An Evaluation of Open Systems on Organizational Climate towards Heavy Vehicles Body Building Industry

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Abstract

Organizational climate is work environment as seen by the people in the organization. Climate is shown in the detectable schedules and reward of organization. Organizational climate is the way toward measuring the society of an organization. It emphatically influences the elements of the staff and job performance. It is additionally called corporate climate. In this study, simple random sampling technique was applied. Totally 600 questionnaires were distributed to employees of top ten heavy vehicles body building industry in karur district. But 556 were found to be fit for further analysis. Hence the sample size is confined to 556. This study examines the evaluation of creativity and customer focus on organizational climate towards heavy vehicles body building Industry. It found that the open system factors are having positive relationship with organizational climate. The creativity factor is having strong relationship with organizational climate.

Keywords: *creativity, customer focus, employees, body building, relationship*

I. Introduction

Organizational climate is work environment as seen by the people in the organization. Climate is shown in the detectable schedules and reward of organization. The schedules are the occasion and routine with regard to an organization while rewards relate to what practices get recognized and bolstered. Organizational climate is the way toward measuring the society of an organization. It emphatically influences the elements of the staff and job performance. It is additionally called corporate climate. Organizational climate represents the state of mind of the organization and influences the behavior of employees'. It reflects the representative perception of the Organizational culture. It alludes to attributes that recognize one organization from the others. It is a result of initiative practices, correspondence framework, organization structure and connections among individuals. Organizational climate influences motivation, execution, job satisfaction, employee behavior and organizational behavior. It is created by environment factors, organization structure, frameworks, culture, leadership, the situation and psychological needs of employees Organizational culture assumes an overwhelming part in making and influencing organizational climate. Ashforth (1985) organizational climate has been defined as a perception of the psychologically important aspects of the work environment and is recognized as a potential influence on employees' workplace behavior and job satisfaction. Srivastava (2005) states that organizational climate depends on the perception of the organizational members about various dimensions of the organization. According to Pareek (2006) "Organizational Climate can be defined as the perceived attributes of an

organization and its subsystems, as reflected in the way an organization deals with its members, groups and issues'".

Open System Approach

It stresses on the outer concentration and additionally adaptability and manages the organizations' cooperation and adjustment with the condition. The organizations which take after open framework approach look for new resources and advance as for the changing business sector requests.

a) Creativity: Creativity is the degree of consolation and support for new thoughts and imaginative methodologies and adaptability is an introduction toward change.
b) Customers Focus: It is the degree to which the organization is receptive to the necessities of the client and the commercial center by and large.

Need for the study:

Organizational climate has a major influence on impact of individual motivation and job satisfaction. Individuals have certain expectation depending upon their perception as to how the organizational climate suits the satisfaction of their individual needs. The factors that are considered in this study mainly focus on the relationship between open system and organizational climate of employees in heavy vehicles body building industry of Karur district.

II. Research Gap:

The researcher collected literature on organizational climate and reviewed the works carefully and the researcher was able to understand that adequate studies have so far been conducted on organizational climate. Many studies relates to service industry but this study relates to manufacturing industry.

III. Objectives :

1. To analyse the influences of open systems (creativity, customer focus) on organizational climate.
2. To examine the relationship between open systems (creativity, customer focus) on organizational climate.

Hypothesis:

1. open systems (creativity, customer focus) are not influencing organizational climate.
2. open systems (creativity, customer focus) are not having relationship with organizational climate.

IV. Review of Literature:

Reena Rani and Poonam Rani (2014) examined the influence of organizational climate of grade schools on job satisfaction of basic educators. This relationship demonstrates that the activity satisfaction of basic educators isn't influenced by Organizational climate. The investigation likewise uncovers that there is no connection between the organizational climate of grade schools and job satisfaction of female educators.

Srinivasa Rao (2014) analyzed the connections between various elements of organizational climate and features the effect of these components on certain essential factors of the organizations. The investigation has tried the speculation that there would be no critical connection between Organizational climate and job satisfaction, employee confidence and group execution among representatives of both private and open area endeavors in Visakhapatnam, Andhra Pradesh, India and induced that there is noteworthy connection between organizational climate and other factors.

Fatemeh Asadi (2015) analyzed the connection between job satisfaction and Organizational climate among secondary teachers of the Department of Education in the city of Qods. The study found that there is a positive

relationship between organizational climate and job satisfaction of teachers.

Olibie Eyiuche Ifeoma (2015) analyzed to decide the predominant Organizational climate in broad daylight and private possessed optional schools in Delta North Senatorial zone of Delta State of Nigeria. Information were gathered through a 42-thing analyst created poll, organized on a four-point Mean scores of the got total were utilized to answer the examination questions. The conclusion is that the principals know and have been guaranteeing adjusted Organizational climate as apparent in the overall number of organizational climate writes in the private and state funded schools.

Jaya Ahuja and VaniNarula (2016) examined the Organizational climate in MNC and Indian programming organizations in Delhi NCR district and furthermore considered the perception of organizational climate at various age gatherings, administrative positions in programming area. They found that there are changing outcomes in the perception of organizational climate among the employees' with various positions, age gatherings and conjugal status.

Nagaraju and Pooja (2017) directed a near report on organizational climate as seen by representatives working openly and in private division banks. Organizational climate is found

to be psychologically unique in the open and private part banks. They conclude that organizational climate of open segment banks and that of private area banks are unique.

Sarvjeet Kaur Brar (2017) studied the connection between school organizational climate and organizational responsibility among instructors. The example of the investigation comprised optional teachers of Ludhiana District of the State of Punjab, India. In this way, it is prescribed to make positive and sound

organizational climate to increment organizational duty among optional teachers.

Rashmi Rai (2014) examined the effect of Organizational climate on employee satisfaction in the Indian IT organizations. Organizational climate has been estimated based on nine parameters.

It is discovered a positive connection between organizational climate and representative satisfaction; as though the climate of any organization is discovered unfit to make an acceptable environment for its employees' it might prompt decrease in the dependability and satisfaction of the imperative resources of any organization.

Bhattacharya and Neogi (2006) found that organizational climate seen by the employees working in nursing zone was superior to that of the officers. They additionally found that the employees working for short of what one year in the organization have less great recognition towards organizational climate than that of the more established employees'.

Davidson (2003) analyzed organizational climate inside the administration quality structure to investigate the impacts of reconciliation of organizational climate in to quality activities and its distinction with organization culture in lodging industry. A causal connection was found between great organizational climate and the level of administration quality in lodging. He discovered organizational climate was basic to advance a solid organizational administration climate and a general positive organizational climate would be acquired if better administration quality, development and worker welfare were given.

Kuenzi and Schminke (2009) examined organizational work climates and cleared up the significance of organizational work climate by depicting the contrast between worldwide climate and aspect particular climate. Mental climate depended on singular view of workplace and

organizational climate depended on total or aggregate impression of workplace.

Rodrigues and Gowda (2011) discovered the distinction of organizational climate in proficient school libraries of Mangalore. Organizational climate between various kinds of universities did not fluctuate essentially. Organizational climate could be accomplished by giving better physical offices, fortifying the reward framework, keeping up better relational relations, employer stability and advancements offices

Omolayo and Ajila (2012) examined the organizational climate as indicator of employment contribution of specialists in three instructive organizations in Ekitistate, Nigeria. The discoveries of the investigation uncovered that organizational climate has noteworthy impact on work organization.

V. Research Methodology:

The purpose of the research is to examine the open system dimension with organizational climate in heavy vehicles body building industry. Descriptive research is used to explore the questions regarding the employees working in the heavy vehicles body building industry. The study analyses the relationship between creativity, customer focus and organizational climate.

Sampling Technique:

In this study, simple random sampling technique was applied. Totally 600 questionnaires were distributed to employees of top ten heavy vehicles body building industry. But 556 were received for further analysis. Hence the sample size is 556.

Primary data were collected with structured questionnaire and the secondary data was collected from journals, books, industry profiles and net. Statistical tools used: Mean, standard deviation and pearson correlation test was applied.

Data Analysis and Discussion:

Table 1: Employees' opinion towards Creativity

Creativity	Mean	Std. Deviation
New ideas are readily accepted here	3.69	1.69
This company is quick to respond when changes need to be made	3.64	1.67
Management here are quick to spot the need to do things differently	3.63	1.67
This company is very flexible; it can quickly change procedures to meet new conditions and solve problems as they arise.	3.44	1.50
Assistance in developing new ideas is readily available	3.76	1.61

Source: field survey

The above table 1- indicates the employees' opinion towards creativity in the heavy vehicles body building industry. Here, creativity is analysed with five statements in the five point likert scale. Further, mean and standard deviation values are calculated from each statement. The mean values ranged from 3.76 to 3.44. The calculated standard deviation values lie between 1.69 and 1.50. From the mean value, it is noted that employees are ready to provide new ideas (3.76) followed by new ideas are accepted (3.69), industry is responding when the changes need to be made (3.64), management has to identify division to improve the performance (3.64) and management is very flexible (3.44). From the standard deviation values, it is inferred

that the employee perception towards creativity in the industry is found to be at similar level.

It is observed that the employees have higher level of creativity in the heavy vehicles body building industry. Here, the heavy vehicles body building industry employees have very much interest to provide new ideas and industry also supports their employees to implement their ideas.

Table 2- Employees' opinion towards Customer focus

Customer focus	Mean	Std. Deviation
Ways of improving service to the customer are given much thought.	2.66	1.57
Customer needs are considered top priority here.	2.26	1.58
This company is continuously looking for new opportunities in the market place.	3.39	1.71

The above table 2- explains the employees' opinion toward customer focus in the heavy vehicles body building industry. Here, customer focus is analyzed with three statements in the five point likert scale. Further, mean and standard deviation values are calculated for each statement. The mean values ranged from 3.39 to 2.26. The calculated standard deviation values varied between 1.71 and 1.57. From the mean values, it is observed that the industry is continuously searching for new opportunity in the market (3.39) followed by the industry improves customer service (2.66) and industry gives importance to customer needs (2.26). From the standard deviation values, it is noted that the employee perception towards customers focus is found to be at similar level.

It is observed that the employees have higher level of customer focus. Here, the heavy vehicles body building industry employees felt that it is important to provide satisfied service to their customers

Table 3- Employees' Opinion towards Open System

Dimensions	Mean	Std. Deviation
Creativity	3.63	1.57
Customer focus	2.76	1.38

The above table 3- explains the employees' opinion toward open system. Here, the open system is analysed with two dimensions namely creativity and customer focus. Further, mean and standard deviation values are calculated. The calculated mean values ranged from 3.63 to 2.76. The standard deviation values are between 1.57 and1.38. From the values, it is noted that the employees have higher level opinion towards creativity (3.63) followed by customer focus (2.76).From the standard deviation values, it is pointed out that the employees have similar level opinion towards open system. It is observed that the employees perceived higher level of perception towards creativity. However, the employees have the least level of perception towards customer focus.

Table 4: Relationship between Open System and Organization Climate

Open system	Climate	
	r-value	p-value
creativity	0.878	0.001*
Customer focus	0.737	0.001*

Ho: The open system dimensions are not having relationship with organization climate.

The above table 4- reveals that relationship between open system and organizational climate. Pearsons correlations test is applied to examine the stated hypothesis. The test result is shown in the Table 4. The calculated r-values ranged from 0.878 to 0.737.The correspondent P-values are significant at one percent level. It shows that the stated hypothesis is rejected. Open system is having relationship with organizational climate. From the r-values, it is noted that creativity is having strong relationship with organizational climate (0.878) followed by customer focus (0.737).It is found that the open system factors are having positive relationship with organizational climate. The creativity factor is having strong relationship with organizational climate.

VI. Findings:

1. It is found that the open system factors are having positive relationship with organizational climate. The creativity factor is having strong relationship with organizational climate

2. It is observed that the employees perceived higher level of perception towards creativity. However, the employees have the least level of perception towards customer focus

3. It is observed that the employees have higher level of creativity in the heavy vehicles body building industry.

4. It is observed that the employees have higher level of customer focus. Here, the heavy vehicles body building industry employees felt that it is important to provide satisfied service to their customers

VII. Suggestions:

1. The heavy vehicles body building industry should encourage their employees for new ideas and support them to build good organizational climate.

2. The heavy vehicles body building industries must give more importance to the customer needs and expectation.

3. The heavy vehicles body build industry has pre-plan with their employees to discuss their work with work schedule

VIII. Conclusion:

The heavy vehicles body building industry should encourage their employees for new ideas and support them to build good organizational climate. The heavy vehicles body building industries must give more importance to the customer needs and expectation. It is found that the heavy vehicle body building industry employees' want more job safety. Hence, it is recommended that the heavy vehicles body building industry has pre-plan with their employees to discuss their work with work schedule creativity, co-worker support, customer focus and autonomy are predictors having negative impact on organizational climate. Hence, the management should give more focus on these factors. The data have been collected from the employees of heavy vehicles body building industry. The creativity and customer focus dimensions were studied to test the relationship on organizational climate. The employees' of heavy vehicles body building industry have very much interest to provide new ideas also support their employees to implement their ideas.

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