THE IMPACT OF INTERVENTIONS ON ORGANIZATIONAL DEVELOPMENT

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ABSTRACT: Efficiently providing public services is the goal of this study, which aims to shed light on the results of organizational development initiatives in government agencies. Employee perspectives on the following topics are explored in this research: dispute resolution, trust, loyalty, group accountability, morale, reward and recognition programs, and problem-solving. It also provides management strategies to overcome obstacles and achieve better outcomes, as well as an analysis of the factors that influence these areas.

If port-related organizational development programs are to be evaluated for their effectiveness, this study is crucial. The major objective of the research is to analyse the effects of different forms of organizational development on employees of companies operating in the port sector.

Keywords: Organizational Development, Organizational Change, Performance Appraisal System, Quality Management, Quality Circles & Conflict Management.

1.INTRODUCTION

The goal of organizational development is to make organizations more adaptable and responsive by strengthening their capacity to change and grow. This will ensure that the organization routinely implements change initiatives that are both well-planned and focused on taking action, say French and Bell (1978). Building an organization's capacity to adjust and harmonize its structure, procedures, strategies, people, and culture is the goal of organizational development, as stated by Beer (1980). In order to solve problems, eliminate inefficiencies, improve current capabilities, and find unrealized potential, planned interventions in organizational development are implemented (Brown and Harvey, 2006).

Human resource management's (HRM) many functions help businesses reach their organizational development (OD) goals, says Durai (2010). This position's responsibilities include finding and hiring new employees, monitoring their progress on the job, setting their pay rate, and helping them adjust to their new environment and function within the company. Considering the organization's level of commitment and the OD's objectives is essential when choosing an HRM intervention program. According to Durai (2010). Weisbord and Janoff (2000) claim that organizational development (OD) compares the current state with the desired state in order to assess inadequacies. According to Smither, Houston, and McIntire (2016), OD helps with smooth transitions by integrating various parts of the company. If you believe Schein, back in 2004... Eijnatten, Shani, and Leary (2008) state that the transformation process is largely impacted by managers and employees. According to French, Bell, and Vohra (2006) and Iyer and Guharoy (2009), key stakeholders in a system are more likely to collaborate and build stronger relationships when they are participating in the organizational development (OD) process. To make the most of an organization's expansion, it's crucial to know what everyone's priorities are (Jones & Brazzel, 2014).

Everyone from entry-level workers to C-suite executives and consultants appreciates organizational development (OD) for what it can do for businesses: make them more robust, efficient, and adaptable (Cummings & Worley, 2009). The commitment, encouragement, and participation of senior

executives are highly appreciated by OD. While it is most commonly used at the very top of a system's hierarchy (Schein, 2004), it can also be used at the very bottom to improve the efficacy and efficiency of an organization (McLean, 2006).

Reorganizing the structure of the organization, planning team-building activities, and providing personalized mentoring and coaching are all part of organizational development interventions (OD) (Hodges & Gills, 2015). There are four main ways that OD interventions were classified by Cummings and Worley (2009): The interventions can be broadly classified into four types: those that aim to change the technology or structure of institutions; those that manage an organization's internal and external environments to support a business strategy; and those that leverage human resources to improve members' performance and well-being.

According to Warner (2005), CiteHR (2005), Lussier (2009), and Hodges (2017), the authors have mainly used observation to demonstrate organizational development (OD) training and development, sensitivity training, survey feedback, force field analysis, team building, large-group intervention, work design, and various forms of OD training and development. The delivery of tailored attention is foundational to development, sensitivity training, and training. Improved group concentration is possible with the help of methods like process consulting, force field analysis, and team development. When conducting surveys or executing interventions involving large groups of people, the organization serves as the hub. Prompt feedback is given to both the organization and the individual, who are the core components of job design (Lussier, 2009).

In India, the HR department is in charge of three crucial HRD functions: professional development, organizational advancement, and training and development (Nayak and Ganesh, 2014). Organizational development (OD) seems to be on the rise in Indian companies, according to Sinha's analysis of OD interventions across sectors (as cited in Rao, 1991). Western and Asian companies' OD interventions, however, have exhibited striking differences (Dessler & Phillips, 2008). Cummings and Worley (2015) report that in 2010, American companies invested over $171.5 billion in training and education. Corporate investments have been a driving force behind economic growth in many countries, according to Sharkey (2013). This includes countries like India, China, Ireland, Poland, Costa Rica, and soon Africa. Management in India has changed over the last 20 years, moving away from more conventional methods and toward more creative ones (Nayak & Ganesh, 2014).

Experts from within or outside the business can play a role in organizational development (OD), as described by Wendell French (1969), in order to solve problems. To improve the organization's efficiency, Richard Beckhard suggested that senior management use data from behavioral science (Beckhard, 1969). By questioning long-held assumptions and practices, OD could help businesses take advantage of new opportunities presented by emerging markets, technologies, and social issues, according to Warren Bennis (Bennis, 1969). According to Michael Beer (1976), an organization's capability can be enhanced through organizational development (OD), which is a methodical approach to data collection. It entails enhancing the structure and broadening the system of organizational solutions, all the while encouraging dialogue between those bringing about change and the rest of the company. According to Chell (1993), OD interventions are defined as attempts undertaken by people or groups with the purpose of improving an organization's performance.

Statement of the Problem

Indian organizations' internal power and political dynamics have significantly delayed organizational interventions, especially those demanded by the Indian government. When it comes to studies on organizational development interventions in India's public sector, there is a dearth of data. Studies comparing the views of Indian employees on OD interventions are far outnumbered by those comparing studies conducted in Western nations. An accurate assessment of the scope and significance of overdose remedies is now hindered by the existing information gap. The results of this study provide more evidence that organizational development (OD) interventions are beneficial for public sector enterprises.

It is commonly believed that OD interventions are less common in Asian countries compared to Western countries. The effect of OD interventions on government programs in India has not been the subject of much study. That chasm was the intended target of our investigation.

2.RESEARCH OBJECTIVES

☐   Finding out how the staff at Tuticorin Port Trust feel about the OD interventions that have been put in place is the main goal of this study. The following are currently under development in order to accomplish the main goal:

☐   thorough analysis of the economic and sociological origins of the Tuticorin Port Trust staff.

☐   The Tuticorin Port Trust's OD intervention thresholds have been defined.

☐   Analyze how the staff development efforts implemented by Tuticorin Port Trust have influenced the personnel.

☐   Consider the influences that have helped shape the Tuticorin Port Trust into its current form.

Back Ground of the Study

The Central Government formed V.O. Chidambaranar Port Trust, also known as Tuticorin Port Trust, as a corporate body under Section 3 (1) of Chapter II of the Major Port Trust Act 1963. In this study, we primarily aim to evaluate its calibrations and change tactics. It is under the administrative purview of the Indian government's Ministry of Shipping. For the southern part of Tamil Nadu's economy and, by extension, the country's economy, the Tuticorin Port Trust has been and will be pivotal. The Port's market orientation, efficiency, and vision allowed it to sustain a consistent flow of imports and exports despite economic constraints.

RESEARCH METHODOLOGY

This investigation's limitations are laid out in the research methodology, which provides a comprehensive overview of the field being studied, the research design, the instruments used, the sampling strategy, the pilot study, the pre-test, the data collection process, operational definitions, and techniques for analysis and interpretation.

Field of Study

The subject of the investigation is the Tuticorin Port Trust, which is located in Tuticorin. At this very moment, 1,197 people have shown up. Employees officially assigned to classes I, II, III, and IV make up the examination population.

Research Design

Using a structured questionnaire to collect empirical data, this descriptive study looked at how OD interventions affected the enclosed work environment of port sector locations.

Sampling Techniques

According to the data collected from the Tuticorin Port Trust, a total of 1,197 people were included in the study.

From the total population of 1,197 people included in the study, 300 were selected at random. Considerations such as the margin of error (4.90%), the degree of confidence (95%), the response distribution (50%), and the population size (1197) influenced this finding. Stratified proportions and simple random sampling were used to choose the samples. Class I, class II, class III, and class IV were the four groups of workers used to distribute samples; these groups were together called "strata." The end result was the collection of 300 samples. The group was nevertheless heavily influenced by the sample selection process, thus measures were taken to guarantee that each of the seven primary divisions of the Port Trust was represented fairly in the sample.

Tool for Data Collection

The goals of collecting data through in-person interactions inspired the development of a survey instrument. English was the language of business throughout the entire questionnaire development process. Category I, II, III, and IV individuals are the primary research subjects.

A thorough six-part questionnaire was used to gather data. Respondents' socioeconomic status is the primary focus of the survey's first part. Collecting employee feedback on organizational development (OD) initiatives is the focus of Part II. Staff morale, suggestion systems, problem-solving approaches, trust-building, conflict resolution, commitment, and group accountability are some of

the subjects discussed. In the second section, participants were asked to rate each item on a four-point Likert scale.

Analysis and Interpretation Data

The data was encoded, compiled, input into a computer, and examined after collection. The Statistical Package for the Social Sciences was used for data entry and analysis. When it came to the statistical tests and tables under consideration, the provided analysis was spot on. The distribution of frequencies was shown following administration.

3.LIMITATIONS

☐   In this experiment, no particular apparatus was utilized.

☐   At first, some employees were hesitant to fill out the surveys.

☐   They were assured that their data would be used exclusively for research purposes and would remain confidential

☐   .We carefully examined the original data provided by the respondents, notwithstanding the caveats we noted before.

Major Findings Socioeconomic Backgrounds

☐   Almost 80% of the people who took the survey are male.

☐   A quarter of the participants came from the conservation and maintenance division of the Port Trust.

☐   Overall, there are more women than men who filled out the survey in the administrative department.

☐   Among those who took the time to fill out the survey, 58% are considered to be Class III employees.

☐   The age group of 25–35 accounts for one-third (34.7%) of the total sample. About 60% of the people fall into Class III.

Classification of OD Interventions

☐   By comparison to the levels of intergroup linkages and team building, the three components of process consultation, survey feedback, and sensitivity training had lower mean values (5.89).

☐   Apparently, 72 percent of the people who took the survey have participated in sensitivity training sessions.

☐   About half of those who took the study think the comments are just averagely organized.

☐   Of the people who took part in the OD intervention, 53.3% said that the process consultation was moderately useful.

☐   There was a moderate level of seriousness in the team building, according to more than 70% of participants.

☐   The organization's intergroup relationships are reasonable, according to about 25% of participants.

☐   Nearly eighty-nine percent of those who took part in the OD interventions rated them as mild.

Classification of Impacts of OD Interventions

☐   Among the seven measures, trust level stands out with an average score of 7.83.

☐   Most people who took the survey (58%) feel that their issues at work have been somewhat resolved.

☐   Nearly 50% of people who took part in the survey admitted to only partially implementing some of the ideas.

☐   Awards and recognition levels inside the organization were deemed reasonable by the majority of respondents (66.7%).

☐   There is modest trust in both the team and the participants, according to about half of them.

☐   They rated their conflict handling skills as moderate, according to 73.7% of them.

☐   When asked about the level of commitment between them, 68% of respondents said it was moderate.

☐   Nearly half (57.3%) of them were moderates when asked about group accountability.

☐   A somewhat high level of morale is indicated by the majority of respondents (67%).

☐   Results from the company's OD medicines are moderate, according to 69.3% of respondents.

4.CONCLUSIONS

The study's findings highlight the necessity and importance of OD interventions for organizational success in businesses or service sectors in order to overcome obstacles and remain competitive. The main idea behind OD interventions is that they would strengthen the bonds of mutual trust and commitment between management and staff, empowering them to work together to address concerns and resolve organizational problems in order to promote positive organizational development..

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