A PROJECT REPORT
(18MBAPR407)

on the Topic

"A STUDY ON EFFECTIVE USE OF HUMAN RESOURCE AT BIG BAZAAR, KORMANGALA"

By
PRIYANKA SINGH B P
1CY18MBA37
MBA 4th Semester

Submitted to **VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI**
in partial fulfillment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION

Under the Guidance of

INTERNAL GUIDE
Mrs. Namita P Konnur
Assistant Professor

DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION
C M R INSTITUTE OF TECHNOLOGY
#132, AECS Layout, ITPL Main Road, Kundalahalli,
BENGALURU-560037

JUNE/JULY 2020

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Prof. Namita P Konnur
Assistant Professor
Dept of Management Studies
CMR Institute of Technology

EXTERNAL GUIDE
Ms. Anjana VR
Senior Executive –HR
Big Bazaar -Kormangala

DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION

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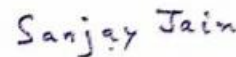BENGALURU-560037

June/July 2020

CMRIT

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CERTIFICATE

This is to certify that **Mr. PRIYANKA SINGH B P** bearing USN **1CY18MBA37** is a bonafide student of Master of Business Administration Programme of the Institute (2018-20 Batch), affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A STUDY ON THE EFFECTIVE USE OF HUMAN RESOURCE AT BIG BAZAAR, KORAMANGALA, BANGALORE"** is prepared by her under the guidance of **Mrs. Namita P Konnur**, Assistant Professor, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi in Karnataka.

Signature of Internal Guide

Signature of HoD
Head of the Department
Department of MBA
CMRIT-PG Studies
Bangalore-560 037

Sanjay Jain
Signature of Principal
Principal
CMR Institute of Technology
Bangalore - 560037

Evaluators

1) Name of external evaluator

   _____

2) Name of internal evaluator

   _____

Signature with Date

_____

_____

CERTIFICATE

FUTURE RETAIL

Date:16.02.2020

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Mrs.PRIYANKA SINGH USN No 1CY18MBA37 MBA student of CMR Institute of Technology Bangalore.Has undertaken with the topic of"A study on THE EFFECTIVE USE OF HUMAN RESOURCE AT BIG BAZAAR KORAMANGALA "Between 02.01.2020to16.02.2020.

She worked sincerely on her assignment and her performance was excellent.

We wish her best of luck for his future tenure

For Future Retail Limited,

Big Bazaar,Bangalore

Anjana V R

Senior Excutive-HR
FOR FUTURE RETAIL Ltd,

FOR FUTURE RETAI L LIMITED

LIMITEDFutureRetailLimitd,knowledgeHouse,ShyamNagar,OffJogeshwariVikhroliLinkRoad Jogeshwari(East),Mumbai400060
ZonalOffice:1stfloorPassadena,18/1,10thmain,AshokaPillarRoad,JayanagarFirstBlock, Bangalore-560011.
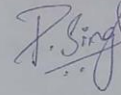
DECLARATION

DECLARATION

I, **PRIYANKA SINGH B P** hereby declare that the Project report entitled **"A STUDY ON EFFECTIVE USE OF HUMAN RESOURCE at Big Bazaar** prepared by me under the guidance of **Prof NAMITA P KONNUR** faculty of MBA Department, CMR Institute of Technology and external assistance by **MS.ANJANA VR Senior Executive at Big Bazaar.** also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of six weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted to any other University/Institution for the award of any degree/diploma.

Place: **BENGALURU**

Date: 29/06/2020

PRIYANKA SINGH B P

USN:**1CY18MBA37**

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I have been fortunate enough to get good timely advice and support from a host of people to whom I shall remain grateful.

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I acknowledge the insights provided by my External Guide, **Ms ANJANA VR Senior Executive at Big Bazaar .** which helped me to a great extent in completion of the project work.

And finally, there is deepest of thanks for the patience and cooperation of the family and friends, without whom the endeavour would not have been possible.

PRIYANKA SINGH B P

USN : **1CY18MBA37**

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EXECUTIVE SUMMARY

The research project entitled "Big Bazaar 's Report on the Successful Use of Human Capital for Potential Retail Workers" is an effort to evaluate and examine the usage of the company's resources for all employees. It will help me study the enhancement of employee knowledge and skills to better perform the job and feedback on its efficacy.

This also seeks to recognize the benefit the workers have gained from completing human resource services in Zonal as well as in-store for improved job results.

The study architecture consists of the Explorative Analysis as it analyzes HRIS 's efficacy using statistical instruments. The data was obtained by means of well-structured questionnaires, including open ended and closed ended questions (5 point Likert Scale). Around 100 employees from Big Bazaar's sample size is considered

Throughout the study , it was found that approximately 100% of workers profit from the Human Resource System and that the entire employee of Band 1 is pleased with it. Most significantly, the study's Alternative Hypothesis proves to be valid, i.e. a substantial relationship exists between the workforce 's HR performance and Job Results.

The study offers some excellent advice for generating creativity in technology programs to give the rivals a competitive advantage over them. These ideas are mainly given during the Survey time by employees . This study therefore offers an overall insight into the subject of Future Retail, which has given me valuable knowledge in the area of Human Resource Development which Human Resource Management.

CHAPTER-1
INTRODUCTION

Introduction about the study

Human resource is mainly expensive or exclusive asset of an institute. The victorious managing of organization human resources is a moving, energetic and tough job, mostly a time when world is become universal community, economies are in a position of change. The shortage of capable resources and the rising opportunity of the current day worker have enlarged difficulty of human resource functions. Even if exact human resource behavior is the responsibility of the human resource division, the real supervision of human wealth is responsible for all the managers in a union.

It is essential for managers to know and provide appropriate significance to special human resource policy and actions in an organization. Human source executive outlines the importance of HRM and it examines a variety of HR processes that are concerned and increasing workers for the benefit of the association.

Human being resource managing is also a purpose of management, apprehensive with hiring, inspiring and maintaining group in an association, it focuses on nation in the organization.

Organizations are composed of citizens and functions through a group, without organizations of people being able to survive. In addition to the various production factors in organizations such as wealth, material, men and equipment, human source is measured as being the almost all significant factor. This is because the effective use of certain objective resources , such as land and properties, depends on how a choice of operations uses the human element.

All other resources with the exception of men depreciate with time. Man is the most valuable resource that appreciates with time when a right atmosphere is provided to him and therefore named "human resources consist of those groups of people who are willing to provide their services for the benefit of organization."

Human Resource Management System(HRMS)

A Human Source Management System (HRMS) or Human Source Information System (HRIM) refers to the HRM (Human Resource Management) and Information Equipment link systems and processes. It merges HRM as a monitor, and in particular it is basic HR actions and processes with the field of information technology, where as data handling training evolved into homogeneous routines and corporate resource planning software (ERP) letters. All in all, these ERP systems have their source on software which integrates information from different applications into one database worldwide. The relation of its economic and human resource modules to the independently and proprietary created predecessors via one database is the most important distinction, rendering this software application both inflexible and scalable.

The department of human resources usually has a managerial and general meaning for all organisations. Organizations may have official systems of choosing, calculating, and payrolling. Successful management of "Human Capital" progressed toward a progressively more compound and imperative process. Capable and productive "Human Resources" management advanced toward growing the imperative and compound operation.

The HR sense consists of monitoring the employee data provided, which typically includes personal background, skills , talents, interests, and income. To minimize the physical complexity of these administrative tasks, by implementing unique human resource management systems, organisations started to automatically mechanize many of those procedures.

At present human resource management systems include:

- Attendance and time
- Payroll system
- Evaluation performance
- Remuneration
- Recruiting
- HR administration information scheme
- Performance evidence
- worker self-service
- preparation
- Absence supervision

The Advantage Management module provides organizations with a system for managing and tracking employee participation in benefits programs. That usually include benefits, compensation, profit-sharing and work-abandonment.

The HR management module is a part that covers many other areas of human resources from deployment to retirement. The system reports basic demographics and discusses results, option, training and enlargement, management of capabilities and skills, preparation records for compensations and other related activities. Most critical edge systems have the ability to understand applications and go to correct database fields through relevant data, inform employees, and provide task management and position control. The purpose of human resource management includes hiring, putting, evaluating, paying, and improving an association 's employees.

Future Retail

The Future Retail, which is India's leading business community, entirely cater for Indian consumption space. The six verticals that Future Retails operates are led by Mr. Kishore Biyani Retail, money, products, space, media, and logistics.

Future Retail in India was establishing in the year 1994, with a vision to present miscellaneous services in both global as well as Indian markets. The trade areas of Future Retails wrap news, security management, through the strategic investment and service.

Future Retail is one among India's major seller and one of the chief corporate houses with a solid existence in retail industry, it's founded by Mr. Kishore Biyani and he is also the group CEO of Future Retails.
Future Retail is a retail company which has its main branch in Mumbai. The company is famously recognised for its both fashion and retail sectors. With major supermarket link like food bazaar, life style stores like central (Brand factory) etc.

The businesses of Future Retail focus on creating and running modern retail, brand, and distribution networks for the consumer market in India. Founded over more than two decades, the group 's flagship businesses are focused on three distinct hypermarkets operated by Future Retail Limited, an integrated lifestyle fashion business operated by Future Lifestyle Fashion Limited and an FMCG and Food Distribution company operated by Future Consumer Enterprise Limited. While retail is our core business operation, our group's subsidiaries are present in finance , insurance, brand growth, property development, retail media, and logistics.

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COMPANY PROFILE

About the Company:

Mr. Kishore Biyani CEO, Future Retail, India's leading retailer operating in various retail formats in both the Indian consumer and lifestyle market value segments. The company's headquarters are in Mumbai and it operates over 16.33 million square feet. It has more than 1000 stores in 85 cities and 60 rural locations across the country, of retail space, and employs more than 35,000 people. The group's leading model includes Pantaloons, a chain of fashion stores, Big Bazaar, a unique Indian hypermarket chain, Food Bazaar, a supermarket chain that combines Indian bazaars' look, touch and feel with modern retail aspects including variety, convenience and quality.

VISION

Future Retail shall deliver to every Indian customer, wherever, every time, in the most profitable manner possible.

MISSION

We share the vision and conviction that the design and implementation of future usage space scenarios leading to economic growth can only serve our clients and partners.

QUALITY POLICY

All items which are sold at Big Bazaar are guaranteed to be of good price and quality.

PRODUCTS or SERVICES

   a) Retail

   b) Insurance

c) Services

Retail Chains:

COMPETITORS

SWOT ANALYSIS of Big Bazaar

STRENGTHS:

- Full varietal count
- High brand equity
- Largest chain of retail marketing in india
- High capacity investment

WEAKNESS:

- Overcrowded
- Checkout can be completely slow
- Low Price Knowledge = poor price

OPPORTUNITIES

- Big Bazaar will enter the manufacture of different products because of its in-depth awareness of the customers ' preferences and desires.
- Nowadays people tend to go to one big shop to buy it for different things to waste time instead of visiting different locations.
- They should grow the company in smaller towns because there are plenty of opportunities.
- Lot of potential in the rural market.

THREATS

- Heavy business risks
- Lot of Competitors
- Less parking space
- Unorganised retailing

Organizational Structure of Big Bazaar

```
                          ┌─────────────────┐
                          │  Store manager  │
                          └────────┬────────┘
                                   │
                          ┌────────▼────────────┐
                          │Assistant store manager│
                          └────────┬────────────┘
```

```
Department        HR              ADMINISTRATION                  SALES
manager           MANAGER                                         MANAGER
                                                    INFO

Asst. DM          VISUAL
                  MERCHANDISING

                                  MAINTENANCE

TEAM
LEADER
                  Asst. VM
TEAM
MEMBER
                                  HOUSE KEEPING
                                                               Marketing


         CSD                              SECURITY            CASHIER
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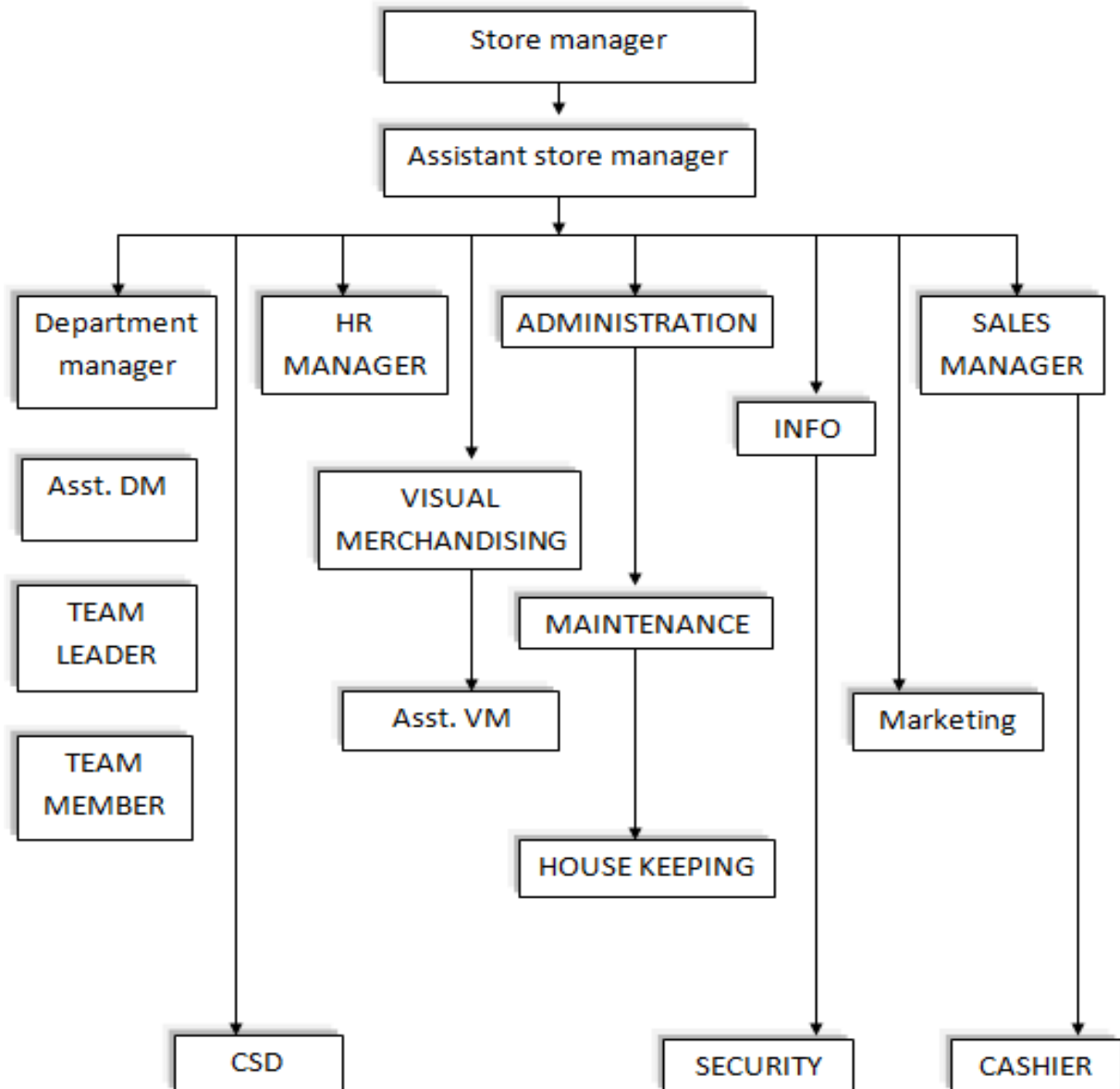
MILESTONE

The Journey from 2001 to 2012

Numbers are only for Pantaloon Retail/Future Retail

BIG BAZAAR
NAYE INDIA KA BAZAAR
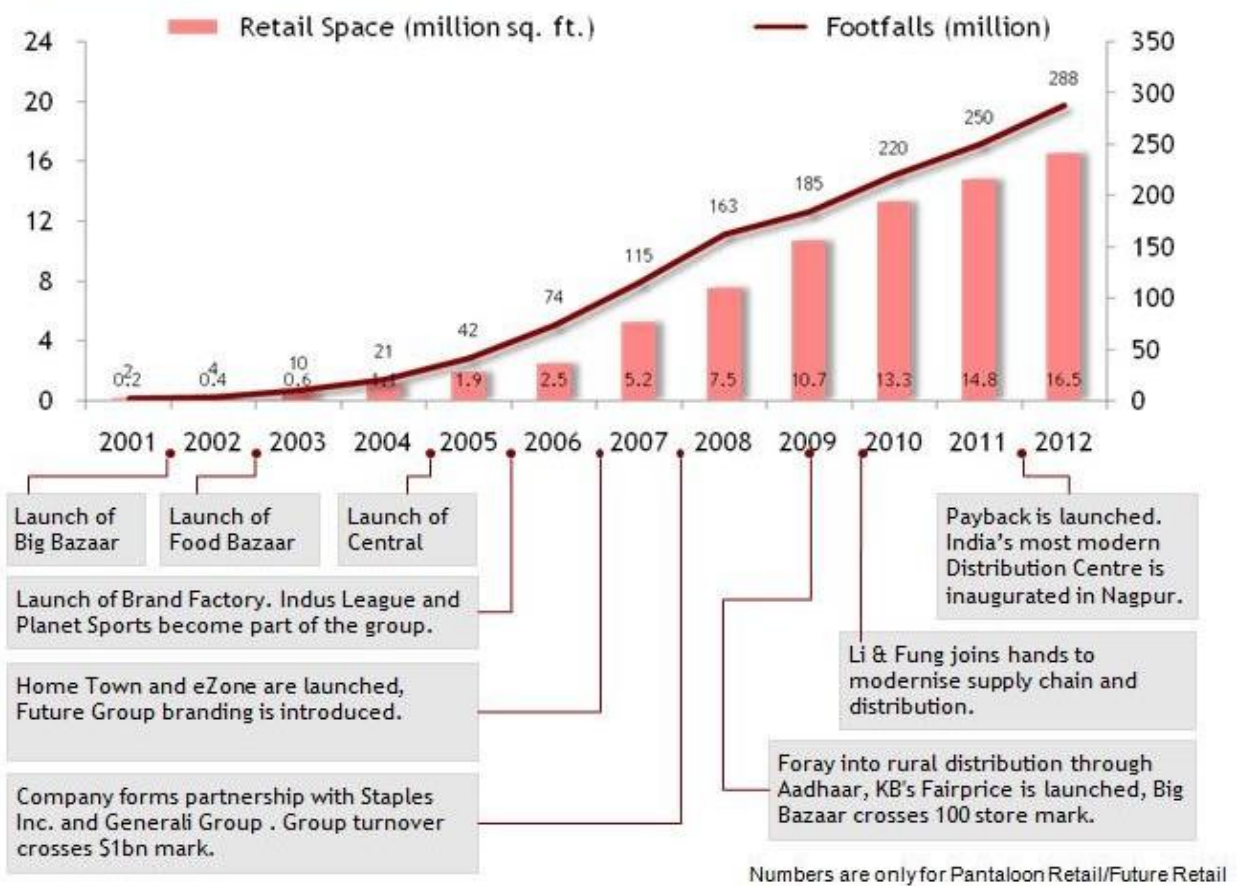
CHAPTER 2

THEORITICAL BACKGROUND and LITERATURE REVIEW

THEORITICAL BACKGROUND

In speedy competitive business surroundings, the events of outlining the role, utility and development of Human Resource Management (HRM) within an energetic and doubtful environment are continuing for several decades. In early 1980s a variety of books and articles be available an American commerce Schools professor toward bear widely identification HRM concept, and an environmental volatility, now a day's fashionable commerce that exclusively recognize variance and heterogeneity. Appropriate towards different origin and lots of influence, HRM covers important aspects of inner anxiety in organizations such as human being, put into practice, educational theory, sociology, manufacturing relations and managerial theory. To date there is no generally suitable definition for HRM and what it completely involves in our on a daily basis business world. Fewer reasonable definitions have been propounded by dissimilar writer such as (Sunderland and Bred in, 2005),

- ❖ A 'decision-making employees responsibility', that largely concern with administration activities.
- ❖ -confidential HRM as management attitude that concerns with people behavior and, lastly
- ❖ Discerned HRM as communication management between the stiff and its population.

"A viewpoint of people supervision base on the faith that human resource is distinctively significant to continue trade achievement. Associations gain aggressive benefit it means of its public successfully, diagram lying on their knowledge, cleverness to assemble visibly definite objectives. Human resource management is expected to recruiting talented, elastic and faithful community, administration and satisfying with presentation and also rising key competence.

LITERATURE REVIEWS

<u>BOOKS:</u>

M.G. Parasraman (2003) -Tata McGraw-Hill, author of 'Understanding Shoppers: Building Powerful Brands Using Shopper Research,' categorized1shoppers in two types1: Hindi medium type and English1medium type1, where the former were more traditional and looked up to the latter for innovative cultural leaders.

Newman Andrew, Peter Cullen (2006) - The book on 'Retailing: Climate and Operations' by Thompson Publishing describes retailing as a set of operations that sell goods or services to end customers.

Jain J.N., P.P. Singh (2007) - The writers of Deep & Deep Publication Pvt's book on 'Traditional Retail Management.' Ltd., has given thorough descriptions of various retailers as well as competitive analysis.

Nair Suja (2008) – The book 'Retail Management,' released by Himalaya Publishing House, gives all the basics of Retail management. Comprehensive analysis of Retailing in India offers profound insight.

Levy Michel, Weitz Barton A., Ajay Pandit (2009)- 'Retailing Management', Sixth Edition, Tata McGraw-Hills Publishing Company Ltd., New Delhi. This book brings out retail scene which looks phenomenal even against backdrop of recession.

<u>JOURNALS and MAGAZINES:</u>

Martin, Turley (2004) – Researchers conducted a report in the article on 'Malls and Motivation for Consumption: an Exploratory Analysis of Older Y Customers' on the attitudes of generation Y (19-25 years) towards malls and their motivation for consumption.

Sinha Piyush Kumar, Dwaraka Prasad Uniyal(2005) – 'Using Observational Analysis for Shoppers' Behavioral Segmentation,' in this analysis paper authors described major shoppers as: range optimizers who want to maximize value and are highly involved in the shopping process, premeditated shoppers who purchase from a pre-planned shopping list

Amatul Baseer,1G. Laxmi Prabha (2007) –'Indian Retailing Prospects and1 Problems,' this study shows that India provides huge retail opportunities.

Anbalagan M., V. Gunasekaran(2007) – The authors of their report on 'Retail Consumers Market in India – The Next Great Leap' believe that India is one of the major Asian economies to liberalize its retail sector; a number of retailers have entered this emerging market, although dynamic market and interest has been foreseen by numerous international names.

Angshuman Paul, Aditi Prasad, Shashank (2007)-The authors addressed retail innovations by business houses in India in their report. ITC started slowly but then sped ahead with their e-choupal and choupal

sagar retail strategy.

Dassani Vaishali (2007)-She stated all the information about Reliance mart, which occupied 1,65,000 Sq . Ft. Of Ahmedabad Retail Space. Reliance Retail, a part of the initiative of Reliance group, opened hypermarkets in Jamnagar and Gurgaon**.**

G. Laxmi Prabha,1Amatul Baseer (2007) –'Emerging Retail Trends in India', authors have discussed emerging Indian Retail trends here. The emergence of large regional and national actors across formats and categories of products.

Gupta C.P., Mitali Chaturvedi (2007)– 'Retailing: the increase by platforms and categories of products of large regional and national actors.

Gupta S.L., Tripat Kaur (2007)16 – 'Exploring Retail Model Trends in India – A Shopping Mall Study,' this report offers an overview of the current situation of structured retail formats with particular reference to shopping centres.

Malliswari M N, (2007) – 'Emerging Indian Retailing Trends and Strategies,' here the author has provided an overview of recent Indian Retailing strategies in her article on 'Emerging Trends and Strategies in Indian Retailing.'

Md., Md. Ismail El-Adly (2007) – He conducted a segmentation approach to shopping malls attractiveness in the UAE in 'Shopping malls attractiveness' reported six mall attractiveness factors from the viewpoint of shoppers.

Palveen Kaur, Raghbir Singh, (2007) – 'Uncovering Indian Youth retail shopping motives,' authors looked to discover Indian youth retail shopping motives and reveal that Indian youth shops are primarily from a hedonic point of view.

R. Tamilarasan (2007) – 'A report on Retail Stores Service Quality Dimensions in Chennai City's Select Retail Stores,' in this research paper, the author examined the most preferred quality dimension within the quality dimensions of retail services such as measurable, sensitive, assurance and empathy.

Srivastava Shuchi, (2007) – 'Not quite Corner Shops,' this article aims to illustrate the new conventional retail scene. 'Exploring retail model trends in the study of India-A Shopping Mall,' this report provides an overview of the current situation of structured retail formats with a special reference to shopping malls.

CHAPTER 3
RESEARCH DESIGN

RESEARCH DESIGN

According to this study investigation was conducted for some definite purpose with the help of a structural Questionnaire to gather primary information as much as possible.

My study deals with the development of explorative research. Explorative research , also known as statistical research, describes the studied population or phenomenon data and characteristics. Explorative research is open to questions like who, who, where, why and how.

Methodology of Research

Research is a systematic approach to solution of the problem. Essentially, it is an inquiry for the purpose of gaining information, collecting and evaluating facts. According to Clifford Woody, "analysis involves recognizing and redefining problems, formulating hypotheses or proposed solutions, gathering, organizing and evaluating data, drawing conclusions, checking conclusions to decide if they suit the formulated hypothesis."

Statement of the Problem

Human resource is one of the important functional areas in the management of an administration. Eventually all boils down to how the people employed in an organization carryout their activities and day to day functions that lead to the customer satisfaction. Different aspects of human resources management present before the organization lot of complexities regarding their education qualifications, training levels required, the career development, promotions, appraisals, payment of wages and salaries, the utilization of the mix of contract and payment employees and so on. This is usually solved through proper implementation of an HRMS in the organization which is link to the central database. This study looks at the HRMS system used in BIG BAZAAR BANGALORE and the effectiveness of its use and the feedback from the employees.

Scope of the Study

In this study the investigator tries to discover the efficiency of HRMS at BIG BAZAAR BANGALORE (KORAMANGALA BRANCH), with the hope that the study will help the company to a great extent. The study will also provide information about the company and about the retail industry as a whole.

Objectives of the study

➢ To analyse and understand in depth of human resource   management system followed in Big Bazaar.

➢ To find out the works are carried by human resource in managing the team of employees at Big Bazaar.

➢ To recognize the effective use of human resource at Big Bazaar.

➢ To establish the everyday jobs of human resource at Big Bazaar.

SAMPLING DESIGN:

Sampling Frame: Employees from **BIG BAZAAR**

Method of sampling: A sample design is a finite scheme for getting a sample from a given population. This analysis uses random, simple sampling.

Sample Size: The sample size is called number of selected sampling units from population. Samples were taken from 100 respondents population.

Sampling technique: The approach implemented in this analysis is a sampling of probability. Under this sampling method, each element within the frame is equally likely to be included in the sample.

SOURCES OF DATA COLLECTION

- ### __Primary data__

Primary information is those that are new and composed for the initial time and therefore happen to be quality innovative. Primary data were collected using the administration of a planned survey and also during comments, discussion, and executive team conversations.

- ### __Secondary data__

Secondary data are the data previously obtained by someone else and put in the numerical analysis from the very first to the last. And this kind of data was also collected through textbooks, newspapers, business files, academic projects and the internet.

Tools for presentation of data

- ➤ Questionnaires

QUESTIONNAIRE DESIGN:

A well-defined questionnaire that is used effectively can gather information both about the test system's overall performance and about specific system components. It is made up of open-ended, closed-ended questions. Depending on the significance, the questions were arranged in a proper order.

Nature of Questions Asked:

The questionnaire consists of **Close Ended (5 point Likert Scale Rating method)** and few **Open Ended Questions**. The sample selected for the distribution of questionnaire was 25.

Presentation of Data:

The data are presented through Pie-charts, Column graphs and tables. (M S Excel)

HYPOTHESISS RESEARCH

Hypotheses are couched in conjunction with the specific independent and dependent variables to be used in the analysis. In this study the research hypothesis is as follows:

H0: There is no significant relation between HR efficiency and Workforce Job Performance.

H1: There is a significant relationship between HR efficiency and Workforce Job Performance.

LIMITATIONS OF THE STUDY

These are the limitations of this study were:

- The selected topic has been very vast and requires much more study time.

- Time was thus a significant limiting factor.

- Study was confined only to a small number of employees.

- Personal bias

- Study was conducted for a short spam of time.

- Lack of reseach experience.

- Results were not much accurate from the employees.

Chapter-4
Data Analysis and Interpretation

Analysis and interpretation of data

Table-1.Gender wise classification of respondent

Gender	Frequency	Percentage
Male	54	54%
Female	46	46%
Total	100	100%

Analysis

In Big Bazaar 54% of workers are who were surveyed are male and 46% are female workers.

Figure 1
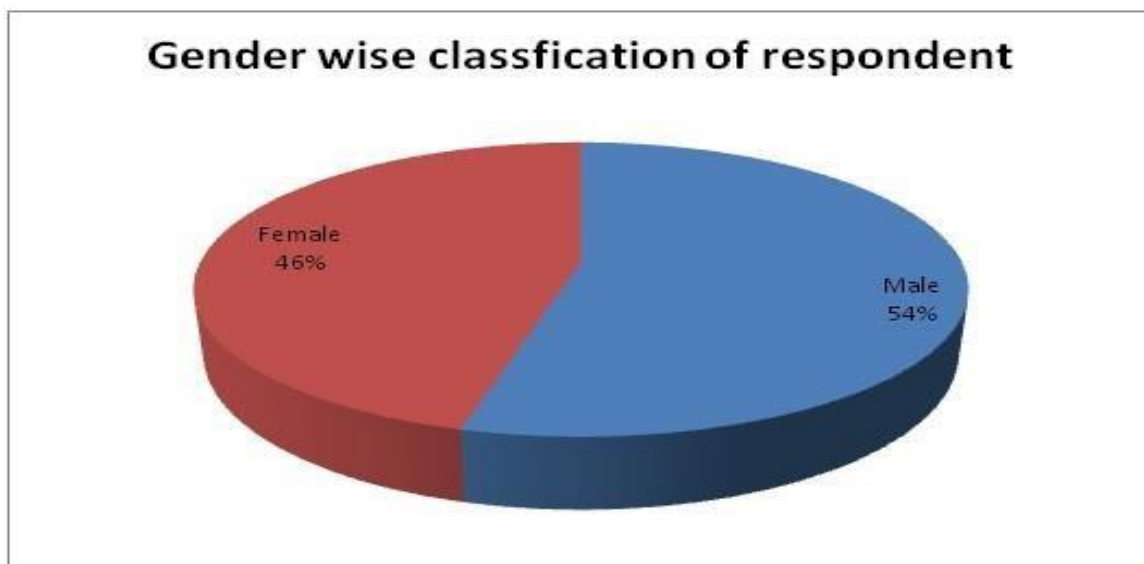
Interpretation

In Big Bazaar majority of workers are male compared to female workers.

Table-2. Classification of people according to their age

Frequency	Number of Respondents	Percentage
<20	21	21%
20-30	45	45%
30-40	23	23%
40-50	8	8%
>50	3	3%
Total	100	100%

Analysis

In the table 2 it shows that while 21% age below 20 years, 45% age between 20-30years,

23% age between 30-40years, 8% age between 40-50 years and 3% and above the age of 50.

Figure 2
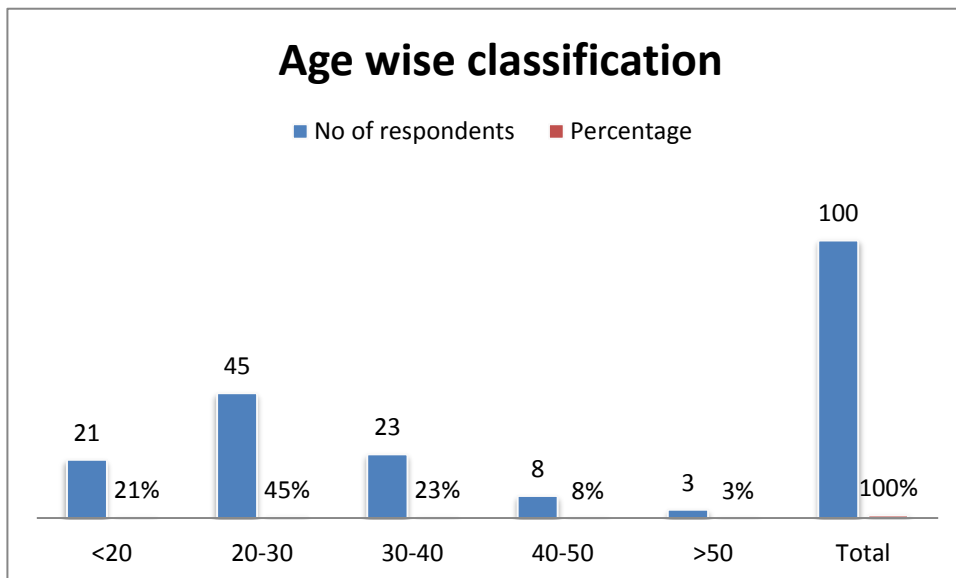
Interpretation

The diagram above clearly indicates that the majority of staff at Big Bazaar Bangalore are between

19

the ages of 20 to 30 and the age of 50 of staff above is less.

Table-3.Experience

Frequency	No of respondent	Percentage
<1	34	34%
1 to 2	23	23%
2 to 3	18	18%
3 to 4	15	15%
>4	10	10%
Total	100	100%

Analysis

In the table no 3 shows that while 34% below 1 year experience, 23% 1 to 2 years of experience, 18% 2 to 3 years of experience and 15% 3 to 4 years of experience and 10% above 4 years.

Figure 3
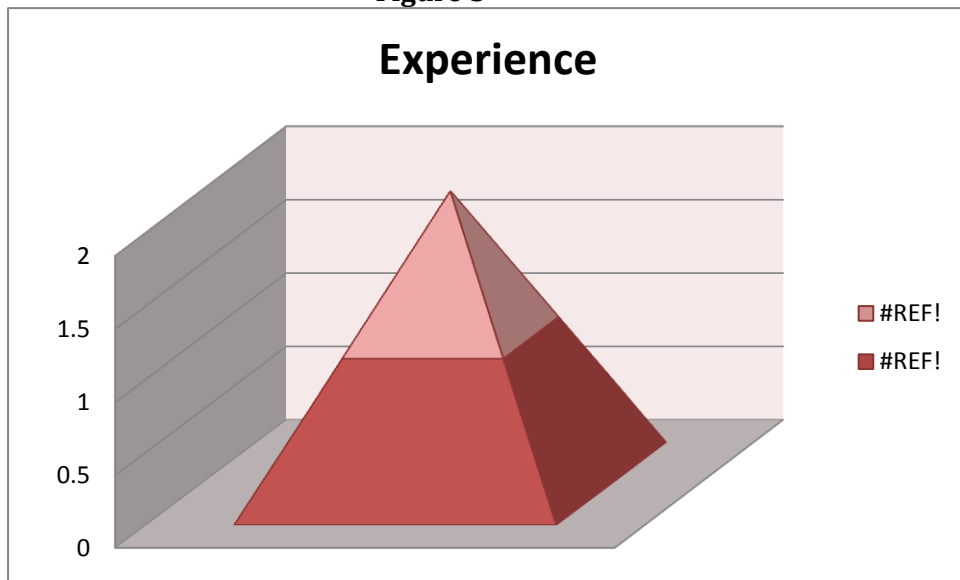
Interpretation

In this chart gives the result that almost workers are having below one year experience and more fresher are working in Big Bazaar.

20

Table-4.Are you aware of HRMS in Big Bazaar?

Options	No of respondent	%
Yes	87	87%
No	13	13%
Total	100	100%

Analysis

In table no4 it shows that while 87% respondents are aware of HRMS and 13% not aware of HRMS.

Figure 4
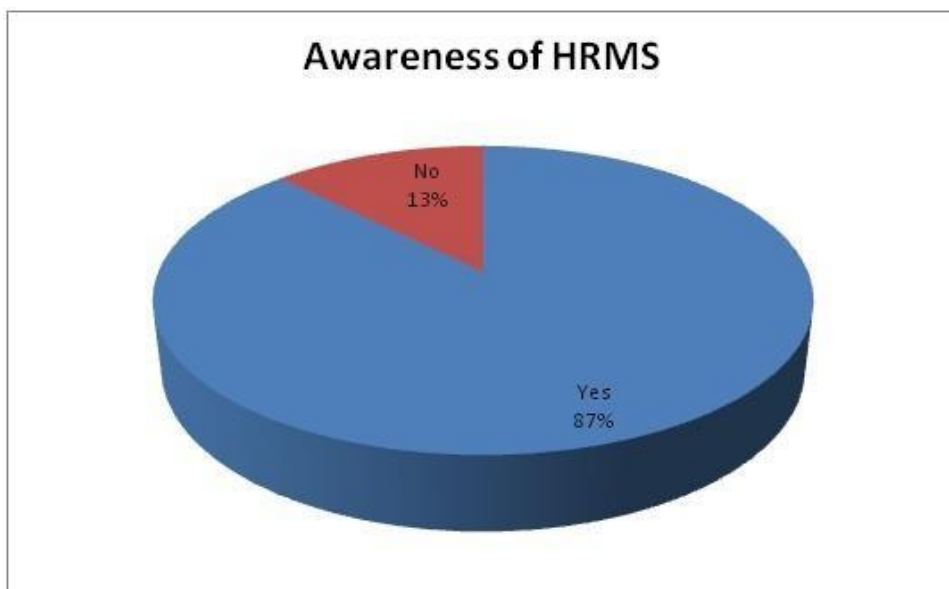
Interpretation

In the above chart shows that majority (i.e. 87%) of the employees are agree that the awareness of HRMS in Big Bazaar.

21

Table-5.Do you fulfilled with the features of HRMS?

Particulars	Number of Respondents	Percentage
Highly fulfilled	37	37%
Fulfilled	55	55%
Dissatisfied	5	5%
Highly Dissatisfied	3	3%
No comments	-	-
Totality	100	100%

Analysis

In the table 37% and 55% of the respondents are highly fulfilled and fulfilled the feature of HRMS, 5% dissatisfied, 3% highly dissatisfied the feature of HRMS.

Figure 5

22%

16 ■1 ■3 ■100 ■ ■ ■

83%

0%

13%

1%

3%
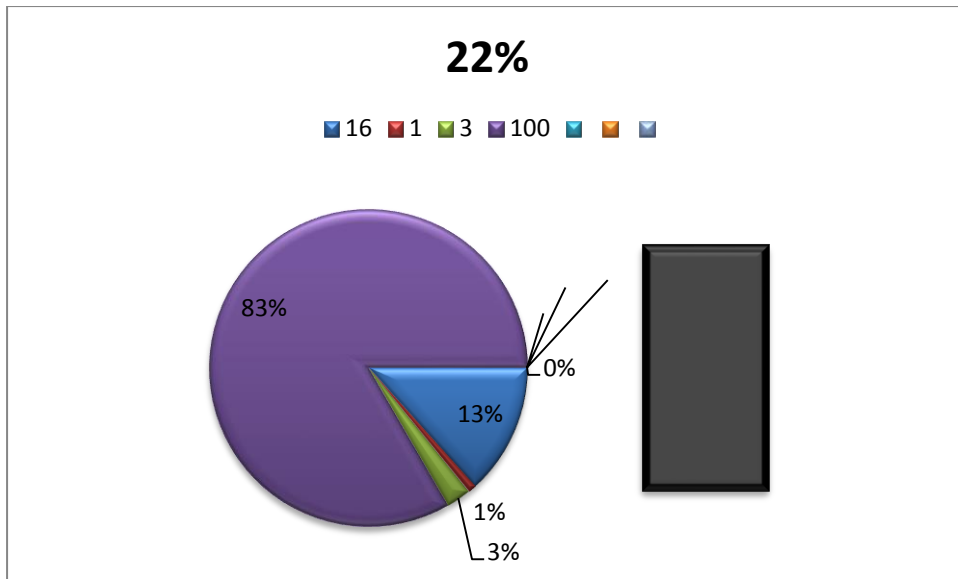
Interpretation

In the above table as well as chart clearly shows the employees are fulfilled with the feature of HRMS provided by the Big Bazaar.

Table-6.How frequently is you using HRMS?

Particulars	Number of Respondents	Percentage
Daily	70	70%
Once in a week	23	23%
Once in 15 days	6	6%
Never	1	1%
Totality	100	100%

Analysis

The given chart shows the 70% work daily, 23% work once in a week, 6% once in a 15 days.

Figure 6
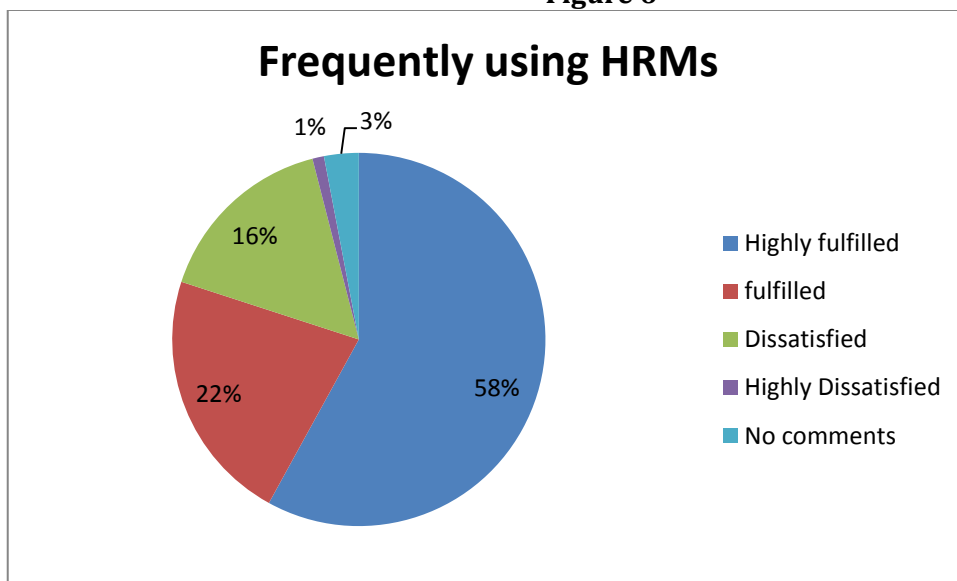
Interpretation

In the above table and chart can be shows that 70% of respondents are using HRMS for the daily basis and 23% of the employees are using once in a week, once in 15 days 6% of the employees are using HRMS.

Table -7.Do you fulfilled with the performance of HRMS?

Particulars	Number of Respondents	Percentage
Highly fulfilled	38	38%
Fulfilled	45	45%
Disappointed	7	7%
Highly disappointed	3	3%
No comments	7	7%
Sum	100	100%

Analysis

In the fig 7 shows the 38% are highly fulfilled, 45% are fulfilled, 7% are disappointed, and 3% are highly disappointed.

Figure 7
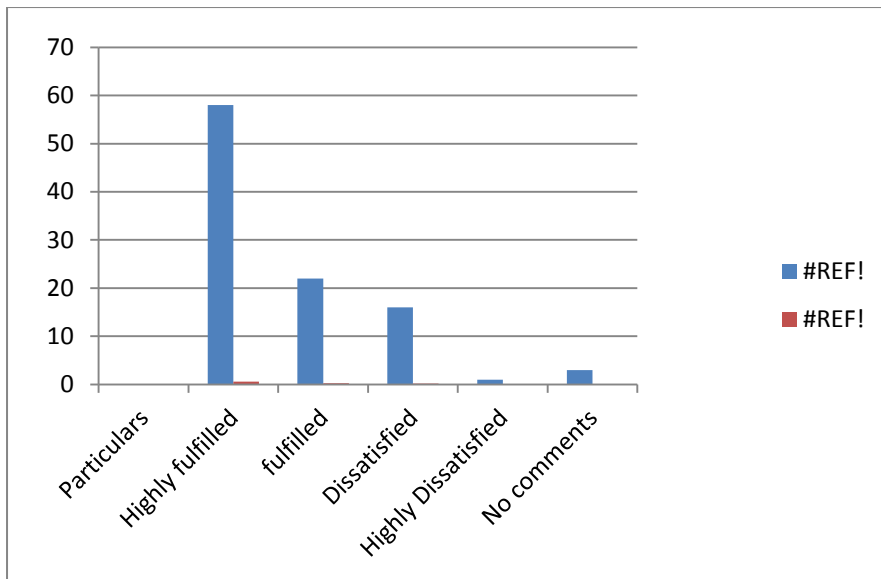
Interpretation

On top of table and graph it can be incidental the 83% of workers are either highly fulfilled or fulfilled with the performance of HRMS and only negligible amount that 3% are highly disappointed. Hence it can be done in the information quality of HRMS.

Table-8.what kind of activities did you do while using the HRMS?

Particulars	No of respondent	Percentage
Only attendance checking	17	17%
Work plan	7	7%
Performance Appraisal	9	9%
Daily/weekly/monthly Report	12	12%
All the above	55	55%
Total	100	100%

Analysis

On top of the table 17% only attendance checking, 7% work plan, 9% performance appraisal and all the above 55%.

Figure 8

Kind of activities while using HRM

Legend:
- Particulars
- Highly fulfilled
- fulfilled
- Dissatisfied
- Highly Dissatisfied
- No comments
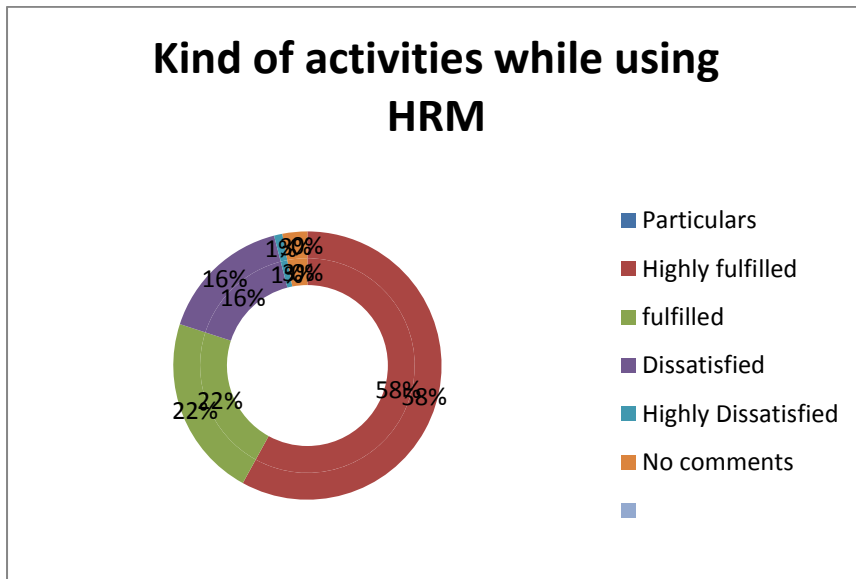
Interpretation

In the given table and chart 8 shows 55% of respondents be using HRMS for all the activities. And only 7% of employees are using HRMS for work plan, daily/ weekly and monthly report is 12% of the respondents.

Table-10.Do you happy with information completeness of HRMS?

Particulars	Number of Respondents	%
Highly happy	33	33%
Happy	43	43%
Unhappy	8	8%
Highly unhappy	4	4%
No comments	12	12%
Totality	100	100%

Analysis

In the above table it shows the 33% are highly happy, 43% are happy, 8% unhappy, 4% highly unhappy, 12% of the respondents are didn't comment.

Figure 10

Satisfied with information completeness of HRMS

Highly unhappy 4%

No comments 12%

Highly happy 33%

unhappy 8%

happy 43%
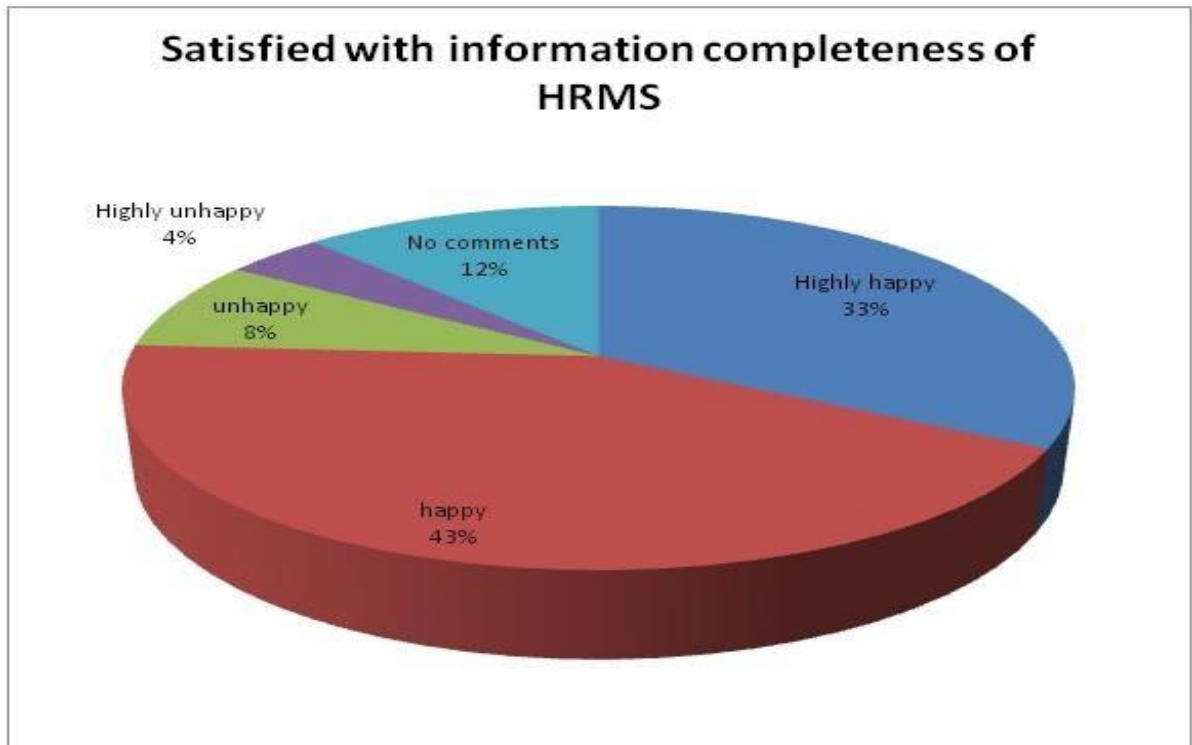
Interpretation

In this the chart and table of 10 shows that 76% of workers are either highly happy or happy with the information completeness of HRMS. And 12% of the employees are unhappy with the information completeness.

Table-11.Do you satisfy with information Timeliness HRMS?

Particulars	No of respondents	Percentage
Highly satisfied	20	20%
Satisfied	32	32%
Dissatisfied	8	8%
Highly Dissatisfied	10	10%
No comments	21	21%
Total	100	100%

Analysis

The given table shows the 20% are highly satisfied, 32% are satisfied, 8% dissatisfied, 10% highly dissatisfied and 21% of respondents didn't comment.

Figure 11

Satisfied with information Timeliness HRMS

No comments 21%
Highly satisfied 29%
Highly dissatisfied 10%
Dissatisfied 8%
Satisfied 32%
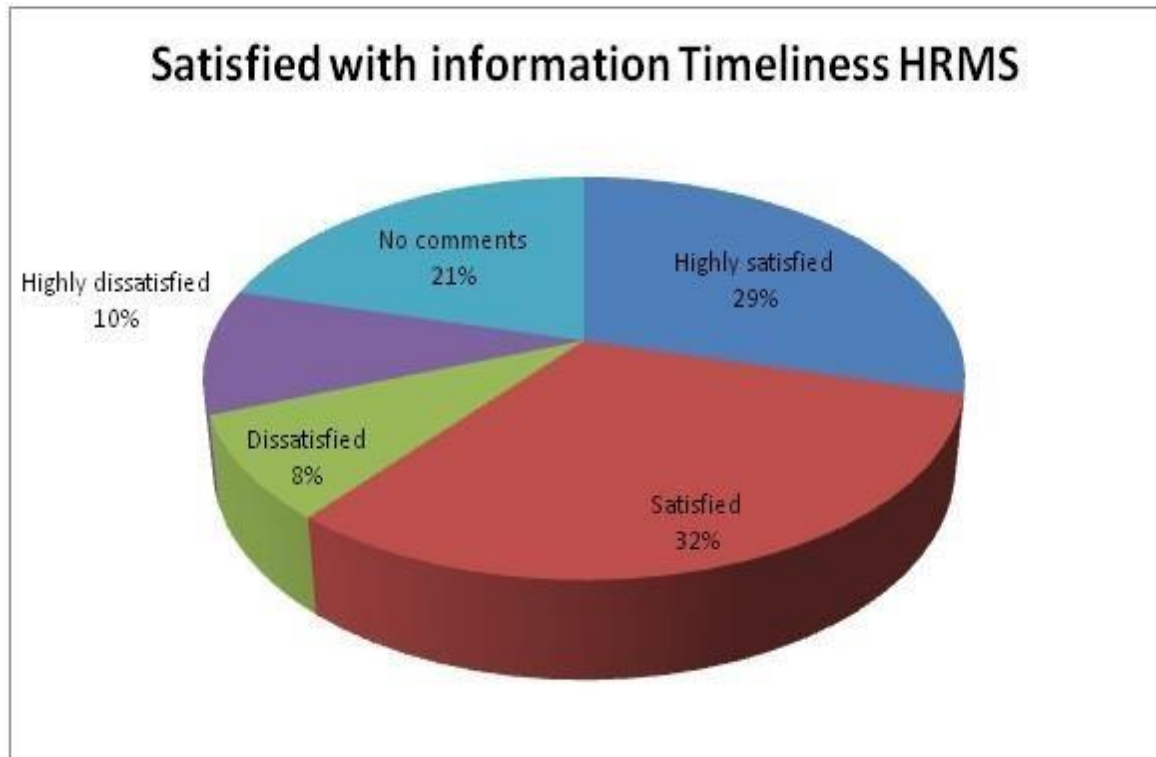
Interpretation

In the above chart and table 11 it is obvious that the total 61 percent of employees are either extremely satisfied or pleased with the timeliness of information HRMS. And probably 21 per cent of employees or respondents are not interested in commenting on the HRMS timeliness of the information.

Table-12.Are you satisfied with information compatibility HRMS?

Particulars	No of respondents	Percentage
Highly satisfied	38	38%
Satisfied	32	32%
Dissatisfied	13	13%
Highly Dissatisfied	7	7%
No comments	10	10%
Total	100	100%

Analysis

On the table shows the 38% are highly satisfied, 32% are satisfied, 13% dissatisfied, 7% highly dissatisfied, 10% of the respondents are didn't comment.

Satisfied with information compatability HRMS

No comments 10%
Highly dissatisfied 7%
Dissatisfied 13%
Satisfied 32%
Highly satisfied 38%
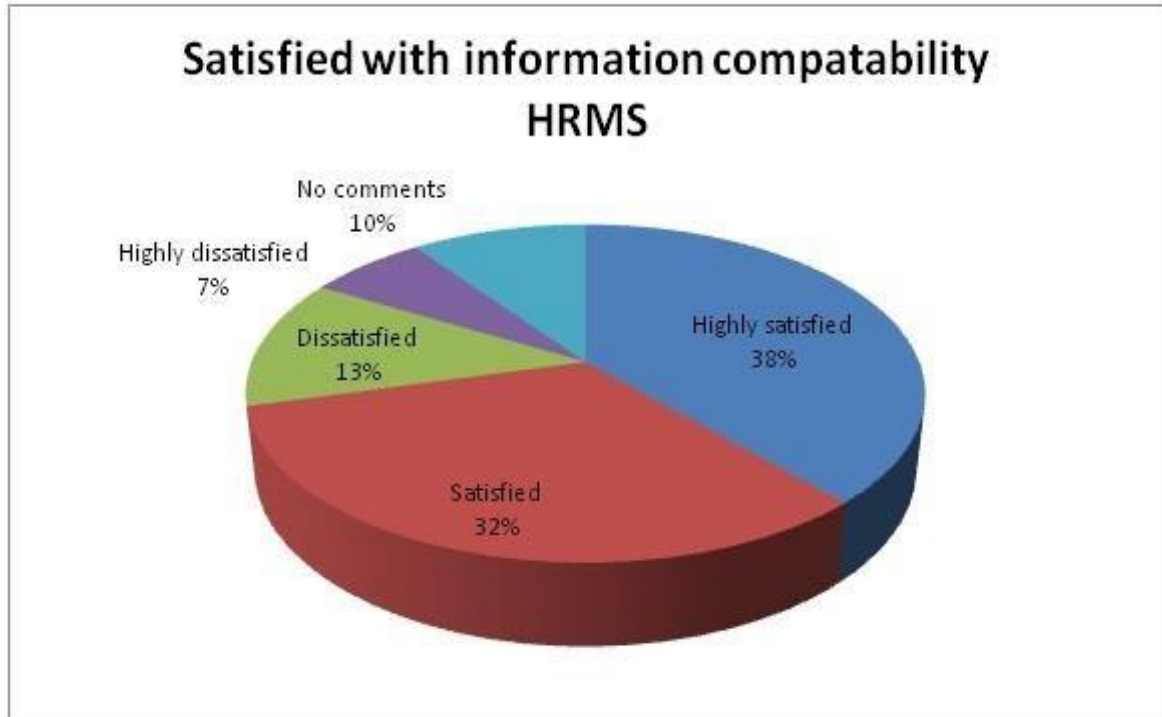
Interpretation

The above mentioned table and diagram it is clear 38% of employees are highly satisfied 32% of employees are satisfied with the information compatibility HRMS.

Table 13.HRMS system is easy to use?

Particulars	No of respondents	Percentage
Strongly agree	32	32%
Agree	49	49%
Disagree	6	6%
Strongly disagree	5	5%
No comments	8	8%
Total	100	100%

Analysis

On the top of the table shows the 81% of the workers are agree and 11% of the employees are not agree that the HRM system of big bazaar is easy to use.

Figure 13
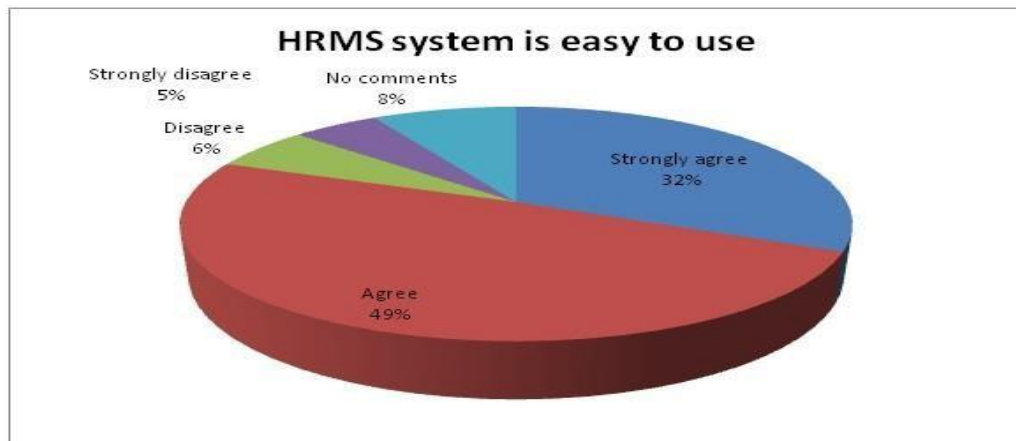
Interpretation

In the above table and graphic representation is clear 80% of the respondents are agree that the HRMS is easy to use and some 10% of the workers are not agree with the stated question.

Table 14.Are you fulfilled with information understand ability HRMS?

Particulars	Number of Respondents	%
Highly fulfilled	32	32%
fulfilled	33	33%
Dissatisfied	7	7%
Highly Dissatisfied	3	3%
No comments	25	25%
Sum	100	100%

Analysis

On the top of the table shows the 32% are highly fulfilled, 33% are fulfilled, 7% dissatisfied, 3% highly dissatisfied, 25% of the respondents are didn't comment

Figure 14
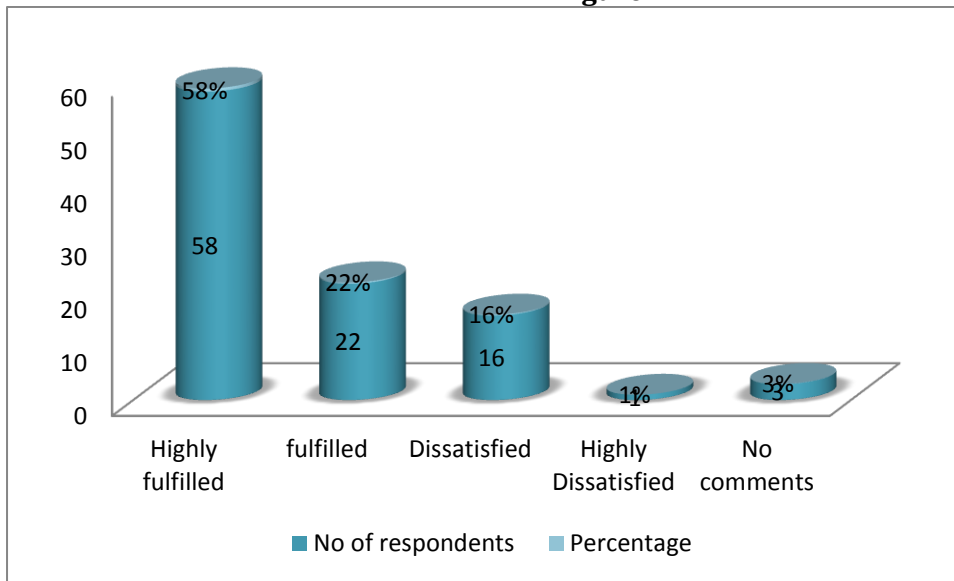
Interpretation

The above table and chart it is clear that 65% of workers are either highly fulfilled or fulfilled with information understand ability. And 3% of workers are highly dissatisfied, 7% of workers are dissatisfied with information understand ability HRMS.

Table-15.There is no un-authorized access

Particulars	Number of respondents	%
Strongly concur	15	15%
concur	21	21%
Differ	33	33%
Strongly differ	22	22%
No comments	9	9%
Total	100	100%

Analysis

In excess of table 15% of the respondents have the same opinion, concur 21%, differ 33%, strongly differ 22% and 9% no comments.

Figure 15

Un-authorised access

No comments 9%
Strongly agree 15%
Agree 21%
Disagree 33%
Strongly dissagree 22%
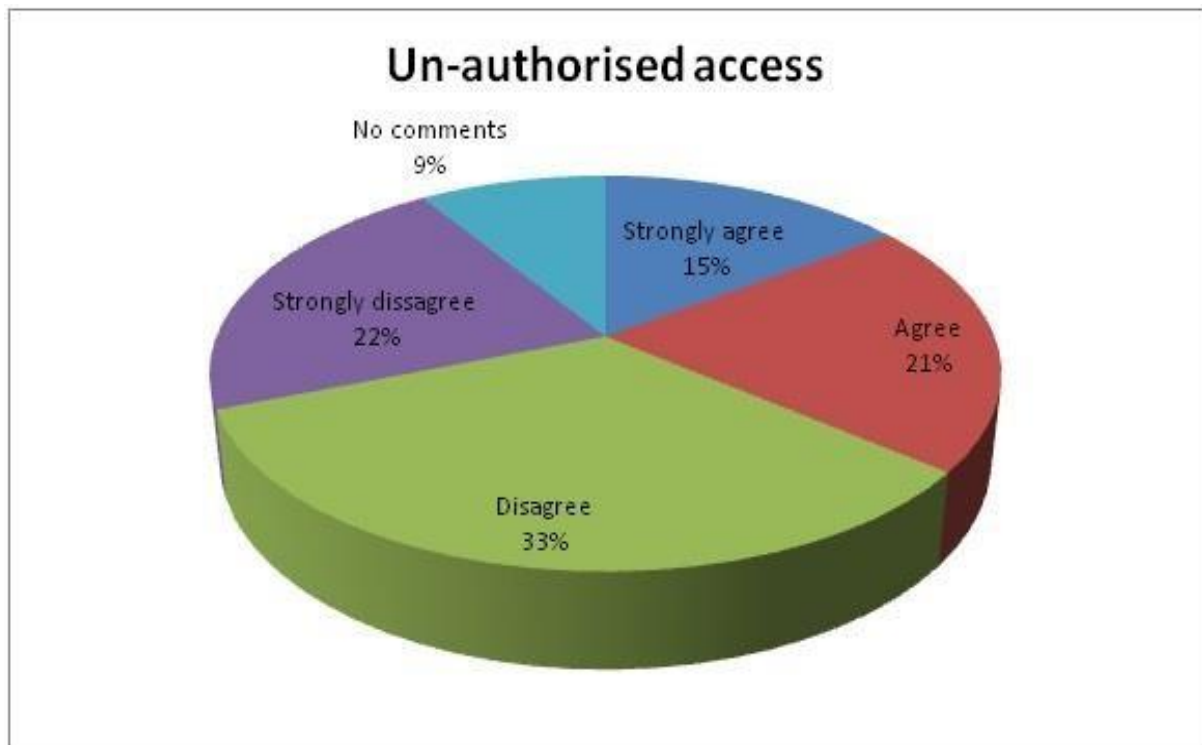
Interpretation

The table and diagram is clear 55% workers is either disagreeing or highly disagreeing that unauthorized access of HRMS in Big Bazaar. And 36% of workers is either strongly agree or agreeing unauthorized access. It indicates that there is enough system security employed in the HRMS.

Table-16.There is changeability in the system conditions?

Particulars	No of respondents	Percentage
Strongly agree	25	25%
Agree	29	29%
Disagree	17	17%
Strongly disagree	14	14%
No comments	15	15%
Total	100	100%

Figure 16
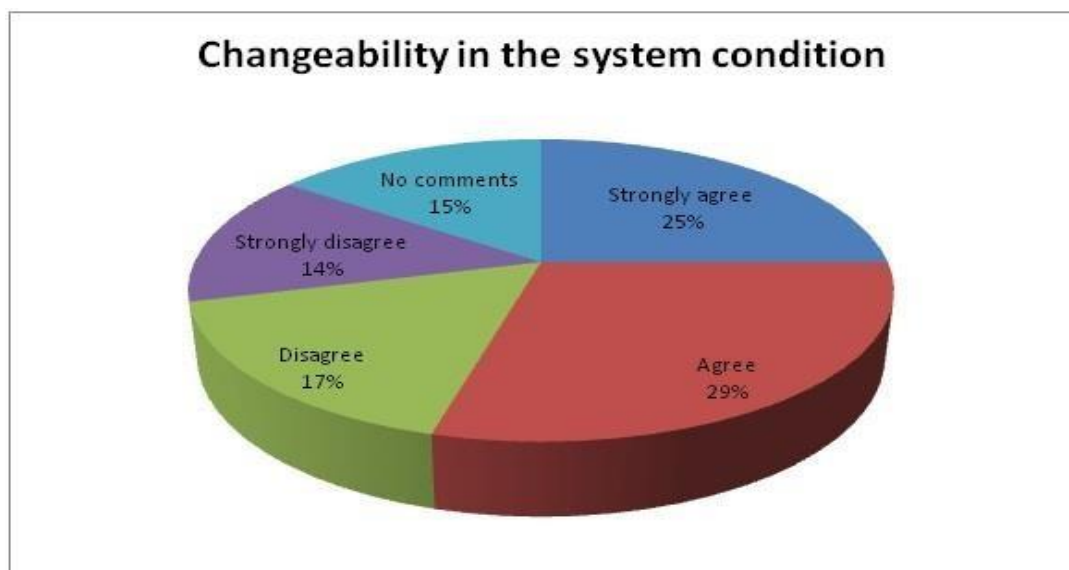
Analysis and Interpretation

In the above table and the graph 16 it should be contingent that 25% of workers are strongly agreeing and 29% of the workers are agreeing the changeability in the system condition.

Table-17.There is a system of presenting integrated reports?

Particulars	Number of Respondents	%
Strongly concur	21	21%
concur	41	41%
oppose	12	12%
Strongly oppose	4	4%
No comments	22	22%
Total	100	100%

Analysis

The above table strongly concurs 21%, concur 41%, oppose 12%, strongly oppose 4% and 22% no comments.

Figure 17
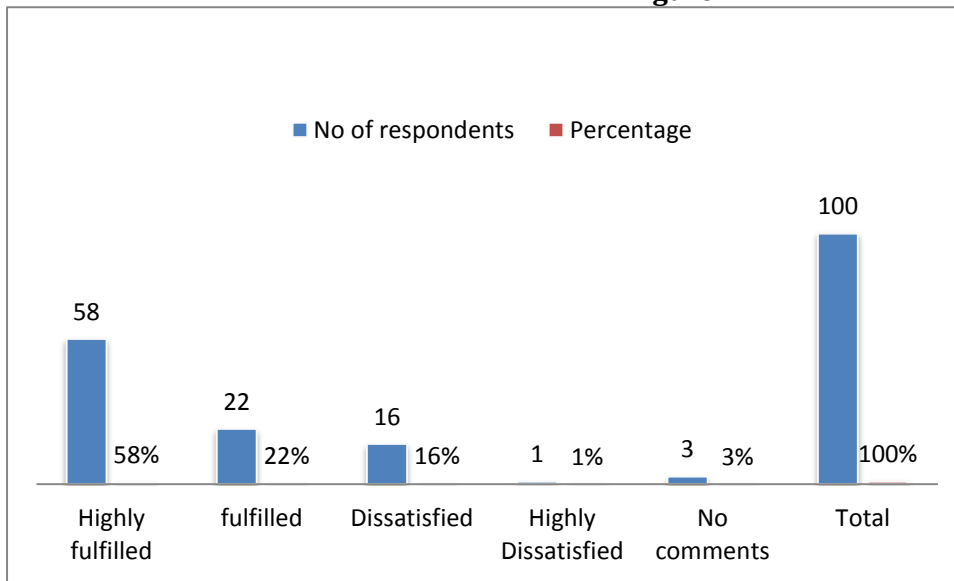
Interpretation

Given table and chart clear that 62% employees are either strongly concur or concur with the presenting integrated reports by the HRMS. And only negligible amount that is 4% is strongly opposed.

Table-18.Are you satisfied with the job performance improvement?

Particulars	No of respondents	Percentage
Highly satisfied	32	32%
Satisfied	40	40%
Dissatisfied	4	4%
Highly Dissatisfied	8	8%
No comments	16	16%
Total	100	100%

Analysis

In the table shows the 32% are highly satisfied, 40% are satisfied, 4% dissatisfied, 8% highly dissatisfied, 16% of the respondents are didn't comment.

Figure 18

Satisfied with the job performance improvement

Highly Dissatisfied 8%
Dissatisfied 4%
No comments 16%
Highly satisfied 32%
Satisfied 40%
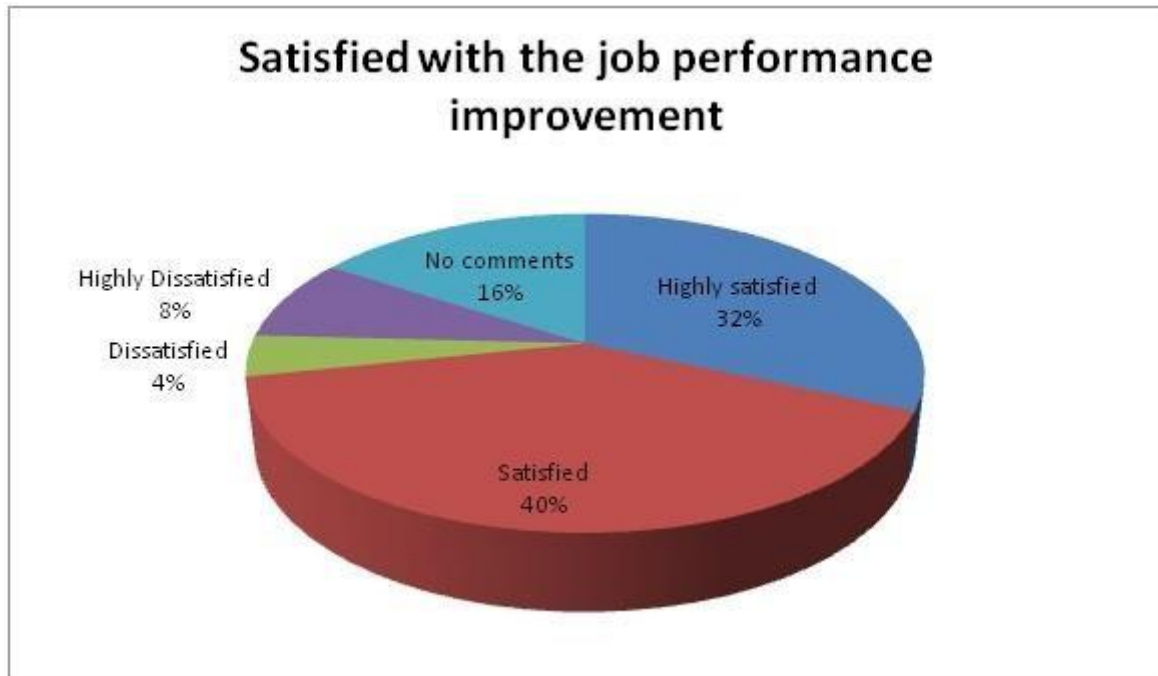
Interpretation

In this the diagram clearly shows 32% of employees are highly concur, 40% of them are concur, 12% of workers are opposed and 16% of the employees are not interested to give their comments.

Table-19.Are you satisfied with goal achievement?

Particulars	No of respondents	Percentage
Highly satisfied	22	22%
Satisfied	30	30%
Dissatisfied	15	15%
Highly Dissatisfied	10	10%
No comments	23	23%
Total	100	100%

Analysis

In this table shows the 22% are highly satisfied, 30% are satisfied, 15% dissatisfied, 10% highly dissatisfied, 23% of the respondents are didn't comment.

Figure 19

Satisfied with goal achievement

No comments 23%
Highly satisfied 22%
Highly dissatisfied 10%
Dissatisfied 15%
Satisfied 30%

Interpretation

In the table and diagram is clear 52% respondents are either highly happy or happy that HRMS helps in goal achievement

Table-20.Are you satisfied with the clear and understandable interaction with system?

Particulars	No of respondents	Percentage
Highly satisfied	25	25%
Satisfied	36	36%
Dissatisfied	11	11%
Highly Dissatisfied	8	8%
No comments	20	20%
Total	100	100%

Analysis

On top of table shows the 25% are highly satisfied, 36% are satisfied, 11% dissatisfied, 8% highly dissatisfied, 20% of the respondents are didn't comment.

Figure 20
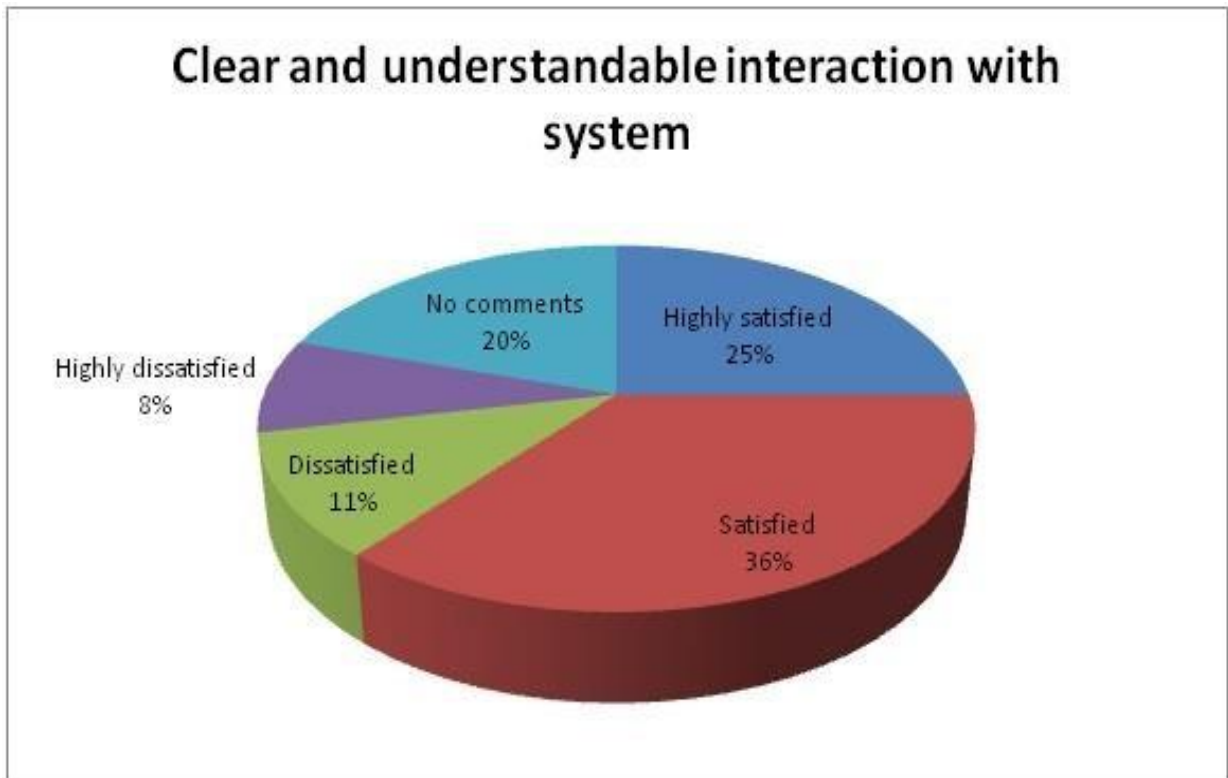
Interpretation

In the table and graph that 61% employees are either highly satisfied or satisfied that there is clear and understandable interaction with system.

Table-21.Do you satisfied with the productivity improvement while using the system?

Particulars	Number of Respondents	%
Highly fulfilled	30	30%
Fulfilled	33	33%
Disappointed	11	11%
Highly disappointed	9	9%
No comments	12	12%
Totality	100	100%

Analysis

The given table shows the 30% are highly fulfilled, 33% are fulfilled, 11% disappointed, 9% highly disappointed, 12% of the respondents are didn't comment

Figure 21
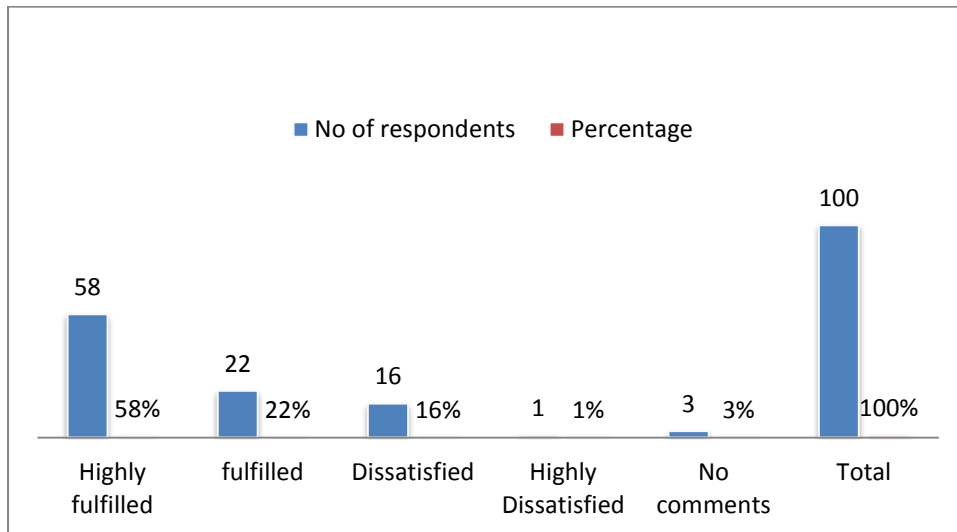
Interpretation

In the table and diagram is understandable 63% employees are either highly fulfilled or fulfilled that the productivity is improving while using the HRMS and 9% of employees are highly disappointed that the productivity improving while using the HRMS

Table-22.Did you get any training regarding HRMS operations?

Options	Number of respondents	%
Yes	82	82%
No	18	18%
Sum	100	100%

Analysis

The top of the table no 22 shows the 82% of respondents are yes and 18% no.

Figure 22
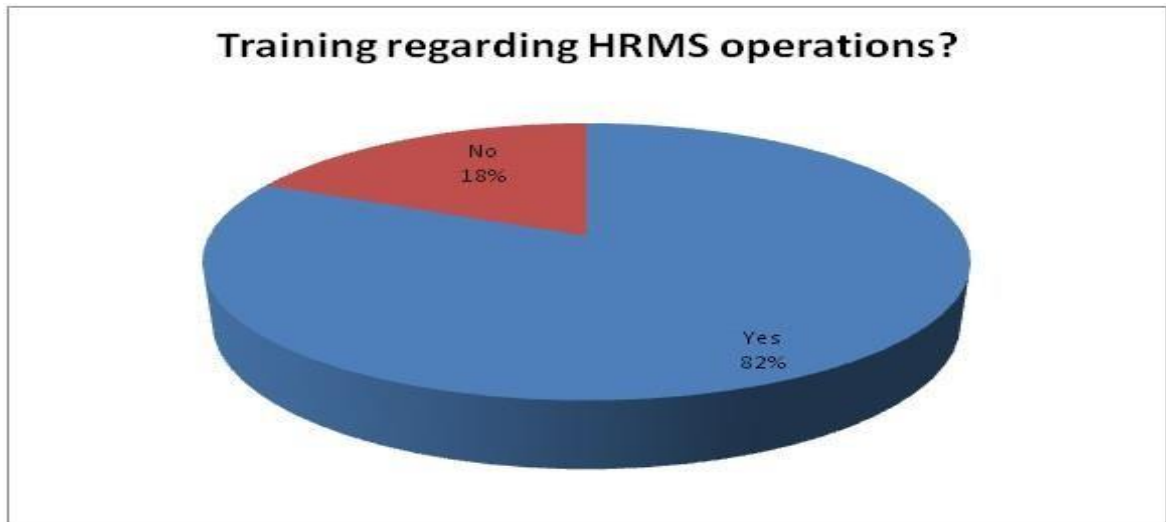
Interpretation

The table and chart is clear 82% workers are got training regarding HRMS operation and 18% are didn't get any training. So it can be inferred that the Big Bazaar is providing training regarding the HRMS operation.

Table-23.Do you satisfied with the quick response HRMS?

Particulars	No of respondents	Percentage
Highly satisfied	25	25%
Satisfied	39	39%
Dissatisfied	7	7%
Highly Dissatisfied	7	7%
No comments	22	22%
Total	100	100%

Analysis

In the figure 23 shows 25% are highly satisfied, 39% are satisfied, 7% dissatisfied, 7% highly dissatisfied, 22% of the respondents are didn't comment.

Figure 23
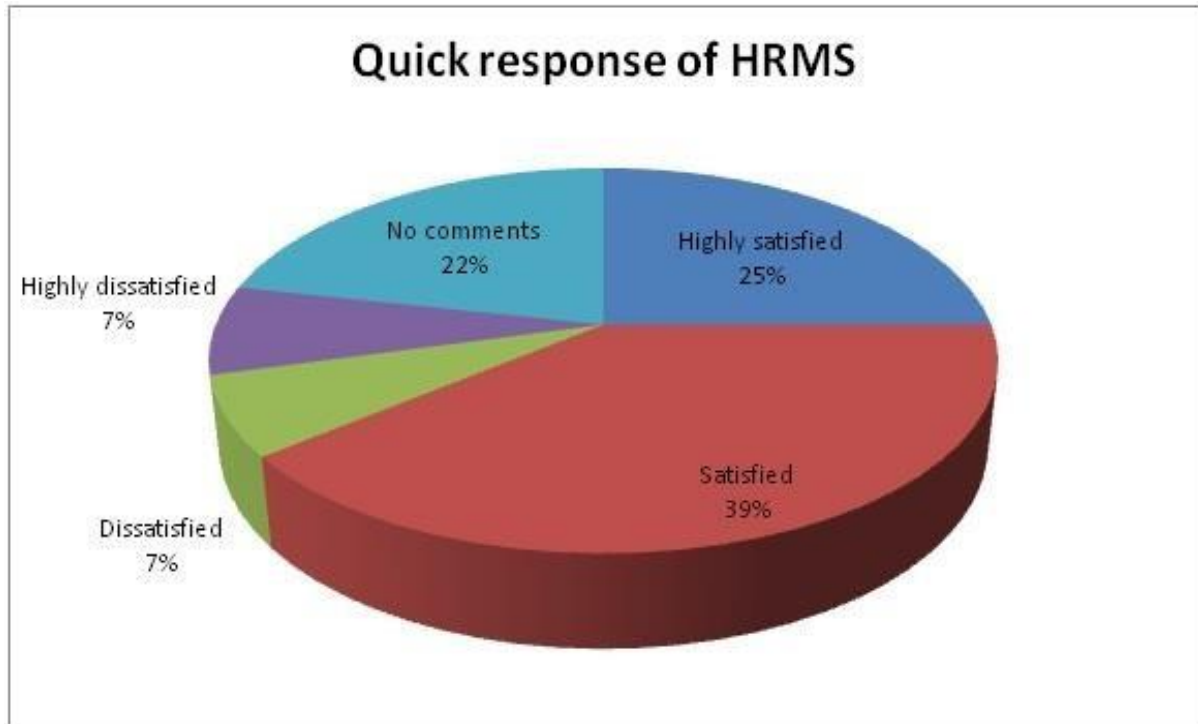
Interpretation

In the table and graphic representation clear 64% employees are either highly satisfied or satisfied that there is quick response while using the HRMS.

Table-24.Do you face any problem while using HRMS?

Particulars	No of respondents	Percentage
Yes	33	33%
No	67	67%
Total	100	100%

Analysis

From this table 33% yes and remaining 67% of respondents no.

Figure 24
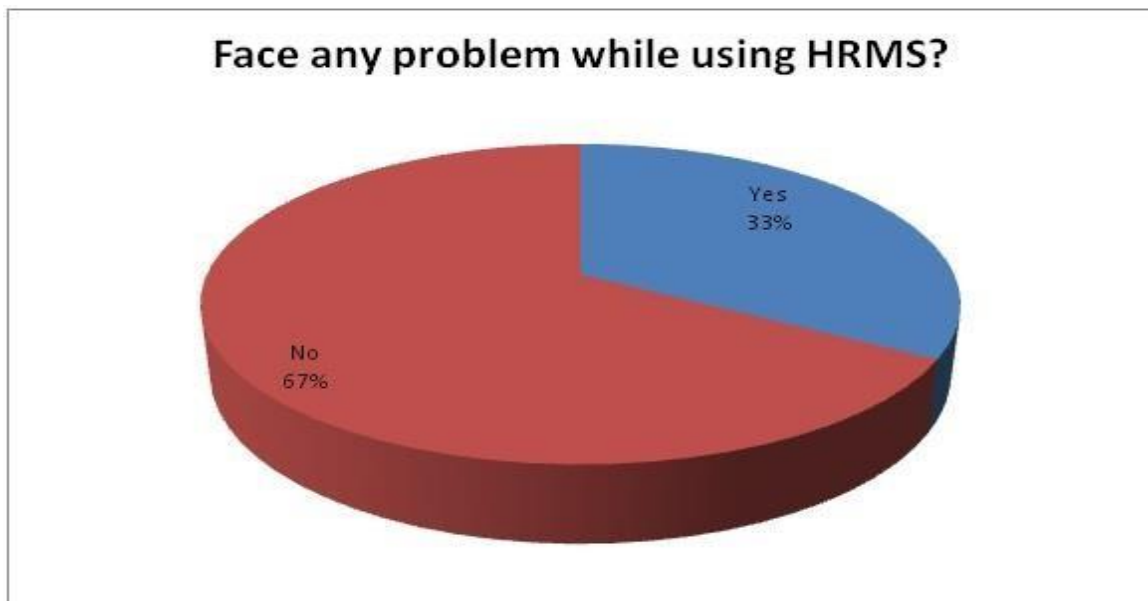
Interpretation

From the above tableno 24 it can be interpreted that 33% of respondents facing problem while using the HRMS.

Table-25.what is your opinion about the existing system comparing with the previous system?

Particulars	Number of Respondents	Percentage
Highly fulfilled	58	58%
fulfilled	22	22%
Dissatisfied	16	16%
Highly Dissatisfied	1	1%
No comments	3	3%
Total	100	100%

Analysis

In the above table shows that 58% are highly fulfilled, 22% are fulfilled, 16% dissatisfied, 1% highly dissatisfied, 3% of the respondents are didn't comment.

Figure 25
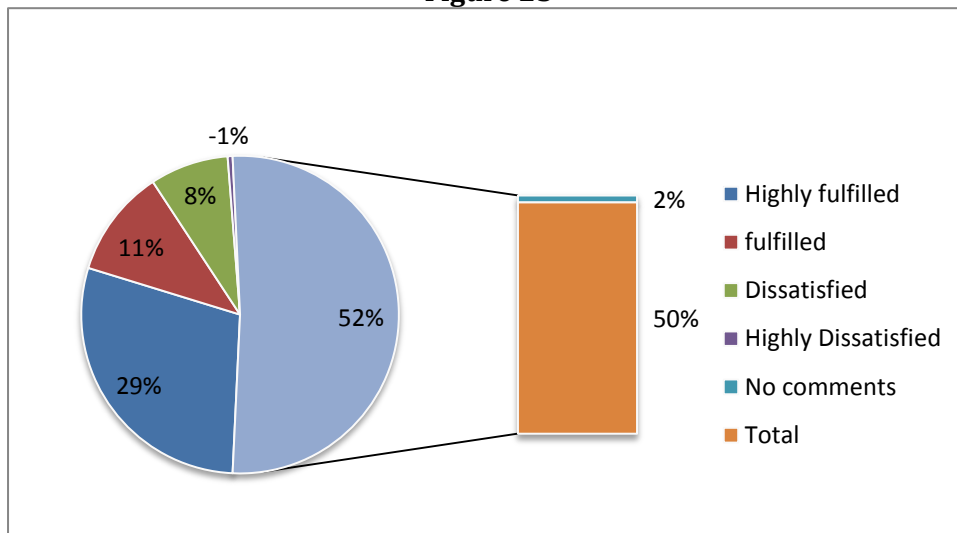
Interpretation

The given table and chart is clear 58% of respondents are highly fulfilled and 22% respondents

are fulfilled opinion about the existing system comparing with the previous system.

Chapter-5
Findings, suggestions and conclusion

Findings

The project title ' A study on the effective use of Human Resource among the employees with special reference to Big Bazaar, Koramangala give a clear insight into the present attendance system of Big Bazaar.

➢ Most of the respondents in Big Bazaar, Bangalore are male.

➢ Popular of the workers working in the organization comes under the age category of 20 to 30. That is the organization prefers employees with lower age.

➢ Mainly of the employees working in the organization have less than 1 year experience and the organization prefer employees with less experience.

➢ Majority of the workers are aware about the HRMS in the organization.

➢ Most of the workers are aware about the features of the HRMS.

➢ A good number of the employees are using HRMS daily.

➢ 79% of the employees are satisfied with the information accuracy related to HRMS.

➢ Greater parts of the respondents are fulfilled with the information completeness of HRMS.

- 70% of the workers are satisfied with information compatibility.

- Common of employees are telling that HRMS is very easy to use.

- 65% of the workers are having an opinion that information getting through HRMS are easy to understand.

- 43% of workers are agreeing that there is no un-authorized access of HRMS in Big Bazaar.

- 62% of respondents are agreeing that the HRMS is providing integrated reports.

- 54% of workers are satisfied with the changeability in the system conditions.

- Majority of the respondents are agreeing that there is a relation between job performance improvement and HRMS.

- 52% of employees are telling that HRMS helps in goal achievement.

  - Best part of the workers having a clear and understandable interaction with the system.

- 63% of employees are agreeing that the productivity is improving while using the HRMS.

- A large amount of the workers are agreeing that the HRMS having a quick responds.

- 82% of employees are got training regarding HRMS operation.

➢ Some workers are facing problem while using HRMS.

➢ Bulks of the respondents are well pleased with the existing HRMS.

Suggestions

➢ The corporation should give proper training to new employees regarding the usage and the processes involved in using the HRMS.

➢ Company should follow only one method for handling attendance where as both manual and HRMS methods are being followed now.

➢ Company should ensure that the feedback of Spars usage of every employee should be collected after the system was implemented.

➢ The employees should be motivated using the software providing those periodic reports from the HRMS related to their performance and HR related.

Conclusions

The principal objective of this research is to assess the efficacy of HRMS. Since the information system's consistency or effectiveness must be evaluated directly. This work proposed a scheme to assess the effectiveness of HRMS by evaluating user satisfaction in row value, consistency of scheme and use of structure. The statistical research findings indicate consumers are pleased with the usefulness of these

three dimensions of the information system. Thus, the IT sector managers in the Big Bazaar will do their tasks with high precision , accuracy and speed with successful training about using the system, ease of accessibility to the system and relevance of knowledge to the personnel job.

Chapter-6

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ANNEXTURE

Name: …………………………

Age: …………………………...

Gender:

Male	Female

Experience:

<1	1 to 2	2 to 3	3 to 4	>4

Questionnaire

1) Are you aware of HRMS in Big Bazaar?

Yes	No

2) Do you satisfied with the features of HRMS?

Highly fulfilled	fulfilled	Dissatisfied	Highly dissatisfied	No comments

3) How frequently are you using HRMS?

Daily	Once in a week	Once in 15 days	Never

4) Do you fulfilled with the performance of HRMS?

Highly fulfilled	fulfilled	Dissatisfied	Highly dissatisfied	No comments

5) Do you satisfied with information accuracy of HRMS?

Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	No comments

6) What kind of activities did you do while using the HRM?

Only attendance checking	
Work plan	
Performance appraisal	
Daily/weekly/monthly report	
All the above	

7) Do you fulfill with information completeness HRMS?

Highly fulfilled	fulfilled	Dissatisfied	Highly dissatisfied	No comments

8) Do you satisfy with information timeliness HRMS?

Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	No comments

9) Are you satisfying with information compatibility HRMS?

Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	No comments

10) HRMS is simple to use

Strongly concur	concur	oppose	Strongly oppose	No comments

11) Are you satisfy with information understand ability HRMS?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

12) There is no un-authorized access

Strongly concur	concur	oppose	Strongly oppose	No comments

13) If any changeability in system condition

Strongly concur	concur	oppose	Strongly oppose	No comments

14) If there is system of presenting integrated reports

Strongly concur	concur	oppose	Strongly oppose	No comments

15) Do you satisfy of job performance improvement?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

16) Are you fulfilled the goal achievement?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

17) Are you satisfy the clear and understandable interaction with system?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

18) Do you satisfy the productivity improvement while using the system?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

19) Did you get any training regarding HRMS operation?

Yes	No

20) Are you fulfilled with the quick response of HRMS?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

21) Do you face any problem while using HRMS?

Yes	No

22) What is your opinion about the existing system comparing with the previous system?

Highly fulfilled	fulfilled	disappointed	Highly disappointed	No comments

What would be suggestion you have to make HRMS more effective and useful?

……………………………………………………………………………………

…………………………………………………………………………………

ACTIVITY CHART

Sl. No.	Activity	Activity Details	Duration
1	**Activity-1**	Understanding Structure, Culture and functions of the organization/identification of business problem from the Industry from the literature study.	Week-1 03-01-2020 to 11-01-2020
2	**Activity-2**	Discussion with the guide for finalization of research design and instrument and presenting the same to the guide.	Week-2 14-01-2020 to 20-01-2020
3	**Activity-3**	Collection of data, editing of the collected data, coding, tabulating and presenting to the guide for suggestions for analysis.	Week-3 21-01-2020 to 26-01-2020
4	**Activity-4**	Analysis and finalization of report and making presentation to the guide.	Week-4 28-01-2020 to 08-02-2020
5	**Activity-5**	Submission of final Report to the University before one week of the commencement of theory examination.	Week-5 10-02-2020 to 16-02-2020

PRIYANKA SINGH

Name and Signature of the Student