

THE PRACTICE OF SENSE OF HUMANITY IN HUMAN RESOURCES ON EMPLOYEE PRODUCTIVITY IN PETROLEUM AND GAS INDUSTRY IN BENGALURU

Sampada Shah

*M. Com IB Student, Post Graduate Department of Commerce and Management, Mount Carmel College,
Bengaluru – 560052, Karnataka, India*

Prof. Lucas M

*Professor, Post Graduate Department of Commerce and Management, Mount Carmel College,
Bengaluru – 560052, Karnataka, India*

ABSTRACT

Human resources are the organizations most important asset to any organization. They need to be taken care in the best possible manner as it directly effects the functioning of the organization. There are various factors that effects the workforce of an organization for example the working hours, the pressure of deadlines, interpersonal communications etc. Most recently these issues have been gone under various researches and it has come to light that issues like; how employees are treated by their peers/ supervisors when it comes to more sensitive subjects like their culture, religion, race, sex and the overall work environment and other behavioral factors has stood out and they have become vital in all the organization. Akinyele, in his book “Needs satisfaction: An effective tool for workers commitment to work” has specified that employee’s satisfaction is a major tool for them to stay committed to work. Also, what motivates one employee may not motivate other. The most rational way of keeping employees motivated is by showing kindness treating them with compassion.

KEYWORDS: *Human resources, employee’s satisfaction, workers commitment, work environment*

INTRODUCTION

Human resources are the organizations most important asset to any organization. They need to be taken care in the best possible manner as it directly effects the functioning of the organization. There are various factors that effects the workforce of an organization for example the working hours, the pressure of deadlines, interpersonal communications etc. Most recently these issues have been gone under various researches and it has come to light that issues like; how employees are treated by their peers/ supervisors when it comes to more sensitive subjects like their culture, religion, race, sex and the overall work environment and other behavioral factors has stood out and they have become vital in all the organization. Akinyele, in his book “Needs satisfaction: An effective tool for workers commitment to work” has specified that employee’s satisfaction is a major tool for them to stay committed to work. Also, what motivates one employee may not motivate other. The most rational way of keeping employees motivated is by showing kindness treating them with compassion.

When employees have experienced violence or have been threatened with violence because of their background because they are a part of the LGBT society or are disabled, Muslim, of foreign origin or a senior citizen or because of their race, sex. If employees have been discriminated by supervisors not because they lack skills but because of their race, sex, religion, When employees are given too much work leaving too little time for their personal life, when employees are excluded or bullied by colleagues or managers or even if they are sexually harassed by colleagues or managers, the inability of employees to work in teams, lack of compassions, frequent replacement of employees results in burnouts and eventually leads to trauma at the workplace. This will ultimately lead to high absenteeism, high employee turnover and also professional misconducts.

REVIEW OF LITERATURE

1. Freud, S (1961) Emphasized that the organizations must understand the trauma, insecurity employees are going through. The organization must find the root causes of these issues and work together with the employees to solve the issues.
2. Blackburn, R (1965) Explained that the organization must be aware of employees coming from various culture and diversities. Being aware of the employees cultures and the their different back ground will help the employers to decide the organization’s work culture and working environment as a whole.
3. Ash, M.K. (1984) Claimed that jobs should not be taken as rational undertaking but managers must assess the emotional impact of each employee’s job also the selection of employees and teams must be based on positive emotional intelligence of the employees.
4. Ash, M.K. (1984) claimed that the organizations culture describes the organizations priorities how the work will be carried out, how the employees will be acknowledged what behaviors get rewarded. This culture effects the psychological wellbeing of the employees at the workplace

QUESTION 1 : I TRUST MY COLLEAGUES AND MANAGER.

S.N.	Variables	Percentage
1	Strongly disagree	8%
2	Disagree	6.1%
3	Neutral	1%
4	Agree	82%
5	Strongly agree	2%
	Total	100 %

ANALYSES

The above table shows whether the colleagues trust their managers and colleagues. 1% of the employees have a neutral decision. 2 % of the employees have marked as strongly agree.

Whereas, 6.1% of the employees think otherwise and 82% of them agree to.

QUESTION 2: OTHER EMPLOYEES PROMPTLY HELP ME

S.N.	Variables	Percentage
1	Strongly disagree	5%
2	Disagree	8.11%
3	Neutral	2%
4	Agree	83%
5	Strongly agree	1%
	Total	100 %

ANALYSIS

The above table shows whether the colleagues promptly help each other. 2% of the employees have a neutral decision. 8 % of the employees have marked as disagree. Whereas, 5% of the employees strongly disagree and only 83% agree to it.

Most of the employees have decided to stay neutral which is quite suspicious because there might be some reason as to why employees chose neutral.

QUESTION 3: MY SUPERIORS HELP ME TO FIGURE OUT HOW TO LEARN AND TRAIN

S.N.	Variables	Percentage
1	Strongly disagree	1%
2	Disagree	3%
3	Neutral	25%
4	Agree	68%
5	Strongly agree	2%
	Total	100 %

ANALYSIS

The above table shows whether employees are helped my the superiors in helping them learn and train. 2% of the employees strongly agree to it. 1 % of the employees have marked as strongly disagree. Whereas, 3% of the employees

disagree and only 25% are neutral to it. Most of the employees have decided to stay neutral this shows that employees think they are not provided with support by their superiors.

QUESTION 4: I AM ENCOURGAED IN CONTRIBUTING TO IMPROVEMENT OF WORK PROCESSES

S.N.	Variables	Percentage
1	Strongly disagree	14%
2	Disagree	35%
3	Neutral	37%
4	Agree	8%
5	Strongly agree	5%
	Total	100 %

ANALYSIS

The above table shows if employees are encouraged in contributing to improvement of work processes. 5% of the employees strongly agree to it. 14 % of the employees have marked as strongly disagree. Whereas, 35% of the employees disagree and only 37% are neutral to it. Most of the employees have decided to stay neutral.

QUESTION 5: I HAVE FELT HURT OR INSULTED OF MY BACKGROUND (Part of LGBT society, due to one’s caste, ethnicity, gender, religion)

S.N.	Variables	Percentage
1	Strongly disagree	14%
2	Disagree	35%
3	Neutral	37%
4	Agree	8%
5	Strongly agree	5%
	Total	100 %

The above table shows whether employees have felt hurt or insulted because of their caste, religion etc. 14 % of the employees have marked as strongly disagree. Whereas, 35% of the employees disagree and only 37% are neutral to it. And 8% agree to it. Most of the employees have decided to stay neutral.

QUESTION 6: I HAVE EXPERIENCED ANY VOILANCE, THREAT (Part of LGBT society, due to one’s caste, ethnicity, gender,religion)

S.N.	Variables	Percentage
1	Strongly disagree	4%
2	Disagree	80%
3	Neutral	6%
4	Agree	4%
5	Strongly agree	5%
	Total	100 %

ANALYSES

The above table shows whether employees have experienced any violence because of their caste, religion etc. 4 % of the employees have marked as strongly disagree. Whereas, 80% of the employees disagree and only 6% are neutral to it. And 4% agree to it. Whereas, 5% of the employees have suggested that they strongly agree.

QUESTION 7: IT WAS A GROUP OF PEOPLE THAT DESCRIMINATED ME

S.N.	Variables	Percentage
1	Strongly disagree	5%
2	Disagree	8%
3	Neutral	83%
4	Agree	2%
5	Strongly agree	1%
	Total	100 %

ANALYSES

The above table shows whether it was a group of people that discriminated the employee. 5 % of the employees have marked as strongly disagree. Whereas, 8% of the employees disagree and only 83% are neutral to it. And 2% agree to it. Whereas, 1% of the employees have suggested that they strongly agree.

QUESTION 8: I FEEL MY ORGANIZATION IS SUPPORTIVE OF HEALTY WORK LIFE BALANCE

S.N.	Variables	Percentage
1	Strongly disagree	4%
2	Disagree	5%
3	Neutral	6%
4	Agree	4%
5	Strongly agree	80%
	Total	100 % (27)

ANALYSES

The above table shows whether the employees feel that the organization is supportive of health work life balance. 4% of the employees have marked as strongly disagree. Whereas, 5% of the employees disagree and only 6% are neutral to it. And 4% agree to it. Whereas, 80 % of the employees have suggested that they strongly agree.

QUESTION 9: AMOUNT OF WORK ALLOTTED IS REASONABLE

S.N.	Variables	Percentage
1	Strongly disagree	2%
2	Disagree	6%
3	Neutral	86%
4	Agree	1%
5	Strongly agree	4%
	Total	100 %

ANALYSES

The above table shows whether the employees feel the work allotted to them is reasonable in the organization. 2% of the employees have marked as strongly disagree. Whereas, 6% of the employees disagree. 2% of the employees have

marked as strongly disagree. Whereas, 6% of the employees disagree and only 86% are neutral to it. And 1% agree to it. Whereas, 4 % of the employees have suggested that they strongly agree.

QUESTION 10: I AM ABLE TO GIVE FAIR TIME TO MY FAMILY

S.N.	Variables	Percentage
1	Strongly disagree	4%
2	Disagree	5%
3	Neutral	6%
4	Agree	4%
5	Strongly agree	80%
	Total	100% (27)

ANALYSIS

The above table shows whether the employees feel if they have been able to give time to their family. 4% of the employees have marked as strongly disagree. Whereas, 5% of the employees disagree and only 6% are neutral to it. And 4% agree to it. Whereas, 80 % of the employees have suggested that they strongly agree

- The organization should have a good redressal committee. The employees think that their complaints usually go unnoticed.

CONCLUSION

Through the research it can concluded that employees find their colleagues and supervisors very helpful also, the employees are engaged in decision making processes. This sets a positive work environment. There should be no favoritism or nepotism this will further help the employees understand that they are valued in the organization. The organization should have a good redressal committee. The supervisors can be a little more involved in the training and supervising the employees. This will help in breaking ice between the employees of the organization. The employees feel that organization is supportive of a healthy work life balance. The employees do not feel much stressed at work and they have enough time to spend time with their family.

FINDINGS

- Through the research it has been able to understand that employees find their colleagues and supervisors very helpful also, the employees are engaged in decision making processes. This sets a positive work environment.
- Most of the employees have chosen to provide “neutral” feedback. This has made the research vague as the correct answers were not provided.
- The employees do not think they are discriminated due to their caste, religion they follow, ethnicity, race, gender.
- The employees feel that organization is supportive of a healthy work life balance
- The employees do not feel much stressed at work and they have enough time to spend time with their family.

REFERENCES

- Jeremiah J. Sullivan, (Jul., 1986), *The Academy of Management Review*, Vol. 11, No. 3, pp. 534-549
- Anil Chandra kumara and Pramila Rao,(2016) *Effective Human Resources Management Practices in Small and Medium Enterprises, Project Management*, Vol.3, page: 236-238
- Rafaeli, Anat, and Robert I. Sutton, (1987)“Expression of Emotion as Part of the Work Role.” *The Academy of Management Review*, vol. 12, no. 1, 1987, pp. 23–37. JSTOR
- Freud, S (1961), “The problem of anxiety”, *Psychoanalytic Quaterly Press*, New york.
- Blackburn, R ,(1965) “Emotionally, repression-sensitization and maladjustment” , “*Br. J. Psychiatry*, page: 399-404.

SUGGESTIONS

- Through the research it can be suggested that employees must be included in the improvement of work processes. This will help in increasing the sense of involvement within the organization and also, it will install a sense of teamwork amongst the employees.
- The employees can have access to mental health resources such as meditation, yoga sessions. This will help in removing monotony in the workplace also, builds informal friendships and teamwork.
- The organization must focus on not pressurizing or burdening the employees with too much work. The organization must focus in quality or work not quantity.