

CERTIFICATE OF PUBLICATION

This is to Certify that the article entitled

RESEARCH ON HUMAN RESOURCE MANAGEMENT PERFORMANCE MANAGEMENT & REWARD SYSTEM

Authored By

Ms. Sonal Jain

Published in

Phal anx-A Quarterly Review for Continuing Debate

Vol-18, No.2 (April - June) 2023

ISSN: 2320-7698 Peer Reviewed Refereed UGC Care Listed Journal

Impact Factor: 5.6



ज्ञान-विज्ञान विभूतये



I/C Principal
Reena Mehta College of Arts, Science,
Commerce & Mgt. Studies
Bhayandar (West), Dist. Thane - 401 101

Phal anx
A Quarterly Review for Continuing Debate

CERTIFICATE OF PUBLICATION

This is to Certify that the article entitled

RESEARCH ON HUMAN RESOURCE MANAGEMENT PERFORMANCE MANAGEMENT & REWARD SYSTEM

Authored By

Mr. Abhishek M Naik

Published in

Phal anx-A Quarterly Review for Continuing Debate

Vol-18, No.2 (April - June) 2023

ISSN: 2320-7698 Peer Reviewed Refereed UGC Care Listed Journal

Impact Factor: 5.6



सिद्धयर्थं विद्यया



I/C Principal

Reena Mehta College of Arts, Science & Mgt. Studies
Bhayandar (West), Dist. Thane - 401 101

Phal anx
A Quarterly Review for Continuing Debate

RESEARCH ON HUMAN RESOURCE MANAGEMENT PERFORMANCE MANAGEMENT & REWARD SYSTEM

¹Ms. Sonal Jain ²Mr. Abhishek M Naik

Abstract

Reporting a new method of Appreciating the staff of the college, by arranging an awards for the best performance by the individual & even by the department, which would not only lead in better work place practices but also would enhance their motivation to work for the college giving their complete dedication on their work place. Assessment of the staff are carried out on a set criteria, which is controlled or screened under by IQAC committee & Management, further enhancing their chances of promotion or increments based on the number of nomination for the award. Such practices are needed for keeping staff engaged, carry a healthy competition in the college & also for maintaining loyalty towards the institution for its good deed. This Research is based specifically on the Employee Reward & Performance appraisal focusing mainly on our Expertise," Degree College & their Teaching, Non-Teaching Staff".

Introduction

What Is Work Culture?

When choosing to apply for jobs, most people look for an atmosphere that is par with their goals and values through a healthy work culture. Every workplace has a unique characteristic of culture that forms over time. Work culture can influence individuals and vice versa, so it is important to seek out a workplace where you see the potential for growth. Work Culture is not only about maintain the working atmosphere or motivating your employees, it also comprise of appreciating their performance through Rewards & Recognitions.

Introduction to Degree College

Degree College means a university-affiliated college where students study at a college according to the norms that universities award bachelor's degrees to the students. Degree college diplomas are generally divided into four categories: associate, bachelor, masters, and doctoral. Each college has different durations, requirements, and outcomes. Generally, students can earn a master's degree in two years of curriculum study. Students specializing in specific areas of study earn advanced degrees. A bachelor's degree is an academic procedure that leads to qualifications such as a Bachelor of Arts (BA), a Bachelor of Science (BSc), a Bachelor of Commerce (B.Com) or BSc IT, BAF & BBI. The college may also have list of streams extending to Fashion designing, Interior designing, Hotel Management, etc.

Objectives

(Of Staff Recognition)

- Attract and retain suitable employees
- Maintain or improve Staff's performance
- Appraisal system for Staff advancement
- Staff empowerment for their dedication & goodwill

¹ (HOD, BMS), Reena Mehta College of Arts, Science, Commerce & Management Studies

² (HOD, B.Sc. HS, RDM), Reena Mehta College of Arts, Science, Commerce & Management Studies



Delegating staff for handling higher responsibilities.

Decentralization or Departmentalism of College Employees

As we have seen, a Degree College compiles of above mentioned courses, & so are assigned with dedicated qualified staff for that particular stream. Staffs are further classified as Teaching & Non-Teaching Staff (Admin, Accounts, Library, etc.) All Staffs are specialized in their area of expertise. Where they are working under the duty schedule.

Reward System for Staff & Faculties

As per the schedule, Staff working in college are bound with more pressure & responsibilities. This is the reason why the college needs to keep their staff Motivated. Motivation can be made through rewarding or empowering the staff. For the same reason College has classified their staff in Teaching & Non-Teaching, where College should perform a Town hall in auditorium for Rewarding or Appreciating their staff, every month. Reward is broad construct that can be anything that the staff value that staff is willing to offer in exchange for their contribution. Reward system normally implemented to influence individual behavior and motivating employee in work. It provides job satisfaction and increase institute effectiveness.

Rewarding the staff, starts by a committee which is organized by the management of the college, naming under IQAC committee

Rewarding is mostly followed under a set standard which is set by the Management of an Institute, where Students, employee colleagues & Parents have their feedback over particular criteria of the staff.

Criteria for Appreciation

(Teaching Staff – Stream HOD's & Subject Professors)

Rewards are further segmented in Departmental stream HOD's & Subject Lecturers.

HOD's Criteria

1. Should handle the department smoothly & efficiently in an organized manner.
2. Must motivate the staff for taking initiatives (such as encouraging his/her departmental professors for setting up the workshops, seminars & field visits)
3. Must complete any given work in a time frame. (Such as timely submission of Reports, Registers, logbooks, etc.)
4. Must ensure the departmental syllabus are completed in a timely manner, with proper allocation of timetable.
5. Organizing Guest lectures, student's engagement activities & Projects should be their priority.
6. PTM meeting, students counselling, absenteeism & pending dues follow-up should be carried on regular basis.
7. Department should encourage their students to participate in extracurricular activities, college & inter college events.
8. Should maintain the decorum of his/her department, ensuring staff grooming, punctuality & initiatives.



9. He/She should also be able built healthy relationships with other department HOD's & Faculty member as maintaining the Core of the institution.
10. Ensure all students in their department, have all their documents sorted & completed as per University guidelines.
11. Routine check on university websites or college software for any news updates, exam timetable or students enrollment features.
12. HOD should also engage with their staff, related to training new faculty members, passing on instructions from top management, regular meeting or weekly updates from staff, etc.
13. Daily update of students' attendance, lectures taken & syllabus completion on institutional software should be checked.
14. Making surprise audit, checking the stationery or material inventory should be carried on a regular basis.
15. Collecting student's feedback, leave letters, issuing memos or NOC's are the task also been taken care of.
16. HOD should also be responsible for marketing his department keeping Top management of the institute in loop.
17. Setting up the duty schedule, arranging the Proxy lectures in case of faculty absentism & handling all the visiting faculty lectures are few of the Job's done by HOD.

Faculty / Professor's Criteria

1. Preparing subject notes, PPT & maintaining subject related videos prior to lectures should be given prime importance.
2. Should conduct extra lectures, Guest lectures & also Field visit related to the subject.
3. Carry interactive sessions with students, guiding them for assignments & giving them practical knowledge about their subject, are essential.
4. Faculties should maintain punctuality, which is lectures are conducted on schedule, self-assessment of their portion should be done on timely manner.
5. Should have initiatives or inputs on new projects, like upcoming events, participating in college activities, etc.
6. Should guide their students for career growth & guidance.
7. Must maintained all the records like student's attendance, syllabus register, faculty log book etc. with proper updating.
8. Indent any requirement related to stationary needed for department after consulting HOD.
9. Must assist his/her's HOD, in all the aspect for academic related task.
10. Should take an active part in Faculty development programs, Bridge courses, submission of research papers, etc.
11. Assist HOD's for organizing Students Job fair & Alumina Meet.
12. Make sure all the students' syllabus, academic work, etc. are completed in time.



13. Setting examination, making question paper, arranging open house are few of the duties carried under Teaching Criteria.

Criteria's for Appreciation

(Non-Teaching Staff – Admin, Accounts, Examination department, Library, etc.)

1. Staff should be punctual, & conduct all the academic task in time frame.
2. Maintaining reports, registers, files & documents must be given a prime importance.
3. Checking University updates & notices, following up procedure, coordination with management regarding the updates should be standard followed on regular basis.
4. Circulating notices, updates & filling them as record are also being carried out.
5. Should update about the pending dues follow up to concern departmental HOD
6. Regular check of college websites, social media updates & official mail must be done.
7. They should handle social media, posting of feeds, advertising & marketing from the official ID.
8. Should carry exam related task like issuing hall tickets, organizing students seating arrangement & copy of question papers.
9. Arranging the store requirement on weekly basis as per departmental indent list.
10. Routine check of inventories & updates should be done.
11. Taking initiatives & maintaining teamwork are the basic duties of Non-Teaching departments.

Above mentioned are the list of Criteria, carried under by Teaching & Non- Teaching Staff. Such Criteria are then assessed by the IQAC department for nominating the best department & the individual for appreciation.

Reward System (Teaching Professors)

Further classified under the departments, the IQAC members will assess all the individuals nominated for their work dedication & efforts by their respective HOD's. For instance, College are running multiple courses (like BMS, BAF, Bcom, Msc, & Other under graduate & MBA courses) every department or course are designated with a Head, who then selects the best employee from his/her stream every month, due for appraisal. Once the selection of the individual staff has being updated, the IQAC committee than start their assessment procedure.

Hence if the college is running 10 different courses 10 staff are nominated every month for appraisal. The reward process is based on the above-mentioned Job criteria, whether they have completed & exceeded all the Duties assigned, whether they have taken any extra initiatives. Such assessment is further coordinated with Management of the institute. They would then conduct their in-house back ground check, performance & students' feedback on the professor for clear vision. The committee would also engage his/her colleagues as a part of the feedback process. Management will recheck all the paper work, punctuality, lecture schedule, etc. & based on the result would give the professor a dedicated grade, which would be later compared for the winner.



Reward System (Non-Teaching staff)

Same as Teaching staff, non-teaching also has designated departments & their respective Heads. Which are further classified under admin, exam & back office.

The procedure to assess this staff are the same as Teaching staff, which are carried by IQAC committee in coordination with the Management. This assessment would not only survey their duties performed but also results generated & initiative taken apart from their daily schedule. Unlike teaching staff, non-teaching roles are diverse in every department, for e.g., Accounts duties & task are different from Examination department.

Such department have unique role plays, & so varies the judging criteria from IQAC department. The other features are maintaining relationships with University persons, other institutions & maintain tie ups with cooperates. Also ensuring the staff involvement in Government control & laws, indulging in social awareness activities, women's workshop etc.

Reward System (HEAD OF DEPARTMENT)

As per the above-mentioned points, the department head is judge on their Job criteria, further segmented in Inter & Intra departmental staff feedbacks, Involvement in college activities, departmental growth & performance, Marketing & Departmental admission work.

As mentioned, if the college has multiple courses as 10 different streams/departments & so as the number of designated heads. All the assigned duties & performances are being screened by the management & IQAC committee.

The Heads are not only responsible for their department, but also are indulged in various committees formed by the college. Such committees are Women Development cell, Sports committee, Placement Cell, NSS committee, Students Grievance, DLLE cell, cultural committee, etc. The Management also supervises & judge the commitment given by the respective heads for guiding this Committee. As part of the curriculum activity the department head should have a complete knowledge about his profile & work to carry out. His/ her job is not only to manage the things but also to achieve maximum results.

Reward System (Department / Course)

Department runs by the efforts of both HOD & Professors, who are performing their duties effectively to run their course successfully. Such departmental assessment are judge on the criteria of Students engagement, Students & parents feedback, Department initiatives, on time submission of all departmental reports & projects, department marketing, etc.

The above-mentioned points are considered to uplift the department to stand apart from the other departments of the college & the heads along with staff members are responsible for upgrading their department.

Literature Review

K. Chandhana and Dr. David T Easow (2015) in their article titled 'Performance

Appraisal Method Used in Top 10 IT Companies – 360 Degree Feedback & Balanced Score Card: A Review' has found that the both 360degree feedback and balanced score card has its own loopholes, through these methods are being used by top IT companies. The satisfaction levels of employees towards these appraisal methods are very low and there is a need of a new appraisal method which prevents these errors and has the advantages of these methods.



Rajput, et al, (2015) in their article titled 'Performance Appraisal System' explain that performance appraisal is conducted on an annual basis for existing employees whereas for trainee and new recruits it is done on quarterly basis in many organizations. Here author studies about the multidimensional nature of job where the nurse manager gives rating to different job of nursing process. Thus, Employees who have relatively less competition or lenient appraisers have higher appraisal than to equally competent employee.

Rinku Sanjeev and Sanjeev Kumar Singh (2014) in their article titled 'Employee

Perception towards Performance Appraisal Program in Packaging Industry' suggest that the employees have both positive and negative perceptions towards the Performance Appraisal Programme in packaging industry. The employees also believe that it is not helpful in reducing grievances among the people. Employees' perceptions also vary according to their demographic differences. The Performance Appraisal Programs need transparency and well explained parameters for the acceptance and satisfaction of employees as these impact the overall organizational performance.

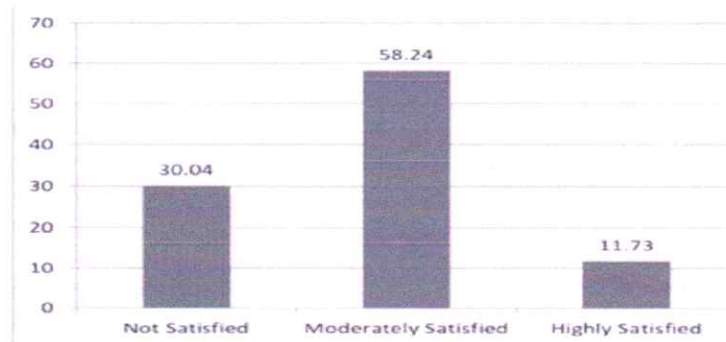
Mone. Et. Al (2011) Someone who feels involved, committed, passionate & empowered & demonstrates those feelings in work behavior. When engaged or appreciated by the organization –

Bruce (2006) Employees appreciation based on motivation approach that helps in attaining personal & a sense of purpose. –

(Kuo, Ho, Lin & Lai (2009) A satisfied and committed employee is a valuable asset to the organization. Such an employee is psychologically attached to his job and is less likely to leave the organization, takes pride in belonging to the organization -

Findings

Why do we have to appreciate staff?



Source : Primary Data.

As shown in the figure, more than 85% of the staff is not highly satisfied working in College as in teaching profession, while almost 12% are highly satisfied.

Low Satisfaction of staff are further segregated as heavy Work load, lengthy report writing & mostly due to less appreciation & recognition of the staff.

Solution

As seen in the graph & findings, the solution for such Low satisfied staff, is to appreciate or reward the staff. After a proper assesment of all the department & its staff, the Management with IQAC committee will organised an event every 6 month, as an townhall in their college campus or auditorium to falicitate their employees.



Employees are judge on the above mentioned criteria, every department will introduced/nominated the best Staff/faculty from their respective department, screened by HOD of the stream, once the nomination is done the selected staff would than be competing against all the other departments best staff for the best employee award, named as Best Professor award for Teaching & Best Staff award for Non-Teaching staff. Award for the best HOD are also being presented under the same set standard which is set by the management of the college.

And lastly the Members selected the best department of the academic semester or year for their imense contribution & efforts.

Significance

Once staff are being nominated for the award, the respective staff are entitled to receive a certification or kudos card for their excellent performance, further if a staff wins a best employee award they are eligible for a cash price or even considered for promotion or increments. Other Non-financial rewards are non-cash and it is a social recognition such as acknowledgement, certificate, and genuine appreciation etc, only the financial rewards are not important to the employees also giving more value to the attitude and behavior their managers. This creates an internal promotion opportunity & a sense of healthy internal staff competition to run for the prize.


Conclusion

The reward is more important of any nature of business, organization, institutions, verybeneficial for the employees' job performance. It is natural process that human performance is based on motivation and motivations are connected with reward system. So, in the presence of reward the better will be the quality and productivity of an organization performance.

Reference

1. Armstrong, M. (2006). A handbook of human resource management practice. Kogan Page Publishers.
2. Greenberg, J., & Baron, R. (2008). Behavior in organizations. Pearson, Hoboken.
3. Galanou, E., Georgakopoulos, G., Ioannis, S., & Vasilopoulos, D. (2010). The effect of reward system on job satisfaction in an organizational chart of four hierarchical levels: A qualitative study. Canadian Social Science.




I/C Principal
Reena Mehta College of Arts, Science
Commerce & Mgf. Studies
Bhayandar (West), Dist. Thane - 401 101