

## **A STUDY ON ORGANIZATIONAL CLIMATE AT SPENCER'S LIMITED**

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### **ABSTRACT:**

Human resource of an organization is considered as the most important variable which affects the effectiveness of an organization. It is the only resource which can use all other resources to achieve organizational objectives. Since it is an important resource the satisfaction of human resource is equally important. Organizational Climate is one of the factors affecting the satisfaction of the employees. This study focuses on impact of different dimensions of Organizational Climate on job satisfaction & employees' commitment. The objectives of this study are to find the relationship between Organizational Climate SPENCER'S as well as employees' commitment. To undertake this study a questionnaire was developed based on important Organization Climate dimensions such as rewards, warmth, support & commitment, structure, risk & conflict, standards career development & growth, other factors etc.

### **Keywords:**

JOB SATISFACTION, EMPLOYEES, REWARDS, SUPPORT AND CONFLICT .

### **INTRODUCTION:**

Projects are an inevitable part of a Professional Curriculum. On-the-job Training is "to learn by doing itself". The total concept of summer training rotates around a system of protocols where the trainee/participant plan Study and the orientations being derived from the Study Concerns can exposure to a level of knowledge. Keeping all this in view, I was placed with the SPENCER'S, Hyderabad. I was assigned a task concerning a Study related to Organizational Climatic Conditions prevailing Intra-Morally in a Financial Organization with special reference to Job-Stress Management and a hypothetical aspect of the standing of SPENCER'S in Hyderabad. The Profile Protocol of a Report generally is based upon a conceptual framework so as to provide précised information about the entire Project Work. Keeping this point, it has been conceived, studied and analyzed. Over the past few decades' large-scale organization change has become a way of life in American business. TQM, cycle-time reduction, process re-engineering, theory of Constraints, and general flattening of the organization have, at various times, led the parade of favored approaches to organization change.

### **OBJECTIVES OF THE STUDY:**

To investigate the relationships between some characteristics of climate and employee satisfaction.

- To analyze the organizational factors which affect to employee satisfaction.
- To give recommendations for making improvements in the organizational climate.
- To examine the impact of communication, reward system & team work on employee performance.
- To examine the impact of direction, relationship & career- development opportunities on employee performance.

#### **SOLUTIONS.**

### **NEED AND IMPORTANCE OF STUDY**

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### **SCOPE OF THE STUDY:**

Helping individuals to develop capabilities from within all four circles appears to provide them with domains of expertise for driving effective change that traditional structural-only models have lacked. The challenges in designing effective, non-coercive training processes for the inner circles are formidable. Yet the potential gains for effective change management appear great enough to warrant the development of suitable new practices.

### **RESEARCH METHODOLOGY:**

The study is about the organizational climatic condition and the work organization culture in the SPENCER'S. The study is done on the basis of both primary and secondary data bases collected from the organization.

#### **Primary Data Sources:**

- Help of the questionnaire from non-executives.
- Informal talk with the executive personnel.
- Informal talk with the employees of the organization.

#### **Secondary Data Sources:**

- Induction Booklet regarding the information of the organization.
- Information from the organizations website.

### **STATISTICAL TOOLS**

- **Questionnaire**

- **Frequency**
- **Correlation**
- **Regression**

## **LIMITATIONS**

- Employees are hesitant to speak about the organization, as they feel that this would hamper the image of their organization. They think it will hamper the image of the company. This shows their loyalty towards their company but it prevents them from giving the true picture and hence affecting the outcome.
- Some of the employees were not willing to respond to the questions of the survey as they believe that it would be of no use to them.

## **REVIEW OF LITERATURE:**

**Definition:** Farzinfarabod et al. (2013), talk of the impact of organizational communication on job satisfaction and organization commitment in Iran. The employees get job satisfaction from better communication from supervisor, working environment and commitment to the job. These variables help the employees to get financial and non-financial rewards from the organization.

**Christian Vandenberg et al. (2015)** their study represents that normative commitment escorts to lesser well being and abridged performance of employees. Employees' loyalty is the sense of commitment to the organization. The implication for the study was employees' normative commitment functioning are highlighted in the organization.

**Abdurrahman Emhan et al. (2014)** have studied the effect of learning capacity arising out of turnover intention and organizational commitment in Turkey. There is a significant relationship among turnover intention, organization commitment and learning capacity. Learning capacity is a mediating effect in the turnover intention and organizational commitment.

**INDUSTRY PROFILE:** Organizational climate refers to an employee's long-lasting perception of the working environment and culture of the business they work for. You can think of climate as similar to personality: every person has a unique personality, and every organization has a unique climate. This is reflected as a set of characteristics and features perceived by employees. These influence employees behavior at work across various dimensions such as relationships, autonomy, and organizational structure.

A positive organizational climate increases organizational commitment – the bond employees have with their organization.

Climate is not created overnight; rather, it is built up and shaped over a long period through a collation of experiences and interactions. For example:

- whether an employee feels trusted to perform their role without micromanagement,

- how managers and peers treat them,
- whether they feel like they're growing and developing within the organization,
- how effectively conflict is managed,
- how incentivized they are to perform, and much more.

Businesses can use organizational climate to gauge how employees feel about their policies, practices, and culture and ensure these align with their overall vision, long-term goals, and strategy. This is key to creating a workplace environment that your employees love and thrive in. The happier they are, the more productive they will be, and the stronger their results.

### **COMPANYPROFILE:**

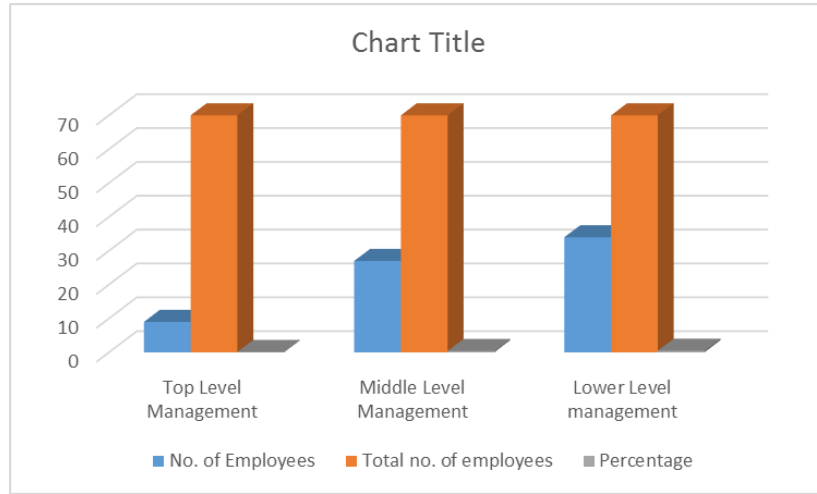
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### **DATAANALYSIS&INTERPRETATION**

#### **1 Analysis of Designation /Management Level.**

	<b>Top Level Management</b>	<b>Middle Level Management</b>	<b>Lower Level management</b>
<b>No. of Employees</b>	9	27	34
<b>Total no. of employees</b>	70	70	70
<b>Percentage</b>	12.8%	38.6%	48.6%

Table.1



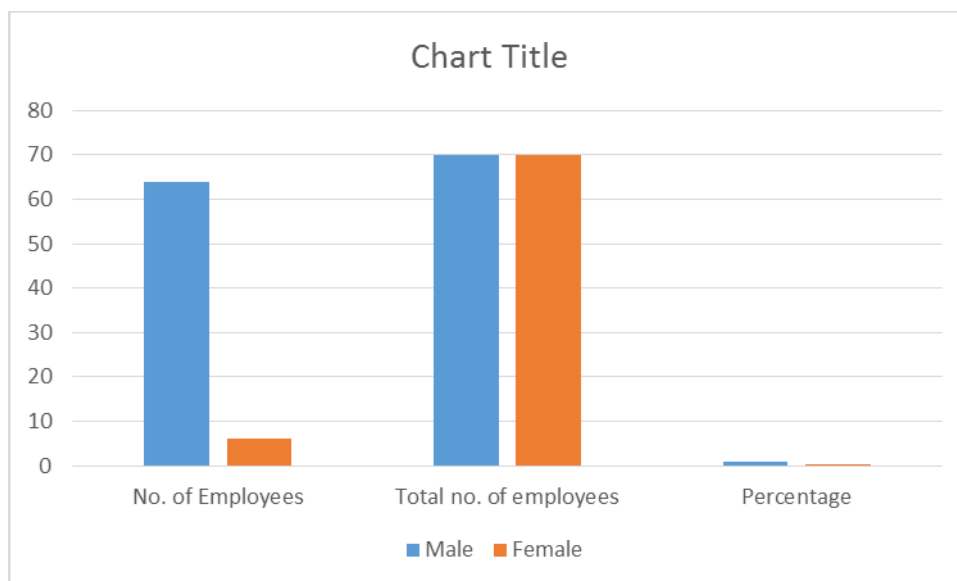
Graph.1

**INTERPRETATION:** The first area of analysis which concerns my study relate to the designation criteria and obviously displays its relationship with the management level. My responses in terms of respondents falling under the top management amount 9(12.8%), middle level amounting to 27(38.6%) and bottom level amounting to 34(48.6%). This means that the majority of my respondents who were investigated for their opinion on organization climate changes fell under the bottom level management and the minimum being under the category of top management. This entire picture could be depicted through the following bar diagram.

2. Analysis of Gender.

	Male	Female
<b>No. of Employees</b>	64	6
<b>Total no. of employees</b>	70	70
<b>Percentage</b>	91.4%	8.6%

Table.2



Graph.2

**INTERPRETATION:** In the fourth question, we have assessed about the no. of male and female employees working in SPENCER’S Ltd. The above frequency table shows that the percentage of male employees, i.e. 91.4% is 10 times more than that of female employees which is only 8.6%. The above configuration can be shown through following visual expression.

### **FINDINGS&SUGGESTIONS:**

**FINDINGS:** The findings of the study generally relate to the major observations without which my study is never complete. In this case, where my research work was related to Organizational Climatic Conditions, the hypothesis has been taken care of and the findings as given under would help in proving the same.

**SUGGESTIONS:** Level of interaction between the manager and the employees should be brought at a better level.

Management should get more concerned about the infrastructure facilities and profit-making of the organization.

Proper attention should be given to the problems of its customers regarding claims and policies.

**CONCLUSION:** While interviewing with different employees and customers of during my Summer-Training Period, they gave me valuable suggestions to change various things in SPENCER’S in order to make it a more competent organization. It is agreed that the employees in this organization are fully satisfied and majority of them are happy working within the organization. Sometimes the work load makes them stressed but the infrastructure facilities are well enough to help them out with their stress and working conditions.

## **BIBLIOGRAPHY:**

**Books:**The list reference for the purpose of completing this summer training project report is as given below:

<b>S.NO.</b>	<b>TITLE OF THE REFERENCE MATERIAL</b>	<b>AUTHOR AND OTHER DETAIL</b>
1.	SPENCER'S Limited- Annual Report	
2.	<a href="http://www.sribed.com">www.sribed.com</a>	-
3.	<a href="http://www.google.com">www.google.com</a>	-
4.	<a href="http://www.allbusiness.com">www.allbusiness.com</a>	-
5.	<a href="http://www.vininvestments.com">www.vininvestments.com</a>	-