Vol III Issue IX March 2014

Impact Factor : 2.2052(UIF)

ISSN No :2231-5063

International Multidisciplinary Research Journal

Golden Research Thoughts

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IMPACT FACTOR : 2.2052(UIF)

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RNI MAHMUL/2011/38595 **ISSN No.2231-5063**

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Golden Research Thoughts
ISSN 2231-5063
Impact Factor : 2.2052(UIF)
Volume-3 | Issue-9 | March-2014
Available online at www.aygrt.isrj.net

WORK CULTURE IN ITeS INDUSTRY

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Abstract:-Work occupies most of our life, if you think about it…officially we are supposed to work for 8 hrs to be considered full time. But, people work differently in different countries depending on the culture. WORK CULTURE may be defined as the rules/regulations, policies, Practices, traditions/rituals and values/beliefs of the organization. The business culture of India is a reflection of the various norms and standards followed by its people. Technology has made it possible for companies to expand into international markets. The advent of globalization made business enterprises and employees to work across the borders of various countries, thus providing exposure to cross cultural working environment to both the organizations and employees. This eliminated the huge gap between the work culture of India and other countries to some extent. This paper examines the Indian work environment their working hours, work- life balance, relationship between Boss and subordinates, performance appraisals, accepting changes etc.

Keywords: Work Culture , Policies, Practices , Technology.

INTRODUCTION:

Work culture is the distinctive personality of the organization

It defines as the rules/regulations, policies, Practices, traditions/rituals and values/beliefs of the organization.
It tells the employees how to behave, what to do, and what not to do. It is the context that gives meaning to what people do.
Approaches to people management and problem solving
Relationships with Shareholders, community, customers, suppliers, government agencies, etc.

If you want to understand why people act in a certain way at work, examine their work culture. It has substantial impact in the behaviour, quality, and quantity of work done by the employee in an organization. It is the culture that makes it safe for a person, division or the whole company to raise issues and solve problems, to act on new opportunities, or to move in new, creative directions. The advent of globalization eliminated the huge gap between the work culture of India and other countries to some extent. This made business enterprises and employees to work across the borders of various countries, thus providing exposure to cross cultural working environment to both the organizations and employees.

WORK ENVIRONMENT:

India is deeply embedded with religious and spiritual beliefs, has a strong family bonding. Here the business culture of India is a reflection of the various norms and standards followed by its people. Indian business culture will ensure success by maintaining a well-earned affinity with your business counterparts. A sound knowledge and proper understanding of culture and business etiquette will create a good factor amongst the prospective clients. In India guests are treated with utmost respect and courtesy. International travelers can expect to enjoy the Indian hospitality. At the same time culturally and as a mark of politeness, Indians have difficulty in saying no, this could be a stumbling block in negotiations and in closing contracts. The notion of time, time management, punctuality is still an anathema in India. It is more to do with the mindset and ingrained in the Indian culture. It would not be surprising if meetings are postponed, re scheduled, cancelled or organized at a very short notice. The proficiency over the English language for the average middle class is commendable. Official communication-letter faxes, emails are generally received without any hitch, but it would be prudent to cross check if the transmission has reached the receiver. Bureaucratic hurdles and a laidback approach to work in the government circles could result in delays in processing,

overload of paperwork and a general lack of confidence in the system. Therefore, immense patience is very much necessary for any business transaction in India. In India, Companies follow the hierarchical system and decision making is usually from the top to bottom. It could at times be time consuming, International companies show respect to this. The lack of infrastructure and inadequate supply chain management can also act as bottleneck for foreign investment.

WORKING HOURS:

Working time is the period of time that an individual spends in his / her organization. In India Working hours are flexible as far as IT companies are concerned. Normal office timings go from 9 AM to 5 PM. As an employee you need to maintain a minimum of 8 hours per day or 40 hours per week. Results matter more than anything; you must be able to deliver the result within the given time. In case of temporary employees may have to fill up weekly time sheets, which are signed by their Manager. There is also work time flexibility available here now a day. The concept of work from home can be availed by the employee based on the nature of work and also the necessity on its completion.

WORK- LIFE BALANCE

Work is about a search for daily meaning as well as daily bread, for recognition as well as cash, for astonishment rather than torpor, in short, for a sort of life – rather than a Monday through Friday sort of dying…"Studs Terkel .

Work–life balance is a broad concept including proper prioritizing between "work" (career and ambition) on one hand and "life" (Health, pleasure, leisure, family and spiritual development) on the other. A dynamic corporate employee by day, a mother and a home-maker by day end. Seems like a task that requires some kind of supernatural abilities. Most recently, there has been a shift in the workplace as a result of advances in technology. As Boswell and Olson-Buchanan stated, "increasingly sophisticated and affordable technologies have made it more feasible for employees to keep contact with work". Employees have many methods, such as emails, computers, and cell phones, which enable them to accomplish their work beyond the physical boundaries of their office. Employees may respond to an email or a voice mail after-hours or during the weekend, typically while not officially "on the job". Researchers have found that employees who consider their work roles to be an important component of their identities will be more likely to apply these communication technologies to work while in stress. Each working professional has his/her way of handling work pressure. The work – life balance can be made in the following ways:-

Keeping your cool
Being organized
Share your load
Keeping your word
Understanding the opposite person
Believing in team spirit:

Workplace relationships

Workplace relationships are unique interpersonal relationships with important implications for the individuals in those relationships, and the organizations in which the relationships exist and develop. The boss and employee relationship is important to company productivity. A relationship that is built on trust and understanding can make the employee and manager more efficient. A poor relationship that lacks cohesiveness will dampen productivity and can lead to high rates of employee turnover. The relationship that one share with his / her superiors is directly linked to his / her success and growth, as well as a promising future.
http://completewellbeing.com/article/yes-boss/

Performance Appraisals –

A performance appraisal is a systematic and periodic process that assesses an individual employee's job performance and productivity in relation to certain pre-established criteria and organizational objectives. Other aspects of individual employees are considered as well, such as organizational citizenship behavior, accomplishments, potential for future improvement, strengths and weaknesses, etc., It is a more limited approach which involves managers making top-down assessments and rating the performance of their subordinates at an annual performance appraisal meeting. On the other hand, it is the ongoing process of evaluating employee performance. The Performance appraisals can be measured in the following ways:

Job analysis.
Develop standards and measurement methods.
Informal performance appraisal—coaching and disciplining.

Prepare for and conduct the formal performance appraisal.

CONCLUSIONS:

Work culture is important for the growth of a company, in turn the growth of a country depends on the companies. There exist many differences, pros, and cons in work culture of any country. We have to pick and adapt the best practices of work culture around the globe and implement them in our organizations.

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