Work social support and performance of employee in automobile industry

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ABSTRACT

No human being is born and lives individually. Being a social animal, every individual is highly dependent to the other people around him and also the amenities at the place of living and also working. This concept has named as social support and it has defined by many researchers Social support in the workplace can come from many sources. The most commonly explored sources are supervisors and coworkers. The present study on "WORK SOCIAL SUPPORT AND PERFORMANCE OF EMPLOYEES IN AUTOMOBILE INDUSTRY". The main objective of the study is to understand the level of work social support an employee perceives inside the organization. The study is to find out satisfactory level of the work social support and performance in organization. The main objective of study is to analyze the sources of work social support in the organization. Major findings shows that most of the employees are satisfied with the management practice, IR, etc. They are proud to say that they are employee of Roots industries.

Introduction

No human being is born and lives individually. Being a social animal, every individual is highly dependent to the other people around him and also the amenities at the place of living and also working. This concept has named as social support and it has defined by many researchers.

Eggert (1987) focused on emotional, instrumental, informational and appraisal support. Although there are certain distinctions among these approaches, all types of support are perceived to have an emotional component.

Work Social Support and non work social support:

Social support in the workplace can come from many sources; the most commonly explored sources are supervisors and coworkers. Researchers have studied the effects of work social support. Nonwork social support includes support from family and friends. Research has shown that social support within the nonwork category has different meanings and effects (Wan, Jaccard, and Ramey 1996). Lim (1996) found that nonwork social support moderates the relationship between job insecurity and life dissatisfaction.

Organizational Social Support:

A Premier form of social support is organizational, which can be defined as employees' perceptions of the value that the organization places on their contributions and the organization's concern for their well-being.

This perception may be influenced by the benefits or programs Offered by the organization and by a culture of supportive behavior within the organization.

Many organizations offer family-friendly benefits or programs that might lead employees to feel that the organization not only values them as workers but also as individuals with lives outside the workplace.

Peer group support:

A good friendship in the workplace with peer group will help an employee feels supportive and positive. For example, the friends of an employee can adjust the employee's situations and another threat which affect the employee's performance.

Supportive work place:

The supportive work place policies make employee to feel his commitment towards work.

For example, the flexi time work timings, leave policies would help an employee to work even after the committed timings.

Supportive Subordinates and customer motivation:

Subordinates (i.e.) the people who are working under the particular employee will motivate an employee in his work. Customers, who can meet an employee for their endusing, can motivate an employee.

Benefits of social support:

The following are some of the organization benefits of having a positive social support:

1. Reduce absenteeism and reduce the stress at work.
2. Increase the commitment towards the work.
3. Help them to think about their career planning.
4. Act as work-conflict reducer and Make a person to become a good performer towards work.
5. Be a constant motivator and Increase job satisfaction.
6. Make a person to love his work environment and people,

Objectives of Study:

Work social support:

1. To understand the level of work social support an employee perceive inside the organization.
2. To analyze the sources of work social support in the organization which improve the performance of an employee.
3. To identify commitment level of an employee towards work inside the organization.
4. To know the social support factors influencing the performance of an employee.

Limitations of the Study

1. The study is based on the employees' attitude and opinion in which the attitude may change.
2. The data provided by the workers not to be accurate due to the fear of the top management and the state of mind while filling in the questionnai.

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3. Detailed explanation has to be given to the employees regarding the questionnaire and so it was time consuming.

Research design:

The researcher has adopted Descriptive research study. About 400 employees in automobile industry were considered as population during the time period of Aug 2010 –Sep 2010. The researcher has selected Simple Random Sampling. Data are the basic input to any decision-making process in a business. The primary data was collected with the help of Questionnaire and interview schedule. The secondary data was obtained from broachers, websites and from employees. After calculating the simple percentage, values are assigned to the five point scale as 5 for Weighted Average Method, One way ANOVA, Two way ANOVA and Correlation.

Weighted points:

strongly Agree   : 5,   Agree   : 4,
Neither agree nor disagree : 3,Strongly Agree   : 2
Strongly disagree: 1

Weighted Average

Findings

• There is a significant relationship between Years of Service factor and Work Social Support.

• There is a significant relationship between the Performance with regard to Years of Service and Educational Qualification.

• There is a significant relationship between age factor and Work Social Support.

• There is a significant relationship between age factor and Subordinate

• There is a significant relationship between gender factors towards Organizational policies/climate.

Suggestions

1. The work place social support given to each employee is too good, and the researcher suggesting to handle out the same in forth coming days.

2. The sources can be enhanced and updated with the technology.

3. The supportive factors and the performance of an employee is highly related, so that the supportive aspects can be focused on the employees performance.

Conclusion

This study helps to analyze the new concept in the corporate. The western countries have been working on the particular concept and now days the globalization impacts this to the developing country like India. The high satisfaction and the morale increase the productivity of an employee. For getting in to that the organization needs fully engaged and highly performed workers. This study proves that the Social support which provided in the work place will increase the performance of the employees.

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Table: 1: Analysis of variance for age factor towards subordinates

Particulars		Sum of Squares	df	Mean Square	F	Sig.
Subordinate Understand	Between Groups	1.838	3	.613	2.550	.061
	Within Groups	20.662	86	.240		
	Total	22.500	89			
Subordinate Trust	Between Groups	1.951	3	.650	2.267	.086
	Within Groups	24.671	86	.287		
	Total	26.622	89			
Subordinate Co-operative	Between Groups	1.433	3	.478	1.496	.221
	Within Groups	27.467	86	.319		
	Total	28.900	89			
Task Completion	Between Groups	.201	3	.067	.218	.884
	Within Groups	26.421	86	.307		
	Total	26.622	89			
Team Powerful	Between Groups	.909	3	.303	.984	.404
	Within Groups	26.480	86	.308		
	Total	27.389	89			

Table 2: showing the image of the organization respondents towards various factors

Factors	Strongly Agree	Agree	Neither agree nor Disagree	Disagree	Strongly Disagree	Weighted Average
Better Status	46	39	5	0	0	4.46
Feel Proud	47	42	1	0	0	4.51
Organ product	50	38	2	0	0	4.53
Growth	45	40	5	0	0	4.44
Goodwill	54	35	1	0	0	4.59