

HUMAN RESOURCE MANAGEMENT AT NAGARJUNA FERTILIZERS AND CHEMICALS LIMITED

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Abstract

Human resource management is concerned with people element in management. Since every organization is made up of people, acquiring their services, developing their skills/ motivating to high level of performances and ensuring that they continue to maintain their commitments to the organization which are essential to achieve organizational objectives. This project is meant to know the Human Resource Policies in the organization. The HR Policies are a tool to achieve employee satisfaction and thus highly motivated employees. The main objective of various HR Policies is to increase efficiency by increasing motivation and thus fulfill organizational goals and objectives. The objective is to provide the reader with a framework of the HR Policy Manual and the various objectives that the different policies aim to achieve. The main focus was on the managerial levels of employees in Nagarjuna Fertilizers and Chemicals Limited.

I. INTRODUCTION

Human Resource Management is concerned with the people dimension in management. Since every organization is made up of people, acquiring their services, developing their skills motivating to their levels of performance and ensuring that they continue to maintain their commitment to the organization are essential to achieving organizational objectives.

Development of HRM in India both at the level of practice as well as the academic level has followed the international pattern albeit with a time. Over the period of time HRM functions have developed pure legal and mandatory requirements to meeting the requirements of facing competition successfully. Human resource departments are involved with efforts to improve productivity through changes in employee relations. QWL

means having good supervision, good working conditions, good pay and benefits and an interesting, challenging and rewarding job. High QWL is sought through an employee relations philosophy that encourages the use of QWL efforts, which are systematic attempts by an organization to give workers greater opportunities to affect their jobs and their contributions to the organization's overall effectiveness. That is, a proactive human resource department finds ways to empower employees so that they draw on their "brains and wits," usually by getting the employees more involved in the decision-making process. The HR Roles and Responsibilities needs to react to this basic request by the organization to keep the level of the satisfaction. Unfortunately, when you browse the Internet to find information about the HR Roles and Responsibilities, you usually find the tables describing the split of roles and responsibilities between HRM function and the internal clients.

Research Objective:

To study the best HR practices of Knowledge Management in Nagarjuna Fertilizers and Chemicals Limited.(NFCL)

1. Understand the present status of Knowledge Management in NFCL.
2. Identify the strengths and weaknesses of Knowledge Management in NFCL and also suggest for converting the weaknesses in to strength.
3. To study the employee satisfaction about the supervision in NFCL.
4. To create awareness about Knowledge Management and its policies.

Research Methodology:

Collection means the assembling, for the purpose of particular investigation of entirely new data, presumably not already available in published sources. The task of data collection begins after a research problem has been defined and research design plan chalked out. While deciding about the method of data collection to be used for the study, the researcher should keep in mind two types of data viz., Primary data and Secondary data. The primary data are those, which are collected afresh, and the first time. And thus happen to be original in character.

The secondary data, on the other hand, are those which have already been collected by someone else and which have already been passed through the statistical process.

The method of collecting primary data and secondary data differs, since primary data are collected originally while in case of secondary data the nature of collection work is merely that of compilation. According to Prof. J. Medhi, "Data is termed primary when the data collected for the first time by the investigation and is termed secondary when the data are taken from records or data already available".

II. REVIEW OF LITERATURE

Leavitt (2023) Proposes that an organization can change four things its task or purpose, its technology, its structure and its employees. Hostage (2023) believes that a service firm's contact personnel comprise the major determinants of service quality.

Berry (2023), Gronroos (2021) and Gummesson (2020) stated that if a management wanted its employees to deliver an outstanding level of service to customers, it must be prepared to do a great job with its employees.

Mc Cleary and Weaver (2023) indicated that good service is defined on the basis of identification of measurement behaviours that are important to customers.

Lewis and Booms (2023) propose that service quality resides in the ability of the service firm to satisfy its customer needs i.e. customer satisfaction.

Beer and others (2023) also stress the importance of HRM in getting managers involved in the dissemination of the organization's central mission to all employees.

Russel, Terborg and Powers (2023) demonstrated a link between the adoption of employment training programs and financial performance.

Zemke and Albrecht (2023) suggested that service plays an important role in defining a restaurant's competitive strategies and identified systems and strategies for managing service.

Russel, Trevor and Powers (2022) demonstrated a link between the adoption of employment training programs and financial performance. As suggested by (Levitt, 1986; Gronroos, 1994; Morgan, 1994; Gummesson, 1999; Bejou et al, 2022) trust, commitment, ethical practices, fulfilment of promises, mutual exchange, emotional bonding, personalization and customer orientation have been reported to be the key elements in the relationship building process.

Gronroos (2022) Customers evaluate banks' performance mainly on the basis of their personal contact and interaction.

Rutherford (2022) reported that motivation makes an organization more effective because motivated employees are always looking for better ways to do a job, so it is important for management to understand how organizations influence the motivation of their individual employees.

Cascio (2022) argues that the financial returns associated with investments in progressive HR practices are generally substantial. Schneider and Bowen (1993) postulated that by recruiting and selecting right people, training them to work in the market segment allocated to them, rewarding them according to the objective achieved by them would get benefits to the organization.

Terpstra and Rozell's (2022) study of the relationship between recruiting/selection practices and firm performance, where they found a significant and positive link between extensiveness of recruiting, selection and the use of formal selection procedures and firm performance.

Fisk et al., (2022) Academics and practitioners have demonstrated interest in issues that surround the measurement of service quality and the

conceptualization of the relationship between service quality and consumer satisfaction.

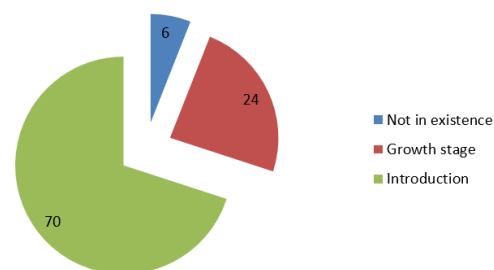
Fisk et al., (2022) The interest in service quality parallels the focus on quality, total quality management, and satisfaction in business.

Schneider & Bowen (2022) Management should be aware of this closeness, which has a strong influence customer's perception of service quality.

Palmer (2021) The role of marketing is to achieve organizational aims by satisfying user's needs, and HRM is about reaching organizational aims. For this reason HRM must be concerned with satisfying external customer needs.

III. DATA ANALYSIS & INFERENCES

3. Current Status of Knowledge Management in NFCL

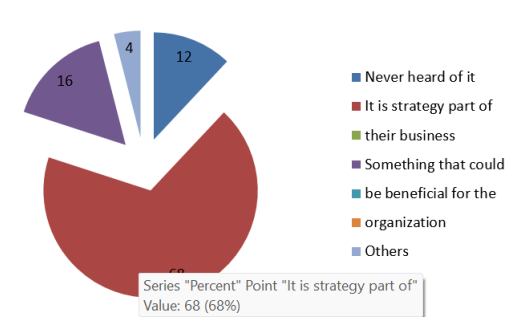


INTERPRETATION :

From the above frequency table and bar diagram, we interpret that the **current**

status of the knowledge management of NFCL is in introduction stage.

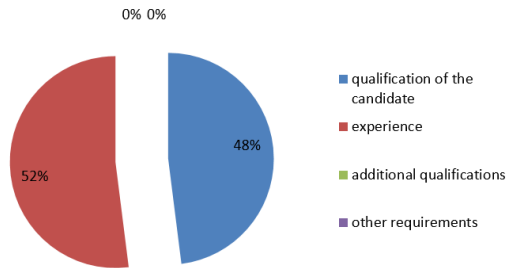
4. ROLE OF KNOWLEDGE MANAGEMENT IN NFCL:



Interpretation:

From the above frequency table and pie chart, we infer that 34 out of 50 employees are feeling that knowledge management is a strategy part of their business.

5.What are the Parameters in selection for testing the knowledge of an Employee?



Interpretation:

48% of the members say that Qualification of the candidate is the Parameters in selection for testing the knowledge of an employee. 52% says that experience is the parameter in

selection for testing knowledge of an employee. No opted that additional qualification is the parameter for it.

IV.FINDINGS

- There are more female (82%) workers when compared to male (18%).
- Most of the workers belong to the age group 20-25(58%).
- The current status of the knowledge management of NFCL is in introduction stage.
- 68% of the employees are feeling that knowledge management is a strategy part of their business.
- Employees getting relevant knowledge in a week or more in the age group 20-25
- Most of the employees are don't want to leave organization.
- 44% of the employee thinks that the new knowledge creation is a part of the organizational philosophy and culture.
- In NFCL, Gender is independent of facing difficulties in the company.
- In NFCL, Employees are motivated good using knowledge management

V.CONCLUSION

Knowledge Management in NFCL has truly come a long way from the time when employees only shared information through body of knowledge documents. NFCL strongly believes that having a culture of knowledge sharing and reuse is

more critical than building technology infrastructure.

Any new effort needs top management push in the early stages and the full cooperation of the top executives of the company is of utmost importance. The top management of NFCL ably supported its KM activities, which is making it a success as the top brass was quite early in recognizing that Knowledge is the currency of the new millennium and knowledge management is a key survival imperative.

VI. REFERENCES

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