

# EMPLOYEE PERCEPTION

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**ABSTRACT:** This study will be helpful to know the perception and satisfaction level with these methods and also this would be a chance for the employees to give suggestions for the improvement in these methods. This researcher analyzes their human resource practices through some of the intense techniques and methodologies. It is to be noted that all the existing Hr policies of the organization are not studied and analyzed wherein special preference is provided only to training and development.

## INTRODUCTION:

Employee perception is the aspect to know how much an employee is satisfied towards the organization it is the most essential aspect that can drive the employees towards the organization. It should be noted that a satisfied employees used his maximum effort for the company rather than of the unsatisfied person.

## MEANING:

When an individual looks at a target and attempts to interpret what he or she sees that interpretation is heavily influenced by the personal characteristics of the individual perceiver, personal characteristics that affect perception include a persons attitude personality motives, interests, past experience and expectations.

## DEFINITION:

Stephen P.Robbins, defines perception as a process by which individuals organize and interpret their sensor impressions in order to give measuring to their environment process which involves seeing , selecting, organizing, interpreting and giving meaning to the environment.

According to Udai Pareek and others perception can be define as the process of receiving selecting organizing checking and reaching to sensory stimuli or data.

## 3.1. THEORETICAL REVIEW:

### 3.1.1. Perception

According to Udai Pareek Perception can be defined as the process of receiving, selecting organizing interpreting, checking and reaching to sensory stimuli or data.

According to Stephen Robbins defines perception a process by which individual organize and interpret their sensory impressions in order to give meaning to their environment.

According to Fred luthans opines that perception is an important mediating cognitive process through which persons make interpretations of the stimuli or situation they are faced with.

According to William gardener perception is when selecting an image never try to be something you are not. People will be through the façade. Make every effort to put your best foot forward but never at the cost your identify or integrity.

## 3.2. LITERATURE REVIEW:

### 3.2.1. Perception

Charts McConnell

The author has found from his research that,whenever there is a contradiction between what employees are told or led to expect and what they actually see occurring, the result is usually a negative perception. In the employee manager relationship a greater presence of negative perceptions lowers the credibility of the management and increase the difficulty in securing employee cooperation and commitments. The task of minimizing employees negative perceptions fall largely on the first lines supervisor although the door is always open higher managers can make this more difficult.

Employee perception towards the dimension of culture in enhancing organizational learning.

Authors(s) Carroll Graham, Fredrick muyianafukho

Journal: the learning organization

The purpose of the study was to determine employee perception of the dimension of cultural toward organization learning readiness. The study also seeks to compare employees work experience work shifts and their perception towards the dimension of culture in enhancing organizational learning readiness.

#### OBJECTIVES OF THE EMPLOYEE PERCEPTION:

- ❖ To find out the expectation of employees on the training and development.
- ❖ To assess the satisfaction level of employees on current training module.
- ❖ To identify the employee preference on
  - ✓ Place of training
  - ✓ Training method
  - ✓ Duration of training

#### IMPORTANCE OF EMPLOYEE PERCEPTION:

**1. Communication is the key:** For anything to be a success, communication is an important aspect. Anything that we do will not make any sense if its not communicated well to the target audience. One important step in reaching out to employees in the right way is to foster a culture of transparency.

When employees know what the organization is doing for them to understand their roles and how they can best contribute to the big picture. Moreover, when there a lack of transparency that can foster fear and lead to rumors that inhibit engagement and productivity. Hence regarding employee perception.

**2. Empower them:** When employees perceive that HR practices reflect a commitment to quality and are based on seeing employees as assets, they have higher commitment and satisfaction if they viewed a practices as a sign hat the company values quality service or products, and will empower employees to produce them, employees are more satisfied.

**3. The upside of better work perception:** Organizational are taking many initiative to form a positive employee perception for better productivity. Involving employees in the business planning process, creating knowledge sharing systems, creating open sharing spaces presenting the financial state of the company, encouraging and providing and learning, opportunity generate excitement about upcoming activities are some of the ways organizations are practicing for keeping employees engaged with the workplace.

#### FACTORS INFLUENCING EMPLOYEE PERCEPTION:

Perception is our sensory experience of the world around us and involves both the recognition of environmental stimuli and actions in response to stimuli. Through the perceptual process, we gain information about properties and elements of the environment that are critical to our survival.

1. Characteristics of the perceiver: Several characteristics of the perceiver can affect perception. When an individual looks and attempts to interpret what he or she stands for, that interpretation is heavily influenced by personal characteristics off the individual perceiver.

A). Attitudes: The perceiver attitudes affect perception. For example suppose Mr,X is interviewing candidates for a very important position in his organization a position that requires negotiating contracts with suppliers, most of whom are male.

B) Moods: Moods can have a strong influence on the way we perceive someone. We think differently when we are happy that we do when we are depressed. In addition, we remember information that is consistent with our mood state better than information that is inconsistent with our mood state.

C). Motives: Unsatisfied needs or motives stimuli individuals and may exert a strong influence on their perceptions. For example in an organizational context, a boss who is insecure perceives a subordinates efforts to do an outstanding job as a threat to his or her own position.

D). Self concept: Another factor that can affect social employee perception is the perceiver self concept. An individual with a positive self concept tends to notice positive attributes in another person. In contrast a negative self concept can lead a perceiver to pick out negative traits in another person.

E). Interest: The focus of our attention appears to be influenced by our interests. Because our individual interests differ considerably, what one person notices in a situation can differ from what others perceive .

F).Cognitive structure: Cognitive structure an individual pattern of thinking also affects perception. Some people has a tendency to perceive physical traits, such as height, weight, and appearance more readily. Others tend to focus more on central traits, or personality dispositions. Cognitive complexity allows a person's to perceive multiple characteristics of another person rather than attending to just a few traits.

G) Expectations: Finally, expectations can distort your employee perceptions in that you will see what you expect to see. The research findings of the study conducted by Sheldon S .Zalkind and Timothy W Costello on some specific characteristics of the perceiver reveal.

- ❖ Knowing oneself makes it easier to see others accurately.
- ❖ One's own characteristics affect the characteristics one is likely to see in others.
- ❖ Accuracy in perceiving others is not a single skill.

#### EMPLOYEE WORK PERCEPTION PREDICTS COMPANY SUCCESS:

Work consumes a lot of the life in many different ways so it is not really news that work affects our quality of life on several levels. Many studies have shown that our attitude about work affects our mood outside of work as well as our health.

Now researchers have found that the way employees perceive their work can have a big influence on the efficiency and profitability of a company. They look at more than 10 major ones on the companies. They did surveys of employees' job satisfaction, employee retention rates, customer loyalty and the organization's financial outcomes.

A clear lesson from the study is that the more favorable attitude employees have of their job, the better the company will perform and that management should put practices in place that will improve the employees' perception of their jobs.

Working conditions also play an important role in the employees' sense of satisfaction they get from their job. Establishing a warm, pleasant working environment will go a long way toward improving productivity.

When employees share the information about the overall goals of the company and the employees' role in it, they get a greater sense of fulfillment in their job than if they look at their work just in terms of their own performance unconnected to anything else.

#### ORGANIZATIONAL CONSTRAINTS THAT AFFECT EMPLOYEE PERCEPTION:

The most important role of employee perception in the workplace is its linkage to the decision-making perception process. Let us discuss the various organizational constraints that affect the perception ultimately leading to incorrect decisions.

1. **Reward system:** A reward system if not perceived properly by the team members or the employees at large may largely affect the organization's performance. A reward system can be effective if it is properly understood by the team members. In most cases it is observed that the team is not motivated to work that extra mile and clinch the deal or complete their targets as they have not understood the reward system properly. An improper communication has led to the formation of incorrect perception in the minds of the employees or the team members which restricts their motivational levels to perform better.
2. **Historical precedents:** If there have been any historical precedents, good or bad, then they would largely affect the perception of individuals in their work environment. For example, consider an employee or a group of employees who had a boss who is autocratic in his approach, is least sensitive to their issues, does not give a patient hearing to their issue and always focuses only on work. In such a case, due to bitter experience that they had in the past, the employees may already frame an opinion and could thus create a different perception about their autocratic boss. When this boss leaves the organization, the employee would subsequently be led by a new boss superior. The new boss could be quite considerate and much different from the earlier one.
3. **Rigid rules and regulations:** If the rules and regulations are highly rigid, then the employees may perceive the management of the organization to be highly inflexible and hostile in their approach; consequently, this may affect the organization in more than one way. For example, employees may perceive a completely different image of the company. Apart from this, prospective employees may also perceive the organization as indifferent to human needs and may not be interested in joining this organization.
4. **Undefined goals:** Similarly, perception can play a role if the goals of individual team members are undefined. Not only will it affect the appraisal cycle but will also contribute largely towards bringing in clarity. It is often observed in organizations that the goals are not set for a major part of the year, or in some cases, the goals are not defined at all, leaving everything to the understanding of the employees.

#### CONCLUSION:

The present study has been undertaken with the objective of analyzing the perception of employees towards the HRD practices, namely performance and training development.

After the long time study and survey about the two practices it can be said that the practices need lot more improvement revision and extension to all the employees of the company at each level.

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