International Journal of Innovative Research and Advanced Studies (IJIRAS)
Volume 12 Issue 7 (Special Issue), July 2025, Website: www.ijiras.com
ISSN: 2394-4404

A Study On Work Culture Among The Employees Of Bharath Gas Agencies In Mayiladuthurai

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Abstract: ***This study aims to explore the prevailing work culture among employees working in Bharath Gas agencies, with a focus on understanding employee satisfaction, workplace environment, communication practices, leadership styles, and organizational values. Work culture plays a vital role in influencing employee performance, motivation, and retention. Through a combination of surveys and interviews conducted across selected Bharath Gas agencies, the study assesses how organizational practices impact employee behavior, job satisfaction, and overall productivity. The findings highlight key strengths and challenges within the current work culture, including areas such as teamwork, work-life balance, and management support. Based on the results, the study provides recommendations to enhance employee engagement and create a more positive and efficient workplace environment. This research contributes to understanding how improving work culture can support both employee well-being and operational effectiveness in service-oriented industries like gas distribution.***

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I. INTRODUCTION

Human Resources (HR) is a vital department in any organization that focuses on managing the most important asset: its people. The primary goal of HR is to create and maintain a productive, positive, and efficient workplace by aligning the needs of the organization with the well-being of its employees. Human Resource Management is a strategic approach to managing people within an organization. It focuses on recruiting, developing, and retaining employees while ensuring their well-being and productivity. It aligns the workforce's goals with the organization's objectives, fostering growth and success for both. Human resource management has evolved to encompass various functions, such as talent acquisition, training and development, performance management, employee engagement, compensation, and compliance with labor laws. Its primary aim is to optimize human potential, create a positive work environment, and drive organizational success.

II. DEFINITIONS BY AUTHORS

- "HRM refers to the management of employees in an organization, focusing on activities such as recruitment, training, performance management, and employee relations to improve organizational effectiveness"

  -Wilton

- "HRM is a strategic, integrated, and coherent approach to the management of an organization's most valued assets – the people working there who individually and collectively contribute to the achievement of its objectives."

  - Armstrong

✓ *Attracting and Retaining Talent*

HRM is responsible for recruiting, hiring, and onboarding employees. Effective HR practices ensure

that the organization attracts top talent and retains skilled employees. By offering competitive salaries, benefits, and growth opportunities, HRM helps create a stable workforce, which is essential for achieving long-term success.

✓ *Employee Development*

HRM focuses on training and development programs that enhance employees' skills and abilities. This not only helps individuals grow in their careers but also ensures that the organization remains competitive and innovative by fostering a highly skilled workforce.

✓ *Motivation and Performance Management*

HRM designs performance management systems that encourage and evaluate employees' performance. Recognizing achievements, setting clear goals, and providing regular feedback motivates employees and increases their productivity. Well-structured reward and recognition systems, including promotions and bonuses, keep employees engaged.

✓ *Compliance with Labor Laws*

HRM ensures that the organization adheres to labor laws and regulations, including those related to workplace safety, compensation, discrimination, and harassment. This reduces the risk of legal issues and protects the company from potential lawsuits or penalties.

✓ *Building a Positive Work Culture*

HRM plays a key role in shaping organizational culture. A positive work environment is crucial for employee satisfaction and well-being. HRM is responsible for establishing policies that promote diversity, inclusion, teamwork, and work-life balance.

✓ *Conflict Resolution*

HRM acts as a mediator when conflicts arise between employees or between employees and management. By addressing issues effectively, HR can prevent escalations that could harm the work environment and ensure that the organization runs smoothly.

✓ *Strategic Planning*

HRM is integral to the strategic direction of the company. HR professionals align the workforce with the company's goals and objectives, ensuring that the right people are in the right roles at the right time. HRM also plays a role in workforce planning, anticipating future staffing needs and skill requirements based on business growth and market trends.

✓ *Employee Engagement and Well-being*

HRM is responsible for maintaining a healthy work-life balance for employees and offering wellness programs. Engaged employees are more likely to be productive, loyal, and contribute positively to the workplace.

✓ *Succession Planning*

HRM helps identify and develop potential leaders within the organization. Effective succession planning ensures that there is a pool of qualified candidates for key roles, which is vital for business continuity.

✓ *Cost Control*

HRM contributes to cost management by improving operational efficiency. For example, by optimizing staffing levels, reducing turnover, and improving employee productivity, HR helps to minimize costs related to recruitment, training, and absenteeism.

III. WORK CULTURE

Work culture refers to the shared values, beliefs, attitudes, and practices that define how employees interact within an organization, shaping its overall environment and influencing productivity, employee satisfaction, and organizational success. It acts as the "personality" of a workplace, guiding behaviors and expectations.

KEY CHARACTERISTICS OF WORK CULTURE

✓ *Values and Beliefs:*
Core values and beliefs serve as the foundation of work culture, influencing decision-making and interactions among employees.

✓ *Mission and Purpose:*
A clear mission provides employees with direction and meaning, aligning their efforts with organizational goals.

✓ *Leadership Style:*
Leaders play a pivotal role in setting the tone for workplace culture by modeling desired behaviors and fostering collaboration.

✓ *Communication:*
Transparent communication ensures employees feel informed, valued, and engaged.

✓ *Norms and Behaviors:*
The accepted norms dictate how employees collaborate, resolve conflicts, and treat one another.

SCOPE OF THE STUDY

This study focuses on the employees working at the Bharath Gas Agency, located in Mayiladuthurai, Tamil Nadu. The research will primarily be concerned with the work culture within this specific branch, and its findings may not be

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directly applicable to other branches or regions of Bharath Gas. However, the insights gained from this study can offer valuable guidance for similar organizations in the LPG distribution sector. The time frame of the study is from January to March 2025.

SIGNIFICANCE OF THE STUDY

The significance of this study lies in its potential to improve the work culture at Bharath Gas Agency, Mayiladuthurai, and enhance overall employee performance. As work culture directly influences job satisfaction, employee retention, and productivity, understanding the factors that contribute to a positive or negative work environment will help the management of Bharath Gas make informed decisions. The findings will also benefit other organizations in similar industries, as it offers a perspective on how a supportive and motivating work culture can be cultivated. Furthermore, this research will contribute to the existing body of knowledge on organizational behavior, especially within the context of service-oriented industries like LPG distribution. By identifying best practices and areas for improvement, this study can serve as a model for future research and practical interventions aimed at enhancing work culture in the Indian service sector.

OBJECTIVES OF THE STUDY

- ✓ To examine the existing work culture among the employees of Bharath Gas Agency, Mayiladuthurai.
- ✓ To identify the factors that contribute to the work culture, such as leadership style, communication, employee satisfaction, and work-life balance.
- ✓ To assess the relationship between work culture and employee performance.
- ✓ To explore how organizational policies and practices affect employee morale and motivation.
- ✓ To suggest recommendations for improving work culture and employee engagement at Bharath Gas Agency, Mayiladuthurai.

IV. RESEARCH METHODOLOGY

Research methodology is defined as a highly intellectual human activity used in the investigation of nature and matters deals it is specifically with the data collected, analyzed, and in interpreted. It is the conscious approach to find out the truth, which is hidden, and which has not been discovered by applying scientific procedure.

RESEARCH DESIGN

The type of research employed for this study was descriptive research.

DESCRIPTIVE RESEARCH

Descriptive research design is a valid method or researching specific subject and as a precursor to more quantitative studies. these are some valid concerns about the Statistical validity, as long as the limitations are understood by the researcher this type of study is an invaluable scientific tool.

SOURCES OF DATA

PRIMARY DATA

Primary data is an information collected by the researcher directly through instruments such as surveys, interviews, focus group or observation. this study is based on the primary data collected from the Bharat agencies through questionnaire.

SECONDARY DATA

Secondary data, on the other hand, is basically a data which is already collected by someone else. Research reuse and repurpose information as secondary data because it is easier and less expensive to collect. however, it is a seldom as useful and accurate as primary data. This data is taken from company profile, websites and books for the study.

SAMPLING

- ✓ *Sampling Area:* Barath Agencies
- ✓ *Sampling Population:* Sampling population for this study is 52
- ✓ *Sampling Size:* Out of 50 employees50 employees are taken as the sampling size for the study
- ✓ *Statistical Tool:* Statistical tool which is going to use for analyses the data is percentage.

LIMITATIONS OF THE STUDY

- ✓ Due to time constraints the sample size has to be confirm to
- ✓ The respondents have reply to the queries recalling from their memory. Therefore, recall bias and personal bias are possible.
- ✓ Since the data was collected using a schedule, the interviewer's inability to understand and record the response correctly is possible.
- ✓ The response was unable or unwilling to give a complete and accurate response to certain questions.
- ✓ The time allotted for the study is limited.

V. REVIEW OF LITERATURE

- ✓ Yukl (2002) leadership is a process whereby intentional influence is exerted by one person over others in order to

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guide structure and facilitate organizational activities and relationships.

- ✓ Schneider and Smith (2004) argue that culture begins with leadership and passed on to the organizational members; it is seen as a set of forces that shape and determine human behavior
- ✓ Martins and Terblanche (2003), culture is deeply associated with values and beliefs shared by personnel in an organization.
- ✓ Vroom and Jago (2007) A process of motivating people to work together collaboratively to accomplish great things.
- ✓ Sinn (2008) defines organizational culture as the "set of theory" of important values, beliefs, and understandings that members share in common, which help managers to make decision and arrange activities of the organization.

VI. COMPANY PROFILE

BHARATH GAS AGENCIES

Bharat Gas, officially known as "Bharat gas," is a flagship product of Bharat Petroleum Corporation Limited (BPCL), a major Indian oil and gas company, primarily focused on the distribution and sale of Liquefied Petroleum Gas (LPG) across India, serving both domestic and commercial customers through a vast network of distributors, providing reliable and convenient cooking gas solutions under the brand name "Bharat gas."

Bharat Petroleum Corporation Limited is an Indian public sector oil and gas company, headquartered in Mumbai. It is India's second-largest government-owned downstream oil producer, whose operations are overseen by the Ministry of Petroleum and Natural Gas. It operates three refineries in Bina, Kochi and Mumbai. BPCL was ranked 309th on the Fortune Global 500 list of the world's biggest corporations in 2020, and 1052nd on Forbes Global 2000 in 2023.

LOCATION OF BHARATH GAS AGENCIES:

Vignesh Bharat gas Agencies
No 1, G G Complex, G H Road,
Mayiladuthurai Ho,
Mayiladuthurai – 609001

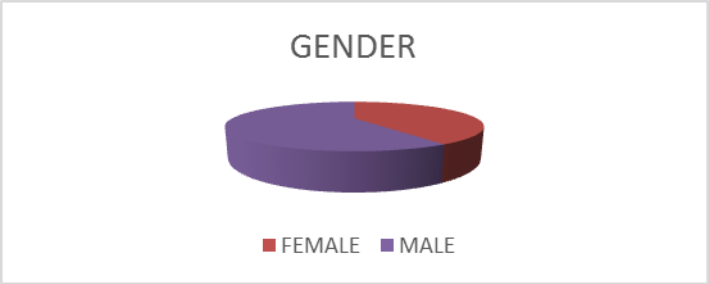
GENDER	NO OF RESPODENTS	PERCENTAGE
Male	30	60%
Female	22	43%
TOTAL	**50**	**100%**

Source: Primary Data

Table No 4.1: Gender Wise Respondents

INTERPRETATION

The above table rep6 the gender of the employees. The table shows the 41% of the employees were female and 59% of the employees were male



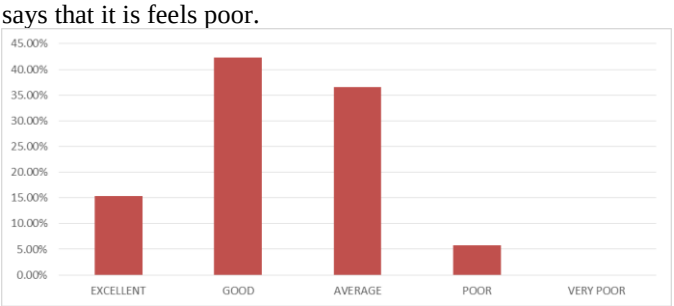
OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Excellent	8	15%
Good	22	42%
Average	19	37%
Poor	3	6%
Very Poor	0	0%
Total	**50**	**100%**

Source: Primary Data

Table No 4.2: Overall Working Environment

INTERPRETATION

From the above table indicates the opinion of the respondents towards the overall work environment of the Bharath agency. 42% of the employees are Feel good and 37% of the employees are feel average and 15% of the employees are excellent feels and 6% of the employees says that it is feels poor.



OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Always	14	27%
Often	17	33%
Sometimes	14	27%
Rarely	6	11%
Never	1	2%

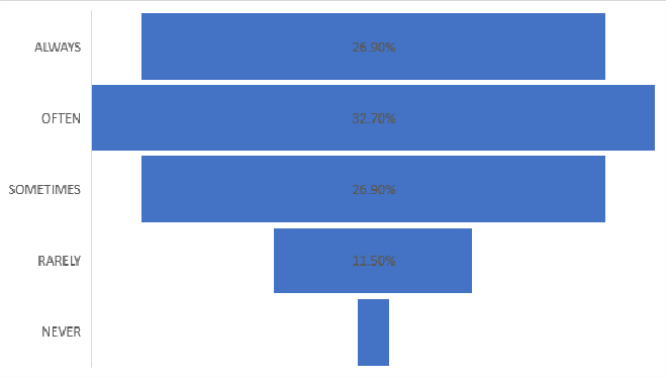
Total	**50**	**100%**

Source: Primary Data

Table No 4.3: Whether The Resources Provided Is Adequate For You

INTERPRETATION

From the above table it shown that 33% of the employees are said often and 27% of the employees are said always and sometimes and said 12% of the employees are said rarely were the tool and resources provided adequate for you to perform your job efficiently.



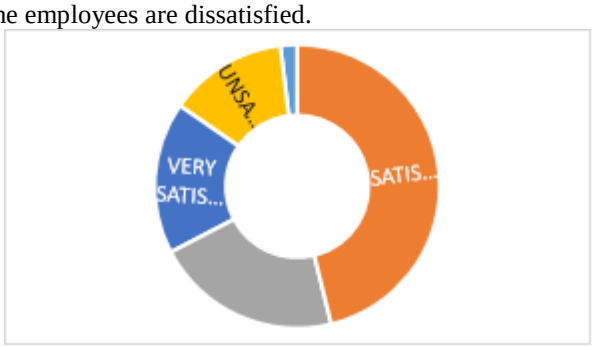
OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Very Satisfied	9	17%
Satisfied	24	46%
Neutral	11	21%
Unsatisfied	7	14%
Very Unsatisfied	1	2%
Total	**50**	**100%**
OPTIONS	**NO OF RESPONDENTS**	**PERCENTAGE**
Very Satisfied	9	17%
Satisfied	24	46%
Neutral	11	21%
Unsatisfied	7	14%
Very Unsatisfied	1	2%
Total	**50**	**100%**

Source: Primary Data

Table No 4.4: Employee Satisfaction Towards Support By Management

INTERPRETATION

The above table represents the supporting level received from their manager or supervisor. The above shows that 46% of the employees are satisfied and 21% of the employees are neutral and 17% of the employees are very satisfied and 14% of the employees are dissatisfied.



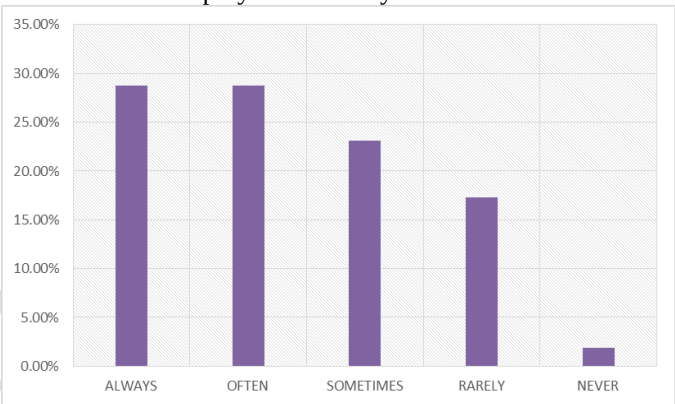
OPTIONS	RESPODENTS	PERCENTAGE
Always	15	28%
Often	15	28%
Sometimes	12	23%
Rarely	9	17%
Never	1	2%
Total	**50**	**100%**

Source: Primary Data

Table No 4.5: Availability Of Opportunities

INTERPRETATION

The above table represents the feeling of the employees about the clear opportunities for advancement in your current role. The above table shows that 29% of the employees are always and often and 23% of the employees are sometimes and 17% of the employees are rarely.



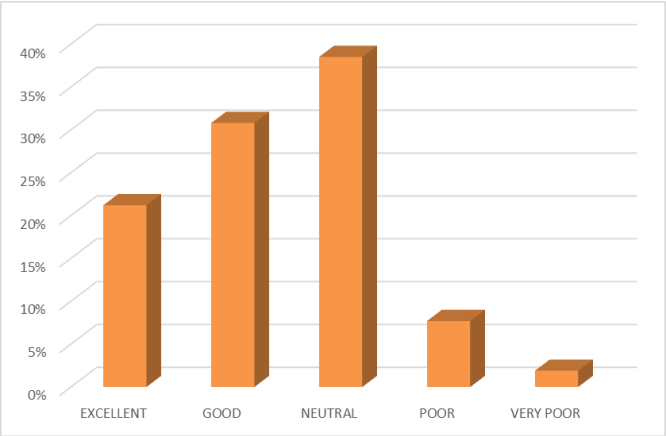
OPTIONS	RESPODENTS	PERCENTAGE
Excellent	11	21%
Good	16	31%
Average	20	39%
Poor	4	8%
Very poor	1	2%
Total	**50**	**100%**

Source: Primary Data

Table No 4.6: Rate Your Work Life Balance

INTERPRETATION

The above table represents the rating of the employees toward work-life balance at Bharath agency. The above table shows that 39% of the employees are neutral and 31% of the employees are good and 21% of the employees are excellent and 8% of the employees are poor.



VII. FINDINGS

- ✓ Majority of 35% of the respondents are 30 – 35 years.
- ✓ Majority of 42% of the respondents are rate the overall work environment at Bharath cylinder.
- ✓ Majority of 33% of the respondents are often the tool and resources provided adequate for you to perform you job efficiently.
- ✓ Majority of 35% of the respondents are sometimes feel that their opinion and suggestions are valued by their superior/management.
- ✓ Majority of 28% of the respondents are always and often feel there are clear opportunities for advancement in their current role
- ✓ Majority of 39% of the respondents are neutral to rate their work life balance at Bharath cylinder.

VIII. SUGGESTIONS

- ✓ Offer career development and mentorship programs tailored to this age group.
- ✓ Improve communication, team engagement, and recognition to boost satisfaction.
- ✓ Regularly update tools and provide training to enhance efficiency.
- ✓ Regularly update tools and provide training to enhance efficiency.
- ✓ Define clear growth paths and promote internal career development.
- ✓ Promote flexible schedules, wellness initiatives, and reasonable workloads.

IX. CONCLUSION

The analysis of employee feedback at Bharath Cylinder highlights key areas for improvement in workplace satisfaction, resource adequacy, communication, and growth opportunities. By implementing targeted strategies such as career development programs, better communication practices, regular updates to tools and resources, structured feedback mechanisms, and flexible work policies, the organization can foster a more engaged, efficient, and motivated workforce. These initiatives will not only improve employee morale and retention but also contribute to overall organizational success.

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