

# **EFFECTIVE COMMUNICATION OF HR POLICY BRINGS POSITIVE WORKPLACE CLIMATE**

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## **ABSTRACT**

*In today's business management communication is inevitable. Every aspect of business is governed by effective communication tool . To manage every department in an organization digital interface is a must. To manage every department efficiently, human resource department has to plan well with available human resources and information technology. Planning and Policies are vital aspects of human resource department to guide every employee right from recruitment, selection, promotion and cessation of employment. HR Policies are developed keeping view of the existing employment laws and act. And periodical update is required based court decision relevant to labour laws. For each activities there are guidelines given by government, by which every organization has to develop, communicate and practice to protect employers' interest and employees rights and deal any litigations judiciously. Employees experience satisfaction when the practice is based on policies and policies are fair and without favouritism.*

*This article aims to find out how the positive work place climate can be achieved through effective of communication of HR Policy in organizations.*

**Key words:** HR Policy, Communication, Written Agreement, Information Technology.

## **1. INTRODUCTION**

In any employee driven organization, employees are governed by HR policies and practices for better understanding and cooperation between management and employees to run day to day business without any hindrance while dealing customers. According to **William H.Hubart (1993)**1 A policy is a statement of how an organization intends to deal with an issue"

The early stage of HR policy before formulating, starts with planning considering local labour laws, government act., and competitors' practices and employees of the region. Once the planning of policies are made, with approval from top management, it has to be communicated to the concerned employees and make them understand and accept before and during employment if any amendment takes place.

**Joseph M. Putti (2015)**<sup>2</sup> Policies are like the backbone of implementing objective of human resource management practices in an organization. "Best in class" companies make sure that they don't violate any of their policies. Once policies are in place, the organization must focus on planning for acquiring and placing employees on the job and making necessary adjustment.

## **2. RESEARCH OBJECTIVE**

To study various activities covered in human resource policy.

To ascertain the connection between better communication and employee satisfaction

To assess how employees' satisfaction influence work place climate.

## **3. HR POLICY**

Human resource department is accountable for managing and dealing efficiently the human resources with regard to activities or functions like (recruitment, selection, hiring, terminating, personal grooming, use of appropriate words in the work place, training, development, performance evaluation, promotion, compensation and benefits, leaves, use of electronic devices, attendance, disciplinary proceedings, and staff welfare, includes transportation, healthcare, refreshment, insurance, sports, any issues between or among employees, etc.). To manage above activities or functions a qualified and competent human resource person with knowledge of the core business, people management skills and employment law is more advantage to responsibly make the policies to work wonders by ensuring that every employee feels the organization practice is the best.

**M.J.Boella(1992)**<sup>3</sup> mentioned that Human resource policies do not develop in a vacuum, however. They are as said earlier, an expression of the ' style of management' of an organization, an expression of its values. Personnel policies should be dynamic, both changing with and bring about changes in the behaviour of the workforce and the organization. The part of a personnel department should play in assist to formulate human resource policies will depend crucially on its current standing in the organization.

To quote, **Sara Gilmore & Steve Williams (2013)**<sup>4</sup> mentioned in their book that many organizations have conducted "impact assessments" of their policies and practices to evaluate how far they comply with the legislation.

According to **Dr. V.M. Anitharajathi (2016)**<sup>5</sup> the research outcome reveals that, HR policy continues to be in its infancy in India and additional analysis must be undertaken on totally different aspects of inexperienced to explore its potential to the most doable extent. Once corporations adopt inexperienced policies, they must make sure that the economic side of those policies in the extend of failure. Thorough understanding of the implications of various new policies should be undertaken by the companies, therefore make sure that they gives favors to both the employee and the employer.

#### 4. EFFECTIVENESS OF COMMUNICATION

Communication is to inform any message or information. In an organization, usually it is performed through documents. Effective communication leads to better understanding. According to **Timm & Peterson (2000)**<sup>6</sup> Effective communication tends to produce success in understanding and influencing coworkers. Organizations manage their employees with well planned HR policies. Employees positively contribute to the organizations, if the policies are fair to everybody and understood well. It is important to make the policies available to all employees by selected medium, like, bulletin boards, hard copy, soft copy and publication in company website expressing employment rules and regulations of the organization they work. The more the employees are aware about the policies, it is better for organizations to perform with less or no friction and meet any issues arise from time to time, efficiently and enjoy positive work place climate. In their research paper, **Dr. Shipra Agarwal, and Mr. Ashish Garg (2012)**<sup>7</sup> confirmed that Communication is the key factor in the success of any organization. When it comes to effective communication, there are certain barriers that every organization faces. "Most of the employees state that they have accurate and sufficient information from supervisor/managers on time. Communication with management subject plays a critical role in communication" Further **T.V.Rao (1999)**<sup>8</sup> explained in HR Audit about communication. To make it effective, periodical auditing is required with regard to communication needs of the people, regularity, relevant information like company, group, et., needs of the communication,

#### 5. POSITIVE WORKPLACE CLIMATE

Generally, satisfaction arise when employees feel that they are treated fairly. Productivity increases when employees are in the state of positive thoughts. When every employees feels the sense of satisfaction, there prevails a positive work place climate.

**Jitendra Kumar Singh - Dr. Mini Jain (2013)**<sup>9</sup> in their research findings, concluded that the Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depends on the expectations what the job supply to an employee (Hussami, 2008). . Job satisfaction is complex phenomenon with multi facets and influenced by the factors like salary, working environment, autonomy, communication, and organizational commitment (Vidal, Valle and Aragón, 2007).

In his research publication, **Mosammod Mahamuda Parvin-(2011)**<sup>10</sup> suggest that the factors had satisfactorily explained job satisfaction and that the policy makers and managers should focus on the factors that affect employee job satisfaction, if they want to enhance their businesses. If pharmaceuticals companies create a fair competitive environment, like fair treatment, fair compensation, fair work hours, these will improve employee job attitudes; fairness can also motivate employees to be hard working. After this consideration, we can see that fairness can increase employee job satisfaction; satisfied employees offer good services for the organization. This can increase organizational performance, so fairness is a key factor affecting job satisfaction in pharmaceuticals companies.

The study by **Prerana (2017)**<sup>11</sup> in conclusion, it is recommended that management must formulate the policies regarding the job advancement and provide the platform to employees to grow in the job. In order to have a better satisfaction level amongst the employees and better retention. Every employee working in an organization should be provided with opportunities to improve their work and chance to try their own methods to perform the task. Employees must be appreciated or motivated time to time for their good work. The research indicates that the organization must formulate customized human resource management

practices in order to satisfy employees and gain competitive advantage. Job satisfaction of employees in any organization is of utmost importance to in order to achieve the objectives of an organization and make it sustainable in the long run.

The result of the study by **Vijay Pratap Singh, (2014)**<sup>12</sup> reveals that, impact of human resource policies on employee job satisfaction reflects that human resource policies is in reality a foundation of human resource practices and an imperative management practice to develop competitive advantage.

**Stephen Frenkela et al (2012)**<sup>13</sup> in their research concluded that HR policies that are perceived by employees as just, both in terms of outcomes and procedures, are likely to have a strong pay-off with increased organizational identification promoting discretionary effort and co-worker support. Additional benefits may include higher levels of creativity, lower employee turnover and improved quality of job candidates consistent with the organization's enhanced reputation

## 6. CONCLUSIONS

The study attempted to analyze the effectiveness of communication, HR Policies and Positive work Place climate through employee job satisfaction. It was found from review of literatures that, organizations need to understand the implications of various new HR policies with fairness to both employer and employees. Policies are like the backbone of implementing objective of human resource management practices in an organization.

It is important to evaluate periodically and update with government legislation. It is necessary for HR Manager to carefully plan the communication method, clarity and weed out all barriers at an early stage. Also ensure that communication is effective to foster better understanding.

It is well understood that employee satisfaction is an important ingredient and influence positive work place climate. To gain the advantage of employee job satisfaction through different employment and development factors, it is essential to have good HR policy and customized human resource management practices. HR Policies is foundation of human resource practice that provides various benefits to organization.

Thus top management and HR Managers must always aim to choose appropriate method and time of communication of HR policies which makes the employees to feel the best practice by the management which in turn will influence the work place climate being positive.

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