

# **“ANALYTICAL STUDY OF HUMAN RESOURCE MANAGEMENT PRACTICES IN MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED & ITS EFFECT ON EMPLOYEE SATISFACTION LEVEL WITH REFERENCE TO NAGPUR ZONE”**

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**“Great Vision Without Great People Is Irrelevant.”**



**Abstract :-** This research work has been done to measure the satisfaction level of employees about current HR practices with special reference to MSEDCL (NZ). Today to sustain in such a competitive market it's very important to retain good employees that contribute towards the attainment of Organizational goal and customer satisfaction as well. Data was collected based on structured questionnaire method for 3 major HRM Practices namely Performance Management System, Employee Relations & Remuneration and Benefits Administration.

**Introduction :-** Human Resource Management is defined as “planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance & separation of human resources to the end that individual, organizational & social objectives are achieved” - Edwin Flippo.

Human Resource is considered to be most valuable asset in any organization. Hence it should be utilized to the maximum possible extent in order to achieve individual & organizational goals.

Staff well-being and their level of satisfaction and engagement have been found to directly impact on organizational performance and ultimately organizational success. It is an obvious statement but high employee satisfaction levels can reduce employee turnover. Dissatisfied employees tend to perform below their capabilities, result in high turnover of staff and leave their jobs relatively quickly, and are not very likely to recommend your company as an employer. Satisfied employees tend to contribute more in terms of Organizational productivity and maintaining a commitment to customer satisfaction. Staff satisfaction surveys give employees a voice and also allow the pinpointing of problematic areas, leading to the raising of staff satisfaction levels, developing and reviewing of staff management, and optimizing corporate communications. “Employee Satisfaction is a positive

orientation of an individual towards a work role which he is presently occupying” - Vroom

Performance Appraisal System should be fair so that it creates healthy competition among employees. It includes Promotion; Growth Opportunity.

Employee Relations involves appointment of special Labour Officers/ Industrial Relation Officers/ Public Relation Officers to see that all Employees related laws are followed & proper Welfare Schemes are designed.

Unique Remuneration and Benefits Administration includes Best Salary Structure, Allowances, Advances, and Terminal Benefits & Other Benefits.

**Objective of study** To study the various factors influencing Employee Satisfaction ; To analyze the impact of Remuneration & Benefit Strategy on Employee Satisfaction Level; To study the level of Motivation among employees based on Performance Management System; To analyze the factors affecting Employee Turnover based on Employee Relationship Strategy.

**Design** The universe for the present is finite. Finite universe gives a certainty for the items. The universe for the present study is MSEDCL, Nagpur Zone, Nagpur. Universe is population. In the present study, the universe is MSEDCL.

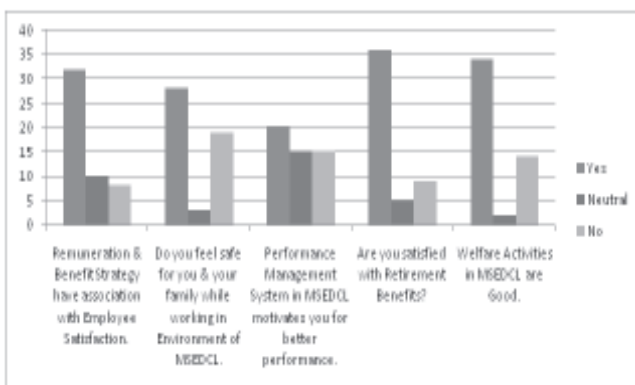
**Sample Frame** Sample frame from which the sample is to be drawn is MSEDCL, NZ Office

**Sample Size** Technical Officers/ Employees:25; Non Technical Employees:25

**The study Questions**  
Yes    Neutral  
          No

Remuneration & Benefit Strategy have association

with Employee Satisfaction.	32	10	8
Do you feel safe for you & your family while working in Environment of MSEDCL.	28	3	19
Performance Management System in MSEDCL motivates you for better performance.	20	15	15
Are you satisfied with Retirement Benefits?	36	5	9
Welfare Activities in MSEDCL are Good.	34	2	14



**Findings** Many employees (32) agree that Remuneration & Benefit Strategy have association with Employee Satisfaction. Also more than 50% (28) employees feel safe in working environment & employee relationship policies of MSEDCL. PMS motivates only 40% (20) employees. Retirement & Welfare activities satisfy most of the employees (36, 34).

The findings of this study illustrate that most of the employees in MSEDCL are satisfied but PMS has still scope for improvement.

Suggestions for increasing the satisfaction level among Employees about current Human Resource Practices are listed as under.

1. Information about Performance Management System should be given to employees as many employees are not aware of detailed system. Also many employees are not satisfied with current PMS. Modern techniques of Promotion should be used.

2. Welfare activities in MSEDCL are good but more awareness should be spread specially about schemes like Medical Insurance Policy, Scholarship Scheme for children etc.

**Research limitations** The Study includes Data of only Nagpur Zone Employees of MSEDCL.

**Conclusion** The paper concludes that the overall employees with special reference to MSEDCL were satisfied with their organization. More than 50% employees agree that Remuneration & Benefit strategy is better than other companies. Positive point is Employees feel safe about them & their families in MSEDCL Environment.

MSEDCL is still using traditional method for promotion. So employees are not satisfied with the current method. Hence company should use Modern techniques.

#### References

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