

# An Innovative Methodology for Organizational Development

Garima Singh, Rajesh Singh



**Abstract:** *Organizational development can be defined as how to use the resources and the funds available in a company to improve the efficiency and the productivity. Any organization that has a proper development plan in action will also boost up the morale of the employees as through that the employees will know that they are being valued and the company is structured very well. Developing any organization is also important because it will in the long run tell the owner where his money is going and whether the money, he is spending will earn him profits or not*

**Key words:** *Employee Satisfaction; Growth, Payroll; Human resources*

## I. INTRODUCTION

Organizational development is a method to change systems in an organization. It enables to build a new and better way to deal with an organization. There are numerous ways to get that by communication processes and or applications that help increase the output of an employee. The way an employee behaves in the test and the way he responds will tell the professionals about the situation which then can be used to achieve organizational change. 3. Contents of the paper are fine and satisfactory. Author (s) can make rectification in the final paper but after the final submission to the journal, rectification is not possible.

Culture of an organization also plays an important role in organizational development. There are many ways to check the positive and the negatives of an organization that include employee review 360 degree feedback, and also taking feedbacks on the training that is being given to the employees so that it can be checked if the training is working out for the employees or not. In a global market any successful organization has to adapt to the new occurring changes.

## II. REASONS TO HAVE ORGANIZATIONAL DEVELOPMENT

Leaders and managers play a vital role in any organization. The way a leader treats an employee will definitely impact the working of an organization. Every employee wants to grow in

the organization. The best way to have it is to perform. If the employee is performing with best of his abilities, he would want to have some feedback on which he can improve and prove his worth to the organization. As of now the world is changing every day. New world needs new methods to grow. If we continue with the old methods to grow up our organization it would not work.

## III. FACTORS THAT AFFECT ORGANIZATIONAL DEVELOPMENT

### A. Good Payroll

Employees are one of the most integral part of an organization. Companies spend a lot of time in recruiting, training and hiring the right people for their business. The most important part is processing their payroll. Employees need to be paid on a regular basis without any delays. Any employee would be more than happy to work in an organization if he is getting paid in a good amount.

### B. Growth

Growth is something that any company would want regardless of their size and income. Companies need to grow every year so that they can handle the expenditure that they have gained over the years. With time the salaries of the employees and the company's cost will increase, it will not be possible for the company to put the cost to the clients or the customers, consequently the company has to grow to fulfil its needs.

### C. Appreciation

Any person would feel great if he is being appreciated where he works. This constitutes the emotional effect the person has when someone from his higher management appreciates him/her. This increases the will to work and the strive to do more.

### D. Process improvement

Today's world is a fast-paced world and we need to be fast in order to be par with it. Technology should be advanced as the customer is getting advanced every day. Customer's demand would require higher level of process improvement and that would result in the betterment of the company.

### E. Continuous quality improvement

It makes the organization more reliable as the process is going on improving every day. Small bugs or lag in the process might lead to improper functioning of the organization. So, it's best to get it fixed.

Manuscript published on November 30, 2019.

\* Correspondence Author

**Rajesh Singh** \*, Asst. Professor (Contract), Department of Humanities and Management Science, Madan Mohan Malaviya University of Technology, Gorakhpur, Uttar Pradesh – 273016. Email: [rajeshktha39@gmail.com](mailto:rajeshktha39@gmail.com)

**Ms. Garima Singh**, Department of Humanities and Management Sciences, Madan Mohan Malaviya University of Technology, Gorakhpur, Uttar Pradesh - 273016. Email: [garimasinghmalaviya@gmail.com](mailto:garimasinghmalaviya@gmail.com)

© The Authors. Published by Blue Eyes Intelligence Engineering and Sciences Publication (BEIESP). This is an [open access](https://creativecommons.org/licenses/by-nc-nd/4.0/) article under the CC-BY-NC-ND license <http://creativecommons.org/licenses/by-nc-nd/4.0/>

## F. Conflict resolution

Any conflict between co-workers should be resolved in a proper way as it is an internal matter and no employee should feel his interest are not valued in the company. More over any partial settlement will not be good for the company's reputation.

## G. Survey feedback

Any feedback will help build the company and its interests. Employees work every day and they know the problem more than any managers or higher management, so they are the best people to ask for the areas of improvement in the company. This way the company would know the sectors or the areas they need to work upon.

## H. Building trust and safety

Trust is not built over night; the company needs to be just and un-biased for every employee. In that way employees would feel valued and they would perform better and if they perform better company would grow. Safety measures are mandate for every company to follow because every life is precious.

## I. Cost cutting

Every company wants to grow, but as the company grows the expenditure also grows. More employees would require more salaries and more resources as well. So companies are required to cut the cost at some places. It does not mean they have to be cheaper everywhere but if there is a need the company would definitely look for options, because if there are funds available it can be used for the growth of the company.

## J. Proper hiring

Every company needs human resources to perform, but they can perform even better if the person they are hiring is the man for the job. This needs to be there that they are hiring the best person for the job so that the company can perform better.

## K. Compliance policy

Every part of the company has to have a set of ground rules for the employees so that there is proper discipline in the company and there is no one who can think they are above the company.

## L. Termination

Corporate world cannot tolerate any mistakes, people have to be let go because the right person should be there to do the job and any mistake may result in a loss beyond expectation

## M. Leave policy

Every employee needs some or the other leaves when required. If you want to keep your employees happy then you have to implement a good leave policy, which should include maternity leaves for women.

## N. Work culture

The way the employees behave in the company is also an important factor in the growth of the company. If there is a negative environment in the company, not many people would

like to work there and if there are people working, they might leave.

## O. No tolerant policy

There should be laws and rules for everybody. If someone is not doing their job correctly, then actions should be taken against him/her. That initiates a good work environment and every employee feels safe.

## IV. FUZZY PAIRWISE COMPARISON

The evaluation is done as soon as the data is taken down from the employees every aspect is noted and calculated. Every detail on the data of every level is compared to the data available for the next level. Fuzzy pair comparison is done by using fuzzy linguistic terms and range from 1-10 as told by fuzzy number in the triangle format in the following tables.

<u>Employee satisfaction</u>	<u>AHP Mark</u>	<u>TFN</u>	<u>RECIPROCAL of the TFN</u>
EXTREMELY AGREED	9	(8.5, 9, 9)	(1/9, 1/9, 1/8)
STRONGLY TO EXTREMELY AGREED	8	(7, 8, 9)	(1/9, 1/8, 1/7)
VERY STRONGLY AGREED	7	(6.5, 7, 8)	(1/8, 1/7, 1/6)
STRONGLY TO VERY STRONGLY AGREED	6	(5, 6.5, 7)	(1/7, 1/6, 1/5)
STRONGLY AGREED	5	(4.5, 5, 6)	(1/6, 1/5, 1/4)
MODERATELY TO STRONGLY AGREED	4	(3, 4, 5)	(1/5, 1/4, 1/3)
MODERATELY AGREED	3	(2.5, 3, 4)	(1/4, 1/3, 1/2)
EQUALLY TO MODERATELY AGREED	2	(1, 2, 3)	(1/3, 1/2, 1)
EQUALLY AGREED	1	(1, 1, 1)	(1, 1, 1)

## A. HR Policy

CRITERIA	X	Y	Z
Overall cost	0.447	0.2470	0.229
Quality	0.552	0.280	0.247
Service	0.0000	0.1777	0.1795
Profile	0.0000	0.1058	0.1220
Risk factors	0.0000	0.1132	0.1270

## B. Employee appreciation

CRITERIA	X	Y	Z
Overall cost	0.3670	0.243	0.226
Quality	0.337	0.207	0.193

Service	0.081	0.176	0.1800
Profile	0.109	0.156	0.160
Risk factors	0.038	0.106	0.119

## V. RESULT AND DISCUSSION

The results are computed as reported below

	Organization 1			Organization 2			Organization 3		
WEIGHT MASS	0.40	0.38	0.37	0.30	0.31	0.31	0.21	0.29	0.30
DEFUZZIED MASS	0.38			0.31			0.27		

Organization 1 got the maximum score on overall criteria.  
Hence Organization 1 is appropriate choice

## VI. CONCLUSION

The multiple criterion approach has been used above for making the decision about developing an organization and helping each of its employees to grow in their careers as the company grows. Any human being looks for a better future and better opportunities when he is working at a corporation. The main criteria and the sub part of the main criteria displayed in the above research paper is a result of dynamic nature of environment as well as the changing perception. The paradigm shift from other decision-making tool to AHP has been found to be found more precise and less time consuming. AHP does not include any difficult mathematical approach and hence it is very easy for any person to understand and make use of it. It contains the data of every individual in the company and by that not even a single person feels left out.

## REFERENCE

The references were taken from the following books and websites for the report.

1. Organizational development an overview 2014.  
<https://smallbusiness.chron.com/importance-organizational-development-11904.html>.
2. Key benefits of organizational development written by Chanel Sutherland February 14 2018.  
(<https://explorance.com/blog/5-key-benefits-organizational-development/>)
3. HR Policy handbook by GAAR 2016.  
([https://www.gmrgroup.in/pdf/HR\\_Policy-GGIAL.pdf](https://www.gmrgroup.in/pdf/HR_Policy-GGIAL.pdf))
4. FUZZY analytic hierarchy process: a review by research gate.
5. Organizational development by roffeypark(<https://www.roffeypark.com/expertise/organisational-development-hr/>)
6. A review of computerized payroll system by Kritika Mahajan,  
<https://ijarce.com/wp-content/uploads/2015/02/IJARCE1M.pdf>
7. Cost cutting methodology and tools by delloitte.  
[https://www2.deloitte.com/content/dam/Deloitte/ru/Documents/Operation/ru\\_cost\\_cutting\\_eng.pdf](https://www2.deloitte.com/content/dam/Deloitte/ru/Documents/Operation/ru_cost_cutting_eng.pdf).