

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




**By**

**Shri Ram College, Muzaffarnagar**

**CERTIFIED**

  
Co-ordinator  
IQAC, Shri Ram College,  
Muzaffarnagar

  
Principal  
Shri Ram College  
Muzaffarnagar



# BINDLAS DUPLUX LIMITED

Manufacturers of : KRAFT PAPER & DUPLEX BOARD

14/1

Ref D-2018/19/786

Date: 27<sup>th</sup> August 2018

To

Dr M S Khan  
Department of Commerce  
Shri Ram College  
Muzaffarnagar

Reference: Sanctioning of Rs. 60,000/- to provide consultancy project on "Improving HR through better performance".

Dear Dr Khan,

Kindly refer to our letter dated 19<sup>th</sup> July 2018 and subsequently your acceptance letter dated 30<sup>th</sup> July 2018. We are pleased to sanction Rs. 60,000/- for the work and releasing Rs. 40,000/- as advance with this letter.

You are advised to start the work immediately. All terms and conditions given in our letter of intent shall be applying.

Thanking you,


21/08/18  
Yours faithfully  
For Bindal Duplex Limited

Enclosed: Copy of Cheque.

Director

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Regd Office & Works: 10th Km, Bindlas Road, Muzaffarnagar, Uttar Pradesh - 201 201, INDIA  
Phone: +91 131 2460589 Fax: +91 131 2460589  
Corres Add: 47 South Bindlas Road, New Bindlas, Muzaffarnagar - 201 201, INDIA

  
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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- 19.07.2018 as per Sanction Letter	60000.00/-
	<b>TOTAL</b>	<b>60000.00/-</b>

It is Certified that out of Rs. 60000.00/- (Sixty Thousands Only) of grants sanctioned by Bindal Duplex Pvt. Limited, Muzaffarnagar during the year 2018-19 in favor of Shri Ram College, Muzaffarnagar, a sum of Rs. 60333.00 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: 14.06.2019

For Goel Rakesh & Co.  
Chartered Accountants  
Muzaffarnagar  
Rakesh Kumar Goel  
(Proprietor)

M.NO. : 071858

FRN : 003374C

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*RG*

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# IMPROVING HR THROUGH BETTER PERFORMANCE

## Introduction:

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. **Human resource** is an asset consisting of the knowledge and skills held by a person that can be used by an **organization** to advance its goals. **Human resource** is important because some level of **human** knowledge and skills is necessary in order for an **organization** to accomplish anything. Human capital is typically managed by an organization's human resources (HR) department. This department oversees workforce acquisition, management, and optimization. Its other directives include workforce planning and strategy, recruitment.

- Human resource is an intangible asset not listed on a company's balance sheet and includes things like an employee's experience and skills.
- Since all labor is not considered equal, employers can improve human capital by investing in the training, education, and benefits of their employees.
- Human capital is perceived to have a relationship with economic growth, productivity, and profitability.

## Objectives

The survey was conducted with some specific objectives

1. To provide effectiveness in human resource
2. To increase focus on employee well - being

## Research methodology

  
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The primary data was collected through questionnaire from various employees of Bindal Duplex.

### **Importance of Human Resource**

(1) 21<sup>st</sup> century will promote people who respond to technology. It will reject those who refuse to move fast enough.

(2) There is a technological shift to knowledge-based, brainpower industries. Smart countries are those who attempt to make themselves attractive to the brainpower industry by educating their people and creating the required brainpower through education and training

(3) Modern physical technology, which is becoming more and more complex, requires the back up of an advanced social technology. Social technology covers all advances in skills acquired by people individually and collectively.


(4) In the knowledge economy, the value of intangible assets is increasing and that of tangible assets decreasing. In order to have a cutting edge in this scenario, a proper organisational climate with the right people competencies is critical.

(5) All the well-known breakthroughs in physical technology would not have been possible if they were not preceded by relevant social innovations. Social innovations fosters the birth of more advanced physical technologies, taking them to further matured levels.

Human resource development is an important condition for improving productivity, which hold the key to economic development.

### **Data Analysis and Interpretation**

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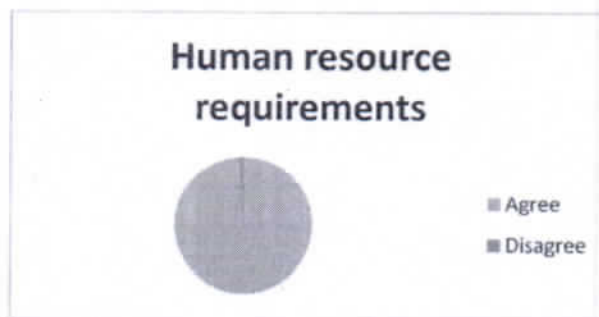
  
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A survey was conducted to study employees behavior of Bindal Duplex. The survey was given to 50 respondents and their questionnaires were collected. All the respondents filled the questionnaire properly. Some findings are:


1. It is observed that most of the employees (Approximately 94%) are fully agree that they are aware of the business and its strategies and rest are partially disagree of business and strategies.

2. Approx 90% employees agree that the organization's human resource requirements are systematically ascertained and an appropriate plan is formulated for satisfying the requirements while rest employees disagree of it.



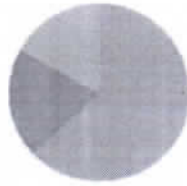
3. Approx 63% human resource fully agree that the organization has a wide network of computerized human resource information system with the latest software while 20% partially disagree and 17% fully disagree.

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### Computerized HR Information System



- Fully agree
- Partially disagree
- Fully disagree

4. It is also observed that employees fully agree on performance standards are carefully developed on the basis of employees' opinion.
5. Approx 67% employees agreed on that performance appraisal system is extended to all members of the organization and 26% neither agreed nor disagreed and rest of them fully disagree.

### Performance appraisal



- Agree
- Neither agree nor disagree
- Fully disagree

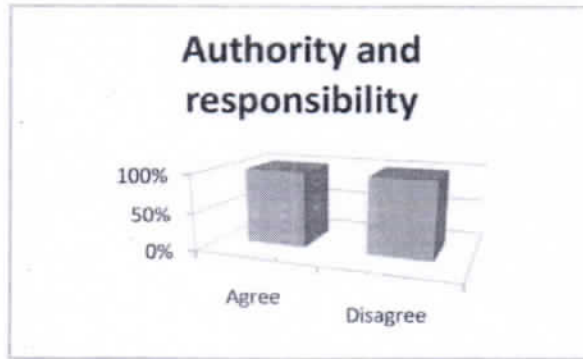
6. Employee's response (approximately 66%) agrees that the organization favours passing of authority and responsibility to individuals at the lower level of hierarchy and rest of

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the consumers (approximately 34%) disagree it.



7. Approx 85% consumers accept that organization has the practice of carrying employee attitude/employee satisfaction surveys and 15% employees disagrees it.



8. -Approx 73% are accepting that the organization has provision for employees recognition programmes and awards and 21% are not accepting.
9. It is observed that employees fully agree that the organization has a formal policy of career planning and development.

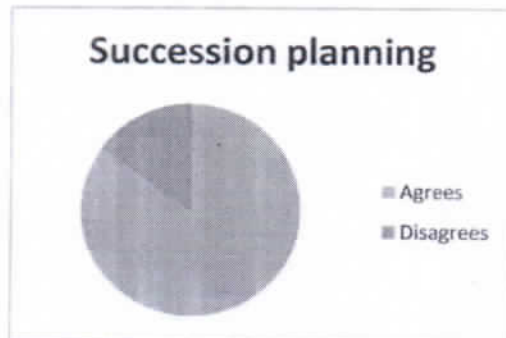
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10. It is observed that 85% employees accept that the organization carries out succession planning to fill gaps in key managerial positions and rest denies it.



11. It is observed that some employees (87%) agreed upon that organization follows a formal procedure of potential appraisal and 13% denies it.

12. Approximately 68% employees have been working here from more than 10 years, 28% employees are working from last 5 years and rest just joined the organization.

13. Maximum employees work here for 8 hours.

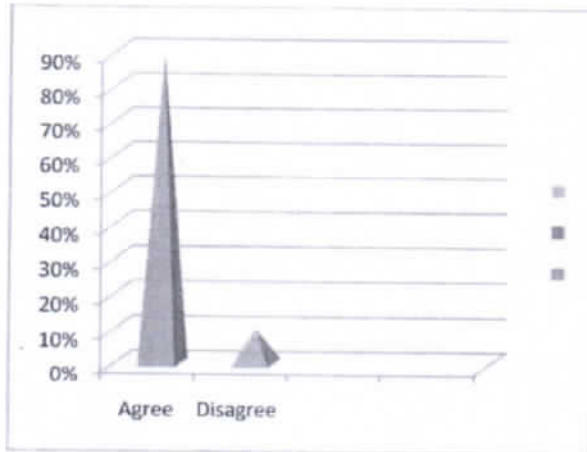
14. It is observed that it is quite difficult to dismiss a permanent employee from the organization.

15. It is observed that 90% employees fully agrees that organization encourages employees to suggest product/process improvement.

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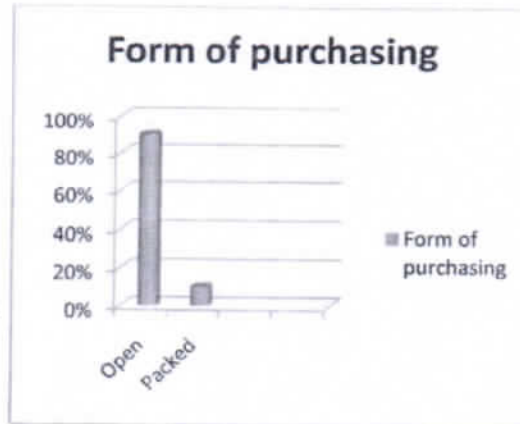
  
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16. Maximum employees are satisfied with communication in the organization.

17. Most of the employees like the management of the organization.

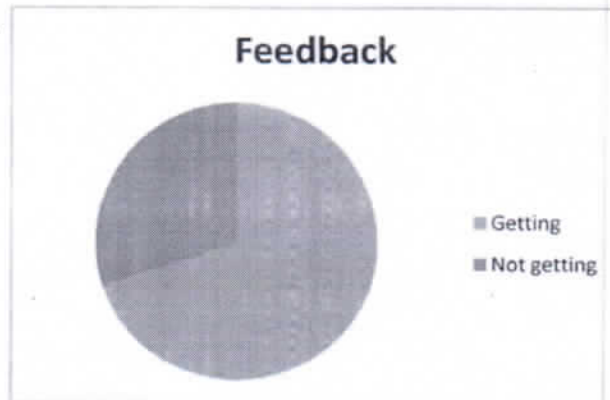


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18. Employees (70%) are getting feedback from their employer timely and rest are not getting feedback from the employer timely.



19. Yes, all employees are feel respected by their colleagues , managers and management in the organization .

20. Employees shared many feedbacks about their organization , some of them are that the management is quite good , surroundings where they work are neat and clean , etc.

**Suggestions:**

Bindal Duplex is considered one of the best organization for the employee satisfaction. In this regards, few suggestions are considered to be of importance:

1. The organization should have computerized human resource information system with the latest software.
2. The organization should favor passing of authority and responsibility to individuals at the lower level of hierarchy .
3. The organization must have provision for all employees recognition programmes.

  
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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)

- Organization's HR executives are fully aware of the business and strategies?  
A) Fully agree                      B) Agree  
C) Partially disagree              D) Fully disagree
- The organization's human resource requirements are systematically ascertained and an appropriate plan is formulated for satisfying the requirements ?  
A) Agree                              B) Disagree
- The organization has a wide network of computerized human resource information system with the latest software?  
A) Fully agree                      B) Agree  
C) Neither agree nor disagree      D) Fully disagree
- Performance standard are carefully developed on the basis of employees' opinion.  
A) Fully agree                      B) Agree  
C) Partially disagree              D) Fully disagree
- Performance appraisal system is extended to all members of the organization.  
A) Agree                              B) Neither agree nor disagree  
C) Partially disagree              D) Fully disagree
- The organization favours passing of authority and responsibility to individuals at the lower level of hierarchy?  
A) Agree                              B) Disagree
- Organization has the practice of carrying employee attitude/employee satisfaction surveys.  
A) Agree                              B) Disagree

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18. Does your employer provide you with timely feedback about your assignments?

A) Yes

B) No

19. Do you feel respected by your colleagues, managers and management in the organization?

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20. Do you have any other feedback regarding the work life of your organization. If so, please share.

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