A Study on Perception of Employees Towards Organizational Climate in IT Industry, Coimbatore

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Abstract— Organisational climate comprises the attitudes, values, beliefs, norms and customs of an organization. Climate of an organisation is necessary for an insight into important dimensions such as communication, cooperation, creativity, employee satisfaction, morale, etc. All these factors determine the effectiveness of the organisation. Organisation is likely to be more effective if there is two-way communication and employees are cooperative and have better perception of the organisation. The study is conducted to know the prevailing organizational climate in the IT industry because it has become one of the most robust in the world. Many people are employed with the IT sector. So the researcher mainly concentrate on IT employees. With the help of this study, the company can enhance the working conditions and the overall climate of the concern by eliminating the dissatisfactions and providing a congenial work atmosphere for the workers to work with. Here, the research question addressed in this study is: How organisational climate influences the employees and their involvement in an organisation?

Key words: Organisation; Climate; work Atmosphere

I. INTRODUCTION
Organisational Climate (OC) is about perception of the climate in an organisation and it is related to the feeling of employee about the working conditions in an organisation. Pritchard and Karasick (1973) defined Organisational Climate as a relatively enduring quality of an organisation's internal environment which results from the behaviour and policies of its members, is perceived by its members, and acts as a source of pressure for directing activity. It is a general expression of what the organisation is. It is the summary perception which people have about the organisation. It conveys the impressions people have of the organisational internal environment within which they work.

Organisational climate is a qualitative concept. It is very difficult to explain the components of organisational climate in quantitative or measurable units. Organisational climate built up over a period of time. It represents a relatively enduring quality of the internal environment that is experienced by the organisational members. Organisational climate is a multi-dimensional concept. The various dimensions of the organisational climate are individual autonomy, authority structure, leadership style, pattern of communication, degree of conflicts and cooperation etc.

II. OBJECTIVES OF THE STUDY
- To find out the factors influencing organisational climate in IT industry.
- To find out the level of satisfaction of the employees about the organization facilities
- To find out the employees perception about organisation climate

III. LIMITATIONS
- The attitude of the worker changes from time to time. Hence the result of the project may be applicable only at present.
- We cannot get exact information because some of the employees are unwilling to share the information.

IV. REVIEW OF LITERATURE
- Lawrence R. James and Allan P. Jones (1974) focus on the extent to which organisational climate duplicates other organisational and individual domains.
- Tengku Marini (2007) revealed that male staff perceived organisational climate more favorable as compared to females. Meanwhile the friendly, precise and attentive style was found to be the predominant communication styles among the staff and the predominant organisational climate was achievement oriented climate.
- According to Newman (2010), Joyce and Slocum (2010), the structure of the organisation can influence employees’ perceptions of their climate. Steven P. Brown and Thomas W. Leigh (1996) stated that perceptions of motivating and involving psychological climate were related to job involvement, which in turn was related to effort. Effort was also related to work performance.
- Zhang Zhen, Ma Li, Ma Wenjing (2003) explored the relationship between organisational climate and employee involvement in organisations in Mainland China. After clarifying the constructs of organisational climate and employee involvement, the study conducted one way ANOVA and regression analyses to examine how organisational climate influenced employee involvement in organisations. The results showed that significant geographical difference was found in employee involvement. Non bureaucratic, supportive and communicative climates were the strongest predictors of the employee involvement.

V. RESEARCH METHODOLOGY
The researcher has adopted the descriptive research design for the study. Data are collected through survey method with the help of questionnaire. Random sampling methods are adopted. People of the study was those who are all working in IT industry, Coimbatore. The secondary data were collected from books, journals & websites. In this study, chi square, annova and simple percentage, F ratio tools are used.
VI. ANALYSIS AND INTERPRETATION

A. Simple Percentage Analysis:
Source: Primary data

Inferences
From the above table it is clear that 35% of the employees are in the age group of 21-25 years, 60% of the respondents are female, 48% of the respondents are having U.G. degree holders. Majority of the respondents have below 2 years of experience and 48% of the respondents income level is above Rs.10,000.

Table 1: Factors Influencing organisation climate
Source: Primary data

Table: Factors Influencing organisation climate

<table>
<thead>
<tr>
<th>Factors</th>
<th>High ly satisfied</th>
<th>Satisf ied</th>
<th>Neut ral</th>
<th>Dissan sted</th>
<th>Highly dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>20(18)</td>
<td>30(27)</td>
<td>10(9)</td>
<td>33(30)</td>
<td>17(15)</td>
</tr>
<tr>
<td>Co-operation</td>
<td>20(18)</td>
<td>33(30)</td>
<td>30(27)</td>
<td>20(18)</td>
<td>7(6)</td>
</tr>
<tr>
<td>Welfare facilities</td>
<td>15(14)</td>
<td>40(36)</td>
<td>25(23)</td>
<td>25(23)</td>
<td>5(4)</td>
</tr>
<tr>
<td>Workload and hours</td>
<td>40(36)</td>
<td>28(25)</td>
<td>10(9)</td>
<td>22(21)</td>
<td>10(9)</td>
</tr>
<tr>
<td>Opportunity for Career de velop ment</td>
<td>40(36)</td>
<td>38(35)</td>
<td>10(9)</td>
<td>12(11)</td>
<td>10(9)</td>
</tr>
<tr>
<td>Work methods</td>
<td>22(21)</td>
<td>40(36)</td>
<td>30(27)</td>
<td>10(9)</td>
<td>10(9)</td>
</tr>
<tr>
<td>Work environment</td>
<td>44(40)</td>
<td>35(32)</td>
<td>13(12)</td>
<td>7(6)</td>
<td>11(10)</td>
</tr>
<tr>
<td>Job satisfaction</td>
<td>30(27)</td>
<td>40(36)</td>
<td>10(9)</td>
<td>20(18)</td>
<td>10(9)</td>
</tr>
</tbody>
</table>

The above table indicates that there is a significant relationship between working environment & gender & Work methods & New technology.

VII. CHI SQUARE TEST

Table 2: Chi Square Test

<table>
<thead>
<tr>
<th>Description</th>
<th>Degree of freedom</th>
<th>Level of significance</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working Environment &amp; Gender</td>
<td>4</td>
<td>5%</td>
<td>significance</td>
</tr>
<tr>
<td>Work methods &amp; New Technology</td>
<td>4</td>
<td>5%</td>
<td>significance</td>
</tr>
</tbody>
</table>

VIII. ANOVA

Table 3: ANOVA

<table>
<thead>
<tr>
<th>Description</th>
<th>Source of variation</th>
<th>Sum of square</th>
<th>Degr ee of freedom</th>
<th>Mean square</th>
<th>F-ratio</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conflict between management and Employees</td>
<td>Between sample</td>
<td>SSC= 120</td>
<td>4</td>
<td>30</td>
<td>15</td>
<td>No Significance</td>
</tr>
<tr>
<td></td>
<td>Within sample</td>
<td>SSE= 40</td>
<td>20</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Eliminate strikes and lockouts</td>
<td>Between sample</td>
<td>345.6</td>
<td>4</td>
<td>136</td>
<td>17.26</td>
<td>No Significance</td>
</tr>
<tr>
<td></td>
<td>Within sample</td>
<td>158</td>
<td>20</td>
<td>7.9</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary data

Inferences
The above table indicates that there is a no significant relationship between gender and Conflict between management and Eliminate strikes and lockouts

IX. FINDINGS

Most of the respondents are satisfied with Communication, Welfare facilities, Work methods and working environment, Job satisfaction

X. SUGGESTIONS

- Management must encourage the employees to participate in decision making which brings good communication between subordinates and superior and to achieve organisational goals and objectives.
- The organisation has to provide various conducive work environment like work schedule options, motivating factors, career development, training methods, Proper communication system and Work methods to suit the various needs of different categories of employees based on demographic factors.
- The management should encourage employees to work on their interested project which increases their efficiency and job satisfaction.

XI. CONCLUSION

Organizational climate forms a significant determinant of human behavior in organizations. It connects the objectives aspects of organization, such as technology, leadership, etc with the motivation and behavior of the human resources. In general, most of the respondents are Dissatisfied with the monetary aspects, work environment, policies and procedures, industrial relation and relationship pattern in the concern.

XII. FUTURE IMPLICATIONS

The final recommendation relating to the conclusions of this research is that further studies be conducted to explore the relationship between organisational climate dimensions, How it is interlinked with productivity, commitment, involvement and having an indirect influence on employee satisfaction levels.

REFERENCES