

CHAPTER VI

CONCLUSIONS AND SUGGESTIONS

From the study data analysis is made and depending upon the various studies following conclusions were drawn which explain the proper data analysis results.

Major Conclusion:-

1. From the AHP it is shown that the parameters are divided in four categories from that Buyer Supplier relationship is at First Rank by 49% Vendor development is on second rank by 22% Supply Chain Department functions are on Third position by 19% and organizational policies are on Fourth position by 7%

2. It is found from the above study that comparatively having minor difference with Retail sector industry as general information of organization is having variance as 0.07, Employees individual perception of job is 0.05, Role of management in employee's welfare is 0.10, Basic component of SCM is 0.02, Buyer Supplier Relationship is 0.03 and Vendor development is 0.01. Manufacturing Industries are more focused in mentoring process whenever their employees face hurdles at work.

3. For manufacturing industries the mean of the male female is the General information of organization is having as 4.17 & 4.14, Employees individual perception of job is 4.08 & 4.08, Role of management in employees welfare is 4.09 & 4.07, Basic component of SCM is 4.12 & 4.02, Buyer Supplier Relationship is 4.20 & 4.13 and Vendor development is 4.07 & 3.99. Manufacturing Industries is found to be more cautious about the career advancements of their employees and guide them to step forward towards their destination.

4. For retail industries the mean of the male female is the General information of organization is having as 3.84 & 3.92 , Employees individual perception of job is 3.61

& 3.55, Role of management in employees welfare is 3.56 & 3.44, Basic component of SCM is 3.32 & 3.04, Buyer Supplier Relationship is 3.28 & 2.99 and Vendor development is 3.39 & 3.08. Manufacturing Industries is found to be more cautious about the career advancements of their employees and guide them to step forward towards their destination

5. It has been seen that Manufacturing Industry with hair line of difference empower more as compared to Retail sector industry considering the truth that both authority and responsibility goes Retail sector Industry have little edge over Manufacturing sector industry in terms of seeking ideas and involving employee for Decision Making processes to arrive at innovative solutions as its mean values of different designations as for MSCM DGM is 4.20, Sr. Manager is 4.12, Assistant Manager 4.10 Executive 4.14, Supervisors 4.06 and for RSCM Sr. Manager is 3.30, Assistant Manager 3.56, Executive 3.54, Supervisors 3.37

6. SCM policies are well planned and focused in manufacturing industries compare to Retail industries as they are having concern only in the stipulated area of working and region.

7. Organizational culture is better and healthy in manufacturing SCM than Retail SCM to maintain the better environmental conditions in organization.

8. The basic components of SCM department plays important role in understanding the functions of SCM that are communicated well to the employees in manufacturing industries than Retail industries so the performance will get improved which add the fluent and flexible working in an organization.

9. Buyer Supplier relationship is too crucial to have the better control over the problems and challenges in SCM which arises due to the variations and fluctuations in the market.

10. In buyer supplier relationships the functional and important part is the trust, which will give better confidence in working because the placing order, to fulfil the order, raw material procurement etc.

11. In comparison with Retail sector industry, manufacturing industry employees have stayed for a longer period which helps them to speak positive about their industry and even they feel committed to stay for many years to come.

12. To placing the orders and to commit or respond to the same proper understanding of the priorities and rules and regulations is too important because that will give the place in working and the flexibility in the working.

13. The mean for both MSCM and RSCM clearly shows the difference in the value that means there is difference in the opinions of the employees of the manufacturing and retail industries.

14. As there is differences in the values from the mean table there is deviations seen in the variance and the standard deviation table for MSCM and RSCM.

15. In the comparison of male and female employees of the manufacturing industries for the segment A there is highest that is 4.200667 and standard deviation for the same is 0.60547 that means for the relations between buyers and suppliers is more important factor for MSCM.

16. In the comparison of the responses gender wise male employees are more responsive than the females and for segment E highest response is there that is 4.20 and for females highest response was for segment A that is 4.14.

17. The comparison according to the position and designation of the employees shows that DGM level employees are scored more than others as they had responded more for

all questionnaires. The highest response was 4.35 and the standard deviation for the same was 0.443471.

18. The comparison of the responses according to the different age groups of the employees shows that the employees belongs to the age group of 51-60 had responded more than others in all segments of the questionnaire. The highest response was for segment D that is the basic components of the supply chain management i.e. 4.35 and standard deviation for the same was 0.341565.

19. For the RSCM the responses of both male and female employees are close. Highest response from male was 3.84 and from female was 3.92 and that was for the segment A of the questionnaire.

20. For RSCM it is concluded that the male employees are having more difference in the opinions belongs to the senior manager level.

21. Female employees from RSCM are more steady for their responses and there is no much fluctuation in their responses

22. In the comparison of responses of both male and female employees segment A is more important as both male and female had responded more for segment A that is general environment in organisation.

23. In retail industries also the age group belongs to 51-60 responded more for all segments of the questionnaire.

24. From the Grey Relational Analysis the question no.53 was ranked by first position.

25. From the RIDIT Analysis questions again ranked and the GRA and RIDIT Analysis were compared.

Major Suggestions

1. Manufacturing industries performing well but still to achieve the goals they has to focus on the Vendor Management as its performance is lower
2. Retail industries are having very many deficiencies in all the six segments. The first important thing is to locate more decision taking authorities that will avoid the blockage of the decisions and things will go in very smooth way.
3. Retail industries have to think on the facilities given to the employees to get the better performance from them.
4. Retail industries should focus on the organizational culture which they are adopting to improve the environment of the organization.

Important Implication

1. It is interesting to note that the findings go well with the general perception about manufacturing and Retail industries. There is hardly any competition among employees in the manufacturing industries and at the same time each position is respected for the post more than the person.
2. However, in the Retail sector industries, where there is competition where there is a lot of stress, a caring culture and growth & advancement obviously call for more engagement and therefore that affects on the performance of the employees.
3. The same explanation holds true for explaining why job satisfaction is a unique factor with manufacturing industry and why commitment towards performance and feedback on participation are unique factors with Retail sector industry as regards winning Employee Engagement is concerned. Hence, it is recommended that both Retail Sector Industry and manufacturing Industry learn from each other so that in either case Employee Engagement can be accelerated.

4. Retail SCM is having tremendous scope to get developed as the globalization takes place and if the Retail Sector industries focus on their policies and have flexibility according to the market, geographical conditions and the regions the profit maximization may be there with increase in the work.

5. Vendor development is again an important factor to get consider to avoid the delivery problems associated with the Retail SCM.

Long term relationship with the suppliers and buyers will add the trust and confidence and that will add benefits to improve the performance of the industries.

An employee who perceives the organizational culture to be healthy and has high organizational communication satisfaction is more likely to be engaged. Therefore, while facilitating employee engagement, organizations should focus on building and strengthening organizational culture and communication.

1. Industry should ascertain engagement levels of their employees for all the three dimensions in order to identify gaps and take pertinent measures to bridge them.

2. The research revealed that organizational culture comprises of factors like autonomy, interdepartmental cooperation, external orientation, human resource orientation and improvement orientation, of which external orientation and interdepartmental cooperation are more significant predictors of employee engagement.

3. The study reflected that factors as organizational integration, supervisory communication, personal feedback, subordinate communication, corporate information, communication co-worker communication and media quality are important

4. rtant in defining organizational communication and predicting employee engagement.