

A STUDY ON MANAGERIAL BEHAVIOUR AND EFFECTIVENESS IN FIRST SOURCE SOLUTION PVT. LTD, TRICHY

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ABSTRACT

The paper titled “MANAGERIAL BEHAVIOR AND EFFECTIVENESS” undertaken in First source solution in Trichy. The research paper is about managerial behaviour and effectiveness that is to determine the managerial behavior towards the employee benefits. Also to predict the employee satisfaction level towards the training programs and managerial strategies. In this project we prepared an effective questionnaire with closed answers and circulated among the employee sample size. Finally obtained data are analyzed using table analysis to obtain the feedback of the employee towards training programs and managerial strategies. Thus the area of improvisation from employee perspective can be figured out and necessary measures can be taken by the management to satisfy the employee and sustain the employees.

KEY WORDS: *BEHAVIOUR, MANAGERIAL EFFECTIVENESS, OPINION, ORGANIZATIONAL STRATEGIES*

INTRODUCTION

Managerial behavior is a term used quite often in applied behavioural research. It becomes quite difficult to define the concept in operational terms. On the basis of earlier researches six variables have been identified to indicate managerial behavior. In the framework of multivariate analysis, an attempt has been made to examine the relevance of these variables as indicators of managerial behaviour. The term behavior is used as a most wide concept in behavioral sciences.

STATEMENT OF THE PROBLEM:

Employees want to know how what they do makes a difference to the people they serve. The best leaders are either regularly bringing customer in to talk with their people, or they are constantly communicating about customer experiences and expectations. Many managers fail to

acknowledge how people are feeling, because they feel that if they validate those feelings and will be compelled to reverse decisions that may not be liked. The problem is that only two thirds of staff believes their managers are honest, with a third actively disagreeing. Doing what you say you will do, living the values, doing what you expect others to do – these all go to how employees perceive you and you may unwittingly be failing in some or all of these areas.

OBJECT OF THE STUDY:

1. To know importance of managerial behavior of the customer
2. To analyze the categories of managerial behavior and perception in study area.
3. To evaluate the models of managerial behavior dimensions and effectiveness.

RESEARCH DESIGN:

Research design means a specified framework for controlling the data collection. The research has adopted descriptive research design in this study. The research is of descriptive in nature, which could provide an accurate picture of induction procedure conducted in the organization. Descriptive research includes surveys and fact-finding inquiries of different kinds

PERIOD OF THE STUDY:

The data collected for the period of 2019 to 2020. The sample size taken for the study is 100 respondents.

SAMPLE SIZE:

There are 400 employees in Stigmata Techno Solutions LLP, Chennai were taken as the universe of this study. And of this research paper consisted of 100 employees. The researcher implemented the percentage method with 25% for this study

SAMPLING TECHNIQUES:

There are various sampling techniques which are used to collect the data. But the researcher has chosen Simple Random sampling.

REVIEW OF LITERATURE

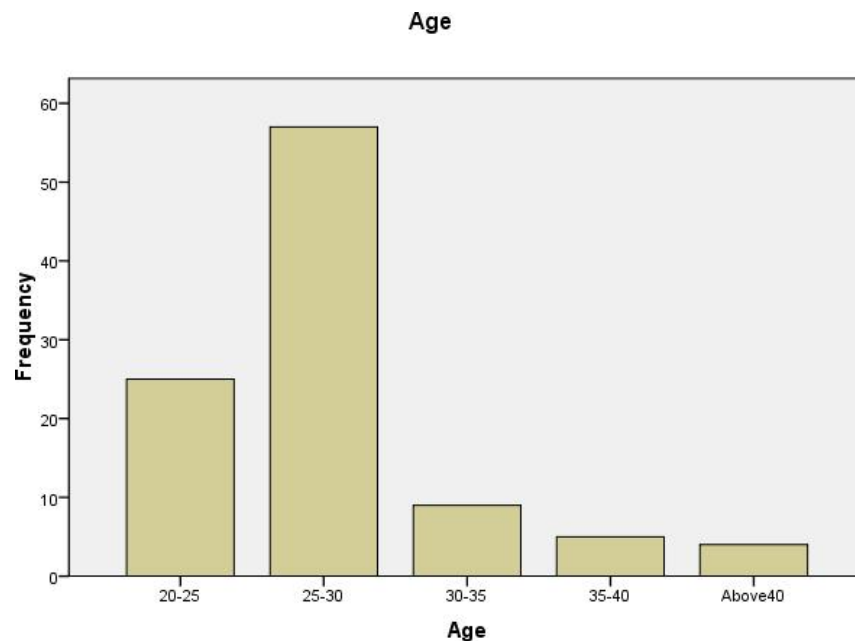
Mortan T. Hansen, Herminia Ibarra and UrsPeyer (2010) They declared the list of The Best 50 CEOs of the world. That review says that only 14 (merely 28%) out of these 50 CEOs

are having formal management degree while 36 (staggering figure of 72%) are not having formal management education. According to this review the top 3 CEOs, Steve Jobs of Apple Computers, Yun-JongYong of Samsung Electronics and the CEO of Allxe Miller of Russia, are not Management Graduates.

Dr.Oluseyi A. Shadare (2009) Influence of management style on conflict resolution effectiveness When a firm requires high managerial skill, firm performance will be improved if the CEO is a professional manager and the largest shareholder has low cash-flow rights and weaker control. When there is large opportunity for expropriation in a firm, a firm's performance will be better if the CEO is a family member and the largest shareholder has highly persuasive cash-flow rights.

RESULTS AND DISCUSSIONS

CHART - 1 CLASSIFICATION ON THE BASIS OF AGE



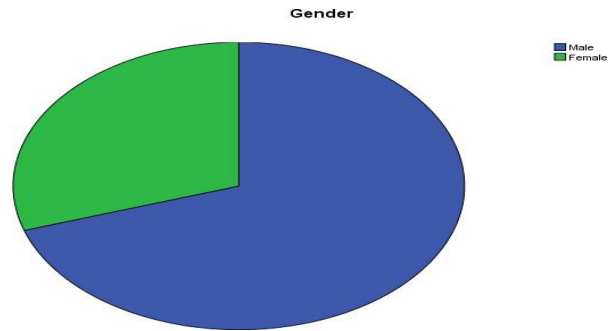
Source: Primary data

The above chart 1 shows that 25% of the respondents belongs to the age group of 20–25 years, 57% of the respondents belongs to the age group 25- 30 years, 09% of the respondents belongs to the age group of 30-35 Years, 05% of the respondents belongs to the age group of 35-40years,04% of the respondents belongs to the age group above 40 years. It is found that 57% of

the respondents are in the age group of 25-30 Years.

CLASSIFICATION ON THE BASIS OF GENDER

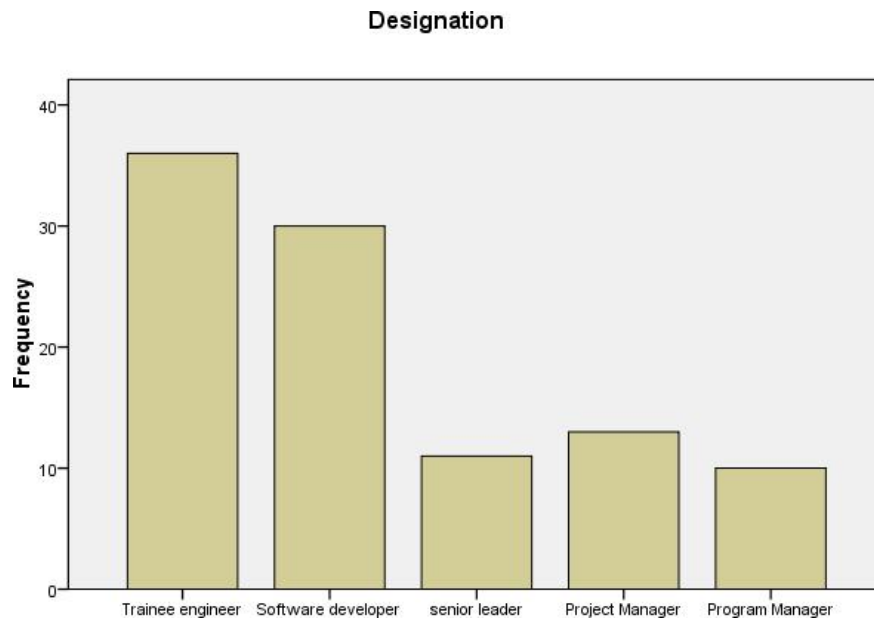
CHART - 2 CLASSIFICATION ON THE BASIS OF GENDER



Source: Primary data

The above chart 2 shows that 70% of the respondents are male, 30% of the respondents are female. Thus it is inferred that the many of the respondents are male.

Chart - 3 CLASSIFICATION ON THE BASIS OF DESIGNATION

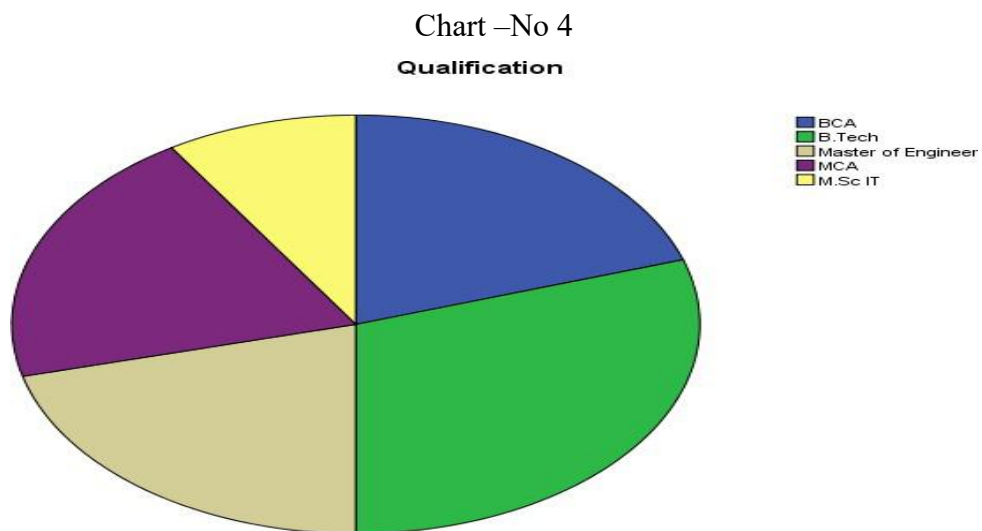


Source: Primary data

The above chart 3 shows that 36% of the respondents are Trainee engineer, 30% of the respondents are Software developer, 11% of the respondents are Senior leader, 13% of the respondents are Project Manager, 10% of the respondents are Program Manager. It is found that most 36% of the respondents are Trainee engineer.

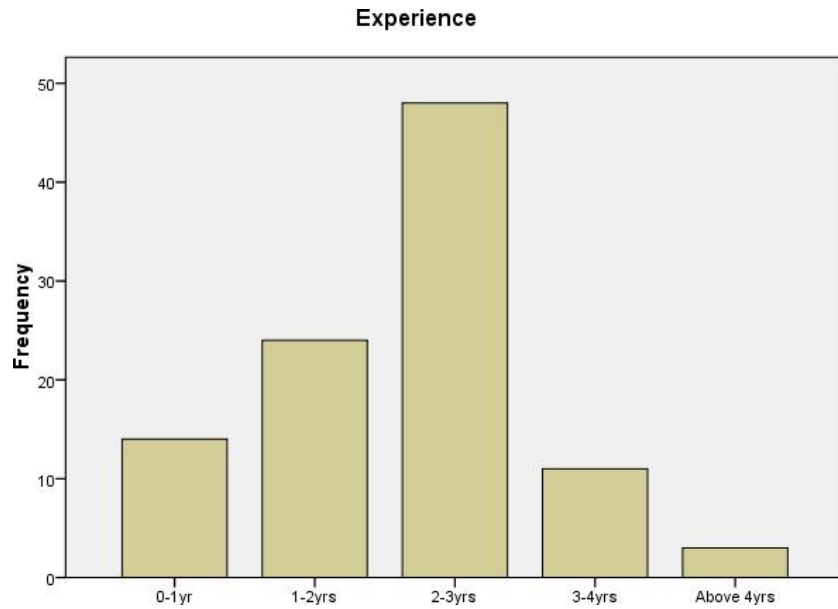
CLASSIFICATION ON THE BASIS OF QUALIFICATION

The below chart 4 shows that 20% of the respondents are BCA, 30% of the respondents are B Tech, 21% of the respondents are Master of Engineer, 20% of the respondents are MCA, 09% of the respondents are MSC IT. It is found that most 30% of the respondents are B Tech as qualification.



CLASSIFICATION ON THE BASIS OF EXPERIENCE

Chart no 5

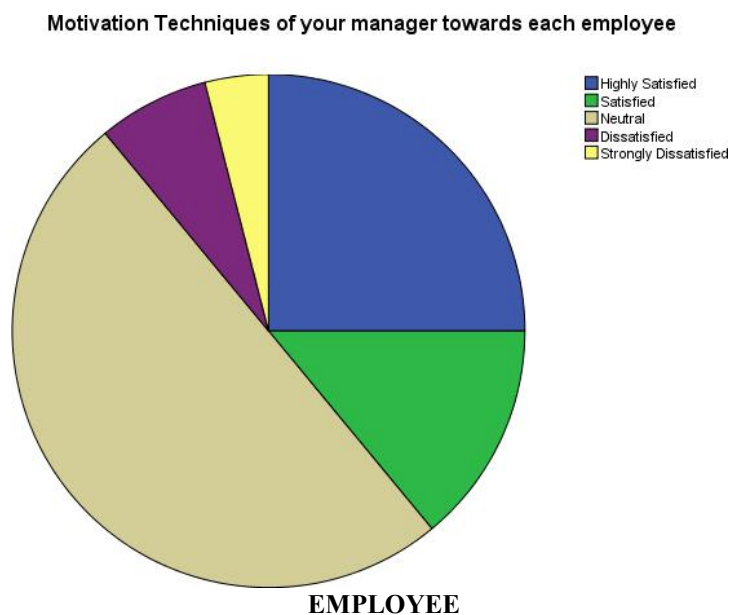


Source: Primary data

The above chart 5 shows that 14% of the respondents have 0-1 years' work experience, 24% of the respondents have 1-2 years' work experience, 48% of the respondents have 2-3 years' work experience, 11% of the respondents have 3-4years' work experience, 03% of the respondents have above 4 years' work experience. It is found that most 48% of the respondents have 2-3 years' work experience.

Chart 6

CLASSIFICATION ON THE BASIS OF MOTIVATION TECHNIQUES OF MANAGER TOWARDS EACH



Source: Primary data

chart No – 6 shows that 25% of the respondents are highly satisfied in motivation techniques of manager towards each employee, 14% of the respondents are satisfied in motivation techniques of manager towards each employee, 50% of the respondents are neutral in motivation techniques of manager towards each employee, 07% of the respondent are dissatisfied in motivation techniques of manager towards each employee, 04% of the respondent are highly dissatisfied in motivation techniques of manager towards each employee. Thus it is inferred that the many of the respondents states that your organization are neutral in motivation techniques of manager towards each employee.

CLASSIFICATION ON THE BASIS OF MANAGER RELATIONSHIP TOWARDS EMPLOYEE

Below chart No 7 shows that 10% of the respondents are highly satisfied in manager relationship towards employee, 32% of the respondents are satisfied in manager relationship towards employee, 43% of the respondents are neutral in manager relationship towards employee, 10% of the respondent's states are dissatisfied in manager relationship towards employee, 05% of the respondent's states are highly dissatisfied in manager relationship towards employee. Thus it is inferred that the many of the respondents are neutral in manager relationship towards employee

Chart no 7



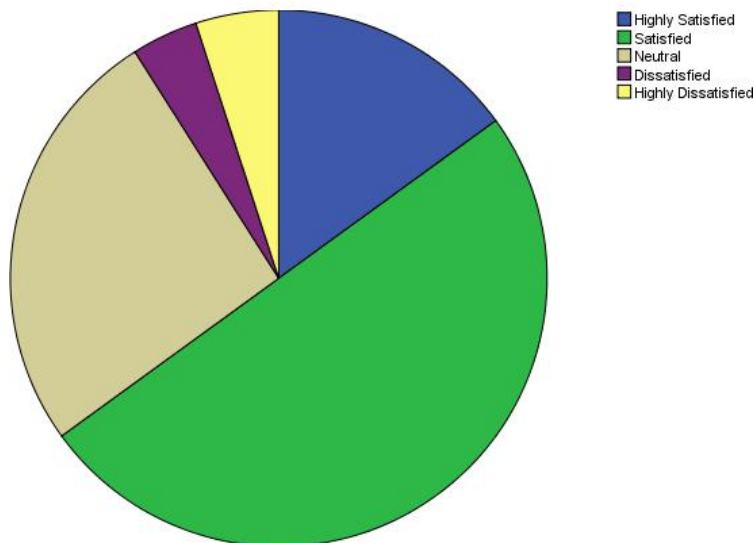
Source: Primary data

CLASSIFICATION ON THE BASIS FOR AMOUNT OF TRAINING & DEVELOPMENT PROVIDED BY THE MANAGEMENT

chart 8 shows that 15% of the respondents are highly satisfied in the amount of training & development provided by the management, 50% of the respondents are satisfied in the amount of training & development provided by the management, 26% of the respondents' states are neutral in the amount of training & development provided by the management, 04% of the respondents are dissatisfied in the amount of training & development provided by the management, 05% of the respondents are highly dissatisfied in the amount of training & development provided by the management. Thus it is inferred that the many of the respondents are satisfied in the amount of training & development provided by the management.

Chart –no 8

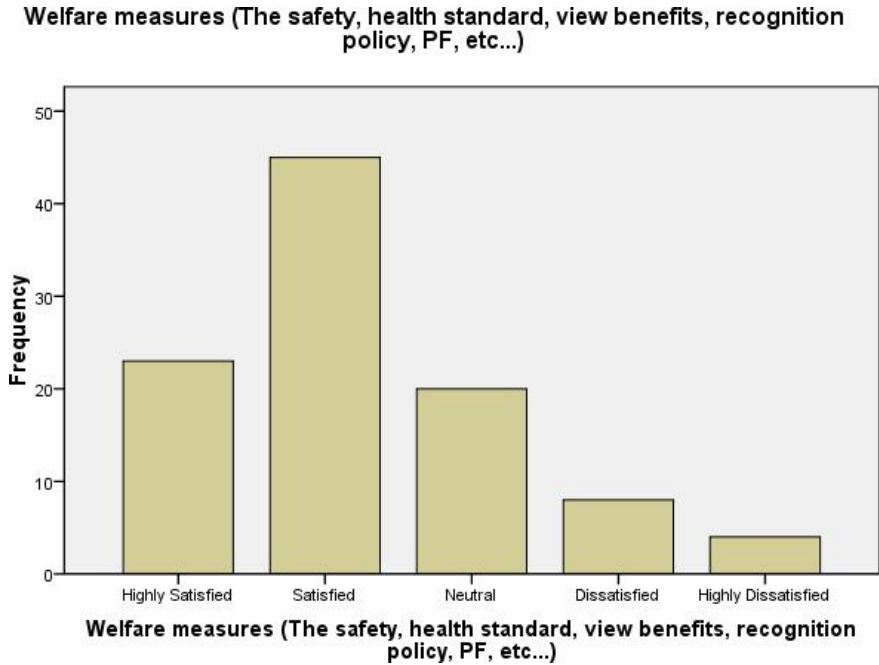
The amount of training & development provided by the management



Source: Primary data

CLASSIFICATION ON THE BASIS OF WELFARE MEASURES (THE SAFETY, HEALTH STANDARD, LEAVE BENEFITS, RECOGNITION POLICY, PF ETC)

Chart No.9



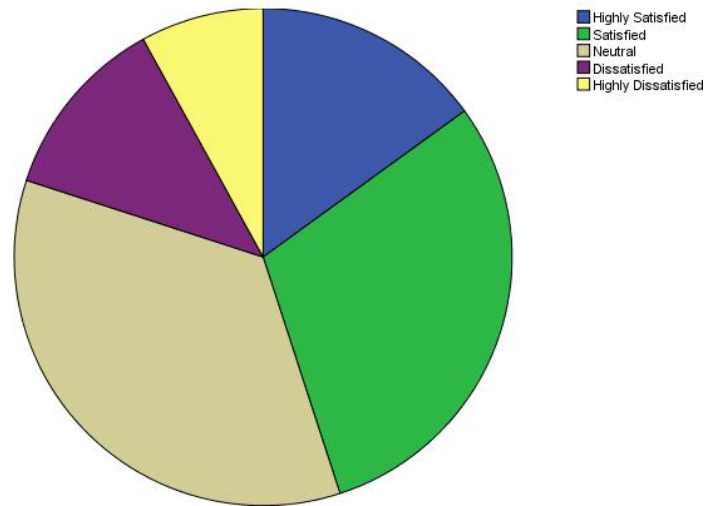
Source: Primary data

Above chart 9 shows that 23% of the respondents states that your organization are highly satisfied in welfare measures, 45% of the respondents states that your organization are satisfied in welfare measures, 20% of the respondents states that your organization are neutral in welfare measures, 08% of the respondents states that your organization are dissatisfied in welfare measures, 04% of the respondents states that your organization are highly dissatisfied in welfare measures. Thus it is inferred that the many of the respondents states that your organization are satisfied in welfare measures.

CLASSIFICATION ON THE BASIS OF EMPLOYEES LEARNED THE BEHAVIOURAL SKILLS THROUGH TRAINING PROGRAM

Chart- No 10

Employees learned the behavioural skills through training program



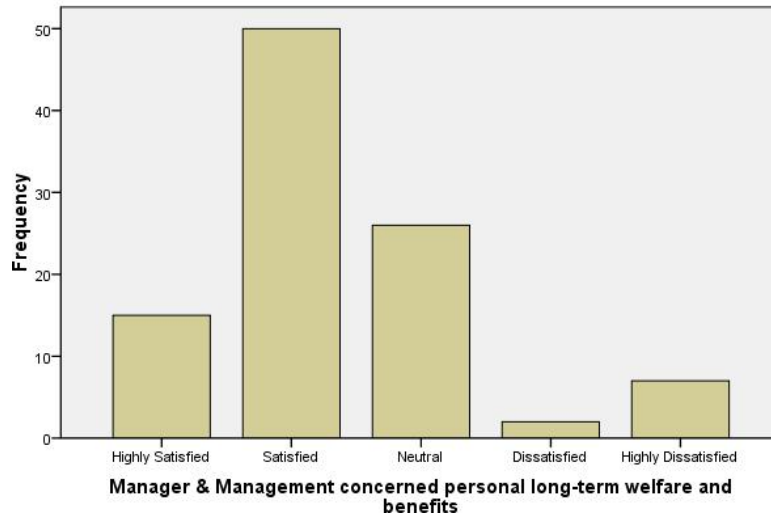
Source: Primary data

Chart 10 shows that 15% of the respondent's states that your organization are highly satisfied in learned the behavioural skills through training program, 30% of the respondent's states that your organization are satisfied in learned the behavioural skill through training program, 35% of the respondent's states that your organization are neutral in learned the behavioural skills through training program, 12% of the respondent's states that your organization are dissatisfied in learned the behavioural skills through training program, 08% of the respondent's states that your organization are highly dissatisfied in learned the behavioural skills through training program. Thus it is inferred that the many of the respondents states that your organization are neutral in learned the behavioural skills through training program.

MANAGER & MANAGEMENT CONCERNED PERSONAL LONG-TERM WELFARE AND BENEFITS.

Chart .no 11

Manager & Management concerned personal long-term welfare and benefits



From the above chart 11 shows that 15% of the respondents states that your organization are highly satisfied in concerned personal long-term welfare and benefits, 57% of the respondents states that your organization are satisfied in concerned personal long-term welfare and benefits, 21% of the respondents states that your organization are neutral in concerned personal long-term welfare and benefits, 05% of the respondents states that your organization are dissatisfied in concerned personal long-term welfare and benefits, 02% of the respondents states that your organization are highly dissatisfied in concerned personal long-term welfare and benefits. Thus it is inferred that the many of the respondents states that your organization are satisfied inconcerned personal long-term welfare and benefits.

CLASSIFICATION ON THE BASIS OF TRAINING AND DEVELOPMENT PRACTICES TO CHANGE BEHAVIOUR

Chart no 12

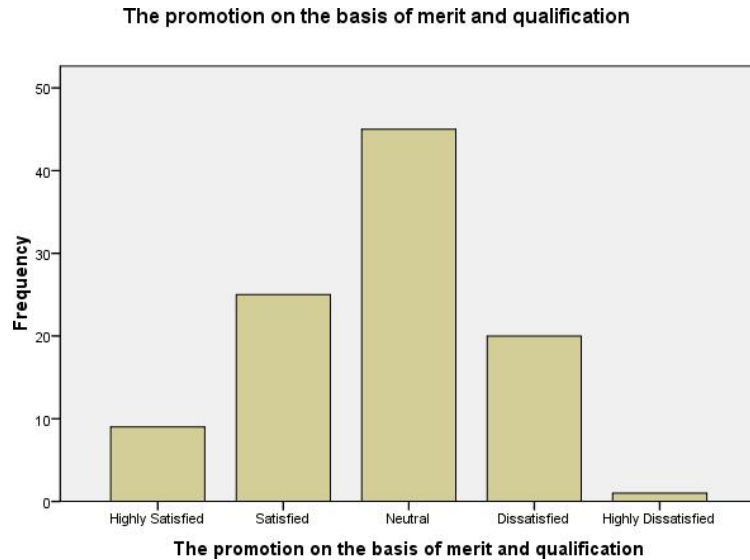


Source: Primary data

Chart 12 shows that 25% of the respondent's states that your organization are highly satisfied in training and development practices to change behaviour, 45% of the respondent's states that your organization are satisfied in training and development practices to change behaviour, 20% of the respondent's states that your organization are neutral in training and development practices to change behaviour, 06% of the respondent's states that your organization are dissatisfied in training and development practices to change behaviour, 04% of the respondent's states that your organization are highly dissatisfied in training and development practices to change behaviour. Thus it is inferred that the many of the respondents states that your organization are satisfied in training and development practices to change behaviour.

CLASSIFICATION ON THE BASIS OF PROMOTION ON THE BASIS OF MERIT AND QUALIFICATION

Chart.no 13



Source: Primary data

Chart 13 shows that 09% of the respondent's states that your organization are highly satisfied in the promotion on the basis of merit and qualification, 25% of the respondent's states that your organization are satisfied in the promotion on the basis of merit and qualification, 45% of the respondent's states that your organization are neutral in the promotion on the basis of merit and qualification, 20% of the respondent's states that your organization are dissatisfied in the promotion on the basis of merit and qualification, 01% of the respondent's states that your organization are highly dissatisfied in the promotion on the basis of merit and qualification. Thus it is inferred that the many of the respondent's states that your organization are neutral in the promotion on the basis of merit and qualification.

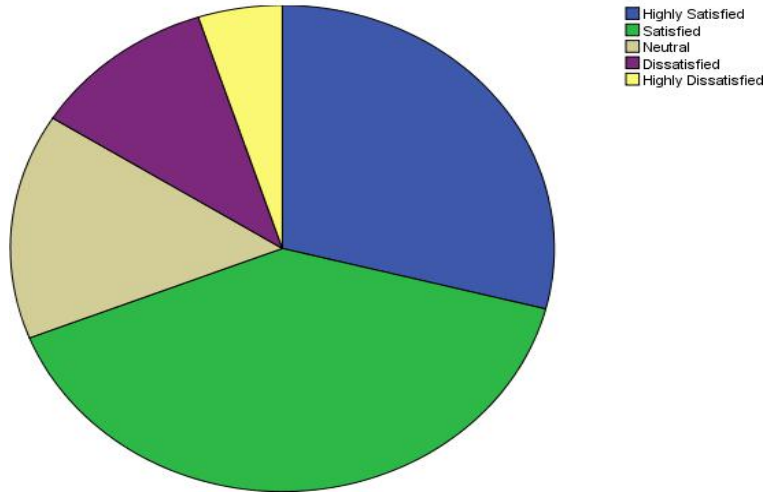
CLASSIFICATION ON THE BASIC OF TRAINING AND DEVELOPMENT PRACTICES HAVE INCREASED ENCOURAGEMENT AND CONTENTMENT LEVEL

Below chart 14 shows that 10% of the respondents strongly agree that training and development practices have increased encouragement and contentment level, 18% of the respondents agree that training and development practices have increased encouragement and contentment level, 40% of the respondents are neutral that training and development practices have increased encouragement and contentment level, 30% of the respondents disagreed training and development practices have increased encouragement and contentment level, 02% of the respondents strongly disagreed that training and development practices have increased

encouragement and contentment level. Thus it is inferred that the many of the respondents states that your organization are neutral training and development practices have increased encouragement and contentment level

Chart no 15

Behavioural change due to physical and mental health problem

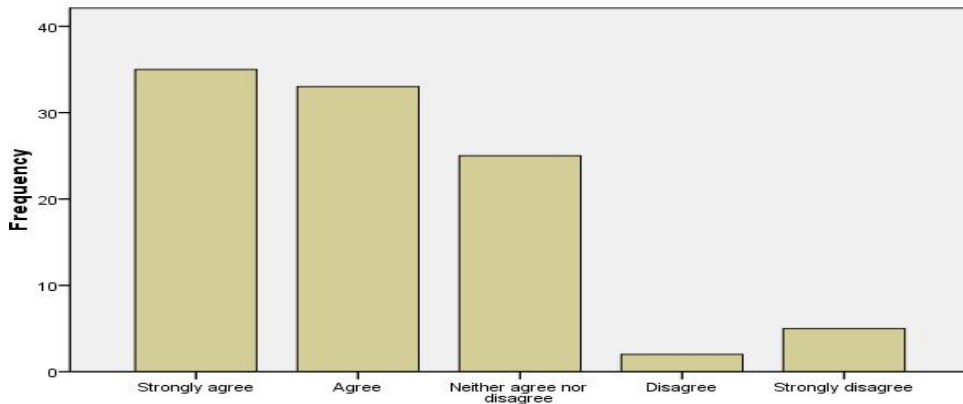


Source: Primary data

CLASSIFICATION ON THE BASIC OF MANAGER TAKES AN INTEREST PERSONAL DEVELOPMENT

Chart no 16

Manager takes an interest in personal development



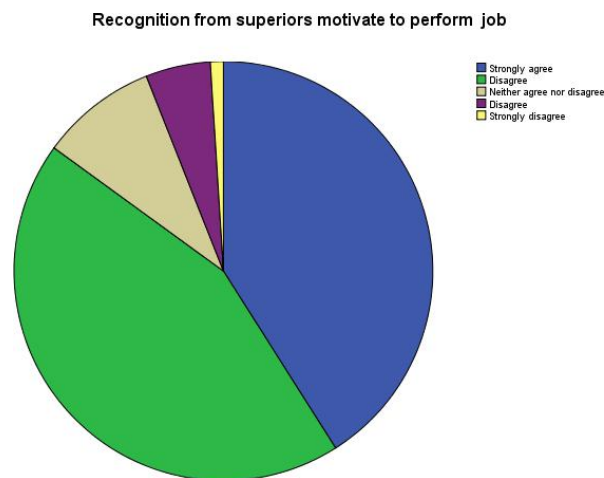
Manager takes an interest in personal development

Chart 16 shows that 35% of the respondent's states that your organization are strongly

agree that manager takes an interest in personal development, 33% of the respondent's states that your organization are agree that manager takes an interest in personal development, 25% of the respondent's states that your organization are neither agree nor disagree that manager takes an interest in personal development, 02% of the respondent's states that your organization are disagree that manager takes an interest in personal development,05% of the respondent's states that your organization are strongly disagree that manager takes an interest in personal development. Thus it is inferred that the many of the respondents states that your organization are strongly agree that manager takes an interest in personal development.

CLASSIFICATION ON THE BASIC OF RECOGNATION FROM SUPERIORS MOTIVATE TO PERFORM JOB

Chart no 17

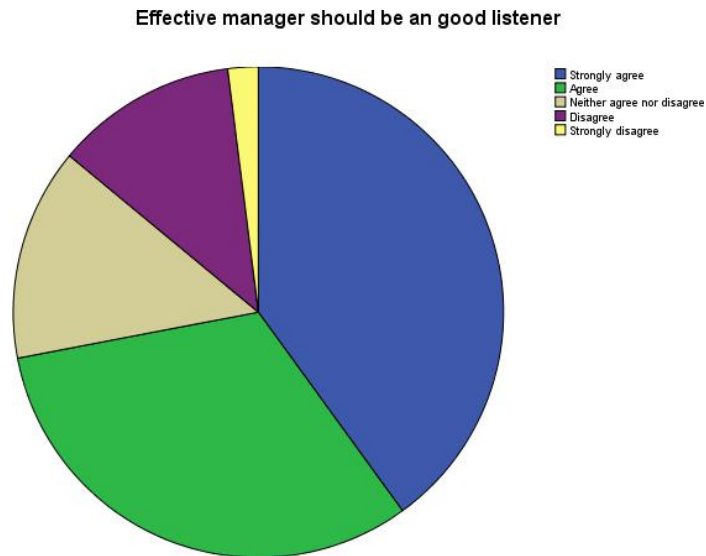


Source: Primary data

17 chart shows that 41% of the respondents strongly agree that recognition from superiors motivate to perform job, 44% of the respondents agree that recognition from superiors motivate to perform job, 09% of the respondents neither agree nor disagree that recognition from superiors motivate to perform job, 05% of the respondents disagree that recognition from superiors motivate to perform job,01% of the respondents strongly disagree that recognition from superiors motivate to perform job. Thus it is inferred that the many of the respondents agree that recognition from superiors motivate to perform job.

CLASSIFICATION ON THE BASIC OF EFFECTIVE MANAGER SHOULD BE AN GOOD LISTENER

Chart no 18



Source: Primary data

18 shows that 40% of the respondents strongly agree that effective manager should be an good listener, 32% of the respondents agree that effective manager should be an good listener, 14% of the respondents neither agree nor disagree in that effective manager should be an good listener,12% of the respondents disagree in that effective manager should be an good listener,02% of the respondents strongly disagree in that effective manager should be an good listener. Thus it is inferred that the many of the respondents are strongly agree that effective manager should be an good listener.

CLASSIFICATION ON THE BASIC OFENOUGH PRACTICE IS GIVEN DURING TRAINING SESSION AND TRAINING DURATION IS SUFFICIEN

CHART.NO 19

Enough practice is during training session and training duration is sufficient

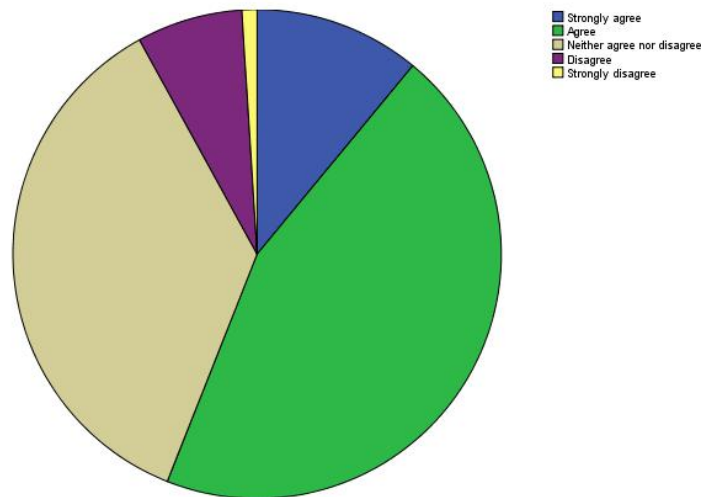


Chart 19 shows that 11% of the respondents strongly agree that enough practice during training session and training duration is sufficient, 45% of the respondents agree that enough practice during training session and training duration is sufficient, 36% of the respondents neither agree nor disagree that enough practice during training session and training duration is sufficient, 07% of the respondents disagree that enough practice during training session and training duration is sufficient, 01% of the respondents strongly disagree that enough practice during training session and training duration is sufficient. Thus it is inferred that the many of the respondents agree that enough practice during training session and training duration is sufficient.

FINDINGS OF THE STUDY

- 57% of the respondents are in the age group of 25-30 Years.
- 70% of the respondents are Male.
- 36% of the respondents are Trainee engineer.
- 30% of the respondents are B Tech as qualification.
- 48% of the respondents have 2-3 years' work experience.
- 50% of the respondents are neutral in motivation techniques of manager towards each employee.
- 43% of the respondents are neutral in manager relationship.

CONCLUSION

The study about the managerial behaviour and effectiveness reveals that employees were satisfied with the training and development, safety and health precautions that been provided by the organization. The findings show that most of the employees in the organization have positive attitude towards the company. Still, there are some areas where the employees are neither satisfied nor dissatisfied. The company has to consider such key areas and find out the employees requirements for better effectiveness in achieving organizational goals. In Stress the management has to take necessary steps to improve methods of appreciation in order to reduce the work load for development of employees. Analytical thinking and problem solving mainly helps an employee to do their work with more effectively and efficiently. Managerial behaviour and effectiveness shows the manager concern towards the employee and able to solve problems and make decision that helps to attain the future organizational goals.

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