

A Study on Best Human Resource Practices in Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant

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Abstract: *The steel industry plays a vital role in the global economy, creating jobs, contributing to GDP, and generating revenue. It enables infrastructure development, building roads, bridges, and homes, and supports transportation systems. Steel is crucial for industrial growth, support manufacturing sectors and facilitating renewable energy solutions. Effective Human Resource (HR) practices are crucial for an organization's success. They attract, retain, and develop talented employees, fostering a productive and engaged workforce. HR practices ensure fair treatment, diversity, and inclusion, promoting a positive work culture. The primary objective of this study is to examine and identify the best HR practices adopted by Rashtriya Ispat Nigam Limited (RINL) that contribute to its success. The study on best HR practices in RINL revealed that the organization has made significant strides in implementing effective HR strategies. However, there is still scope for improvement.*

Keywords: steel industry, HR practices, infrastructure development, Rashtriya Ispat Nigam Limited, workforce development

1. Introduction

1.1 Overview of the Human Resource Practices:

HRM practices refer to organizational activities directed at managing the pool of human resources and ensuring that the resources are employed towards the fulfilment of the organizational goals. HRM practices may differ from one organization to another and from one country to another. HR practices help in increasing the productivity and quality, and to gain the competitive advantage of workforce strategically aligned with the organization's goals and objectives. The policies are the continuing guidelines on the approach the organization intends to adopt in managing its people. It represents specific guidelines to HR managers various matters concerning employments. It states the intent of the organization about different aspects of Human Resource Management. Such as recruitment, promotion, compensation, training, selections, etc. in actuality, policies and procedures serve a number of purposes.

1.2 Overview of the Rashtriya Ispat Nigam Limited

Rashtriya Ispat Nigam Limited (RINL), or Vizag Steel, is a leading Indian steel producer. Established in 1982, it operates a major integrated steel plant in Visakhapatnam, Andhra Pradesh. RINL produces 7.3 million tonnes of steel annually, catering to construction, infrastructure, automotive, and manufacturing industries. Its products include rebars, wire rods, and plates. RINL has achieved notable certifications, awards, and financial performance. It prioritizes corporate social responsibility and sustainability, focusing on education, healthcare, and environmental conservation. The company plans to expand its production capacity to 12.8 million tonnes and diversify into specialty steels. With a strong track record, RINL continues to contribute significantly to India's steel sector.

1.3 Objectives of the Study

Primary Objective:

To examine and identify the best HR practices adopted by Rashtriya Ispat Nigam Limited (RINL) that contribute to its success.

Specific Objectives:

- 1) To analyze the existing HR policies and procedures at RINL.
- 2) To identify the key HR practices that impact employee engagement, retention, and productivity.
- 3) To evaluate the effectiveness of RINL's recruitment, training, and development programs.
- 4) To assess the organization's diversity, equity, and inclusion initiatives.
- 5) To examine the role of performance management and feedback systems in enhancing employee performance.
- 6) To investigate the impact of HR practices on employee job satisfaction.

2. Methodology of the Study

2.1 Sample Size

A sample of 100 respondents was taken using random sampling. The researcher contacted the employees personally and brief summary of the nature of the study and details in the questionnaire has been narrated to them.

2.2 Sample Technique:

Simple Random Sampling (SRS) is a probability sampling technique where every member of the population has an equal chance of being selected. This method eliminates bias and ensures representation from all segments. In SRS, participants are chosen randomly, often using random number generators or lottery methods.

2.3 Experience of Employee at VSP:

Experience	10 - 15	15 - 20	20 - 25	25 - 30	30 - 35
Respondents	14	20	32	24	30

Particulars	Financial Bene fits	Career advancements	job security	Reward& Awards	Recognition
Respondents	0	3	50	47	0

RINL employees prioritize Job Security (50%) and Rewards & Awards (47%) as the top motivation. Employees value stability and security in their employment. Monetary incentives and rewards drive Motivation. Career Advancements (3%) is ranked third, indicating that opportunities for growth and development is less prominent. Financial Benefits (0%) and Recognition (0%) are ranked lowest, Employees may not perceive financial benefits as a primary motivator.

2.5 How do you feel about the working conditions that prevail in RINL?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Dissatisfied
Respondents	22	70	4	4

Overall, 92% of employees (22% + 70%) are satisfied with the working conditions in RINL indicating a positive work environment. Majority of employees (70%) are satisfied, general contentment with working conditions, 22% are highly satisfied, indicating exceptional working conditions for some employees. A small minority (8%) are dissatisfied or highly dissatisfied, requiring attention.

2.6 Are you satisfied with employee and employee relation in RINL?

Particulars	Highly Satisfied	Satisfied	adequate	Inadequate
Respondents	15	42	43	0

Overall, 57% of employees (15% + 42%) are satisfied with employer - employee relations, indicating a positive work environment. Majority of employees (43%) consider relations adequate, room for improvement. 15% are highly satisfied, indicating strong relationships with management. No employees reported inadequate relations, minimal conflict.

2.7 How did you feel about promotion policy in RINL?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	35	50	13	2

Overall, 85% of employees (35% + 50%) are satisfied with RINL's promotion policy, indicating a generally positive percentage. 35% are highly satisfied, transparency and fairness in promotions. 50% are satisfied, indicating general

A significant proportion (32%) have 20 - 25 years of experience, indicating a seasoned workforce. 24% have 25 - 30 years, a substantial number of long - serving employees. 20% have 15 - 20 years, representing a stable mid - tenure group. Smaller groups have 10 - 15 years (14%) and 30 - 35 years (10%) of experience.

2.4 Rank of the motivation strategies adopted in RINL?

contentment with promotion opportunities. 15% (13% + 2%) are dissatisfied, requiring attention to address concerns.

2.8 What is the level of job satisfied?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	40	60	0	0

Overall, 100% of employees (40% + 60%) are satisfied with their jobs, indicating exceptionally high job satisfaction. 40% are highly satisfied, strong engagement and commitment. 60% are satisfied, indicating general contentment with job responsibilities. No employees reported dissatisfaction or high dissatisfaction, indicating minimal job - related issues.

2.9 Is the remedial measures taken by the organization to manage employee absenteeism?

Particulars	Yes	No
Respondents	100	0

RINL has implemented remedial measures to manage employee absenteeism, as confirmed by 100% of respondents. Proactive approach, RINL takes employee absenteeism seriously and has taken steps to address it. Comprehensive coverage, All respondents (100%) acknowledged the existence of remedial measures. No gaps identified, No respondents (0%) reported the absence of remedial measures.

2.10 Is effectively organization can increase employee morale?

Particulars	Yes	No
Respondents	40	60

Only 40% of respondents believe that RINL effectively increases employee morale, while 60% disagree. Room for improvement, Majority (60%) doubt organization's ability to boost morale. Divided opinions, 40% see efforts to enhance morale, but 60% do not.

2.11 Employee satisfaction towards grievance handling procedure?

particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	12	24	63	1

Only 36% (12% + 24%) of employees are satisfied with RINL's grievance handling procedures, while 64% (63% + 1%) express dissatisfaction. Majority dissatisfaction, 63% of employees are dissatisfied, indicating significant concerns. Limited effectiveness, Only 12% are highly satisfied room for improvement. Minimal extreme dissatisfaction, Only 1% are highly dissatisfied.

2.12 Do you think knowledge possessed by you is effectively utilized in the job?

Particulars	To a great extend	To considerable	Average	To same extend	To little extend
Respondents	35	27	22	16	0

Overall, 62% (35% + 27%) of employees feel their knowledge is effectively utilized, while 38% (22% + 16%) report average or limited utilization. Effective utilization, Majority (62%) feel their knowledge is utilized. Room for improvement, 38% report average or limited utilization. No underutilization, No employees (0%) feel their knowledge is used to a little extent.

2.13 How do you feel about training and development program organized by the company?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	60	40	0	0

Overall, 100% of employees (60% + 40%) are satisfied with RINL's training and development programs, indicating exceptionally high satisfaction. Overwhelming satisfaction, 60% are highly satisfied, excellent programs. Universal satisfaction, 100% are satisfied, with no dissatisfaction reported. Effective investment, Training programs likely yield positive returns.

2.14 Are you satisfied with retirement provision by RINL?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	56	44	0	0

Overall, 100% of employees (56% + 44%) are satisfied with RINL's retirement provisions. Exceptional satisfaction, 56% are highly satisfied, indicating excellent retirement benefit. Universal Satisfaction, 100% are satisfied, with no dissatisfaction reported. Secure future, Employees feel confident about post - retirement financial security.

2.15 Are you satisfied with career development system?

Particulars	Highly Satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Respondents	43	57	0	0

Overall, 100% of employees (43% + 57%) are satisfied with RINL's career development opportunities. High satisfaction, 43% are highly satisfied, indicating strong career growth. Universal satisfaction, 100% are satisfied, with no

dissatisfaction reported. employee growth, RINL supports employee career advancement.

3. Findings of the Study

- 1) The level of Personnel productivity has increased to some extent but not great after training.
- 2) Majority of the respondents are able to practice the concepts learnt in training at their work places.
- 3) Professional knowledge of the employees participating in the training has been
- 4) Improved training programs.
- 5) =Management development group has successfully implemented all the objectives it has been adhered to.
- 6) Most of the employees are able to perform better and have become highly responsible after attending HRD programs.
- 7) Significance of MD group lies in the conduct of Internal & External Programs where it has been. The in - house activities are growing gradually in terms of numbers over the previous years.
- 8) The number of students enrolled for project work is also on a gradual shift generating more revenue than the previous years.
- 9) The external programs include the faculties of external bodies who conduct programs on a weekly basis and thus the overall development of the employee comes to the picture.
- 10) The guest lectures by eminent personalities/technicians so adds value to the overall development of the employee.
- 11) Enhanced Job Satisfaction: Employees reported increased job satisfaction due to improved skills and knowledge acquired through HRD programs.
- 12) Improved Teamwork: Training programs fostered better teamwork and collaboration among employees.
- 13) Reduced Employee Turnover: Investment in employee development through HRD programs led to reduced turnover rates.
- 14) Increased Innovation: HRD programs encouraged employees to think creatively, leading to innovative solutions and process improvements.

4. Suggestions of the Study

- 1) Introduce e - learning platforms. Develop leadership development programs. Enhance soft skills training.
- 2) Conduct regular employee feedback surveys. implement employee recognition programs.
- 3) Implement performance - based promotion. Introduce 360 - degree feedback. Develop clear key performance indicators (KPIs).
- 4) Increase women representation in leadership positions. . Implement diversity and inclusion training. Celebrate diversity events.
- 5) Implement HR information systems (HRIS). Use data analytics for HR decision - making.
- 6) Introduce mobile apps for employee engagement.
- 7) Regular HRD sessions for improvement of work in field area must be conducted as of the most senior technicians suggested.

- 8) Training need assessment process should be unbiased and to be made transparent, based on an actual need.
- 9) The “Samalochana” sessions can be done twice a quarter if the stipulations permit so that there could more interactions between the executives and non - executives.
- 10) Implement online recruitment platforms. Use competency - based selection processes.

5. Conclusion of the Study

The Study throws light on the effectiveness of HRD being conducted in one of the Navaratnas of India RINL - Visakhapatnam Steel Plant, Vizag. Based on the findings, the management can redesign and develop new modules in the HRD program, so that ultimately the resources of employees are utilized at optimum level. Development of a human resource is very crucial for the overall efficiency. The study on best HR practices in RINL revealed that the organization has made significant strides in implementing effective HR strategies. However, there is still scope for improvement.

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