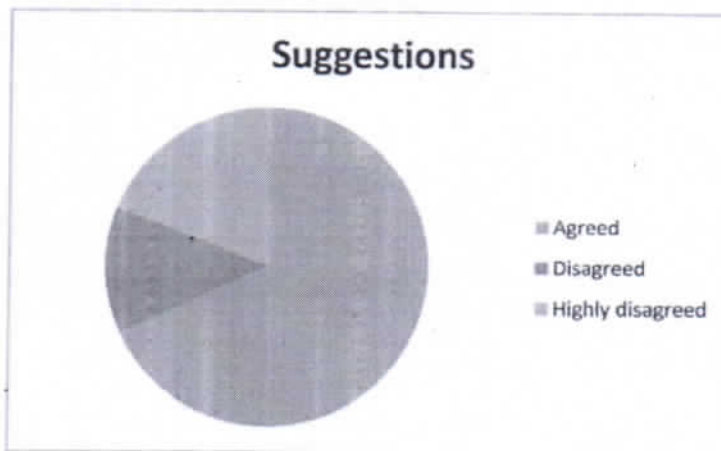


13. Approx 73% employees are satisfied with the salary and compensations provided in the organization and 27% are not satisfied.



14. It is observed that the response to the question was equal. 50% feel aligned with the company goals and 50% do not feel aligned.

15. It is observed that 68% employees are agreed encouraged to suggest product/process improvement, 13% are disagreed and rest are highly disagreed.



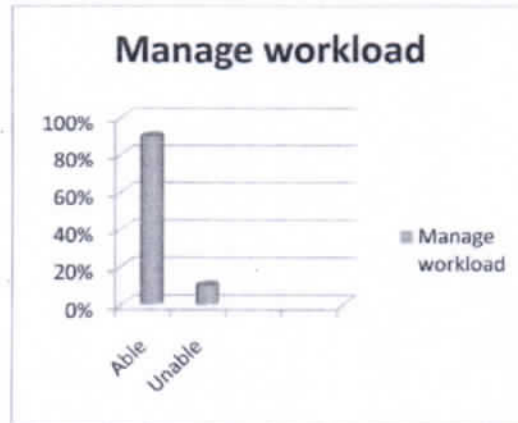
16. Employees working in the organization are not stressed with the workload and deadlines.

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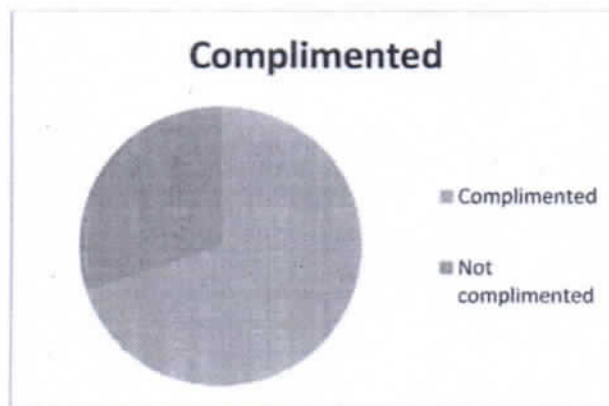
  
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17. 90% of the employees are able to manage their workload effectively and 10% are unable.




18. Employees (70%) are complimented for their work by their leaders and peers regularly and 30% employees are not being complimented regularly.



19. Yes, 99% employees feel that this is the right place to develop there career.

20. Employees working over there have many employee experience such as solution to there problems related to work is solved by their leaders ,etc.

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**Suggestions:**

Here are some of the few suggestions are considered to be of importance:

1. There should be more communication of employees with the top level management.
2. Employees must feel aligned with the company goals.
3. It is observed that employees should be encouraged to suggest product/process improvement.
4. Recognition must be done fairly for the hard work and success of employees at their workplace.

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## A Survey on improving HR through better performance

### Section-A (Basic Details)

Name:	Designation:
Gender:	Age:
Address:	City:

### Section B: (Questionnaire)

1. From how many years are you working with this organization?  
A) 0-5 years  
B) 5-10 years  
C) 10-15 years  
D) More than 15 years
2. How do you rate the Working Environment of the organization?  
A) Highly satisfactory  
B) Satisfactory  
C) Dissatisfactory  
D) Highly dissatisfactory
3. How do you rate the Working Hours of the organization?  
A) Highly satisfactory  
B) Satisfactory  
C) Dissatisfactory  
D) Highly dissatisfactory
4. Which department are you currently working in?  
A) Accounting  
B) Health and safety  
C) Security  
D) Others
5. How do you define your communication with top-level management.  
A) Highly satisfactory  
B) Satisfactory  
C) Dissatisfactory  
D) Highly dissatisfactory
6. How often do you receive recognition or praise at your workplace?  
\_\_\_\_\_  
\_\_\_\_\_
7. Do you think your manager values your opinion?  
A) Agree  
B) Disagree

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8. Are you recognized fairly for your hard work and successes at work ?

A) Yes B) No

9. Do organization conduct employee satisfaction surveys ?

A) Agree B) Disagree

10. Do you think that the Management/leadership show a genuine interest in your career goals?

A) Yes B) No

11. What is the best part of your job?

\_\_\_\_\_

12. Do you feel secure in this job ?

\_\_\_\_\_

13. How satisfied are you with the salary and other compensations provided in the organization?

A) Satisfied B) Dissatisfied

14. Do you feel aligned with the company goals?

A) Yes B) No

15. Do organization encourages employees to suggest product/process improvement

A) Fully agree B) Agree  
C) Partially disagree D) Fully disagree

16. Are you often stressed with deadlines and workloads?

A) Yes B) No

17. Are you able to manage your workload effectively?

A) Yes B) No

18. Are you complimented for your work by leaders and peers regularly?

A) Yes B) No

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19. Do you feel like this is a good place for you to develop your career?

\_\_\_\_\_

20. Is there anything else you would like to share that you find important to your employee experience at organization .

\_\_\_\_\_

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