

Internal Process and Organizational Climate in the Heavy Vehicles Body Building Industry

*P.Chitra, **Dr.V.Balaji, ***Dr.Jothi Jaykrishnan

*Research Scholar, Dept of Business Administration, Annamalai University

** Assistant Professor, Dept of Business Administration, Annamalai University

*** Associate Professor, Dept of Business Administration, Annamalai University

Corresponding author: P.Chitra

Abstract: Organizational climate represents how the employees feel about the environment in the organization. This paper aims to analyse how the internal process affects the organizational climate in the heavy vehicles building industry. Internal process such as welfare, supervisor support, co-workers support and organizational climate are considered for this study. Questionnaire is prepared by the researcher for these factors. The primary data are collected through survey method. Convenience sampling is applied for selecting the employees. Sample of 456 respondents are taken. The sample respondents are working in the top companies of heavy vehicles body building in the Karur, District. The collected data are entered into the SPSS software package. Further, descriptive statistics and Pearson correlation are applied to know the employees' perception towards organizational climate. It is found that welfare, supervisor support, co-workers support, are the factors moderately perceived by the employees in heavy vehicles body building industry. Internal process has a strong and positive relationship with organizational climate.

Key words: Organizational climate, Welfare, Supervisor Support, and Co-workers Support.

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I. Introduction

Today workforces are filled with various mindsets. In the past few years, there are numerous supports on Human Resource development, lifelong learning and continuous where organizational climate is one of the important in the developing skill among the employees.

The study of the climate of an organization is necessary for an insight into important dimensions such as Welfare, Supervisor Support, Co-workers Support, and Work Environment etc. All these factors determine the effectiveness of the organization. Organization better is likely to be more effective if there is two-way communication and employees are cooperative and have higher job satisfaction and feel committed to the organization. Their productivity will also be higher. Thus, good organizational climate is instrumental to higher employee satisfaction, better human relations and higher productivity. The role of climate in employee satisfaction, and organizational effectiveness can be shown with a hypothetical model that specifies the relationship between the major sets of variables. Along with structure, technology and practice exert important influences on climate.

Research problem

The emerging climate represents the arena which is influenced by managerial policies, organization structure and technology and external environment. When climate is conducive to the needs of individual, we would expect goal-directed behavior to be high. The ultimate behavior or outcomes are determined by the interaction of individual needs and perceived organizational environment. The feedback regarding resulting level of performance contributes not only to the climate of the particular work environment, but also to possible change in management policies and practices. Thus, climate has an important influence on performance and satisfaction of the employees. If the climate is favorable, there would be greater organizational effectiveness.

Objective

To analyse the employee's opinion towards internal process and organizational climate in the heavy vehicles body building industry.

II. Methodology

Descriptive research is applied to know the relationship between welfare, supervisor support, and co-workers support and organizational climate in the industry. Based on the literature review, the researcher

developed the questionnaire for these factors. The questions are asked in the five point likert scale, where, 5 means strongly agree and 1 means strongly disagree. The employees who working in heavy vehicles body building industry at Karur district they are taken as the population of the study. From the population, samples of 456 respondents are taken in this study. The sample respondents are taken based on the convenience sampling methods. Further, primary data were collected using questionnaire. The collected data are entered into SPSS 16 version. Descriptive statistics and correlation test are applied to answer the research objective.

III. Analysis and Interpretation

Table 1 Employee opinion toward welfare

Welfare	Mean	Std. Deviation
This company pays attention to the interests of employees	3.54	1.550
This company cares about its employees	3.50	1.548
This company tries to be fair in its actions towards employees	3.32	1.511

Source: Primary data computed

Table 1 shows the employees opinion towards welfare facilities provided in the heavy vehicles body building industry. Here, welfare is analysed with three statements in the five point likert scale. Further, mean and standard deviation are calculated each statement. The mean values are ranged from 3.54 to 3.32. The calculated standard deviations value lies between 1.55 to 1.51. From the mean value, it is noted that employees are highly rated that the industry has listen their employees interest (3.54) followed by, the industry care about their employees welfare (3.50) and industry has to think about their employees, before make any actions (3.32). From the standard deviation values, it is noted that the employees opinion towards welfare facilities in the industry is found to be at similar level. It shows that the employees who are working in the industry, they have perceived good organizational climate.

Table 2 Employees opinion toward Supervisor Support

Supervisor Support	Mean	Std. Deviation
Supervisors here are really good at understanding employees' problems.	3.65	1.560
Supervisors show that they have confidence in those they manage.	3.64	1.547
Supervisors here are friendly and easy to approach.	3.60	1.520
Supervisors can be relied upon to give good guidance to employee.	3.41	1.516
Supervisors show an understanding of the employee who work for them.	3.47	1.549

Source: Primary data computed

Table 2 shows that the employees opinion towards supervisory support in the body building industry. Here, supervisor support is analysed with five statements in the five point likert scale. Further, mean and standard deviation are calculated each statement. The mean values are ranged from 3.65 to 3.41. The calculated standard deviation value lies between 1.56 to 1.51. From the mean values, it is observed that the employees are highly rated that the supervisors are really understand their employees problem (3.65) followed by, supervisor shows that they are much confidence to manage their employees (3.64), supervisor always friendly manner (3.60), supervisor shows that their good relationship with employees (3.47) and supervisor has to play guidance role with their employees (3.41). From, the standard deviations values, it is inferred that the employee perception towards supervisor support about the industry is found to be at the similar level.

Table 3 Employees opinion towards Co-workers support

Co-workers	Mean	Std. Deviation
My Co- workers help others if they fall behind in their work.	3.75	1.667
My Co-workers willingly share expertise and skills with other members of the unit.	3.51	1.538
My Co-workers try to act like peacemakers when co-workers have disagreements.	3.45	1.530
My Co-workers take steps to prevent problems with other co-workers.	3.63	1.644
My Co-workers willingly give time to co-workers who have work-related problems.	3.38	1.567
My Co-workers talk to co-workers before taking action that might affect them.	3.70	1.684
My Co-workers provide constructive suggestions about how the unit can improve its effectiveness.	3.70	1.647

Source: Primary data computed.

Table 3 explains the employees opinion towards co-worker support in the body building industry. Here, co-worker support is analysed with seven statements in the five point likert scale. Further, mean and standard deviation are calculated each statement. The mean values are ranged from 3.75 to 3.38. The calculated standard deviation value varies between 1.68 to 1.53. From the mean value, it is observed that the employees are highly rated that co-workers help others done any fault (3.75) followed by, co-worker discussion with others before taking action that might affect them (3.70), co-workers provide constructive suggestion about how the unit can improve its effectiveness (3.70), co-workers takes steps to prevent problems with other co-workers (3.63), co-workers willingly share expertise and skill with other members of the unit (3.51), co-workers try to act like peacemakers, when others disagreements (3.45) and co-worker willingly give time to others have work related problem(3.38). From the standard deviation values, it is inferred that the employees perception towards co-worker support about the industry is found to be at similar level.

Table 4 Relationship between Internal process and Organization climate

Internal Process	Climate	
	r- value	P-value
Welfare	0.913	0.001*
Supervisor support	0.939	0.001*
Co-workers support	0.926	0.001*

Source: Primary data computed (*Significant at One percent level)

The internal process dimensions are not having relationship with organization climate. In order to verify the above stated hypothesis, person’s correlations test is applied.

The test result is displayed in the table 4. The calculated r-values are lies between from 0.939 to 0.913. The correspondent P-values are significant at one percent level. It shows that the stated hypothesis is rejected.

It is shows that the internal processes are having relationship with organizational climate. From the r-values, it is inferred that the supervisor support is having strong relationship with organizational climate (0.939) followed by co-worker support (0.926), work environment (0.916) and welfare (0.913).

1. Finding and Recommendation

It is recommended that the body build industry might be care about their employee interest and tries to be fair in its actions towards employees.

It is recommended that the body build industry supervisor support to make good relationship with their employees.

It is recommended that the body build industry managers have to take the input from their co-workers.

It is found that the employees are rated higher level of welfare about the heavy vehicles body building industry. Here, the body building industry employees are strongly encouraged to enhance their skills.

It is found that the employee is having higher level of supervisor support about the body building industry. Here, the body building industry employees are need supervisor support to perform more in their work.

It is found that the employee is having higher level of co-worker support about the body building industry. Here, the body building industry employees are given support their co-workers and given suggestion to others.

It is found that the internal process is having positive relationship with organizational climate. The supervisor support factor is having strong relationship with organizational climate.

IV. Conclusion

It is analysed the relationship between welfare, supervisor support, co-workers support and organizational climate It is found that the employees are perceived good organizational climate in terms of welfare, supervisor support, co-workers support. Welfare facilities, support from supervisor and co-worker are having strongly relationship with organizational climate. Hence, the heavy vehicles body building industry should have more concentration in these factors.

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