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A Research on “The Effectiveness of HR Policies in Tangoe Inc”, Bangalore

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ABSTRACT: This study is undertaken in Tangoe India softek services Pvt Ltd, Bangalore which is US based IT company headquartered in Orange, CT. Tangoe’s unit in Bangalore is incorporated in the year 2012. The research has done on the HR policies in Tangoe. Tangoe is basically a main worldwide provider of IT expense management software to an extensive variety of worldwide organizations. Tangoe’s research and development stage intended to help organizations change of IT resource, administrations, costs and utilization to make business esteem, increment proficiency, and convey a positive effect to all that really matters.

HR policies are continuing with standards and rules on the approach an organization plans to receive in dealing with its employees. It helps the HR managers with specific guidelines in managing the human resources. It expresses the intend of a company about various functions about HR management i.e. selection, recruitment, training and development, payroll, separation, employee benefits etc. It is important for an organization that employee should have an equal knowledge of HR policies compared to HR manager. This study is mainly focuses on employee awareness towards HR policies and its effectiveness. Tangoe has 40 HR policies but this study is limited to 12 policies.

KEYWORDS: HR policies, IT resource, Satisfaction level, Employee Awareness, IT resource

I. INTRODUCTION

Human resource policies are continuous rules and guidelines to execute company plans to receive in dealing with its employees. It helps the HR managers with specific guidelines in managing the human resource. It expresses the intend of a company about various functions of HR management e.g. hiring process, compensation, selection, training, separation, worker benefits, promotion etc. HR policies plays important role in defining the value of company and conception on how employees should be treated and situations should be handled. It is also important to an organization that employees should have an equal knowledge of HR policies compared to HR manager. The staff knowledge or awareness towards HR policies helps to play very important role in improving the performance of the folks and organization too. So, this study in Tangoe is carried out with the objective of employee awareness towards HR policies, their knowledge and also usability of HR policies. The analysis is done on overall functioning of HR policies and its effectiveness.

Objectives of the study:

- To understand the internal HR policies of Tangoe.
- To analyze employee awareness towards HR policies.
- To analyze the effectiveness of HR policies and to suggest the measures required for improving the HR policies.

II. RESEARCH METHODOLOGY

The present investigation is on **descriptive type** of research which tells more about the naturally occurring health status, behavior, attitudes or other features of a exact group. The data is based upon the response of the respondents to the questionnaire designed, the respondents are employees working in Tangoe. The data was collected by reference through journals, websites and internal HR policies of Tangoe.

Data collection tools: The data analysis is done using MS Excel and SPSS statistics.

Sampling Techniques: Random sampling techniques **Sample size:** 300 (Employees from R & D, operation & IT department)

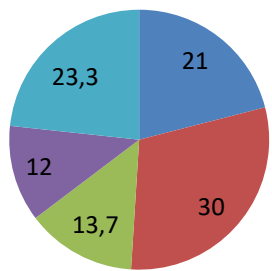
III. LITERATURE REVIEW

1. Carol grill in his research in the year 2011 on HR policy, the purpose of his study to analyse the effectiveness of HR policies, and also gap between employers, employees and the policies functioning in the organization. He come out with the findings that gap between practices and policies functioning with delicate practices are less used than delicate policies functioning in the organization. 2. Nafis Ahmed in his research on 'HR Policies in Zeal Kneatwear Ltd' in the year 2012 with the objective is to have an assessment about overall activities of Human Resource policies. In broader perspective he has also tried to learn all the activities of an RMG company. He comes out with the conclusion that how the HR policies plays a vital role in overall organizational development. If there is lack of proper implementation in organization affects employee performance and their satisfaction level. There is always a room for development. Every organization must take the benefit of this scope. 3. David storey on his research 'study on HR policies and practices in SME in UK' in 1999, the objective was to find out how the HR policies influences on performance of the employees. The finding was that the HR policies influence the overall economic performance of the organization & how the internal factors influence the performance of the employees. 4. Saraha Russel has done his study in the year 2011 carried out in Health and Social Care Institute, Teesside University, the objective of the study is to analyse the support of HR policies compassionate community approach to end of life. The research was done for both the public and private sectors. The main objective was to explore constitutional or legal position regarding human resource policies concerning to career of employees looming to end of life and also for the employees who bereaved and examined existed human resource policies of organization both private and public sector. 5. Peter steen in his study of 'Impact of HR policies on employees' in the year 2011, he has done the empirical studies in fortune 500 companies on HR policies. The main objective of the study I) to analyse family or work related issues faced by the workers II) impact of family and work programs affecting on productivity III) the upcoming trends in top companies IV) the response of universities and leading scientific organizations to family or work related issues. The major problems that workers face are analysed in this research. Those problems are the culture of organization, locating of employees, changes in shifts, children care, parent care, work time, growing demand of job etc. He come out with the finding that how employers face a problem while designing the HR policies of an organization, the above mentioned issues are need to considered apart from internal organizational situations or problems. 6. Gisela Demo in his research named 'HR management policies and practice scale' in the year 2012 studied on employee perception about HR policies with the objective is to validate HR policies through confirmatory and exploratory factor analysis. This research adds value to the scientific production in the territory of HRM since HRMPPS can be utilized not only in relational studies as well as an evaluation instrument by managers who wish to enhance their employees' well-being and also organizational results.

IV. ANALYSIS AND INTERPRETATION

Analysis: Table showing employee experience at Tangoe.

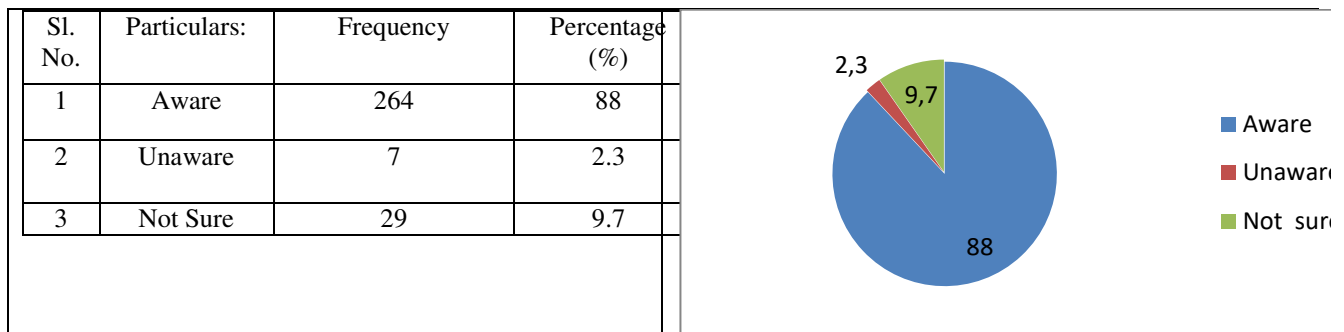
Sl. No.	Particulars	Frequency	Percentage (%)
1	Less than 6 months	63	21
2	6 months - 1 year	90	30
3	1 year - 2 year	41	13.7
4	2 year - 3 year	36	12
5	More than 3 years	70	23.3



- Less than 6 months
- 6 months - 1 year
- 1 year - 2 year
- 2 year - 3 year

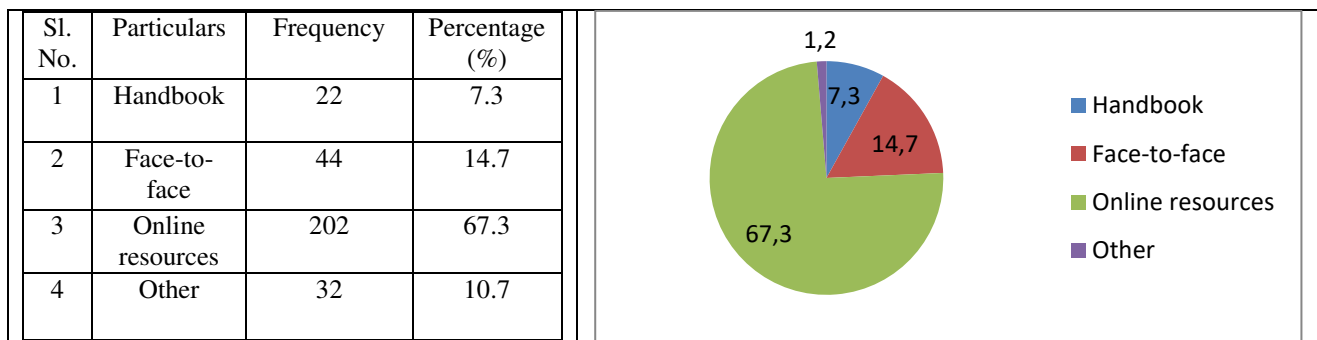
Analysis: The table suggests that 30% of the employees have experience of 6 months – 1 year, 23.3 % employees have more than 3 years of experience, 21 % employees have less than 3 years of experience, 13.7% employees are in between 1 year- 2 year & 12% of the employees are in between 2 year- 3 year.

Employee awareness towards HR policies



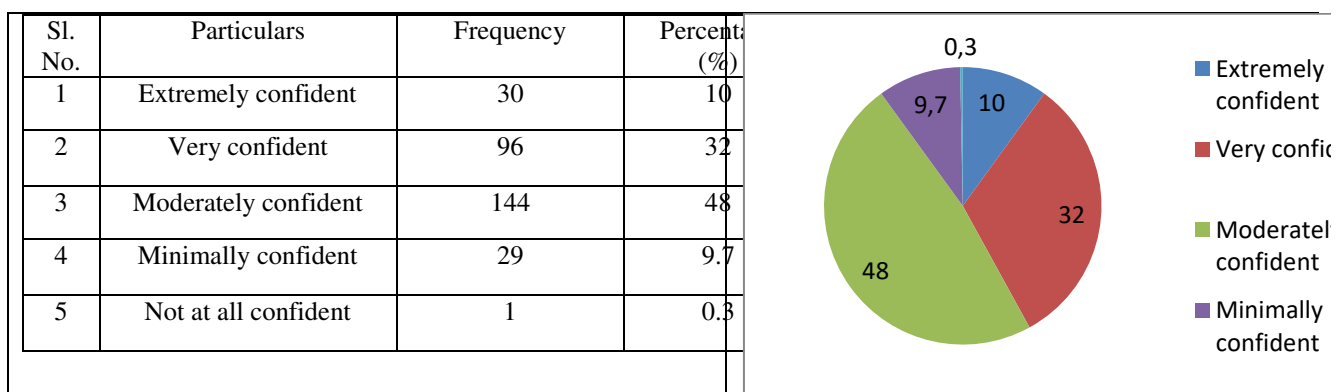
Analysis: The table indicates that 88% of the employees are aware of the HR policies, 2.3% of them are not aware where 9.7% employees saying they are not sure of their awareness towards the HR policies.

Table showing dissemination of the information of the policies.



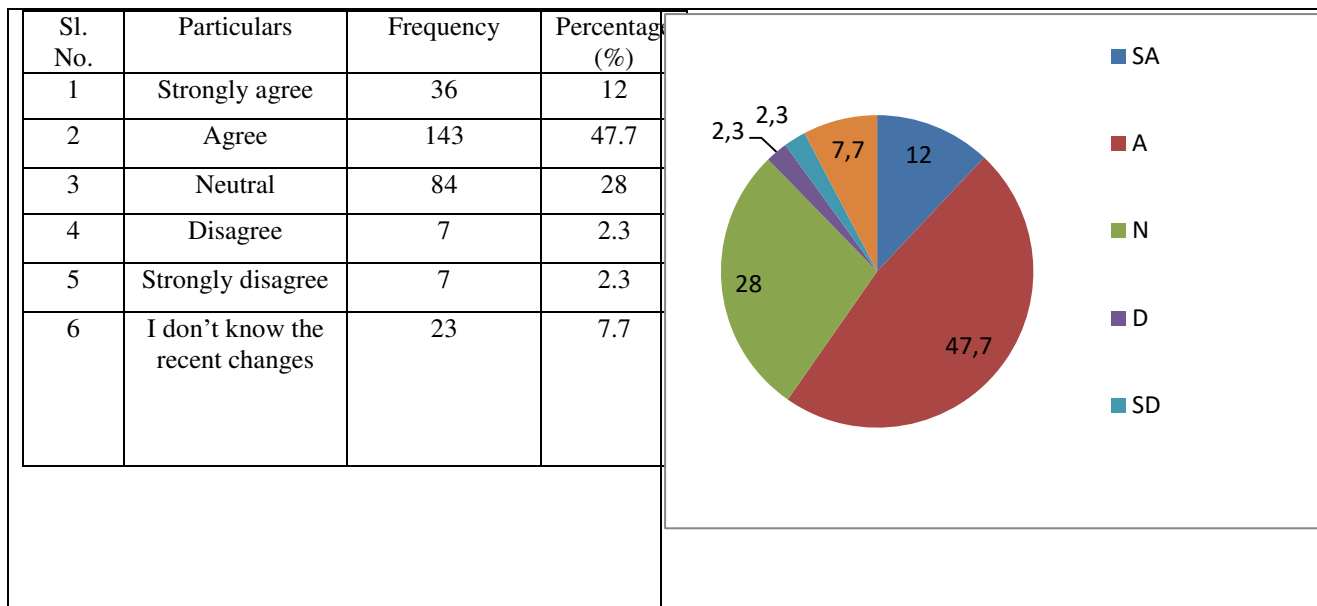
Analysis: Table showing that 67.3% employees are saying that information of policies can be disseminated through online resources, 14.7% of the employees saying that the information is disseminated face-to-face, 10.7% of the employees not sure about the answer & 7.3% of them have said handbook is the good option.

Table showing employee confidence in the knowledge of policies



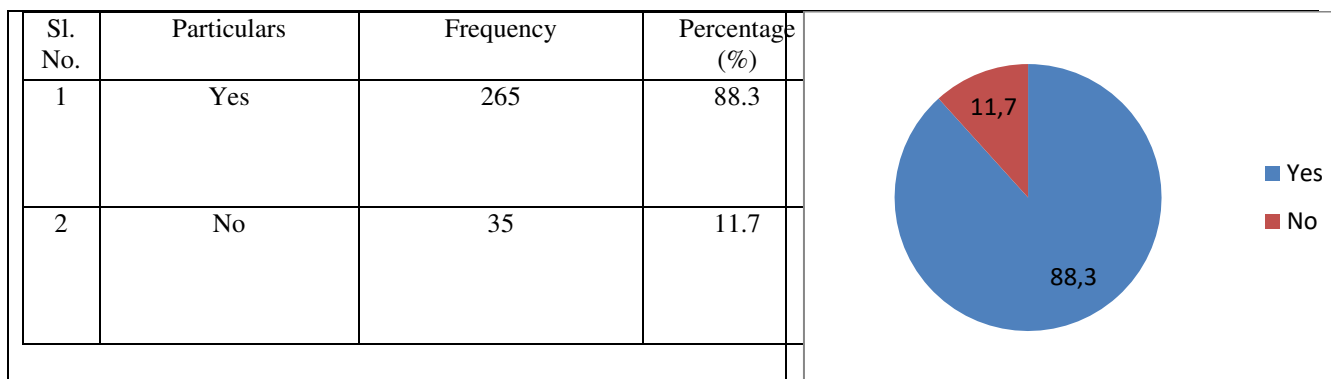
Analysis: The table indicates that in the knowledge policies 48% of the employees are moderately confident, 32% of the employees are very confident, 10% of the employees are extremely confident, 9.7% of the employees are minimally confident, and 0.3 % of the employees are not at all confident.

The recent changes in the leave policy are beneficial.



Analysis: The table indicates that 47.7% of the employees agree the recent changes in the leave policy is beneficial, 28% employees are neutral in their opinion on the leave policy, 12% of the employees strongly agree, 7.7% employees don't know the recent changes in the leave policy, 2.3% of the employees disagree the statement and 2.3% of the employees are strongly disagree.

Table showing employee understanding of fixed and flexible components of their salary. (Salary components policy)



Analysis:

The table indicates that 88.3% of the employees understand fixed and flexible components of the salary where 11.7% are not aware of it. Employees refer their friends, ex-colleague to join Tangoe under the referral policy.

Statistical Analysis:

Correlation:

H0- Well planning and implementation of HR policies will not influence employee satisfaction level.

H1- Well planning and implementation of HR policies will influence employee satisfaction level.

Correlation

		Planning and implimentation of HR policies	Employee satisfaction towards functioning of policies
Planning and implimentation of HR policies	Pearson Correlation	1	.643**
	Sig. (2-tailed)		.000
	N	300	300
Employee satisfaction towards functioning of policies	Pearson Correlation	.643**	1
	Sig. (2-tailed)	.000	
	N	300	300

**, Correlation is significant at the 0.01 level (2-tailed).

Interpretation: Since the significance value is less than 0.01, Null hypothesis is rejected and alternative hypothesis is accepted, therefore well planning and implementation of HR policies is influencing the satisfaction level of the employees. Since the correlation value is 0.643 which tells there is a strong relationship between the above said variables.

V. CONCLUSION

The HR team in Tangoe makes sure that each and every employee of the organization should be familiarize with the policy and procedures that are taken by HR team. The HR team ensure that when the situation arises the HR policies plays an adverse effect on the requirement of the employees and this creates good relationship between HR team and employee. In Tangoe HR policies have been taken as top priority to have good working environment in organization and even majority of the employees are aware about the companies HR policies, the policies in the organization are contributing towards expected results. It is found that well planning and implementation of HR policies influencing the satisfaction level if the employees.

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