



## A Study on Relationship with Peers, Work Groups and Superiors with reference to Employees of Pumps Industry, Coimbatore

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**Abstract:** *Employee productivity depends on the congeniality of the work environment especially the relationship the employees maintain with the peers/ work groups/ superiors. This determines their deliverables to a great extent and influences the work behaviour. The opinion they hold on these work-related categories of co-employees significantly decide the autonomy and job satisfaction. Pump industry is a labor-intensive one with many employees and naturally there are more peers/ work groups/ superiors. This research pertains to the dynamics of these relationships and the opinion employees hold about such relationships and the behaviour of the colleagues at the workplace. The study attempts to analyze the opinions of employees of Ventura pumps in Coimbatore, an industrially well-known town in south India.*

**Keywords:** *peers/ work groups/ superiors, socio economic factors, commitment, work ethos and pump industry.*

### I. Introduction

Any organization, at its base, must have an efficient team, objects, and work ethos. To realize the ideals and their goals the organization must have the opportunity of having loyal employees and friendly working environment. The peers/ work groups/ superiors should maintain a healthy rapport with the employees, that irrespective of their cultural background, religion, language, etc. they must have the feeling of being a part of the organization. The identity the employees get from their superiors and the recognition for the skill and output, the awards and incentives given to them will yield copious results both materially and otherwise. It all depends upon the kind of relationship that is maintained between the authorities and the governed.

Many research works have been carried out regarding the relative among the peers and the employees. These studies have come out with suggestions exclusive to only the relevant areas where they have been carried out. The present paper/article makes an attempt to exclusively study the relation between the peer group and the employees of Ventura Pumps, Coimbatore.

Coimbatore district is one among the industrially developed and commercially vibrant district of Tamil Nadu. It is also famous for manufacturing motor pumps sets of world renown and hence it is referred as 'pump city'.

### II. Objectives

The following are the objectives of the study:

1. To present the socio-economic factors of the sample respondents
2. To identify and measure the variables of views on Relationship with peers/ work groups/ superiors of the sample respondents
3. To identify the important variables of views on Relationship with peers/ work groups/ superiors through mean scores
4. To offer suggestions to improve the efficiency of the employees to increase the productivity

### III. Research Methodology

The Ventura pumps is one of the leading industries in Coimbatore. One hundred and two employees were selected for the study using simple random sampling method. Ten variables were formulated to measure the impact of Views on Relationship with peers/ work groups/ superiors. Likert's five-point scale was used to measure the Views on Relationship with peers/ work groups/ superiors, and a master table was prepared using MS excel and uploaded to SPSS for further analysis.

The personal data were collected from the sample respondents i.e. age group, gender, educational qualification, marital status, family type, family size, number of children, number of brothers and sisters, employee status,

religion and area of nativity were taken for the study. The above personal information are important to study the Views on Relationship with peers/ work groups/ superiors of the sample respondents.

#### IV. Scope of the study

Coimbatore is suitable for textile and pump industry. Many leading and small-scale industries have established their industry and Coimbatore. The people from neighbouring districts and from Kerala state use to come to Coimbatore to buy pumps and spare parts. The labourers immigrate from other districts to Coimbatore to work in these industries. The labourers get continuous work in these industries. The employers implement many methods to get work from the labourers, and it has become a continues process. The employers need more output with less cost. The self-motivation is an important factor, the Views on Relationship with peers/ work groups/ superiors influence the self-motivation. This study examines how far the views on relationship with peers/ work groups/ superiors support the employees to work effectively and help the employer get more output.

#### V. Socio-Economic Factors of the Sample respondents

The following table shows that socio-economic details of the sample respondents. The majority (50.98%) of the employees are between the age group of 21 years and 34 years. Majority (72.55%) of the employees are men. Majority (39.22%) of the employees have passed 10<sup>th</sup> standard. Majority (76.47%) of the employees are married. Majority (93.14%) of the employees belong to nuclear family.

**Table 1. Demographic Profile of the Respondents**

Factors	Details	Number of Employees	Percentage	Mean	SD
Age	21 Years to 34 Years	52	50.98*	46.92	2.596
	35 Years to 44 Years	23	22.55	47.65	2.497
	45 Years to 54 Years	22	21.57	46.05	2.149
	55 Years to 64 Years	5	4.90	46.20	2.775
Gender	Men	74	72.55*	46.95	2.558
	Women	28	27.45	46.64	2.438
Educational Qualification	No schooling	31	30.39	47.16	2.505
	10 <sup>th</sup> STD Passed	40	39.22*	46.80	2.700
	+2 Passed	13	12.75	47.08	2.397
	Diploma	9	8.82	46.11	2.571
	Graduate	7	6.86	47.14	1.864
	Postgraduate	2	1.96	44.50	2.121
Marital Status	Married	78	76.47*	46.74	2.606
	Unmarried	24	23.53	47.25	2.212
Family Type	Nuclear	95	93.14*	46.83	2.529
	Joint	7	6.86	47.29	2.498
Family Size	Less than 5 members	89	87.25*	46.88	2.615
	5 to 8 members	9	8.83	46.44	2.068
	Above 8 members	4	3.92	47.33	.577
Number of Children	Nil	26	25.49	47.00	2.498
	One	27	26.47	47.07	2.586
	Two	29	28.43*	46.66	2.609
	Three	17	16.67	47.00	2.398
	Four	3	2.94	45.00	2.646
Number of Brothers and Sisters	Nil	7	6.86	48.71	1.380
	One	27	26.47	46.93	2.541
	Two	31	30.39*	46.68	2.797
	Three	20	19.61	46.75	2.552
	Four	12	11.76	46.67	2.270
	Five	3	2.95	46.67	1.528
	Six	2	1.96	45.00	2.828
Employee Status	Permanent	72	70.58*	46.33	2.467
	Temporary	17	16.67	47.94	2.536
	On Contract Basis	13	12.75	48.38	1.710
Religion	Hindu	64	62.75*	47.25	2.443
	Christian	8	7.84	46.75	3.370
	Muslim	30	29.41	46.07	2.318
Area	Rural	80	78.43*	46.84	2.427
	Urban	22	21.57	43.71	2.116
		<b>102</b>	<b>100</b>		

\*Majority

Majority (87.25%) of the sample respondents' family size is less than 5 members. Majority (28.43%) of the sample respondents are having two children. Majority (30.39%) of the sample respondents are having two brothers and sisters. Majority (70.58%) of the sample respondents' employment status is permanent. Majority (62.75%) of the sample respondents are Hindus. Majority (78.43%) of the sample respondents are from rural areas.

### VI. Simple Percentage Analysis

The respondents are asked to rate their opinion regarding ethnic attachment and preference, values, attitude, creed-belief cluster – beliefs about tolerance, religion, family, money, friends, being humane, leisure, and children. They were also asked to rate their opinion regarding the work ethos - in terms of their views about discipline, commitment, self-consciousness, honesty, loyalty, self-esteem, assertiveness, relationship with peers/ work groups/ superiors, views on teamwork, views on being submissive and views on respect. All these ratings are done on a five-points scaling of strongly agree, agree, neutral, disagree and strongly disagree. All the above variables are analyzed using simple percentage analysis as shown below.

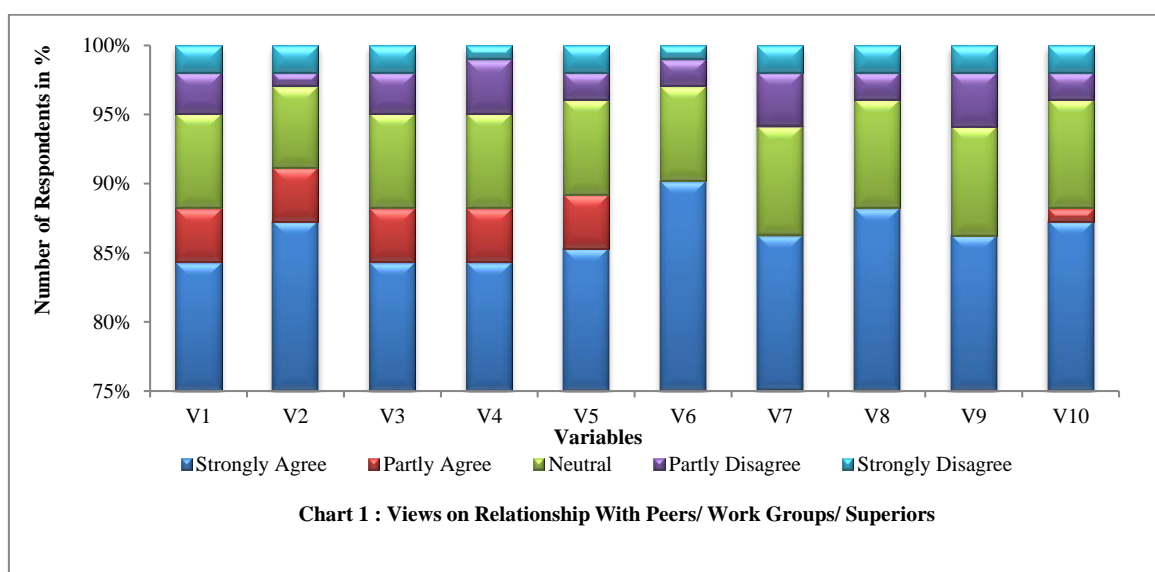
### VII. Views on Relationship with peers/ work groups/ superiors

The respondents’ opinion about ethnic attachment and preferences is given below:

**Table 2. Views on Relationship With peers/ work groups/ superiors**

Views on Relationship With peers/ work groups/ superiors	Strongly Agree	Partly Agree	Neutral	Partly Disagree	Strongly Disagree	Total
(V1) I believe that in my work co-workers will work together	86 84.32%	4 3.92%	7 6.86%	3 2.94%	2 1.96%	102
(V2) I believe that supervisors solve the problems quickly without resorting to anger	89 87.26%	4 3.92%	6 5.88%	1 0.98%	2 1.96%	102
(V3) I know that my supervisor praises me if I do a job well	86 84.32%	4 3.92%	7 6.86%	3 2.94%	2 1.96%	102
(V4) I can feel that my supervisor promotes team morale	86 84.32%	4 3.92%	7 6.86%	4 3.92%	1 0.98%	102
(V5) I should cultivate an intimate relationship with my supervisor	87 85.29%	4 3.93%	7 6.86%	2 1.96%	2 1.96%	102
(V6) I always cooperate with my colleagues	92 90.20%	0 0.00%	7 6.86%	2 1.96%	1 0.98%	102
(V7) I respect work ethos	88 86.26%	0 0.00%	8 7.84%	4 3.92%	2 1.96%	102
(V8) I understand that my supervisor advises me for my welfare	90 88.24%	0 0.00%	8 7.84%	2 1.96%	2 1.96%	102
(V9) I know that my colleagues have a good opinion about me	88 86.28%	0 0.00%	8 7.84%	4 3.92%	2 1.96%	102
(V10) I discharge my duties to the satisfaction of my superiors	89 87.25%	1 0.98%	8 7.84%	2 1.96%	2 1.97%	102

The above table shows the respondents’ opinion about the views on relationship with peers/ work groups/ superiors for the 10 different statements. To the **first statement** 84.32% of them have strongly agreed, 3.92% of them have agreed, 6.86% of them have remained neutral, 2.94% of them have disagreed and 1.96% of them have strongly disagreed. To the **second statement** “I believe that supervisors solve the problems quickly without resorting to anger”, 87.26% of them have strongly agreed, 3.92% of them have agreed, 5.88% of them have remained neutral, 0.98% of them have disagreed and 1.96% of them have strongly disagreed for the same.



To the **third statement** “I know that my supervisor praises me if I do a job well”, 84.32% of them have strongly agreed, 3.92% of them have agreed, 6.86% of them have remained neutral, 2.94% of them have disagreed and

1.96% of them have strongly disagreed. To the **fourthstatement** “I can feel that my supervisor promotes team morale”, 84.32% of them have strongly agreed, 3.92% of them have agreed, 6.86% of them have remained neutral, 3.92% of them have disagreed, and 0.98% of them have strongly disagreed.

To the **fifthstatement** “I should cultivate an intimate relationship with my supervisor”, 85.29% of them have strongly agreed, 3.93% of them have agreed, 6.86% of them have remained neutral, 1.96 of them have disagreed and 1.96% of them have strongly disagreed. To the **sixthstatement** “I always cooperate with my colleagues”, 90.20% of them have strongly agreed, 6.86% of them have remained neutral, 1.96% of them have disagreed and 0.98% of them have strongly disagreed for the same.

To the **seventhstatement** “I respect work ethos”, 86.26% of them have strongly agreed, 7.84% of them have remained neutral, 3.92% of them have disagreed and 1.96% of them have strongly disagreed. To the **eighthstatement**” I understand that my supervisor advises me for my welfare”, 88.24% of them have strongly agreed, 7.84% of them have remained neutral, 1.96% of them have disagreed and 1.96% of them have strongly disagreed.

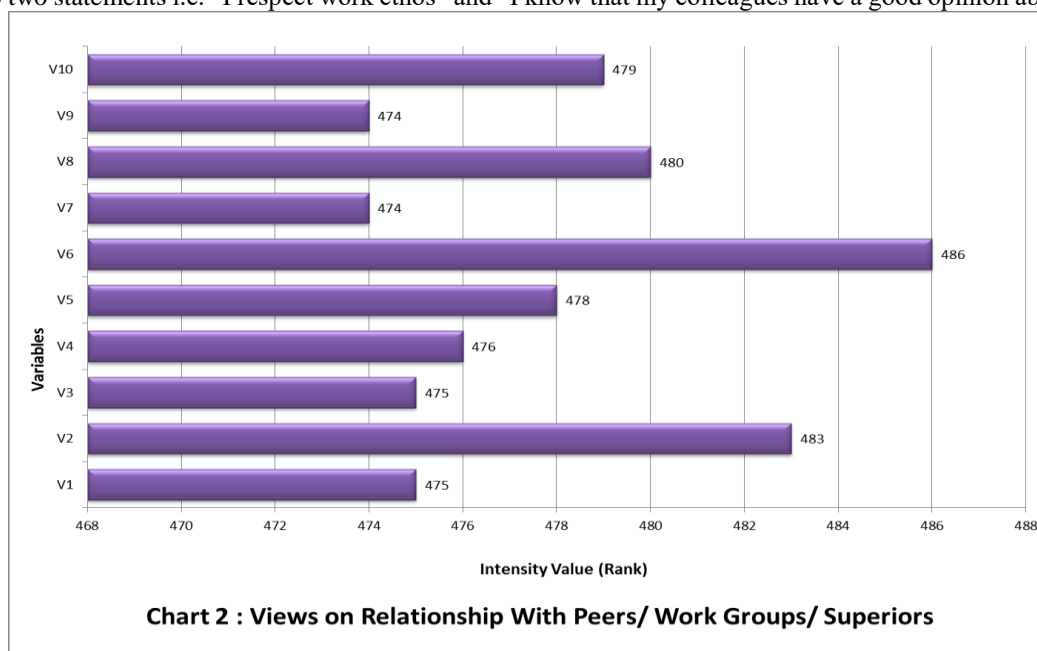
To the **ninthstatement** “I know that my colleagues have a good opinion about me”, 86.28% of them have strongly agreed, 7.84% of them have remained neutral, 3.92% of them have disagreed and 1.96% of them have strongly disagreed. To the **tenthstatement** “I discharge my duties to the satisfaction of my superiors”, 87.25% of them have strongly greed, 0.98% of them have agreed, 7.84% of them have remained neutral, 1.96% of them have disagreed and 1.97% of them have strongly disagreed for the same.

Majority (more than 84%) of the employees have strongly agreed to the views on relationship withpeers/ work groups/ superiors.

**Table 3. Mean Score on Views on Relationship with peers/ work groups/ superiors**

Views on Relationship With peers/ work groups/ superiors	Intensity Value	Mean Score	Rank
(V1) I believe that in my work co-workers will work together	475	4.66	7
(V2) I believe that supervisors solve the problems quickly without resorting to anger	483	4.74	2
(V3) I know that my supervisor praises me if I do a job well	475	4.66	7
(V4) I can feel that my supervisor promotes team morale	476	4.67	6
(V5) I should cultivate an intimate relationship with my supervisor	478	4.69	5
(V6) I always cooperate with my colleagues	486	4.76	1
(V7) I respect work ethos	474	4.65	9
(V8) I understand that my supervisor advises me for my welfare	480	4.71	3
(V9) I know that my colleagues have a good opinion about me	474	4.65	9
(V10) I discharge my duties to the satisfaction of my superiors	479	4.70	4

From the above table it was inferred that the first rank was given to the statement “I always cooperate with my colleagues”. The second position was given to the statement “I believe that supervisors solve the problems quickly without resorting to anger” and the third position was given to the statement “I understand that my supervisor advises me for my welfare”. The seventh rank was given to two statements i.e. “I believe that in my work co-workers will work together” and “I know that my supervisor praises me if I do a job well”. They had given ninth rank to two statements i.e. “I respect work ethos” and “I know that my colleagues have a good opinion about me”.



### VIII. Findings

1. Ninety two (90.20%) respondents are strongly agree the variable “I always cooperate with my colleagues”. Majority (more than 84%) of the sample respondents have strongly agreed to the variables i.e. “I believe that in my work co-workers will work together”, “I believe that supervisors solve the problems quickly without resorting to anger”, “I know that my supervisor praises me if I do a job well”, “I can feel that my supervisor promotes team morale”, “I should cultivate an intimate relationship with my supervisor”, “I respect work ethos”, “I understand that my supervisor advises me for my welfare”, “I know that my colleagues have a good opinion about me” and “I discharge my duties to the satisfaction of my superiors”.

2. The first rank was given to the statement “I always cooperate with my colleagues”. The second position was given to the statement “I believe that supervisors solve the problems quickly without resorting to anger”. The ninth rank was given to two statements i.e. “I respect work ethos” and “I know that my colleagues have a good opinion about me”.

### IX. Suggestions

The following are the suggestions given by the researcher.

1. The team spirit seems to be high in the company from the employees' opinion. It has to be maintained through various efforts.
2. The superiors seem to solve problems in a congenial manner and it has to be continued.
3. Measures can be taken from HR's perspective to strengthen the bond between subordinates and superiors.
4. Strong work ethos to be maintained as they can build and nurture workplace relationships.
5. An open culture of taking criticisms positively should be developed and encouraged in the system.
6. Peer review systems can be put into place which will develop cordial relationships among the employees as well as the employers and the employees.

### X. Conclusion

A congenial atmosphere in an organization and a better relationship among the peers/ work groups/ superiors will spread the feeling for a healthy communication among them that will lead to quality of work, quality of output and quality of work ethos. It will bring about job satisfaction among the employees with a sense of commitment. The issues related to the organization and the work environment can be settled amicably and cordially if the rapport between the employers and the employees is maintained. Needless to say, a friction-free atmosphere paves the way for boosting the energy level of the employees and improving the peace of the mind of both the superiors and the work group.

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