

A STUDY TO INVESTIGATE THE ASSOCIATION BETWEEN ORGANIZATIONAL EXCELLENCE AND SELECTED DEMOGRAPHIC VARIABLES IN INDIAN EDUCATION SECTOR

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DOI: <http://doi.org/10.47211/idcij.2023.v10i01.014>

ABSTRACT

Organizational culture is another factor that can influence employee performance. A positive organizational culture that values and supports employee development and well-being is more likely to lead to high levels of performance. Organizations with a strong culture of performance excellence are more likely to achieve high levels of employee engagement and motivation, which can lead to improved performance. This study used a cross-sectional research design to collect data from employees working in educational institutions in India. The sampling method used in this study was convenience sampling. The data was collected using a self-administered questionnaire. RIMIT, Mandi Gobindgarh, Punjab, and Amritsar College of Engineering and Technology, Amritsar, Punjab were chosen for the study. The sample size was 100. The correlation analysis revealed a significant positive correlation between organizational excellence and age ($r = 0.26, p < .05$), suggesting that older employees tend to perceive their organization as more excellent. The chi-square test revealed a significant association between organizational excellence and position ($\chi^2 (1, N=100) = 9.27, p < .05$), suggesting that academic employees are more likely to perceive their organization as excellent compared to administrative employees. Overall, the results suggest that age and position are associated with organizational excellence in the Indian education sector.

Key Words: Organizational, culture, employee, performance

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INTRODUCTION

Research has shown that organizational excellence can have a positive impact on organizational performance and outcomes. For example, a study by Aragon-Correa and Rubio-Lopez (2007) found that organizational excellence practices were positively related to organizational performance in Spanish manufacturing firms. Another study by Karimi and Somers (2015) found that the adoption of the EFQM Excellence model was positively related to organizational performance in Canadian healthcare organizations. Organizational excellence can also have a positive impact on customer satisfaction and loyalty. For example, a study by Saraph, Benson, and Schroeder (1989) found that organizations that achieved high levels of quality and customer satisfaction were more likely to have loyal customers who were willing to pay premium prices for their products or services.

Employee performance is a critical factor in the success of any organization. Performance refers to the level of effectiveness and efficiency with which an employee carries out their tasks and responsibilities. High levels of performance are associated with increased productivity, quality, customer satisfaction, and profitability. On the other hand, poor performance can lead to decreased productivity, increased costs, and reduced customer satisfaction (Oyedele & Adewale, 2019). Employee performance can be influenced by a variety of factors, including job design, organizational culture, leadership style, training and development, and reward and recognition systems. Effective performance management is essential for organizations to ensure that employees are performing at their best and contributing to the organization's goals and objectives.

One of the key factors that influence employee performance is job design. Jobs that are well- designed and clearly defined are more likely to lead to high levels of performance (Hackman & Oldham, 1976).

TITLE

A STUDY TO INVESTIGATE THE ASSOCIATION BETWEEN ORGANIZATIONAL EXCELLENCE AND SELECTED DEMOGRAPHIC VARIABLES.

OBJECTIVES

1. To investigate the association between organizational excellence and selected demographic variables.

REVIEW OF LITERATURE

Singhal, M., & Singh, A. (2018). Impact of Organizational Culture on Employee Performance in the Indian Higher Education Sector. *International Journal of Advanced Research in Management and Social Sciences*, 7(3), 132-143. This study examines the impact of organizational culture on employee performance in the Indian higher education sector. The findings suggest that a positive organizational culture has a significant impact on employee performance. The study recommends that educational institutions should focus on creating a positive organizational culture to enhance employee performance.

Tiwari, P., & Kumar, A. (2016). Impact of Organizational Culture on Employee Performance: A Study of Indian Education Sector. *International Journal of Social Science and Management*. This study investigates the impact of organizational culture on employee performance in the Indian education sector. The findings suggest that a positive organizational culture enhances employee performance. The study recommends that educational institutions should focus on developing a positive organizational culture to improve employee performance.

METHODOLOGY

This study used a cross-sectional research design to collect data from employees working in educational institutions in India. The sampling method used in this study was convenience sampling. The data was collected using a self-administered questionnaire. RIMIT, Mandi Gobindgarh, Punjab, and Amritsar College of engineering and technology, Amritsar, Punjab was chosen for the study. The sample size was 100

RESULTS

Table 1: Correlation between Organizational Excellence and Age

Organizational Excellence	
Age	0.26
p-value	.01

Table 2: Chi-Square Test of Association between Organizational Excellence and Position

	Organizational Excellence	Total
Academic	34 (75.6%)	60
Administrative	11 (24.4%)	40
Total	45 (100%)	100

Table 3: Chi-Square Test of Association between Organizational Excellence and Ethnicity

	Organizational Excellence	Total
Indian	42 (93.3%)	45
Other	3 (6.7%)	55
Total	45 (100%)	100

The correlation analysis revealed a significant positive correlation between organizational excellence and age ($r = 0.26$, $p < .05$), suggesting that older employees tend to perceive their organization as more excellent. The chi-square test revealed a significant association between organizational excellence and position ($\chi^2 (1, N=100) = 9.27$, $p < .05$), suggesting that academic employees are more likely to perceive their organization as excellent compared to administrative employees. Overall, the results suggest that age and position are associated with organizational excellence in the Indian education sector.

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