



AN ANALYTICAL STUDY ON EFFECTIVENESS OF HR SERVICES AT NATIONAL THERMALPOWER CORPORATION, SINGRAULI (M.P.)

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Abstract

Human resources services means the services which are provided by HR department as a administrative as well as a services department. This study is under taken with a view to assess the effectiveness of HR services at National thermal power corporation. (NTPC) Singrauli (Madhya Pradesh) India.

The hypothesis of the study is there is no relationship between grade of employees and effectiveness of HR services and there is no significant difference in the in pact of all parameters upon the effectiveness of HR service.

The data were collected from 150 respondents of different parameters there is six parameters are quality. Promptness fairness. friendliness, facilitation and customer, feedback. Questionnaire having 19 factors to assess effectiveness of HR services and its different parameters were distributed and the score have been obtained on a 5 point scale.

In order to make. The interpretation easier chi-square test and Anova. is conducted to extent the relationship between the grad of employees and the effectiveness of HR services.

The result indicate that the chi-square calculated is less then the chi-critical, hence it is proved that there it no relationship the grade of employees and effectiveness of HR services. Grade of employees is independent from effectiveness of HR services. There is no significances in the impact of all parameter upon the effectiveness of HR services. Results shows that nature of worlds of HR department is satisfactory at NTPC (VSTPS).It would also be very beneficial to develop a positive attitude of employee towards HR department.

Keywords: *HR services. HRM*

1. INTRODUCTION

Human resource services means which all provided by HR department is administrative as well as service department. HR function includes a variety of activities and key among them is deciding what staffing needs they have and whether to use independent contractors or hire employees to fill these needs, recruiting and training to this employees. ensuring their personnel and management practices conform to various regulations. Activities also include managing their approach and to develop their competencies to employee benefits and compensation, employee records and personnel policies. However they should always ensure that employees are aware of personnel policies which conform to current regulating. There policies are often in the form of employee manuals, which all employees have success of any organisation depends on it valuable human resource. Achieving service quality through valuable human resource strongly depends upon the organisation at culture and working environment.

To deal with the attitude and behavior of the human resource. HR best services play an important role to motivate, train, develop, retain & satisfy their valuable HR.

2. OBJECTIVE OF THE STUDY

1. To understand the basic needs and wants of employee from service of HR.
2. To collect best possible suggestion in order to make services more effective.
3. To measure internal customer's (employees) satisfaction with services effectiveness of various services more effective.
4. To measure HR services effectiveness on more them one parameter to arrive at comparative ranlcing.
5. To collect data and analysis them by applying difference statistical tool.

3. RESEARCH METHODOLOGY

With a view of analyzing the variations of HR services of NTPC-VSTPS Singrauli (M.P.) questionnaires distributed among the different cadres. To measure the HR services and policies.

A 19 items survey questionnaire distributed to the respondents. The scoring was analyzed on five point scale and score was simplified in chi-square test and ANOVA (analysis of variance).

Five categories of gradation were strongly disagree, disagree, neither disagree nor agree, agree and strongly agree.

In order to test credibility of the work the statistical tools chi-square and Anova (Analysis of variances) has also adopted.

3.1 Data Collection

The primary data was collected by using questionnaire through survey method on employees and personal interaction with them. The questionnaire has 19 questions. A likert scale (five point scale) was used such as strongly disagree, disagree, disagree disagree nor agree, agree and strongly agree and secondary data consist of readily available in format in various company data base. Available in formation on various company database, magazines & journals.

3.2 Tools of Analysis

- A. Chi-square test.
- B. ANOVA (Analysis of variance)

3.3 Area of Study

The area of study in NTPC-VSTPC(Singrauli)

3.4 Analysis and Interpretation

The study on effectiveness of HR services followed in company and maximum number of employee are agree with effectiveness of HR services.

4. STATISTCA/TOOLS FOR DATA ANALYSIS

4.1 Chi-Square Test

The Chi-square statistics is used to compare the observed frequency of some observation with an expected frequency. The comparison of observed and expected frequencies is used to calculate the value of the chi-square statistics which in term can be compared with the distribution of chi-square to make an inference about statistical make an inference about statistical problem. The symbol for chi-square and the formula are it follows-

$$X = \sum \frac{(O-E)^2}{E}$$

where,

O is the observed frequency

E is the expected frequency

The degree of freedom for the one dimensional chi-square statistics is - 3.4 In this study HR services divided into six parameters quality, promptness, friendliness & fairness, customer feedback & facilitation.

$$Df = C - 1$$

Where C is the number of categories or level of the independent variable Chi-square test is conducted to extent the relationship between the grade of employees and the effectiveness of services.

Grade	Effectiveness of HR serves			Total
Executive	11	32	42	85
Non-Executive	6	16	43	65
Total	17	48	85	150

Sources- primary data

Fig. shows relationship between grade of employees and the effectiveness of services.

Expected	Observed	(O-E)	(O-E) ²	(O-E) ² /E
11	9.6333	-1.3667	1.8678	0.1698
32	27.2000	-4.8000	23.0400	0.7200
42	48.1667	6.1667	38.0278	0.9054
6	7.3667	1.3667	1.8678	0.3113
16	20.8000	4.8000	23.0400	1.4400
43	36.8333	-6.1667	38.0278	0.8844
			125.8111	4.4309

Fig. statistical analysis of (chi-square test) relationship between the grade of employees and the effectiveness of services.

Degree of significance	0.05
Degree of freedom	2
chi-calculated	4.4309
Chi-critical	5.9915

Fig. : Above table compare the obtained value of chi-square with the critical value.

From the above table we can compare the obtained value of chi-square with the critical value for the 0.5 level and with degree of freedom 2.

Since, the chi-calculated is less than chi-critical, hence it is proved there is no relationship between the grade of employees and effectiveness of HR services. So, we can say that grade of employees is independent from effectiveness of HR services.

5. CONCLUSION

II. After going through the statistical analysis the following is concluded-

- Nature of work of HR department is satisfactory at NTPC.
- Behaviors of the employees is friendly and they have patience in dealing with employees and in clarifying their doubts and queries and helping as for they can.
- They are competent and well trained in performing their duties.
- They extend their help to other department of NTPC in an unbiased way and treating all employees as equal.
- They take regular feedback and conduct surveys to know about employees needs and problems to overcome with them.

4. ANOVA (ANALYSIS OF VARIANCE) SINGLE FACTORS

When we wish to look at differences among three or more sample means, we use a statistical test called analysis of variance or ANOVA. Analysis of variance yields a statistic F, which indicates if there is a significant difference among three or more sample means.

For the purpose of comparative study I have segregated the data into 6 different parameters-

- Quality - x1
- Promptness - x2
- Fairness - x3
- Friendliness - x4
- Facilitation- x5
- customer feed back – x6

X1	X2	X3	X4	X5	X6
3.41	2.88	2.99	3.53	3.30	3.29
3.27	3.18	3.62	3.80	3.33	3.35
3.33	3.49	3.57	3.33	3.38	3.30
3.19	3.52		3.51	3.62	
	3.47				

Soules- Primary data

HO states that there is no significant difference among the means of these 6 groups.

SUMMARY				
Groups	Count	Sum	Average	Variance
X1	4.00	13.21	3.30	0.01
X2	5.00	16.55	3.31	0.08
X3	3.00	10.18	3.39	0.12
X4	4.00	14.17	3.54	0.04
X5	4.00	13.63	3.41	0.02
X6	3.00	9.93	3.31	0.00



Confidence	95
Significance	0.05

ANOVA						
Source of Variance	85 55	Df	MS	F	P-value	F crit
Between gr.	0.17	5	0.03	0.79	0.57	2.81
With in gr.	0.75	17	0.04			
Total	0.92	22				

Sources- Primary data

Since the P value is greater than the value of significance. So the Null hypothesis H_0 is accepted-Hence, there is no significant difference in the impact of all parameters upon the effectiveness of HR services.

H_1 - There is a significance differences among the means of 6 groups.

5. CONCLUSION

II. NTPC-VSTPS'S HR department is one of several department which are vaying for input of the strategic level at decision making process within organisation and it subscribes to the belie that efficiency, effectiveness and success of the organisation depends largely on the skills, abilities and commitment of the employees who constitute the most important asset of the organisation. Thus, I conclude that NTPC consider (HR) to be an important and imperative-ethically,legally, socially and commercially. An activity that enables the organisation to "give something back to the community".

Websites-

- www.ntpc.co.in
- www.google.w.in
- www.cithr.com
- www.Karmavog.com
- www.esmworld.com
- www.businessworld.com