



## RESEARCH ARTICLE

### INFRASTRUCTURE FOR EMPLOYEE.

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#### Abstract

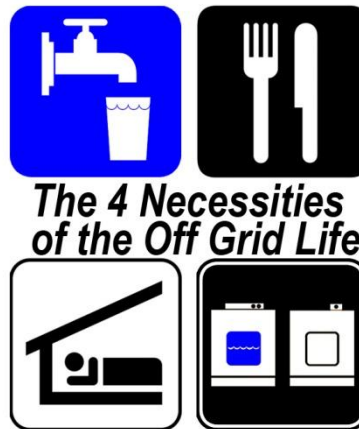
While infrastructure is developing from all angles, there has not been much thought or discussions running around 'Infrastructure for Employee'. When infrastructure is on the raise for the betterment of every human being – most part of active day is spent in employment by all adult human beings; thereby this topic assumes significance. What is the status of infrastructure for employees, what are the requisites in today's world and the suggestions to make both ends meet has been the objective. Infrastructure has been directly linked as the de-motivating factor for the employees, so we have to look at this topic also from employee engagement perspective. Infrastructure is of mutual benefit to both employer and employee. Infrastructure has become the determinant in the job market – in this dynamic hemisphere, while the definition of necessities has changed, strategies to keep employees engaged through better infrastructure has to be executed by every Corporate – so the world will catch up the positivity cycle from the existing vicious cycle.

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Employee is a person who works part time or full time for wages / salary. Infrastructure refers to the structure, system and facilities. Wherein, employee infrastructure is the basic amenities that should be provided to the employees starting from safety security measures and the systematic approach of the organization as well as the facilities that are made available.

While, the world revolves around business, every business requires individuals to operate the same. The nature of business as manufacturing, trading or service decides the requirement of people, their competency and their remuneration component in the costing structure.

Basic needs refer to those fundamental requirements that serve as the foundation for survival. However, in this 21<sup>st</sup> century, most of the countries are independent and have concentrated on essentials of an individual in the form of food, cloth and living.



Due to the growth and improvement in the standard of living – health, education and sanitation are slowly evolving as essentials. Given the scenario, the pre-requisites provided by an employer to an employee – like (subsidized) food, to and fro travel, uniform, quarters to stay, safety precautions, medical benefits like hospital and / or insurance, education to their kids. These items now require major change or additions in order to upkeep the same.

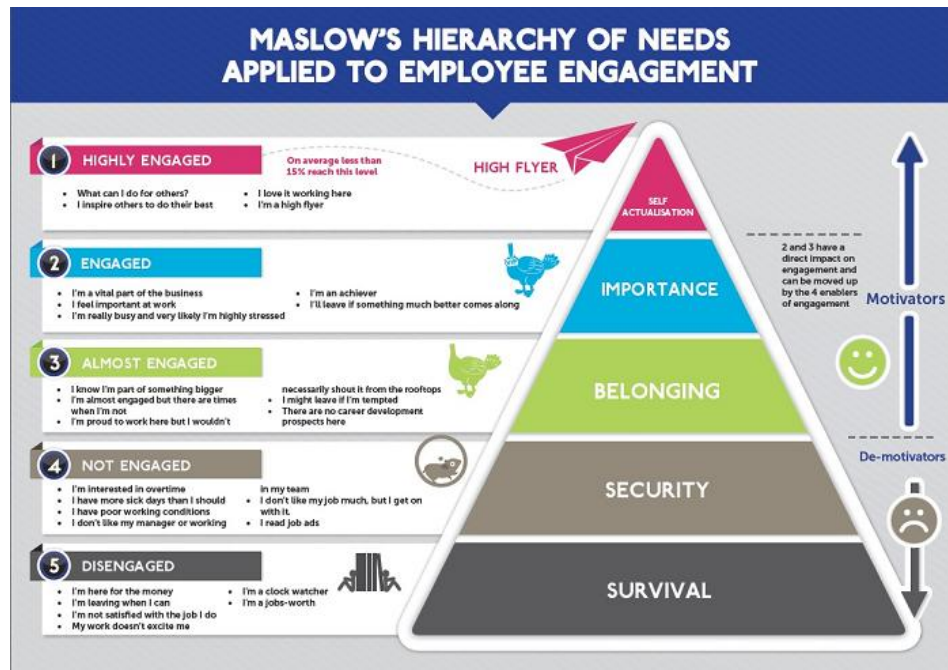
Better infrastructure may not impact to the extent of retaining an employee; however, existing of better infrastructure is a predominant factor in attracting an employee. While these are more to do with the structure; systems in place plays a pivotal role, based on the type of employees. System is the way / rule book of how an organization wants to operate – it is the culture of the Company. Starting from delayed start to the day, applying for a leave, permission during the operation hours; the protocol in place defines the system. Level of acceptance to all this affects the continuance of an employee.

The approach of teaching has changed, the importance of psychology has come into place and framework of the community is getting modified – therefore the way of treating employees are now like that of another business partner Ex. Supplier, vendor, distributor, Customer. In the chain of business, they are looked alike other strong variants.

The composition of employee is very dynamic and contains individuals from every facets of life – fresh out of education, just married, family way, having school going kids, physically challenged, female employees whose travel time is more than 2 hours each way. Thereby, the provision also requires close monitoring and appropriate upgrade.

From the days of individuals approaching Company; we have reached the stage of Companies approaching prospective employees directly in Colleges / educational institutions - every employee has more than one option to move organization during the career, nobody starts and continues their career in the same company. Many employees in today's job market quickly feel uninspired by their work, get bored after couple of years and start job hunting for something new. Thereby, the companies are forced to attract and keep the best talent.

There are new businesses that are coming into market, thereby lots of young talent easily reaches top positions and the requirement to satisfy and motivate them is becoming a herculean task. Prime activity in the ambit of today's HR department is Employee Engagement. Looking to Maslow's hierarchy theory of motivation –



- Physiological needs are those that meet most basic requirements.
- Wherein, basic needs are to satisfy the safety feel, physical safety, level of nurture and of course money.
- Belongingness bring-in the feel of acceptance in the larger group and feels affectionate.

Now, employers are forced to satisfy self-esteem and self-actualization needs – to elaborate:

- Esteem needs are those to feel acknowledged, awards, respectful designations.
- Then comes achievement in standards set personally not by someone else – can be termed as internal reward.

It is clear that from the stage of taking efforts to arrest 'de-motivators'; we are in the stage of taking efforts to promote 'motivation'. The absence of something may result in dissatisfaction – those are now basic pre-requisites; so concentration is required on the presence of something which will result in satisfaction.

Again, taking clues from the nature of business and the type of employee – skilled, semi-skilled; facilities are now getting modified in the form of:

- Spacious atmosphere – where, they find personal space
- Refreshments – quality of refreshments along with various varieties
- Shift – flexibility
- No restriction on breaks
- No policing and / or monitoring
- Get work from employees and not extract work
- No overload
- Relax dress code
- Allow social networking
- Upgrade the look and feel of the Office ambience
- Work from home options
- Special designations
- Awards and rewards program; floor appreciations and recognitions
- Surprising benefits
- Cover family members in events
- Weekly team activity, monthly fun activity, yearly outing
- Build a society / community within
- Platform to showcase their in-born talent

A person who is involved in the same process for long time can come up with new ideas, due to the acquaintance. At the same time, a person who is new – can also provide fresh idea; viewing the process in a fresh pair of eyes. The blend of both should be allowed to evolve, methodology to be in place to establish and systems should be there to put these to practice – whereby, employee feels the availability of the infrastructure to give form for their thoughts.

While, employee acts as the ambassador to the Company, Company brand adds value to the acceptance of an employee in the society. A highly educated and experienced resource being part of the top management adds value to the products and / or services of the Company, which will result in streamlining the infrastructure and when a person joins as an employee in a Company with better infrastructure – he is accepted as a settled person in the society. In the process, both complement and supplement each other.

Employee expects to be treated like how he is treated in a star hotel – starting from parking for their vehicle, runners to place their belongings, able to design their work station like how they do their room. Eateries are at subsidized rates, easy access by all means of communication, no strict shift start time, motivate on what they have done and not de-motivate with what is yet to be accomplished. Time to unlearn and learn things, enough steps to make them gel well with the team; privileges for female employees and special grievance redressal counsel.

Companies have gone to the extent of allowing sabbatical leave for employees to either study further or stabilize their family living. 5 hours shift for employees during their maternity, free drop and pick up arrangement. 10% of production time for brainstorming sessions which result in innovative ideas. Based on strength of the idea, Company also funds and provides incubation support.

Earlier, distance travelled, domain required to process / produce, rapport with supervisor, designation and co-workers played an important role in the decision of shifting from one Company to another. However, distance is now made good with free drop and pick-up arrangements; enough time is allowed and varied training programs are arranged to get equipped in the respective domain, supervisor is made to treat everyone as equal – ‘no more, working under me or working for me – it is all of us are working together’, significance of designation has lost in the battle of role performed and social networking facilitates / replaces the community formed with co-workers. While, being master of a process was celebrated – lack of interest in learning complex process as well as employer’s intention to bring down criticality has been the mother of departmentalizing the process, which is now another basic item.

When people were taking care of their own requirements, they understood the pain and developed adjusting mindset; now the world is moving to consumer oriented society, where there is no requirement for adjusting. New business in the form of consulting, tailor made solutions, have given more personal attention to every individual in various walks of life like building their dream home and marriage –so, their mindset towards the Company is that everything should be made available and has been encompassed under ‘*infrastructure*’. Robust infrastructure and monetary benefits are the only determinants in the job market.

Today’s world carries two set of population – odd lot who are ambitious individuals, who wants to achieve in life and may not give importance to infrastructure; they are the ones who establish new start-ups and the remaining wants to be pampered in life. Accepting change or going for a change is tough and being pampered in existing atmosphere is the bold step that Organizations are marching towards...

**The recommended strategies to keep employees engaged are:-**

1. Align the Company with a purpose
2. Show employees how their job advances the company’s vision
3. Offer healthier options at the workplace
4. Get health and wellness program in order
5. Celebrate personal wins
6. Emphasize work-life balance
7. Praise coworkers
8. Have more fun
9. Stand for something the team can be proud of
10. Send out an employee survey to get honest feedback
11. Find out what the team members are passionate about

12. Promote perks that boost mental and physical wellbeing
  13. Provide ongoing coaching and training
  14. Open consistent lines of communication
  15. Capture the magic of team's "I's"
  16. Make sure new hires get to know the whole team
  17. Allow employees to move laterally within the organization
  18. Give employees more responsibility, not just more tasks to do
  19. Know company culture and hire by it
  20. Encourage volunteering
  21. Celebrate your team
  22. Incentivize goals
  23. Let someone else lead weekly meetings
  24. Show them the "people" results of their work
  25. Always act on feedback
  26. Let them experience a day in the life of
  27. Bring in a specialist
  28. Have completely open brainstorming
  29. Have problem-solving meetings
  30. Define what employee engagement means for the Company
- The intention behind having food has changed from feeding hunger to satisfy the taste buds.
  - Reason for buying clothing is no more a requirement.
  - When it comes to shelter – the intention has changed from a 'place to shelter' to that of a 'place to stay and cherish' in comfort.

So, the infrastructure for an employee should also get changed to state of the art by the employer. When an employer focuses more attention on engaging the employees, the results are higher productivity, better retention rates and improvements in organizational success across the board. Successful business leads to better profits, better profits to better bonus, better bonus in happy employees and happy employees in innovative ideas which again leads to success in business. Thereby, world will get caught in the cycle of positivity.