

# The Effect of Human Resource Practices on Employee Well-Being And Engagement In Quess Corp Limited, Coimbatore

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**Abstract-** Practices in human resource development (HRD) are essential for raising employee work satisfaction. Essential HRD procedures, such as training and development plans, guarantee ongoing professional development and skill improvement, which increases workers' self-assurance and role-specific competence. The main aim of this study is to analyse the study on Human Resources development practices on job satisfaction in Quess Corp Limited, Coimbatore. Descriptive research methods and convenience sampling techniques were used for the study. Primary data and secondary data have been used in the study. Simple percentage analysis, chi-square analysis, correlation, and One-way ANOVA analysis have been applied in this study to reach the findings of the study. It is suggested that regular constructive comments, along with fair and transparent performance evaluation standards, help create a favourable impression of the appraisal process. It concluded that employee job happiness is also highly impacted by sufficient performance-based awards and recognition, strong career development opportunities, and ongoing education. As a result, businesses must concentrate on enhancing these HRD procedures to keep their employees happy and engaged, which can enhance organisational performance.

**Keywords-** HRD Practices, Training and Development Programs, Performance Management, Career Development Opportunities

## I. INTRODUCTION

### HUMAN RESOURCES DEVELOPMENT PRACTICES

The term human resource development was first coined in 1969, referring to the training, education, and development of the workforce. It aimed to bridge the gap between school-level education and workplace requirements. Depending on the median educational qualification available in your region and the day-to-day requirements of work, the definition of human resource development can vary widely. In the early days, HRD would involve rigorous hands-on training

focused on the acquisition of hard skills. Today, the picture is different. The skills profile of top-tier talent is highly layered, comprising a mix of hard and soft skills. HR must pay equal attention to these areas of human resource development to bring out an employee's full potential.

### TYPES OF HRD PRACTICES

- Training and Development
- Career Development
- Performance Management
- Succession Planning

## II. REVIEW OF LITERATURE

**Hamouche, S., Rofa, N. and Parent-Lamarche, A. (2023)** Artificial intelligence (AI) was a significant game changer in human resource development (HRD). This study aimed to review and examine literature on AI in HRD, using a bibliometric approach. The study was a bibliometric review. This study provided insights and recommendations for researchers, managers, HRD practitioners, and policymakers

**Alqahtani, M., Ayentimi, D.T. and Dayaram, K. (2023),** Saudi Arabia (SA) was amongst the few countries with a significant foreign workforce who were employed in the higher education sector. More specifically, 39% of SA's academic staff members were foreign nationals, and 63% of that proportion occupied professorial positions.

**Apte, S.S., Chirputkar, A.V. and Lele, A. (2023),** PE had followed three different approaches. First was the traditional way, wherein evaluators had a common meeting to discuss and arrive at a relative evaluation and ranking of members of the peer group of employees. In the second, the number of evaluators and employees in a peer group was split into 2 subgroups. All three approaches for evaluation provided similar results, giving confidence that less time-consuming

methods could be adopted by evaluators without compromising on the rigour of the evaluation.

**Ekmekcioglu, E.B. and Nabawanuka, H. (2023)** The study aimed to examine the relationship between discretionary human resource (HR) practices and job satisfaction, as well as the mediating role of job crafting in the relationship between discretionary HR practices and job satisfaction. job satisfaction. The results also showed that discretionary HR practices stimulated job satisfaction through job crafting.

**Preget, L. (2023),** This paper aimed to examine responsible management (RM) practice and the learning processes that underpinned its development. It presented a conceptual framework to highlight the relationship between the learning experience of the individual and their capacity to develop responsible practice.

### SCOPE OF THE STUDY

The scope of the study is confined to Coimbatore. The main aim of this study is to analyse the study on Human Resources development practices on job satisfaction in Quess Corp Limited, Coimbatore. It is also focused on to assess the effectiveness of Performance Management system in the company. The study helps to understand to analyze the availability and effectiveness of career development opportunities in promoting employee growth and satisfaction. The sample of this study is 200. The sample is collected from employees of Quess Corp Limited, Coimbatore.

### STATEMENT OF THE PROBLEM

This research is necessary because good HRD practices are essential for improving job satisfaction, which is a major factor in determining employee engagement, retention, and overall success within the company. HRD strategies that effectively fulfil employees' demands for training, career development, performance management, and recognition are difficult for many organisations to implement. To find and close the gaps in the state-of-the-art HRD practices, comprehend their influence on job satisfaction, and offer practical suggestions for enhancement, this study is necessary.

### LIMITATIONS OF THE STUDY

- The analysis of the study is supported only by respondents' responses.
- The size of the sample is confined to 200 only. Therefore, the generation is not appropriate.
- The study is confined to the respondents of Quess Corp Limited, Coimbatore only.

- There is no generalizability.

### III. RESEARCH METHODOLOGY

A documented prose work may be used to define research methodology. Documented prose work is a structured examination of the subject matter that is based on borrowed materials, with appropriate acknowledgement and consultation in the primary body of the paper. Research in management is partially significant in order to investigate a variety of phenomena. Its objective is to identify solutions to enquiries by employing systematic and scientific methodologies.

#### Simple Percentage analysis

This method is employed to compare two or more series of data in order to describe the relationship or distribution of the data. The percentage analysis test is conducted to determine the respondent's response percentage.

#### Chi-square

A chi-square was done to find out the one-way analysis between socio-demographic variables and various dimensions of the programme.

#### Correlation

The degree of relationship (or dependency) between two variables is referred to as correlation (co-relation). Linear correlation is the term used to describe the linear relationship between two variables.

#### Anova

The analysis of variance is a technique that distinguishes the variation that can be attributed to one set of causes from the variation that can be attributed to another set.

### IV. ANALYSIS AND INTERPRETATION

#### Correlation Analysis:

#### Hypothesis Testing

**Null hypothesis (Ho):** There is no significant relationship between position in the organisation of the respondents and job satisfaction.

**Alternative hypothesis (H1):** There is no significant relationship between position in the organisation of the respondents and job satisfaction.

Correlations			
		POSITION IN THE ORGANISA TION	JOB SATISFAC TION
POSITION IN THE ORGANISA TION	Pearson Correlation	1	.179*
	Sig. (2-tailed)		.011
	N	200	200
JOB SATISFACT ION	Pearson Correlation	.179*	1
	Sig. (2-tailed)	.011	
	N	200	200
*. Correlation is significant at the 0.05 level (2-tailed).			

**Interpretation:**

From the above table, Pearson Correlation coefficient value is .179 and p-value for this correlation coefficient is .011. Because  $p > .05$ , accept the null hypothesis and conclude that the relationship is statistically not significant. So, there is no significant relationship between position in the organisation of the respondents and job satisfaction.

**One-Way Anova:****Hypothesis Testing**

**Null Hypothesis (H<sub>0</sub>):** There is no significant relationship between age of the respondents and career development opportunities.

**Alternative Hypothesis (H<sub>1</sub>):** There is a significant relationship between demographic profile of the respondents and impact of training effectiveness on creativity & thinking ability.

ANOVA					
Career Development Opportunities					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.526	3	.175	.589	.623

Within Groups	58.349	196	.298		
Total	58.875	199			

**Interpretation:**

The table clearly shows that the age of the respondents and career development opportunities have a figure of .589 values and significance at .623 level, while the sum of squares within group and between groups values have 58.349 and 58.349 respectively. Hence, the significant value is greater than 0.050 for which the significant percentage is above 95%, hence accepting the alternative hypothesis. Thus, rejecting the null hypothesis, i.e., There is a significant relationship between the age of the respondents and career development opportunities.

**V. FINDINGS**

- There is a significant relationship between educational qualification of the respondents and training and development programs.
- There is no significant relationship between position in the organisation of the respondents and job satisfaction.
- There is a significant relationship between age of the respondents and career development opportunities.

**VI. SUGGESTIONS**

- Encouraging employee progress requires providing enough career development assistance and coaching.
- To improve work happiness, incentives and recognition provided by HRD procedures should be strategically coordinated.
- Encouraging work-life balance via HRD programmes is essential to raising general job satisfaction.
- Work satisfaction will be greatly increased by making sure the performance appraisal procedure is transparent and equitable.
- To increase job satisfaction, opportunities for lifelong learning and professional development should be regularly offered.
- In order to reinforce a positive work environment and increase worker satisfaction, the organisation must make sure that its HRD practices are doing just that.

**VII. CONCLUSION**

It is determined that improving job satisfaction among employees is mostly dependent on successful human

resources development techniques. Regular constructive comments along with fair and transparent performance evaluation standards help create a favourable impression of the appraisal process. A supportive work environment is created when professional aspirations are in line with the chances offered by the organisation, and there is confidence in future career prospects. As a result, businesses must concentrate on enhancing these HRD procedures to keep their employees happy and engaged, which can enhance organisational performance.

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