CHAPTER 6

SUMMARY OF CHAPTERS, SUGGESTIONS & CONCLUSION

The present study is organized and presented in six chapters.

Chapter I outlines introduction, dimensions of study, factors influencing the performance of employees. HR audit models and the issues relating to HR Audit and the performance of employees.

Chapter II consists of Review of literature on demographic factors, organizational factors, HR Audit impact on the individual performance and the performance of the firm are presented along with Research gap also identified in this chapter.

Chapter III explains Research design and methodology such as need & objectives of the study, hypothesis, sampling methods and framework of analysis.

Chapter IV analyses the impact of HR Audit practices on employee performance of IT professionals in Chennai.

Chapter V consists of findings of the research study. It focuses on findings based on the present study conducted on HR Audit practices & performance of employees of IT professionals in Chennai.

Chapter VI discusses the summary of the chapters, suggestions and conclusion of the study.

6.1 SUGGESTIONS

The performance of the firm is necessary to serve and gain the trust and confidence of the stake holders. It is the duty of the employees and management
together to act and be proactive in accordance with the market demands and retain the good client base along with sustainable development of revenues, client base and market share. To get the same contribution from the employees, organization and HR audit practices can help in their own way. Hence all the three needs to be focused simultaneously.

6.1.1 Suggestions to Improve the Performance of Employees

i. **Effective man power planning and selection:** It is important to have man power planning based on the future requirements of the business and for the market demands. If not so, the firm cannot survive in the competitive market place.

ii. **Appropriate and regular training and development:** In order to upgrade the employee’s knowledge and skills to meet the client demands, it is necessary to have regular training programmes on contemporary technologies and skills.

iii. **Employee motivation and involvement:** Motivation and employee involvement in the growth and development plans of the firm helps to gain the trust and co-operation from the employees. It is essential to have a proper co-ordination from time to time for sustainable growth of stake holders in a firm.

iv. **Talent retention management:** Talent retention is key for the technological firms due to wide range of opportunities and employees shift behavior for lucrative benefits. Hence, long run career prospects needs to be conveyed and assured impartially to retain the young talents.

v. **Career development and social security needs of the employees:** Social security needs are the need of the hour. Every employee likes to have financial security, family benefits and survival benefits. Hence, the firms need to assure the same to attract and enjoy the talented services from time to time.
6.1.2 Suggestions to Improve the Performance of the Firm

i. **Organization culture and work environment:** It is necessary to develop good organization culture, work ethics and employee commitment towards the firm and stakeholders in terms of delivery of performance and quality of services. For that, the firm should take initiatives to build a work environment and sustain the same forever.

ii. **Physical and intellectual learning environment:** Learning facilities and physical infrastructure should be designed ergonomically for working long hours in bench and to relax. Recreation centres and other stress releasing facilities need to be updated from time to time.

iii. **HR policies and practices:** A good HR policy can attract hundreds of potential employees and encash the benefit of higher levels of productivity and service quality and client satisfaction. Hence, HR policies will play a major role in the performance of the firm.

iv. **Facilities for growth and development:** The organization should give a chance to every employee to grow and branch out like a tree. This can pave away to trust mutually and contribute the best for the growth and development of the firm and the business in long run.

v. **Business consistency and risk management practices:** It is necessary to establish a good risk management and business consistency department to face both systematic and unsystematic risks arising out of business, markets and external environment. Having said that, best risk management team can help in many ways to escape from the risks in business is also proved in many occasions and research.

6.1.3 Suggestions to Improve the HR Audit Practices

i. **Design and development of best HR policies:** Design and development of HR polices to attract the talented youth and to recruit,
train and engage in business. HR audit acts as a pre-checker on the quality of resources and intellectual capital procuring and using in business.

ii. **Dedicated and expertise HR team:** Human resources is a key function in an organization. The duty of HR team is to take care of the individual needs from basic and physiological to self actualization needs from time to time. As long as this happens in a clear manner the employees contribute the best to the firm and to the society in a way. Hence, HR team should act as a sensitive missionary and serve all with smile.

iii. **Effective employee communication system:** Communications in formal organizations play a major role in improving the performance and to improve the co-ordination and smooth functioning of the firms. Sometimes informal communications try to spoil the regular and smooth work flow. This can be avoided only through effective and good formal and effective communication system.

iv. **Planned programmes for career growth and business sustainability:** planned development is a permanent development. Hence, systematic and planned career development for employees and long terms and medium term plans for the firm and working accordingly can help to grow better, better and better in business. This lack among many leads to failures in business.

6.2 **CONCLUSION**

It is noted that contribution of employees, organization environment and HR Audit practices are indispensable for the sustainable growth and development of the business in long run. Hence, a systematic planning and adoption of development schemes, effective implementation and follow up, revision of the schemes and plans from time to time can help in growing much faster, better and sustainable. Hence, HR audit can act as a catalyst for the individual growth and the organization
development. Hence, Human resources audit can definitely help to improve the performance of the employees and the performance of the firm. There is a lot of scope for research in the area of HRA and its impact on intellectual capital development in the knowledge domain firms. This can help in building the good knowledge management and thereby potential benefits to the firms and to the society in resolving interpersonal issues and work related issues in an ease manner. Hence, HRA can be promoted as a voluntary quality circle activity among the firms for the benefit of the employees, firms and to the society at large.

6.3 SCOPE FOR FURTHER RESEARCH

The present study is focused on assessing the impact of HR audit practices on the performance of the individual employees and the organization as a whole. The dimensions of performance impact are measured on a five-dimensional scale. In addition, the study covers the factors influencing the HR audit practices in IT sector, barriers in conducting and benefits of HR audit practices in IT sector is studied. The similar studies can be conducted in other service sectors like hospitals, banks, schools and colleges, e-governance centres and many other public utility service centres. The ultimate objective of any business is to satisfy the clients and to protect the stakeholder’s interests from time to time. The comparative studies of the firms in different sectors, different geographical locations can help to identify the common barriers and benefits of HR audit in the sample area and focused approach can be designed to curb the same. The HRA practice, procedure, manuals and the steps can be designed and compared with existing practice formats and the gaps can be identified in the system in terms of professionally established systems and the actual market practices. The reasons for failure of the same also can be identified. Micro level studies can help in customization and effective implementation for the benefit of the society at large.