“Study of working environment at NTPC, BADARPUR”

By

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ABSTRACT

The study aims to understand the perception of the employees regarding working life balance, training and development, performance management and quality management within the organization. It is a descriptive study. A climate survey was conducted on the staff of NTPC, Badarpur. The sample size is 100. The data has been analyzed using excel and SPSS. The study finds the lack of transparency in promotion and transfer, less chances of getting promoted for seniors because of not having merit cum seniority system, lesser opportunities of education facilities for higher studies for employees’ children at projects. NTPC, Badarpur is an organization which provides all types of facilities to its employees thereby providing satisfaction to its employees to a great extent. Communication matrix should be strictly adhered to more free flow of communication by top and middle management. More clarity regarding job description may be helpful.

Keywords: working life balance, training, development, employee welfare, performance management, quality management.

INTRODUCTION

Working environment, or organizational culture, sometimes also called organization ideology refers to a pervasive way of life and a set of norms. In associations there are profound set convictions about the way ought to be sorted out, the way specialist ought to be worked out, how individuals ought to be remunerated, and how they ought to be controlled. The way of life of an association can now and then be noticeable in its building and its workplaces. It can be show in the sorts of individuals it utilizes, the sort of profession yearnings they hold, their status in the public eye, their level of instruction and their level of versatility.
An expansive research college will have a culture very unique in relation to that of an assembling firm or a retail location. Various types of libraries have diverse societies, mirroring the earth in which they are set. Indeed, even inside an association societies will change. The examination division will have an alternate air than the organization, which will be not the same as that of where operational exercises occur.

THE IMPORTANCE OF WORKING ENVIRONMENT

The atmosphere is the vibe of the association, the individual and shared observations and states of mind of the association's individuals. While the way of life is the profoundly established nature of the association that is a consequence of long-held formal and casual frameworks, standards, conventions, and traditions; atmosphere is a fleeting wonder made by the present administration. Atmosphere speaks to the convictions about the "vibe of the association" by its individuals. This individual view of the "vibe of the association" originates from what the general population accepts about the exercises that happen in the association. These exercises impact both individual and group inspiration and fulfillment.

The idea of hierarchical atmosphere was formally presented by the human relationists in the late 1940s. Presently it has turned into an extremely valuable analogy for contemplating and depicting the social framework. Authoritative atmosphere is additionally alluded to as the "situational determinants" or "Ecological determinants" which influence the human conduct.

A few people have utilized authoritative culture and hierarchical atmosphere reciprocally. In any case, there are some essential contrasts between these two terms. Atmosphere of an association is to some degree like the identity of a man. Similarly as each individual have an identity that makes him special and not quite the same as different people. Every association has a hierarchical atmosphere that unmistakably recognizes it from different associations.

Essentially, the hierarchical atmosphere mirrors a man's impression of the association to which he has a place. It is an arrangement of one of a kind attributes and components that are seen by the workers about their associations which fills in as a noteworthy compel in impacting their conduct. In this way, authoritative atmosphere in a wide sense can be comprehended as the social setting of the association.

CHARACTERISTICS OF WORKING ENVIRONMENT

The nature of working environment will be clear from the following characteristics:

1. General Recognition: Authoritative atmosphere is a general articulation of what the association is. It is the rundown observation which individuals have about the association. It passes on the impressions individuals have of the hierarchical inner condition inside which they work.
2. Theoretical and Impalpable Idea: Hierarchical atmosphere is a subjective idea. It is exceptionally hard to clarify the segments of authoritative atmosphere in quantitatively or quantifiable units.

3. One of a kind and Area Character: Authoritative atmosphere gives an unmistakable personality to the association. It clarifies how one association is unique in relation to different associations.

4. Continuing Quality: Authoritative atmosphere developed over some stretch of time. It speaks to a generally persisting nature of the inner condition that is experienced by the hierarchical individuals.

5. Multi-Dimensional Idea: Hierarchical atmosphere is a multi-dimensional idea. The different measurements of the hierarchical atmosphere are singular self-governance, expert structure, administration style, example of correspondence, level of contentions and collaboration and so on.

IMPACT OF WORKING ENVIRONMENT

Authoritative atmosphere impacts, as it were, the execution of the representatives since it majorly affects inspiration and occupation fulfillment of individual workers. Hierarchical atmosphere decides the workplace in which the worker feels fulfilled or disappointed. Since fulfillment decides or impacts the proficiency of the representatives, we can state that hierarchical atmosphere is straightforwardly identified with the effectiveness and execution of the workers.

The hierarchical atmosphere can influence the human conduct in the association through an effect on their execution, fulfillment and dispositions. There are four components by which atmosphere influence the conduct of the representatives.

1. Imperative Framework: Hierarchical atmosphere can work as a requirement framework in both the positive and negative sense. This should be possible by giving data to the representatives about what sort of conduct will be compensated, rebuffed or overlooked. In this manner, conduct can be affected by differing degrees of prizes and disciplines. Such a requirement framework would impact the conduct of those individuals who are most inspired by those particular esteems which are doled out to various behavioral results.

2. Assessment of Self As well as other people: Authoritative factors may influence conduct through assessment of self as well as other people. In this assessment procedure both the physiological and mental factors will be related. Such assessment will influence the human conduct.

3. By going about as Jolts: Hierarchical variables can impact human conduct by going about as boosts. As boosts they impact person's excitement level, which is a motivational variable
coordinating human conduct. The level of excitement will specifically influence the level of initiation and thus execution.

4. By Helping the Person to Frame Discernment: Authoritative variables impact the conduct by helping the person in shaping an impression of the association. The discernment at that point impacts conduct. Along these lines, great hierarchical atmosphere is instrumental to higher worker fulfillment, better human relations and higher profitability.

LITERATURE REVIEW

Maamari and Majdalani (2017) come about demonstrate that the pioneers' enthusiastic insight affects his/her initiative style. In addition, the pioneers' style influences straightforwardly the particular representatives' sentiment authoritative atmosphere to differing levels. The change between various styles is observed to be little.

Kim (2017) comes about uncovered that there was a positive relationship between differing qualities atmosphere for ladies and female representatives' expectations to remain. Besides, in the examination of societal manliness' directing part, it was demonstrated that differing qualities atmosphere for ladies were very persuasive in reinforcing the expectation to remain for female workers from a manly society. Then again, for those from a ladylike society, the effect of differences atmosphere for ladies was not as solid with respect to those from a manly society. By elucidating the part that a societal culture played in female laborers' goals to remain with their utilizing association, the aftereffects of the review accentuated the significance of strong settings at work, as well as inside a general public.

Oliveira and Jabbour (2017) the proposed structure is an endeavor to show how each kind of bunch administration is probably going to prompt distinctive reactions in group based SMEs. These reactions are identified with phases of CSR in which SMEs connect with, the hindrances to EM they confront, the sorts of EM practices they utilize, the environmental change system sorts they utilize, and the sorts of advantages that accumulate to SMEs from engagement in CSR.

Rubel et al (2017) think about demonstrated that as the moral atmosphere of an association enhances, the aim to leave decays and the more probable workers are to build up a feeling of sense of duty regarding the association. It likewise found an improve in the probability that the moral atmosphere of the work environment would diminish turnover when representatives had a more elevated amount of support from their line chiefs or bosses.

Singh et al (2017) found that higher worker work fulfillment builds benefit quality and this expands lodgings' benefit. Then again, worker work fulfillment creates higher consumer loyalty and builds lodging gainfulness through future deals and client positive goodwill.
Sharma and Bhargava (2016) Positive mental assets had developed as another upper hand to use upon among associations. Versatility is one such positive mental asset. Relationship of strength with supervision, advancement and change and client benefit, which were taken to speak to hierarchical atmosphere in the review, would clear approach to create maintainable upper hand for future associations. Aftereffects of test drawn from representatives of data innovation segment delineate positive relationship of flexibility with supervision, development and change, and inconsequential connection with client benefit.

Viitala (2015) the unit-level investigations uncovered that distinctive sorts of hierarchical atmospheres were associated with various sorts of employment prosperity in the unit. Hierarchical atmosphere sorts were differentially associated with stress and criticism, however were not associated with work engagement. Representatives in units where work atmosphere was all things considered assessed as especially powerless detailed essentially bring down prosperity than those in units with better work atmosphere. The best atmospheres – "casual and inviting" and "empowering and steady of new thoughts" – appeared to be more unequivocally associated with prosperity than negative atmospheres.

Bamel et al (2013) The discoveries propose that authoritative atmosphere measurements, i.e. authoritative process, charitable conduct, part clearness and correspondence, results-rewards introduction and certain parts of relational connections assume a critical part in expanding administrative viability. The outcomes show routes in which associations may create steady atmospheres keeping in mind the end goal to fortify viability of the authoritative individuals.

Jing et al (2011) Strong atmospheres have a tendency to be related with higher hierarchical execution (i.e. money related execution, staff fulfillment, consumer loyalty) in little retail drug stores, and may decrease staff turnover. The outcomes propose that chiefs ought to consider making warm and strong hierarchical atmospheres to upgrade business execution, worker work fulfillment and authoritative duty, and increment representative residency.

Moreno et al (2008) the consequences of the examination uncover to start with, that the connection between the measurements of hierarchical atmosphere, view of support for development and execution is directed by authoritative slack. Second, a solid association exists between the diverse measurements of authoritative atmosphere. At long last, the consequences of the exploration additionally demonstrate that a solid association exists between the distinctive measurements of hierarchical atmosphere and view of support for development.

RESEARCH METHODOLOGY

Objectives of the study:
• To understand the working environment at NTPC, Badarpur, Faridabad.
To understand the perception of the employees regarding working life balance, training and development, performance management and quality management within the organization.

Scope of the study: The scope of the study was limited to NTPC, Badarpur, Faridabad.

Research Design: It is a Descriptive study. And the target area was limited to NTPC, Badarpur. Although each organizational climate study is tailored to meet the needs of an individual organization, in general, they are aimed at all aspects of the employees’ jobs. A climate survey was conducted on all the staff of NTPC, Badarpur. The total strength of NTPC Employees was 1347 at the time of the study conducted. I had received 100 respondents’ response (64 executives, 15 supervisors and 21 workmen) for the survey on which I had conducted statistical analyses using excel and SPSS.

Data sources and tools used:

1. Primary Sources: Primary sources of data included interactions with the employees. Structured questionnaire on Organizational Climate study required the preparation of a detailed questionnaire which could capture all possible areas of satisfaction and dissatisfaction of the employees. The questions were on a 5 point scale, where 1 was the least satisfaction level and 5 was the most satisfaction level. There were also a couple of open ended question.

2. Secondary sources: The major sources of secondary data were the records of the organization, the annual reports and the literature review available on the internet.

DATA ANALYSIS AND INTERPRETATIONS

A. Work life Balance
Figure 1: responses for “The top management of the organization goes out of its way to make sure that employees enjoy their work”

Table 1: descriptive statistics for “The top management of the organization goes out of its way to make sure that employees enjoy their work”

<table>
<thead>
<tr>
<th>Top management of the organization goes out of its way to make sure that employees enjoy their work.</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25</td>
<td>0.07</td>
</tr>
</tbody>
</table>

Interpretations: The mean indicates that 59.25% of employees are satisfied with the existing working environment and they get support from top management for making their working environment more flexible. And standard deviation is found to be 30.90% which indicates that there is a variability of about 30.90% from the mean. It can be interpreted by having a look at the chart that most of the employees have chosen “mostly” and “sometimes true”.

B. Training and development (T & D)

Figure 2: responses for “Senior officer executives in the organization take active interest in their junior and help them to learn their job”

Table 2: descriptive statistics for “Senior officer executives in the organization take active interest in their junior and help them to learn their job”

<table>
<thead>
<tr>
<th>Senior officer executives in the organization take active interest in their junior and help them to learn their job.</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50</td>
<td>8.95</td>
</tr>
</tbody>
</table>
Interpretations: Around 69.50% of the employees are in favor that senior officer take active interest in their work and help them to learn their job. This shows that around 69.50% of employees are satisfied with the response which they get from their senior officer. Also the standard deviation is 20.89% indicating there is a variability of about 20.89% in the work life balance from the mean of whole distribution.

T & D (2)

Figure 3: responses for “Employees sponsored for training programmes are on the basis of genuine training needs”

Table 3: descriptive statistics for “Employees sponsored for training programmes are on the basis of genuine training needs”

<table>
<thead>
<tr>
<th>Employees sponsored for training programmes are on the basis of genuine training needs.</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>65.25%</td>
<td>25.26086</td>
<td></td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 65.25% of the employees are in favor that on the basis of genuine training needs employees are sponsored for training programmes. They are satisfied with the existing training system. Whenever there is a need of training, the employees are sent to the training department. Standard Deviation here indicates that there is a variability of about 26% from the mean. If we have a look at the chart we can also identify that most of the employees have chosen “mostly” and “sometimes true” as a response.

T & D (3)
Figure 4: responses for “Employees returning from training programmes are given opportunities to try out what they have learnt”

Table 4: descriptive statistics for “Employees returning from training programmes are given opportunities to try out what they have learnt”

<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees returning from training programmes are given opportunities...</td>
<td>61.50</td>
<td>26.45</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 61.50% of the employees are satisfied with the existing training system and agree with the question asked that they have been given opportunities to try out what they have learnt. Standard Deviation here indicates that there is a variability of about 26.45% from the Mean in the distribution. From the chart it is quite visible that most of the employees are in the favor of the question asked.

T&D (4)
Figure 5: responses for “Development of the subordinates is seen as an important part of their job by the manager”

Table 5: descriptive statistics for “Development of the subordinates is seen as an important part of their job by the manager”

<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of the subordinates is</td>
<td>.6875</td>
<td>1.34</td>
</tr>
<tr>
<td>seen as an important part of their</td>
<td></td>
<td></td>
</tr>
<tr>
<td>job by the manager.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 68.75% of the employees are in favor of the statement that importance is given to subordinates’ development. They are satisfied with the existing training and development system. Standard Deviation here indicates that there is a variability of about 21.13% from the calculated mean. If we have a look at the chart there is not a single employee who has chosen “not at all true”. Most of the employees are satisfied with the response given by manager to their subordinates.
Figure 6: responses for “The personnel policies in the organization facilitate employees’ development”

Table 6: descriptive statistics for “The personnel policies in the organization facilitate employees’ development”

<table>
<thead>
<tr>
<th>personnel policies in the organization facilitate employees’ development</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>75</td>
<td>183</td>
<td></td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 67.75% of the employees are satisfied with the existing policies in the organization which facilitates employees’ development. Standard Deviation indicates there is a variability of about 26.18% from the calculated Mean. From the graph it is visible that employees are satisfied with the existing working policies.

T&D (6)
Figure 7: responses for “Delegation of authority to encourage junior to handle higher responsibilities is quite common in the organization”

Table 7: descriptive statistics for “Delegation of authority to encourage junior to handle higher responsibilities is quite common in the organization”

<table>
<thead>
<tr>
<th>Delegation of authority to encourage junior to handle higher responsibilities is quite common in the organization.</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.6300</td>
<td>0.26227</td>
<td></td>
</tr>
</tbody>
</table>

Interpretations: Around 63% of the employees agree with the fact that encouraging junior to handle higher responsibilities is common at NTPC, Badarpur. Standard Deviation here indicates that there is a variability of about 26.22% from the calculated central value. If we have a look at the chart none of the supervisor category employee has chosen “rarely true” and “not at all true” as a response. While most of the executives, supervisors and workmen are in the favor of the statement.

T&D (7)
Figure 8: responses for “The organization's future plans are made known to the managerial staff to help them in preparing themselves and their juniors for the future”

Table 8: descriptive statistics for “The organization's future plans are made known to the managerial staff to help them in preparing themselves and their juniors for the future”

<table>
<thead>
<tr>
<th>organization's future plans are made known to the managerial staff to help in preparing themselves and their juniors for the future.</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25</td>
<td>218</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 66.25% of the employees are in the favor of the statement that organization’s future plans are made known to the managerial staff which proves helpful in the junior development. Standard Deviation indicates that there is a variability of about 20.21% from the Mean. If we have a look at the chart there is no bar present for the “not at all true” option. Most of the employees are satisfied with the future development plans.

C. Performance Management (PM)
Figure 9: responses for “People lacking competence in doing their job are helped to acquire competence rather than being left unattended”

Table 9: descriptive statistics for “People lacking competence in doing their job are helped to acquire competence rather than being left unattended”

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>People lacking competence in doing their job are helped to acquire competence rather than being left unattended.</td>
<td>25</td>
<td>0.31</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 64.25% of the employees are satisfied with the existing performance management system. They are in the favor that people lacking competence in doing their work are helped to acquire competence. Standard Deviation here indicates that there is a variability of about 25.93% from the Mean. If we have a look at the chart most of the employees have chosen “mostly” and “sometimes true” as their response.
Figure 10: responses for “Promotion decisions are based on the suitability of the employee rather than on favoritism”

Table 10: descriptive statistics for “Promotion decisions are based on the suitability of the employee rather than on favoritism”

<table>
<thead>
<tr>
<th>Description</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotion decisions are based on the suitability of the employee rather than on favoritism.</td>
<td>65.50</td>
<td>27.47</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 65.50% of the employees are in favor of the statement that promotions are based purely on the employees’ performance. There is no biasness in the promotion decisions. Standard Deviation indicates that there is a variability of about 27.47% from the mean. If we have a look at the chart it is clearly understood that most of the employees are in support of the promotion decisions. According to the employees there is no biasness in the promotion decisions and they are based on the employees’ performance.

P.M (3)
Figure 11: responses for “Performance appraisal reports in the organization are based on the objective assessment and adequate information, and not on favourism”

Table 11: descriptive statistics for “Performance appraisal reports in the organization are based on the objective assessment and adequate information, and not on favourism”

<table>
<thead>
<tr>
<th>Performance appraisal reports in the organization are based on the objective assessment and adequate information, and not on favourism.</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>591</td>
<td></td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 69.50% of the employees are in the support that performance appraisal report is purely based on the right information and real work and not on the biasness. Standard Deviation here indicates that there is a variability of about 20.59% from the Mean. If we have a look at the chart, only executives have chosen “not at all true” as a response. Most of the employees are satisfied with the existing performance appraisal system.

P.M (4)
Figure 12: responses for “The top management of the organization makes effort to identify and utilize the potential of the employees”

Table 12: descriptive statistics for “The top management of the organization makes effort to identify and utilize the potential of the employees”

<table>
<thead>
<tr>
<th>Description</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The top management of the organization makes effort to identify and utilize the potential of the employees.</td>
<td>0.6800</td>
<td>0.21638</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 68% of the employees agree that top management makes effort to identify the potential of the employees and the employees are given chance to utilize that potential. Standard Deviation here indicates that there is a variability of about 21.6% from the Mean. From the chart, we can conclude that employees are in agreement of the statement that the top management makes effort to identify and utilize the potential of the employees.

D. Quality Management
Figure 13: responses for “The quality management of the organization goes out of its way to make sure that employees enjoy their work”

Table 13: descriptive statistics for “The quality management of the organization goes out of its way to make sure that employees enjoy their work”

<table>
<thead>
<tr>
<th>Count</th>
<th>Not At All True</th>
<th>Sometime True</th>
<th>Mostly True</th>
<th>Almost Always True</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>75</td>
<td>249</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 74% of the employees are satisfied with the quality management of the organization. They are in the favor of the statement that organization always tries to provide quality products and services to its customers and to its employees. Standard Deviation here indicates that there is a variability of about 18% from the Mean. In the chart there is no bar for “rarely true” option. And only 1% of the executives have chosen “not at all true” as their response. So most of the respondents are satisfied with the quality management in the organization.

Work Life Balance total
Figure 14: responses for “Work Life Balance”

Table 14: descriptive statistics for “Work Life Balance”

<table>
<thead>
<tr>
<th>Work Life Balance: The top management of the organization goes out of its way to make sure that employees enjoy their work.</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.5925</td>
<td>0.30907</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 59.25% of the employees are satisfied with the existing working environment and they get support from the top management for making their working environment more flexible. And Standard Deviation 30.90% indicates that there is a variability of about 30.90% from the mean. If we have a look at the chart, most of the employees have chosen “almost, mostly, and sometimes true” as their response.

Training and Development total
Interpretations: The Mean indicates that around 66% of the employees are satisfied with the Training and Development procedures of the organization and about 34% of the employees are not satisfied with the existing procedures. According to the respondents, there should be some changes in the existing system. For example, should be more training sessions for the workers. Standard Deviation here indicates that there is a variability of about 24% from the mean.
Figure 16: responses for “Performance Management TOTAL”

Table 16: descriptive statistics for “Performance Management TOTAL”

<table>
<thead>
<tr>
<th>Performance Management TOTAL</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.6681</td>
<td>0.24078</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 67% of the employees are satisfied with the existing Performance Management system of the organization, and about 33% of the employees are not satisfied with the existing Performance Management system. Standard Deviation indicates that there is a variability of about 24% from the calculated Mean. If we have a look at the chart, most of the employees have chosen first three options as their response.

Quality Management total
Figure 17: responses for “Quality Management TOTAL”

Table 17: descriptive statistics for “Quality Management TOTAL”

<table>
<thead>
<tr>
<th>Total Quality Management TOTAL</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>75</td>
<td>249</td>
</tr>
</tbody>
</table>

Interpretations: The Mean indicates that around 74% of the employees are satisfied with the existing Quality Management system of the organization and about 24% of the employees are not satisfied with the existing system. There is a variability of about 18% from the calculated Mean.

FINDINGS

• Lack of transparency in promotion and transfer.
• For seniors, less chances of getting promoted because of not having merit cum seniority system.
• Lesser opportunities of education facilities for higher studies for employees’ children at projects.
• Much emphasis is not given for higher studies of executives.
• In NTPC, fast track growth policies are there for technical employees but non-technical employees having higher qualifications like MBA, ICWA are not provided fast track growth policies.

CONCLUSION

Organisation climate is one of the important indicators which affect on business goals achieving by an organization. It means that employees more productive in organisation with better
organisation climate. That is why it is very important. NTPC, Badarpur is an organization which provides all types of facilities to its employees thereby providing satisfaction to its employees to a great extent. Communication matrix should be strictly adhered to more free flow of communication by top and middle management. More clarity regarding job description may be helpful. Systematic induction is required. Human Resource requirements in teams need to be relooked ensuring adequate team members in a team. Employees are committed towards organization’s goal. NTPC, Badarpur should move with the emerging technologies so that it can cope up with the faster competition.

RECOMMENDATIONS

- There should be implementation of pension scheme by the central Government as soon as possible because most of the employees going to be retired and those employees who have already been retired were having the same complaint during the survey.
- Same facilities should be provided to both the levels of the employees i.e. to executives and non-executives because if same facility is provided to both the levels of employees no difference would be there in the performance of their work.

REFERENCES

