



## A Study on “Unraveling Influence of HR Policies and Practices on Fostering Good Governance in Organization”.

[A study on 30 employees of acuLIFE Healthcare Pvt Ltd.]

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### ABSTRACT

"In this research paper, we delve into the impact of HR policies and practices on fostering good governance within ACULIFE HEALTHCARE PVT LTD. By collecting data from 30 employees, we aim to uncover the relationship between HR policies, practices, and the overall governance framework of the organization. Through surveys, interviews, and analysis of existing literature, we explore how transparent, fair, and employee-engaging HR policies contribute to strengthening governance practices. The findings from this study will provide valuable insights into the importance of aligning HR strategies with governance objectives, ultimately enhancing organizational performance and employee satisfaction. This research contributes to the growing body of knowledge on the role of HR in promoting good governance in organizations. The sample for this study consisted of randomly selected 32 staff of acuLIFE HEALTHCARE PVT LTD. Results from the study revealed that HR policies and HR practices does influence employees' performance in acuLIFE Healthcare PVT LTD. that effective HR policies and Practices can enhance good governance in acuLIFE HEALTHCARE PVT LTD. Well designed policies and practices ensure that employee motivation is well articulated and executed at all level of the organization for the purpose of good governance, job satisfaction and improved employee performance at all times. Also, the management should introduce some level of innovation and flexibility into the company policies concerning employee's motivation, there is need for better and healthy relationship between the management and its Employees at all level and between the employees themselves.

**Keywords:** HR polices, HR practices, Governance ,Organizational performance.

### INTRODUCTION

#### Introduction on HR policies and Practices

In the contemporary landscape of organizational management, the pursuit of good governance has become a paramount concern for businesses across the globe. As organizations grapple with an ever-evolving business environment, characterized by dynamic market forces, technological advancements, and societal expectations, the need for robust governance mechanisms has never been more critical. At the heart of this quest for effective governance lies the intricate interplay between Human Resource (HR) policies and the organizational governance framework.

Human resource policies are standards that businesses establish for employee interactions in the workplace. They are a defined collection of rules that outline acceptable behavioral norms, employee expectations, disciplinary processes, and organizational commitments to maintain uniformity. These policies are implemented by businesses to demonstrate their dedication to regulatory obligations, minimum employment standards, training, diversity, and ethics.

Human resource (HR) policies specify how an organization will handle its personnel and property. They also lay out staff expectations, organizational responsibilities, disciplinary processes, and conduct standards. Human resources policies are frequently established and incorporated in employee handbooks. Workplace policies that are well established are essential components of every business because they give clarity and structure. These regulations set acceptable behavior norms and serve as a point of reference for a variety of concerns. Understanding different human resource policies and how they work will help you maintain discipline and order at work as a human resources (HR) professional. In this article, we explain HR policies, discuss their significance, present examples of HR policies, and provide a list of important forms for recording rules in the workplace. Policies help organizations achieve their objectives more effectively. HR rules serve as the foundation for good HRM practices. Furthermore, policies serve as a benchmark against which program success may be judged.

Human Resource (HR) practices encompass a wide range of activities and strategies that are designed to attract, develop, motivate, and retain employees. These practices are crucial for creating a positive work environment, fostering employee engagement, and ultimately driving organizational performance.

One of the key aspects of HR practices is recruitment and selection. This involves finding the right talent for the right job, conducting interviews, checking references, and ensuring a fair and unbiased hiring process. By bringing in skilled and qualified individuals, organizations can build a strong foundation for success. Once employees are on board, HR practices also focus on their development and growth. This includes training programs, performance management, and career development initiatives. By investing in their employees' skills and knowledge, organizations can enhance productivity, job satisfaction, and employee retention. Another important aspect of HR practices is employee relations. HR professionals play a crucial role in maintaining a positive and harmonious work environment. They handle employee grievances, promote effective communication, and ensure compliance with labour laws and regulations. HR practices also encompass compensation and benefits management, employee wellness programs, diversity and inclusion initiatives, and much more. All of these practices work together to create a supportive and inclusive workplace culture.

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### Objective of the study:

1. To Analyze the Impact of HR Policies on Organizational Governance.
2. To Identify Mechanisms for Accountability and Transparency
3. To Examine the Role of HR in Leadership Development and Succession Planning
4. To Study Employee Engagement and Participation in Decision-Making
5. To Measure the Effectiveness of Performance Management Systems
6. To Analyze HR's Contribution to Ethical Culture and Social Responsibility

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### Sample and Sampling Methods

#### ❖ Universe / Population

The first step in developing any sample design is to clearly define the set of objectives, technically called the universe. The research is centered on acuLIFE Healthcare private ltd., which is located in Sachana, Ahmedabad. The company is a manufacturer of sterile water for injection, Dextrose Infusion, Glucose bottle, Capsule etc. having its global operation spread across 55 countries with 1000 and more employees.

#### ❖ Sample

Sample is the representative of the whole universe. Here, the researcher has used simple random sampling method, and selected 30 respondents from acuLIFE Healthcare private limited. (Sachana, Ahmedabad) which are randomly selected.

#### Tool of data collection

1. **Primary Data : Google Forms**
2. **Secondary Data : Books , Journals , News papers , Internet**

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### FINDINGS

- 53.3% of the respondents indicates Yes and remaining 46.7 % indicates No regarding the recruitment policy ensures equal opportunities for all applicants.
- 66.7% of respondents are reported Yes and, 33.3% said No for job description and qualification provided before the interview process.
- 60% of respondents reported Yes and remaining 40% said No about candidates informed about Company's values and Cultures.
- 83.3% of the respondents said Yes and 16.7% said No for the presence of clear channel for candidates to ask questions.
- 63.3% of the respondent believed Yes and 36.7% said No for the recruitment process in the organization is fair and unbiased.
- 20% of the respondents are Satisfied, 26.7% Highly satisfied , 53.3 % Highly dissatisfied about clarity of job description and requirement .
- 33.3% of respondents Satisfied, 16.7% Dissatisfied , 16.7% are Highly satisfied and 33.3% are highly dissatisfied for fairness and objectivity of selection criteria and process.
- 30% of respondents Satisfied, 6.7% Dissatisfied , 23.3% are Highly satisfied and 40% are highly dissatisfied about timeliness and efficiency of the communication between organization and applicants.
- 30% of respondents Satisfied, 13.3% Dissatisfied , 23.3% are Highly satisfied and 33.3% are highly dissatisfied about response of queries and concerns solved by team.

- 36.7% of respondents Satisfied, 26.7% Dissatisfied , 23.3% are Highly satisfied and 13.3% are highly dissatisfied about overall process of recruitment team.
- 90% of the respondents indicates Yes and remaining 10 % indicates No regarding having formal grievance policy at workplace.
- 73.3% of the respondents said Yes and remaining 26.7 % indicates No for grievance timely resolve.
- 73.3% of the respondents indicates Yes and remaining 26.7 % indicates No about clear guidelines on how grievance is escalates.
- 53.3% of the respondents indicates Yes and remaining 46.7 % indicates No for does grievance policy encourage employees to provide feedback.
- 53.3% of the respondents indicates Yes and remaining 46.7 % indicates No about policy ensure the confidentiality of candidates information.
- 26.7% of the respondents are Satisfied, 26.7% Highly satisfied , 46.7 % Highly dissatisfied about clarity of handling grievance policy in organization.
- 40% of respondents Satisfied, 16.7% Dissatisfied , 10% are Highly satisfied and 33.3% are highly dissatisfied about timeliness of grievance resolution.
- 26.7% of respondents Satisfied, 10% Dissatisfied , 16.7% are Highly satisfied and 46.7% are highly dissatisfied about level of support providing during process.
- 40% of respondents Satisfied, 16.7% Dissatisfied , 30% are Highly satisfied and 13.3% are highly dissatisfied about promotes a positive work culture.
- 36.7% of respondents Satisfied, 30% Dissatisfied , 23.3% are Highly satisfied and 10% are highly dissatisfied about transparency of the handling process.
- 90% of the respondents said Yes and remaining 10 % indicates No for performance expectation communicated clearly to employees.
- 80% of the respondents said Yes and remaining 20 % indicated No for feedback evaluation use for training and development.
- 93.3% of the respondents said Yes and remaining 6.7% indicates No for individual goals set and tracked.
- 66.7% of the respondents said Yes and remaining 33.3% indicates No for recognizing and rewarding for high performance.
- 86.7% of the respondents said Yes and remaining 13.3 % indicates No for employees has to given for self assessment.
- 33.3% of respondents Satisfied, 20% Dissatisfied , 36.7% are Highly satisfied and 10% are highly dissatisfied about clarity and transparency of performance evaluation criteria.
- 36.7% of respondents Satisfied, 26.7% Dissatisfied , 26.7% are Highly satisfied and 10% are highly dissatisfied about effectiveness of process and areas of improvement and development.
- 36.7% of respondents Satisfied, 23.3% Dissatisfied , 30% are Highly satisfied and 10% are highly dissatisfied about personal growth and advancement.
- 36.7% of respondents Satisfied, 20% Dissatisfied ,33.3% are Highly satisfied and 10% are highly dissatisfied about fair and objective to find performance evaluation process.
- 30% of respondents Satisfied, 16.7% Dissatisfied , 46.7% are Highly satisfied and 6.7% are highly dissatisfied about process aligns with job responsibilities and goals.
- 73.3% of the respondents said Yes and remaining 26.7 % indicated No for awareness of their rights and responsibilities.
- 76.7% of the respondents said Yes and remaining 23.3 % said No for clear code of conduct for employees.
- 60% of the respondents said Yes and remaining 40 % said No for providing feedback and suggestions of process.
- 80% of the respondents said Yes and remaining 20 % indicated No for attendance and leave policies are clear.
- 90% of the respondents said Yes and remaining 10 % indicated No for work life balance and well being addressed .
- 43.3% of respondents Satisfied, 16.7% Dissatisfied , 30% are Highly satisfied and 10% are highly dissatisfied about transparency and fairness of the disciplinary procedures followed in organization.
- 40% of respondents Satisfied, 16.7% Dissatisfied , 33.3% are Highly satisfied and 10% are highly dissatisfied about effectiveness of the conflict resolution mechanism in organization.
- 43.3% of respondents Satisfied, 23.3% Dissatisfied , 23.3% are Highly satisfied and 10% are highly dissatisfied about availability and accessibility of the employee support services such as wellness programs or counselling.

- 43.3% of respondents Satisfied, 16.7% Dissatisfied , 30% are Highly satisfied and 10% are highly dissatisfied about measures taken to ensure a safe and inclusive work environment for all employees.
- 43.3% of respondents Satisfied, 23.3% Dissatisfied , 26.7% are Highly satisfied and 6.7% are highly dissatisfied about level of trust and mutual respect between employees and management in organization.
- 73.3% of the respondents said Yes and remaining 26.7 % indicated No for training and development opportunities provided..
- 76.7% of the respondents said Yes and remaining 23.3 % said No for competitive compensation and benefits offered.
- 73.3% of the respondents said Yes and remaining 26.7 % said No for celebrate employee achievements.
- 66.7% of the respondents said Yes and remaining 33.3 % indicated No for overall experience in organization.
- 73.3% of the respondents said Yes and remaining 26.7 % indicated No for stay interviews conducted to understand motivations..
- 36.7% of respondents Satisfied, 20% Dissatisfied , 36.7% are Highly satisfied and 6.7% are highly dissatisfied about effectiveness of the onboarding process in helping process in helping new employees feel welcomed and supported.
- 36.7% of respondents Satisfied, 26.7% Dissatisfied , 23.3% are Highly satisfied and 13.3% are highly dissatisfied about opportunities for professionals growth and development provided by organization.
- 30% of respondents Satisfied, 26.7% Dissatisfied , 30% are Highly satisfied and 13.3% are highly dissatisfied about fairness and transparency of the promotion and advancement opportunities within the organization.
- 36.7% of respondents Satisfied, 30% Dissatisfied , 26.7% are Highly satisfied and 6.7% are highly dissatisfied about effectiveness of the compensation and benefits package in attracting and retaining top talent.

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## SUGGESTION

- ❖ **Enhance Recruitment Processes:** Strengthen recruitment policies to ensure equal opportunities for all applicants. Provide comprehensive job descriptions and qualifications before interviews to set clear expectations and promote transparency in the hiring process.
- ❖ **Refine Grievance Handling Mechanisms:** Foster a culture of open communication by implementing clear guidelines for addressing employee concerns. Encourage feedback from employees to continuously improve grievance handling procedures and ensure timely resolution of issues.
- ❖ **Optimize Performance Evaluation Systems:** Align performance evaluation criteria with organizational goals and values. Provide opportunities for regular feedback and development, emphasizing transparency and objectivity in the evaluation process.
- ❖ **Promoting ethical behaviour:** Integrating ethics into human rights and practices to promote a culture of integrity and accountability. Ensure human resources programs prioritize fairness, transparency and ethics at all levels of the organization.
- ❖ **Encourage stakeholder engagement:** Involve stakeholders (including employees, managers and senior executives) in the development and implementation of human rights policies. Encourage open communication and collaboration to ensure HR measures are aligned with management objectives and stakeholder expectations.
- ❖ **Investment in workforce development:** Further training and development programs that provide employees with the knowledge and skills they need to support labour standards management. Provide opportunities for growth and advancement to foster a culture of improvement and innovation.

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