ACHARYA INSTITUTE
OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 09/05/2018

CERTIFICATE

This is to certify that **Ms. Mamatha D** bearing **USN 1AZ16MBA35** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belgaum. Project report on **"A Study on Impact of Employee Communication on Performance"** at **BESCOM, Bangalore** is prepared by her under the guidance of **Prof. Mahak Balani,** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belgaum, Karnataka.

Signature of Internal Guide

Signature of HOD

Head of the Department
Department of MBA
Acharya Institute of Technology
Jdevanahlli, Bangalore

Signature of Principal
PRINCIPAL
ACHARYA INSTITUTE OF TECHNOLOGY
Soldevanahalli Bangalore-560 107

2 6 MAR 2018

CERTIFICATE

This is to certify that **Mrs .Mamatha.D** , Students of MBA , USN 1AZ16MBA35, of Acharya Institute of Technology , Soldevanahalli , Hessaraghatta Main Road, Bengaluru-560 090. Affiliated to Visveswarya Technological University, Belagavi has done Project work " **A Study on Impact of Employee Communication on Performance"** at BESCOM (BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED) from : 16.01.2018 to 24.03.2018 .

During her project work in our company, we found his Character & Conduct is Good.

We wish her success in Life and Career.

2 6 MAR 2018

Mr. A.Athaulla
Asst. General Manager (Ele.)
HRDC, BESCOM

Asst. General Manager (Ele.)
HRD CENTRE
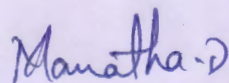BESCOM, BANGALORE-1

ACKNOWLEDGEMENT

DECLARATION

I, MAMATHA.D hereby declare that the Internship report entitled Study on Impact of employee communication on performance with reference to BESCOM(BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED) at Bengaluru prepared by me under the guidance of Prof. Mahak Balani faculty, Department of MBA Acharya Institute of technology/ and external assistance by Mr. Athaulla Assistant General Manager (Ele.) at BESCOM

I also declare that this Internship work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone a summer project for a period of Ten weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: BANGALORE

Date: 22.05.2018

Signature of the student

TABLE OFCONTENT

LIST OF TABLES

LIST OF CHARTS

Executive summary

Effective communication is important for managers within organizations as to perform fundamental elements of management , i.e., Planning, Organizing, Leading and controlling. Communication encourage manager to perform their job and obligation. It serve as base for planning. All necessary data should be discussed with manager who in-turn must communicate the plans to execute them. Organization additionally require effective communication with others regarding their activity undertaking. Likewise, leaders the same as managers should discuss viably with their subordinates in order to attain group objectives. Controlling isn't feasible without written& oral communication.

The trend now a day's show Impact on employee communication on performance is most crucial job of modern HR professional and too often . Any workforce challenge can be linked to poor communication including engagement, retention, productivity and performance.

The report consists of the nature of business and infrastructure facilities that have been provided in the company, its vision- mission, workflow and model and its future prospectus and the balance sheets are also covered.

The project contains the brief details about the company, its culture and functioning and later part of the project deals with Questionnaires on the basis of which the primary data was collected and research study was conducted and statistical tools and instruments were used to find the hypothesis and based on the data analysis and interpretation if given and concluded with suggestions given by the executives about their company and their perspective.

Chapter 1: INTRODUCTION

1.1 INTRODUCTION

Communication is 'act of giving receiving or exchanging data , ideas & opinions so that " message "is totally understood by both parties ' .

Communication is learning skill. However, while most people are born among physical ability to talk, not all can communicate well unless they make special efforts develop and refine this skill further. Very often, when they communicate with each other for granted, so much that sometimes not remember how composite communication procedure actually is.

Communication is a course of action in which data being shared starting with one individual or gathering then onto the next by using common images. It is stream of data, material, knowledge & understanding between various people of different branches in any organization . Where organization can't address their objectives and challenges until they convey well. Great communication prompts to good results, and towards more fulfilled , motivated and dedicated employees.

1.2 INDUSTRY PROFILE

Power Industry

The power industry is the era, transmission, circulation and sale of electric energy to the majority. The electricity enterprise on pathway with creation of electrical light in 1882. During the Eighties and 1890's, at the rise protection and economics challenge cause the regulation of the industry. Once often innovation restricted to the most densely populated regions, inexpensive and dependable electric electricity has besom a requirement for regular technique of all elements of residential economics.

By mid-twentieth century, electric powered electricity became visible as a "natural domination", only well-prepared if a restricted quantity of businesses interact in undertaking a element in the market: in some regions, vertically – integrated agencies affords all tiers from generation to sales, and only legislative control regulated the ROI and price structure.

Since the 1990's, many zones have commenced with the era and distribution of electric strength to offer a more lively strength market. While such markets can be extra or less manipulated with consequent exclusive charge and consist effect to purchasers, in general

viable manufacture of electricity ends in valuable upgrades in effectiveness. However, transmission and distribution are tougher due to the fact ROI are not as clean to find.

Our aims are principally to meet ever growing commercial demands for practical experience, and professional expertise within sector. In order to satisfy these demands company have Engineering Staff of various grades.

 All our staff holders of SKILL cards, with industry accreditation as their foundation. Company hold Corporate Membership (CM)status with Commissioning Specialists Assoc as principal body ensuring high standards within industry. Company activities are guided by recognized standards and codes of practice as lay down by BSRIA and CIBSE. In addition, company also have Quality Assured Company, recognized under dictates of ISO 9001 : 2000

There are broadly three divisions of company which are interrelated and headed up by our Directors who have served apprenticeships within HVAC industry and have a combined wealth of experience in excess of 45 years. On division handles Commissioning projects, another division handles our Maintenance and other remedial activities. The third are concentrates on Consultancy, Technical, CAD and other specialist activities including Sound Level Measurement, Water Treatment and documentation.

Company has capacity for approximately 20No. field engineering staff, and through close monitoring by Directors they ensure quality and consistency in all our projects.

1.3COMPANY PROFILE

Last month of the year 1999, Karnataka scheduled most important alteration of the strength zone While ,Karnataka Electricity Board (KEB) changed into dissolve within role,“ Karnataka Power Transmission Corporation Limited (KPTCL) “ turned   incorporated.

The form of Karnataka Electricity Regulatory Commission (KERC) within Nov 1999. During next stage of variation technique, transmission and flow commercial enterprise controlled by KPTCL be unbundled within June 2002. Four new brand distribution businesses are produced to distribute energy in Karnataka. Bangalore Electricity Supply Company Limited (BESCOM) taken extra reliability from KPTCL for distribution of power in 8 districts and started out operation on1st June 2002. BESCOM –Bangalore Electricity Supply Company Limited accountable for strength delivery within the 8 districts. BESCOM covers area 41,092SqKmspopulationgreater than 207lacs. The organization has three working

zones,–Bangalore Metropolitan Area Zone (BMAZ) , Bangalore Rural Area Zone (BRAZ) and Chitradurga Zone, 9 Circles, 28 Division,119 Sub –division and 453 Section offices.

Consumer base:

Bangalore Electricity Supply Company LTD. (BESCOM), device power to 207 Crore population crosswise the categories in 8 Districts of Karnataka. Present are almost about seventy one. Fifty five lakh Residential, eighty Sixty nine lakh Commercial, and 7.70 lakh Agricultural,1.Eight lakh Industrial and four. Seventy two lakh different customers.

1.3.1 PROMOTERS

Societies/Company /Partnership firm /Proprietorship firm/ Development Authority / Trust Agents

1.3.2 VISION& MISSION

Vision:

The vision of BESOM is to become Number one in Customer Satisfaction in South Asia in Power Distribution.

Mission:

The Mission of " (BESCOM) Bangalore Electricity Supply Company Limited" is to ensure absolute customer satisfaction and continuous profit in business.

1. By ensuring total employee satisfaction.
2. By developing infrastructure, commensurate with growth, thus ensuring reliable and quality power supply.
3. By using best technology in communication and best practices in power sector.

BESCOM QUALITY POLICY:

In destiny years , primary highlight of BESCOM could civilize the department network by inducting, the distribution network with   aid of inducting most up-to-date technologies.

1.3.3. PRODUCTS/SERVICES PROFILE

Product description

BESCOM is procuring energy from diverse source i.e., Hydel , thermal, and Non – conventional sources all the way through long term power purchase agreement , short term power purchase agreement and bidding development Avg. standard power purchase cost for 2015-2016 is Rs 3.38 per unit.

Purchased power is creature transmitted all the way through transmission strains of State/ Central transmission gadgets .For the duration of transmission , some strength is out of place (about three.80%) as transmission loss. Transmission Company is incurring value for protecting of vacant community and to construct supplementary community. As in step with the authorized transmission costs for FY16. Transmission loss in logo and in may be brought to widen of sixty six paisa in step with unit fee on the BESCOM set of connections part expenses Rs four.05.

BESCOM's community is creature used to circulate energy to its purchaser beneath high tension. For the duration of excessive strain distribution, various electricity might be misplaced (approximately 4.35) as excessive anxiety distribution loss preservation of excessive anxiety association and facility delivered extras will enlarge the price. Sum HT loss in class and value constitutes 56 paisa in keeping with unit for FY-sixteen. Accordingly in line with unit cost at the low anxiety area is Rs four.61.

Key positioned up on the market distribution and retail enterprise is in low tension. Here BESCOM has to build community to step down the current thru transformers, distribution lines and cables etc. Whereas distributing electricity closer to extent consumers at low anxiety, community price as well as operating price is decrease than the retail customers. Near to the floor tension distribution loss in type is set 9.05. Regarding 136 paise is greater to retail purchaser, contemplating loss in kind and the expected maintenance price. Hence in keeping with unit value to retail consumers is Rs 5.Ninety seven

1.3.4. AREA OF OPERATION

Bescom Network Statistics

Area covered : 41,092 Sq.kms.

Districts: 8

Population: 207 lakhs

Sub Stations: 401

Zone: 3.nos

Assets: 18912.57

1.3.5 INFRASTRUCTURE FACILITIES

Canteen facility

 Library

Waiting room

Car stand

Rest rooms

1.4COMPETITORINFORMATION

Monopolistic strength distributions have revolved interested in cutthroat commercial enterprise. Further to this Karnataka Electricity Regulatory Commission granted exception of wheeling expenses to the Non- conventional Energy Generators. Pleasing this as benefit, Non-conventional Energy Generators are rhythm excessive end (HT) clients.

An expense has relaxed the regulation for locked up generators. Hence, sever high paying purchasers are buying the stocks of generating agencies and are unrestricted to series limited generation. As an end result has led to diminution of sales to BESCOM.

Assessment to non- clarification of tariff, tariff alteration is taking region only in electricity costs exit the require charges unaffected. This is one of the predominant purposes for a ways above the ground end consumers departing out of BESCOM community.

Non-traditional strength (NCE) generators are branding their strength as Clean, Green, Environmental excellent and nice energy. This is one of the significant put into practice to create a center of attention the excessive stop purchasers of BESCOM.

Within truth, NCE mills are pumping there in firm electricity to BESCOM community and BESCOM in rotate is supplying firm authority to the customers collaborating in release admission around the timepiece

BESCOM offer net –work is organism used for supplying NCE electricity also. Hence, there may be no differentiation in the superiority of supply for the contributors of wheeling and supplementary BESCOM customers. At the side of this, the individual's purchasers are not only by way of green strength apart from as well traditional electricity.

1.5 SWOT ANALYSIS

STRENGTH:

- ➢ The distribution of Electricity undertaken through the enterprise is an critical commodity
- ➢ Scope for increased call for
- ➢ Presence of sturdy urban paying customers.
- ➢ Growing patron want.
- ➢ BESCOM is the main wing of KPTCL its sales is better in comparison to other wing.
- ➢ It is in particular situated in industrial place.
- ➢ Good work force and has technical orientated organisation.

WEAKNESS:

- ➢ Increasing cost of buy of energy.
- ➢ Subsidized supply of Electricity to Agriculture Sector and Weaker sections of the society.
- ➢ Abnormal Transmission and distributions losses .(20 line loss)
- ➢ Huge Outstanding Dues from Non –paying classes.
- ➢ Presence of considerable non-paying rural IP clients.
- ➢ Aggregated Technical and Commercial loss (ATC loss)

- ➢ Uncertainty of monsoon due to that we are concentrating on Thermal and Gas which costs the control

Opportunities:

- ➢ Increasing in entrepreneurship.
- ➢ Constant increasing in call for
- ➢ Availability of present extensive distribution community.
- ➢ Renovation and Modernization.

Threat:

- ➢ Government restrict to provide electricity at sponsored charge to specific patron.(eg.BJ,KJ,IP)
- ➢ Chance of getting into competitors.
- ➢ Lack of availability of adequate capital investments.
- ➢ Lack of enough mounted ability in the kingdom.
- ➢ Fear of losing electricity while distributing via traces.

1.6 FUTURE GROWTH AND PROSPECTS

The Bangalore Electricity Supply Company is modernizing itself to meet challenges of changing technology , innovation and to keep itself updated. In its attempts BESCOM has formed a special cadre and organization structure of IT and Smart Grid and at the same time it is planning to extend its pilot project of installing pre paid meters to their parts of city, started in eastern and southern division in December 2014. A senior BESCOM official said "New Cadre for IT and Smart Grid will enable BESCOM to effectively implement, plan and excuse better initiatives in future whereas the pre paid metering will help to plug revenue leakage for the company."Pre-paid Meter Scheme. This first-of-its-kind project being implemented public power utility company and it will assist in controlling a lot of revenue leakage being incurred in terms of over-loading and pilferage. In one year, the project has been quite successful and 3,425 meters have been installed under the scheme at many places in five sub divisions of the southern and eastern divisions under the jurisdiction of BESCOM extending from MG road to Indiranagar and IT hub of Mahadevpura. Narasimha Pandit, BESCOM executive engineer, who is overseeing the project, said, "We have outsourced the work of installing meters to a private company, Superman Components. The new meters

consist of a self managed system with a software and smart card, which can be recharged for pre-payment."The system will help the power distribution utility to plug revenue losses in terms of over loading and pilferage. In one year, the power distribution utility has earned approximately 5.8 Crore from its pre-paid meters, including penalty amount of Rs 1.2 Crore from the southern and eastern division, said Narasimha Pandit. Officials said that if the pre-paid metering system is implemented throughout the city, it will help the power utility to save around Rs 15 Crore being paid for meter reading. It will also help generate better revenue from temporary connections. The IT- brigade it will help the power utility company to build a cohesive technical workforce to handle critical in house function, training and career growth for employees.

1.7 FINANCIAL STATEMENT

BALANCESHEET   AT 31st MARCH, 2016

Particulars	Amount 31st 3 , 2016	Amount 31st 3 , 2015
Equity AND Liabilities:		
1. Shareholders' funds		
a.Share capital (SC)	5469151000	5469151000
b.Reserves®/ surplus(s)	-	-
A)Capital Reserve	20597542616	17118986084
B)Profile/(Loss)	(3677562184)	4757651684
Sub Total (b)	16919980432	12361334403
c.Share Deposit Pending allotment	2481000000	1510800000
	24870131432	**19341285403**
2. Non - current liabilities		
a.Long - term Borrowings	31421165794	25094262421
b. Deferred tax liabilities (Net)	-	-
c. Other long - term liabilities	34416986708	30163553239
d.Long - term provisions	511274504	500889956
	66349427006	**55758705616**

3. Current liabilities		
a.Short-term borrowings	36745378471	28199889187
b.Trade payables	40013230590	39423211614
c.Other current liabilities	3328298207	3365131917
d.Short-term provisions	698416694	368958283
	80785323962	**71357191001**
	172004882400	**146457182020**
Total Assets		
1. Non - current assets (N-C A)		
a. (F A) Fixed assets	65296214226	50574989102
(T A) Tangible assets	65354664	48653306
(I A) Intangible assets	11539966831	10738510546
Capital work-in-process	-	-
Intangible assets under development	-	-
Fixed assets held for sale		
b.Non-current investments	100100000	10010000
c.Deferred tax assets(net)	-	-
d.Long-term loans and advances	7174344015	6244503225
e.Other non-current assets	-	-
	84175979736	**70706756179**
2. Current assets(C A)		
a.Current investments	-	-
b.Inventories.	1856942729	2516483287
c.Trade receivables	44960596267	43712999389
d.Cash and cash equivalents	1430826377	1701568735
e.Short - term loans and advances	341702805	396541739
f.Other current assets	39238834486	27422832691
	87828902664	**75750425841**

TOTAL	172004882400	146457182020

CHAPTER -2   CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORETICAL   BACKGROUND OF THE STUDY

Meaning:

" Communication   is the specialty of mounting and achieve understanding between individuals. It is the technique of trade data and additionally contemplations between at least two individuals and it is important to viable administration.

Definition

"Communication can generally be defined as exchanging thoughts. Communication and information stuck between two or more person, throughout a medium in a behavior that the sender and the receiver be aware of the message in the common sense that is they widen common accepting of the message.

Ramah (1985) defines Communication" The transmission and receiving ideas,   thoughts & attitude verbally or non-verbally to produce   favorable response".

Ccommunication is the process by which meanings are exchanged among people through the use of words where the communication process takes place from upwards to downwards.

NATURE OF COMMUNICATION:

1.Two – way process:

Communication is a procedure of understanding two-route between at least two people – sender and collector. A man can't speak with himself.

2.   Continuous process:

Trade of thoughts and sentiment among individuals is a continuous procedure in business and non-business associations. Persistent cooperation advances comprehension and trade of data important for basic leadership.

3.Dynamic process:

Communication amongst sender and recipient takes diverse structures and medium relying on their states of mind and conduct. It is, subsequently a dynamic procedure that continues changing in various circumstances.

4.Pervasive:

Communication is an unavoidable action. It happens at all levels (top, center, low) in every useful territory (creation, fund, and faculty, deals) of a business association.

5.Exchange:

Communication includes trade of thoughts and assessments. Individuals associate and create understanding for each other.

6.Means of binding together authoritative exercises :

Communication binds together interior authoritative condition with its outer condition. It likewise coordinates the human and physical assets and proselytes them into hierarchical yield.

7.Verbal and non-verbal :

Despite the fact that words are dynamic transporters of data, motions can in some cases be more capable than words. Outward appearances, sounds, signs and images are the non-verbal types of correspondence.

8.Goal – arranged:

Communication is objective arranged. Unless the beneficiary and sender know the reason they plan to accomplish through correspondence, it has minimal down to earth utility.

9.Foundation of administration:

Despite the fact that correspondence is coordinating capacity, it is vital for other administrative capacities additionally .Designing designs and association structures, rousing individuals to achieve objectives a controlling authoritative exercises all require correspondence among chiefs at different levels.

10.Ameans, not an end:

Correspondence isn't an end. Powerful correspondence is a methods towards accomplishing the end, that is, objectives achievement. It smoothens administrative tasks by encouraging arranging, sorting out, staffing, coordinating and controlling capacities.

ROLE OF COMMUNICATION :

The phrase business communication use to send all message& get official reason like looking after business, managing affiliation, coordinating formal issues of purposeful affiliation and so on .   It is separate by convention   against individual and social communication.

Organization capacities can be perform effectively when administrators impart up close and personal, or by electronic means among bosses, peers, subordinates, clients, provider, and contenders so on. Notwithstanding when they are not talking they are caught up with perusing or composing reports, notices and letters which are distinctive types of communication.. Communication has diminished land separate into storable and classified structures and has encouraged an expansive number of individuals to associate with each other.

Powerful communication, in this manner happens when beneficiary comprehends the message in an indistinguishable sense from the sender needs to pass on.

Communiation is the establishment for human association that creates normal comprehension among at least two people. This advances normal goals through composed endeavors among individuals having a place with various practical divisions.

Communication is the establishment for human interaction that creates common understanding among at least two people.

IMPORTANCE OF COMMUNICATION :

In the fast varying world, managers communicate changes in technology, arrangement or people to the subordinates. If communication system is well organized, it becomes easier for subordinates to understand furthermore act upon the message. Communication plays central role in the lives of folks and organizations.

1.Basis for planning:

Arrangement is the fundamental role of management. If strategies are well planned and communicated for their implementation, it leads to directorial success. Preparation requires general ecological scanning and information about interior and exterior association elements. A successful system of communication helps in obtaining this information. Implementing the plans requires communicating then to everyone in the organisation. Communication is thus, the basic of planning.

2.Inspiration to work:

Employees are motivated to work if their needs are satisfied. Communication helps managers know needs to their employees so that they can adopt suitable motivators and inspire them to develop positive attitude towards the work environment.

3.Job satisfaction:

Exchange of information develops trust, confidence and faith amongst managers and subordinates. They understand their job position better and, thus perform better. People are committed to organizational objectives which promoters job satisfaction.

4.Commitment to organizational objectives:

Managers who follow an effective system of communication understand employee's needs, adopt suitable motivators to satisfy them, appraise their performance and provide them regular feedback. The employees all work with commitment towards organizational objectives.

5.Coordination:

Communication facilitate hierarchical assets (human and non-human), singular objectives with authoritative objectives and interior condition with outside condition. Coordination is the way to authoritative achievement and communication is dynamic add to coordination.

PROCESS OF COMMUNICATION:

Communication process is a sequence of activities where message sent is understood by the receiver in its intended meaning. For example, execution of a purchase order or conversation

through telephone shall be complete if the desired result is achieved, that is supplier sends the desired goods and receiver of phone call acts as desired by the maker of the describe .

Communcaition is a process that connects sender with the receiver of the message and systematic series of actions, operations of change directed to some end. However, in real life situations, communication process is more complex than is sounds. And it consists of a series of basics which results in sharing of meaning by sender and receiver..
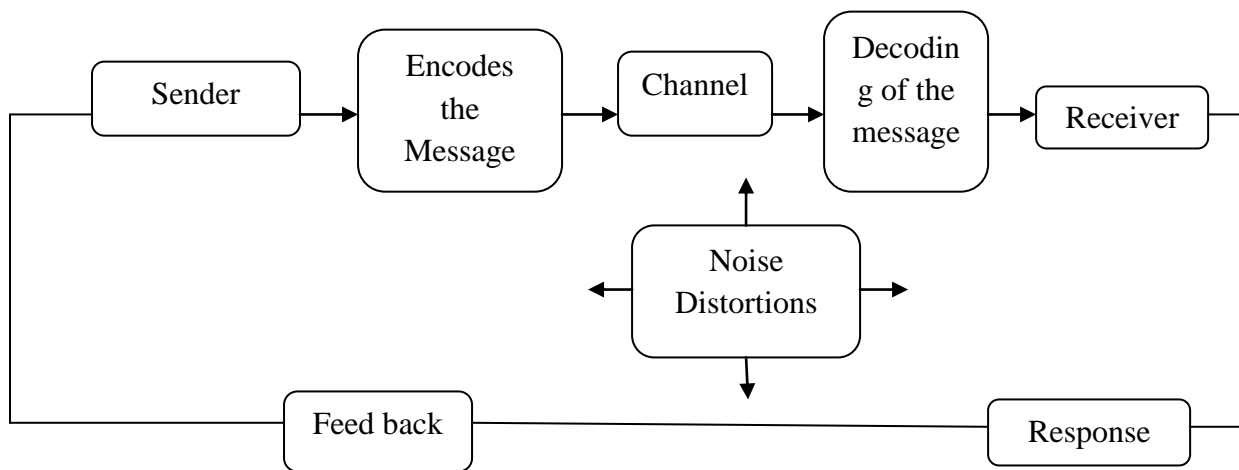
These elements are discussed below:

Sender:

Sender is the individual who starts produces and sends the message. He speaks to the wellspring of message. The communication procedure starts when the sender builds up a thought or message he needs to transmit. He should organize the thoughts in way that can be comprehended by the beneficiary. A teacher conveying an address in the classroom is the sender of the message and administrator tending to his group in a gathering is sender of the message.

Message:

Message is the real trick or data that the sender needs to pass on. He may pass on it verbally (by composing or talking) or non-verbally (through signals or body language).Whatever the frame, the message would be plainly shaped with the goal that coveted target is refined.

Encoding:

Once the sender is clear of what message to transmit, he chooses the code through which the message should be transmitted. The message is conceptual and impalpable and in this manner, must be changed over into some shape (words, motions, pictures and so forth,) to make it importance full. Encoding implies changing over the message into images.

Encoding offers significance to the message or changes over thoughts into codes which can be comprehended by the recipient. Encoding implies making an interpretation of the message into words (composed or talked) images or motions. It might be a mix of the three. The code ought to be proper to the circumstance that is, translated by the beneficiary in the way planned.

Transmission:

Transmission includes choosing the medium or channel of communication. Once chose that the message must be sent in composing, the sender may choose the electronic channel and the medium of email or fax. Short messages can be transmitted through phone long messages can be sent through letters or brochures.

Selection of channels relies on the message to be passed on, individual inclinations of the sender and nature of data. Short messages are by and large sent through phone. Where illustrations, graphs and representations frame some portion of the message, it ought to be sent in composing. Individual inclinations incorporate sender's inclination for a specific channel.

A few senders want to impart in composing however short the message might be and along these lines, lean toward the composed channel of transmission. Nature of data alludes to quickness and privacy of data. Classified data where quick criticism is required is for the most part transmitted orally.

Receiver:

Collector is the individual or a gathering of people to whom the message is passed on. If there should be an occurrence of telephonic discussion, the sender can send message to one collector however if there should be an occurrence of gathering discourses, courses and meetings, beneficiaries taxi be more than one. The message must be planned; encoded and transmitted in a way that beneficiary can comprehend it effortlessly. Utilization of specialized

words, languages and convoluted images ought to be evaded. Depending on the channel selected, receiver may be listener, viewer or a reader.

Decoding:

Disentangling implies giving significance full translation to the message. On accepting the message, the recipient makes an interpretation of the images into significance full data to the best of his capacity. Communication is compelling f beneficiary comprehends the message similarly as planned by the sender. The beneficiary should in this way, be acquainted with the codes and images utilized by the sender.

Noise:

It speaks to the irritating variable during the time spent communication. It meddles with powerful communication and decreases clearness of the message. The message might be translated uniquely in contrast to planned by the sender. Speaking almost a machine making sounds , unsettling influence in phone line, physical infirmity to mental pain of sender or beneficiary , physchological hindrances (level of trust , fear , observation and so forth,.) are the regular types of commotion that impede the nature of message transmitted from sender to the collector.

Feedback:

Criticism is beneficiary's reaction to sender's message. The beneficiary communication his response to the sender through words, images or signal. It is the inversion of correspondence process where collector turns into the sender and sender turns into the recipients. Unless the collector reacts to the message, communication process is inadequate.

Criticism encourages the sender to change his message, if necessary. It likewise enables the collector to clear questions on the message, make inquiries to fabricate how certainty and empowers the sender to know proficiency of the message. Criticism influences the correspondence to process finish.

During face –to-face communication, the sender can immediately receiver the feedback but in written communication, it takes time for sender to receive feedback on the message. A written notice sent by manager to the employees to work seven days a week instead of six can be implemented when everybody has read and signed the notice. Subordinates will give

feedback on the notice and recommend changes, if required. Managers can implement the notice only if it is accepted by the subordinates, unless it is order.

Feedback increases efficiency and applicability of communication.

Feedback plays important role in two way communication. In one- way communication, sender communicates with the receiver without getting any feedback but in two – way communication receiver provides feedback to the sender. Through on e-way communication takes less time and is more orderly (it avoids noise and chaos), feedback in two-way communication makes it more accurate and precise.

Feedback offers the following benefits:

1.I t allows senders it improve communication with the receiver.

2.It allows receiver to make clear doubts on the message and therefore, perform better.

3.Allowing receivers to ask questions builds confidence and they are more confident of their performance.

4.Itenable the sender to know effectiveness of his message; whether or not the receiver has understood the message in its right meaning. Feedback makes the communication process complete.

5.In response to receiver's understanding and suggestions on the message, sender can adjust the subsequent messages.

CHANNELS OF COMMUNICATION:

Communication channel is the path through which information flows from sender to receiver.

Formal communication channel:

It is the authority of communication controlled by managers in their official capacity. Official information and decisions follow this channel of decisions follow this channel of communication. This channel is officially recognized by the organization structure, follows the formal chain of command for passing information, suggestions, orders, etc., and defines authority-responsibility relationships amongst members of the organization.

It is a deliberately created path of communication. Information flows vertically, horizontally and diagonally along this path of communication 'through proper channel', that is through various levels in the organizational hierarchy.

Vertical communication- representes stream of data from one level to the next in the organization chain of importance. It can be downward and upward. In downward vertical communication, information flow from top to the middle– level, lower-level , supervisor and workers.

The information is related to goals, policies directions instructions etc, in upward vertical communication, information flows from lower-levels to higher levels. It relates to reports about subordinates work, achievements and progress, work –releated problems, suggestions to improve the style of working etc.

Horizontal communication flow- among people next to similar level. It do not follow official chain of command. When manager of market department discussed issues related to production, and sale of goods, with the manager of production department, it is said to be horizontal communication.

Diagonal communication - similar to horizontal communication happen among people of different department at dissimilar level rather than same level.

INFORMAL COMMUNICATION CHANNEL:

It is informal channel of communication that emerges out socio-psychological requirements of people cooperate with other each .It emphasizes more on the person position.It arises when people of common nationality, caste or religion interact within each other or when they share a car pool or meet each other regularly in canteens, libraries, bus stands etc,.

Grapevine Communication:

It is an informal communication set of connections where information flows freely throughout the organization. Grapevine is the most common form of informal communication. It connects people in the organization and transmits information in every direction: vertical, horizontal and diagonal.

It cuts across formal positions and facilities social, personal and psychological interaction amongst people. Through it travels faster than formal communication channel, it also carries

gossips and rumors with it. Grapevine communication normally occurs when some change is introduced in organizational policies (change in office, automation etc.) and people are located close to each other (as individuals or groups) in order to discuss matters.

Features of grapevine communication:

a.It connects almost everybody in the organization.

b.Itflows in every direction –vertical, horizontal and diagonal.

c.It does not follow the official chain of command.

d.It is fast channel of communication.

e.It generally occurs at the work site, though it may occur outside the organization also.

f.It arises out of social and personal interaction amongst people in the organization.

g.It is based on the people than task.

h.It generally occurs orally.

g.It occurs in various forms known as communication chains.

Patterns of grapevine communication –

Grapevine communication chain represents the pattern in which information flows in different directions.

How to make effective use of grapevine communication:

Since grapevine or informal communication channel cannot be eliminated, managers should use it effectively to attain the formal organizational goals.

The following steps can help managers in this regard:

i.   Mangers should personally inform employees about organizational goals, plans, policies, etc., besides communicating them through the formal channel. This will avoid spreading rumors and gossips. While communicating with subordinates, managers should maintain closeness with them.

ii.   Enhance group discussions and activities so that people openly discuss their formal and informal problems.

iii. Managers should fix some time, in a week or month, to personally meet the employees and discuss various formal and informal problems with them.

iv. Managers should win the confidence of group leaders so that group goals are not contrary to individual goals.

v. As much as possible, decision – making should be participative in nature.

vi. Managers should keep asking the employees about organizational plans and policies. Regular feedback can improve the organization's state of affairs.

vii. Managers should be good listeners. If they want to be listened to, they should also listen to others.

Distinction between Formal and Informal communication channels:

Formal communication channel	Informal communication channel
Oral and written..	Can also be oral and written..
Rigid..	Flexible..
It is an impersonal form of communication..	It is a personal form of communication..
Aims at organizational goals..	Aims at personal goals..
The information is authentic and accurate..	Information distortions are likely to take place..
Slow means of communication..	Fast means of communication..
It is deliberately created..	It arise spontaneously along with the formal channel..
It flows in vertical, horizontal and diagonal directions..	It flows in every possible direction..
It is task-oriented..	It is people-oriented..
Formal relationships amongst people..	Informal relationships..

EMPLOYEE PERFORMANCE

All organization has set up targets to achieve. These goals can achieved by using the resources like men, machines, materials and money. Every one of these resources are vital yet manpower is most important. It plays important part in performing undertakings, achieving targets. The inquiry emerges that how these resources are utilizes by manpower. Additional, business condition be evolving definitely.

These are beyond organization ability to control of the firm. One needs to adjust with external factor to cooperate in market. Each condition factor like social, cultural, legal, political, financial, innovation, &contest gets changed quick. In current circumstance it' shard to anticipate anything. It is uncertain to state what will happen next day

Today markets are likewise competitive and here is cut throat rivalry. Intended each organization hard to begin, survive, stabilize and exceed expectations in the business. The Firm that get benefit over competitors through their talented and dedicated manpower can take lead in market.

Employees are performing distinctive employments in organization relaying on environment of the organization. They primarily achieve undertakings similar to invention, storage, manufacturing, transportation, marketing, purchasing, distribution, promotion of business, finance and accounting, human resources. Every one of these activities are inter-related to accomplish targets. These are performed by employees properly so they can give their best yield at work.

Different components like skills, training, motivation, dedication, welfare, management policies, fringe benefits, salary and packages, promotion, communication etc., are responsible to encourage individual to work sincerely and give best output. At long last company may lead market and grab opportunities available in market.

An employee's performance measurement differs from job to job.

Employee performance will be measured using the following indicators to performance:

1.Employee output(Quantity and quality): The quantity of unit created, processed or delivered is great target execution.

2.The nature of work performance evaluated through several means. Level of job yield must be redone or dismissed single indicator.

3.Timeliness: This means fast turnaround time for processes and hence fast delivery of service.

4.Cost-Effectiveness: The job performed should to be used to measure performance and, worker have same level to control over costs.

5.Adherence to strategy: Deviation from arrangement shows employees whose performance goals are note specially agreed with those of organization.

6.Personal Appearance/Grooming: Inappropriate appearance , prepping must to be illuminated, possessions upon representative's execution & others clarified, and remedial behavior characterized.

a.Manager Appraisal-

A manager appraises employee's performance and convey appraisal to employee. It doesn't encourage employee's active interest . It frequently met with resistance, because employee has no investment in its development.

b.Self- Appraisal-

The employee appraises his or her own performance, as a rule comparing self-appraisal to management's survey . Frequently , self-appraisals can feature inconsistency among employee and management are important performance factors and give common criticism to significant alteration of desires

c.Peer Appraisal-

Employees incomparable positions appraisal employee's performance. This strategy based on assumptions that co-workers are familiar with employee's performance. Frequently focusing on employee's attention towards undesirable behaviors & motivating change.

d.Team Appraisal-

Like peer appraisal that members of group , who may hold distinguish positions, are asked appraise other's work and work styles. This approach accept group's destinations and every part's normal commitment have obviously characterized.

e.Assessment Center-

The employee appraised by proficient assessors who assess simulated or genuine work activities. Objectivity is favorable position of evaluation focuses, which produce reviews that are not clouded by personal relationships with employees.

f.360-Degree or "Full-Circle" Appraisal-

The employee's performance appraised by everyone with whom he or she connects, including managers, peers, customers and members from other divisions. It is most comprehensive and costly to measure performance . It is generally reserved for key employees.

g.MBO(Management by Objectives) -

The employee's achievement of target objective set show with his or her manager surveyed. The MBO procedure starts with action statements such , "reduce rejected parts to 5 percent," Continuous checking /monitoring and review of objectives keeps employee focused on achieving goals. At the annual review, progress toward objectives is assessed, and new goals are set.

2.2 LITERATURE REVIEW

- In fact ,(Porter & Roberts, 1976)calls the absence of study examining how communication identifies with both individual and unit performance a "glaring omission" in organizational communication research. Employee performance can be defined ' a person's capacity to perform his/her activity effectively . In organization ,fundamental factor for development in job performance is communication between the employee and the supervisor. The two people ought to obviously evidently understand the duty of their respective position, and employee ought to know desires of the supervisor . Employees involved in job advancement must don't hesitate to talk to supervisor and get help or recommendations in concerning personal & expert activities expansion.

- According to (Myers and Myers, 1982)defined organizational communication as "the mid binding power grants management among people and takes into consideration of organized behavior,".

- According to Hallway,.& Phillips. (1982), the workers effectiveness raises when there is relationship inside organization. Other than considerable number of various things the communication inside the business causes the employees to play out their task. , have information with respect to obligations they perform, , about objectives of organization. They argue presence of communication within business lead to effective decision making.

- According to (Bass, B. M., , 1985), employees select to perform task out recognition with managers , organization roles and objectives . This relationship brings about employees " essential contract with standards which they are required to perform. Along these , the flow of communication make recognition with staff internalizing desirable qualities, concerning organizations target and purpose.

- According to (McCloy R. A, Campbell J. P, Cudeck R , 1994). Employee performance (E P) taken in context of 3 elements which improves possible perform better than others, determinants performance be such "declarative knowledge", "procedural knowledge" . HR rehearses have positive effect on performance individuals.

- According to (Borman, W.C and Motowidlo, S. J., 1997). Employees performing distinctive employments in organization depending upon environment of organization. They perform undertakings like fabrication, stages, developed, transport, marketing, purchasing, distribution, promotion of business, financing - accounting and public relations.

- According to (Ducharme, L. J., & Martin, J. K. , 2000). Strong communication colleagues got some consideration source of employee performance. It has optional that people who concerned in communication form require to have both basic skills and abilities, otherwise, information but missed to understand appropriately. Furthermore, depends on facilities available in organizations and actions of managers see acceptability of information in order to have precise release.

- According to Smidts, .Pruyn.,& Riel (2001)., characterize employee connection as communication deal within study. They contends employees who are up- to-date about organizational activities as objectives , new progression and accomplishments can permit organization's members develop such characteristics which separate from other organization . They discovered communication is significant variable in partnership between employee's discussion and organizational identification. In

context including less communication within organization influence organizational decision making.

- According to (Beyerlein, M. M., Mc GEE, C., Klein, G. D Nemiro and Broedling, L., 2003). States , organization obligation to modify sincerely supportive systems in key arrangements where workers can pass on requirements and dissatisfactions, this keep affiliation working sufficiently and make people association most noteworthy asset. Transparency of communication has arrange organization with worker.

- According to (Shaffer., J., 2004). discovered that association has enhanced their efficiency and wellbeing appraisals through connecting with representatives by methods for carefully controlling communication to create trust. And furthermore distinguished that low presentation communication (circulating data) and high (enhancing execution). Subsequently, he bring into being that high communication engaged in representatives in ways that will enhance workers execution through worker commitment.

- According to Tayo and Olamigoke (2006)., several social psychological theories have helped us to understand the kinds and levels of effects communication has on the employees. One of such theories is the individual differences theory. The theory posits that since individuals are biologically, psychological and physiologically different, they are not bound to react to message in a uniform way.

- According to(Edwina , A., 2006). Organization plan to improve individual member's performance because of the effect it will have on the organizational performance. This is affected through the setting of clearly defined goals and standards. Provision of necessary resources, guidance and support from the individual employee's manager.

- According to (Chen, Ni ., 2008)suggested that the person who are involved in communication process need to possess both basic skills and abilities, otherwise, the information could be missed to understand appropriately and furthermore it depends on the facilities available in organizations and the actions of managers to see the accept ability of information in order to have an accurate deliverance.

- According to(Trahant B,, 2008),. Operationally expressed as trade of communication both informal - formal between top hierarchy members and employees with organization. In order words, exists between leaders, supervisors and workers, – , shared, - ,pioneer to-pioneer ,- , representative to-representatives, instance.

- According to (Mathis E. L and Jackson, J.H , 2009)(Mathis, and Jackson,2009.,). Performance is related with value output, measure output, timeliness output, participation on job, proficiency work finished and effectiveness of employment ended.

- According to (Demiel, y., , 2009). Communication at progressive degree exchanges organizational objectives , representatives and intra-association gatherings. On other hand, communication gives sharing authoritative qualities and accepts among employees.

- According to(George J., , 2011).Inefficient communication inconvenient planned supervisors, workers and associations; it prompt poor execution, focused on social relations, poor administration and disappointed clients. For convincing association and increase high ground, directors at all levels require awesome communicators.

- According to (Balyan, 2012). The significance of how well and poorly workers do their job must be known by the supervisors and frank efforts should be put towards it. The people in charge of organization who oversees how well and badly workers to do their job position to develop and encourage people .

- According to (Akbar,. A and Jahanzaib, H., 2012)also noted that workers require to know and organize their work activities: but message is not well transmitted to them or they do not interact with one another they comprehend the assignment which leads to confusion and job not being done or it's incomplete. Hence, poor information reduces employees performance.

- According to(Ruth , Gabriel, 2014). The achievement of any organization is the function of how well or badly workers do their job in the organization; they may or may not relate with customers personally. An organization's achievement is based on worker's performance. Poor performance is damaging to organization's achieving.

The above research makes us to understand the recent study done by the researchers are containing the relationship between the impact of employee communication on performance with impact of employee communication employee engagement and impact of communication with employee motivation

(Cummings, B., 2002)Stimulating employees is maybe the most composite functional manager perform.

Parsley (2006) exposed that efficient communication as vast driver of employee engagement. Separated of successful communication ,improving communication skills of managers and make communication as part of performance against organization objectives are too essential.

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CHAPTER – 3 RESEARCH DESIGN

3.1. STATEMENT OF THE PROBLEM

Surely, even with all advance data innovation that accessible to managers, inadequate communication continues take place in organization. Inadequate communication is detrimental for managers, employees and organization; it provoke poor performance, stressed interpersonal relations, poor administration and disappointment clients. For an organization to be effective and increase competitive advantages, managers at levels should be good communicators. Most issues organizations experience results improper communication. Thus, the role of communication management needs to overemphasized**.** Subsequently the current research study is an undertaking to examine significance of communication in today's scenario and effect has on performance of employees.

3.2. NEED FOR THE STUDY:

Impact of employee's communication on performance assumes a key part in organization achievement. Without worker fulfillment towards their activity none of the representative will perform well and it is exceptionally hard to yield from the employees. As distinguished different examination employee communications crucial enhancing employee performance in an organization.

3.3. OBJECTIVE OF THE STUDY:

- To Study importance of employee communication at BESCOM.

- To understand the impact of employee communication on performance and ways in which affects performance of employees.

- To identify the relationship between employee communication and performance.
- To suggest ways to improve the communication system at BESCOM.

3.4 SCOPE OF THE STUDY:

The study completed recognize employee communication on performance at BESCOM.. The study mainly concentrates on how organization helps in improving employee communication so that they come to know where they stand and always improve their employee communication on performance

3.5. RESEARCH METHODOLOGY:

The reason for examine is to understand" the impact of employee communication on performance" followed at BESCOM. This method evolves objectives of project , it includes primary and secondary data.

Sampling Technique

A sample design is specific plan used to obtain sample from the given population..

Random sampling method used for selecting methods. Considering above parameters , for the effectiveness of the study this method is selected from population i.e., 50 respondent

Sampling unit/Target group

The respondents Linemen, Assistant Executives/ Junior Executives, Senior Assistant/ Assistant etc.,

Sample size

 The Size of sample, which done survey . Here sample size taken for study, was 50.

Methods of Data collection:

Data for the current research study

Primary data- Primary data has been collected from the respondent by administering the structure questionnaires with regarding impact of employee communication on

Secondary data: Data is also known as second hand or information.

Period of study the current topic has conducted for period of 10 weeks.

Statistical tools used

Different measurable tools are analysis and interpretation: simple percentage and pie graph.

Rate computed for each factor, below formula

Percentage=Number of respondents in favor X100

Total no., of respondents

Information will be gathered through questionnaires entered' Statistical Package for Social Sciences' (SPSS), follow utilize for analysis:

Correlation tests and two-tailed test.

3.6 HYPOTHESIS:

Null hypothesis

H0: The relationship between " People are encouraged to communicate freely and Complete the Job In-Time" is not significant

Alternative hypothesis

Ha: The relationships between "People are encouraged to communicate freely and complete the Job In-Time" is Significant

3.7 LIMITATAION OF THE STUDY:

a. The time span was very short, to finish study in stipulated time.
b. The study is purely limited toward BESCOM& based on certainties , information provided by company.
c. Due to time and financial constraints the sample size taken was constrained.
   However, adequate representation given for classifications of employees and officers.

3.8 CHAPTER SCHEME:

Chapter1 - Introduction

This includes introductory in nature. The preface to study and covers introduction to the research topic.

Chapter 2- Conceptual background and Literature review

This chapter deals with theoretical background and review of literature

Chapter 3- Research Design

This offers with the principles of research design as the name have to, statement of problem, objective , scope of study, hypothesis and limitations of study

Chapter 4- Data analysis and Interpretation

This includes tabulation, analysis , interpretation of the data collected represented in graphical form.

Chapter 5- Summary of Findings, Conclusion and Suggestions

It comprises the findings and conclusion, justification , objective of the study and various recommendations and suggestions that can be made.

CHAPTER-4 DATA ANALYSIS AND INTERPRETATION

Table no. 4.1 – Showing respondent on the basis of Gender

GENDER	No., RESPONDENT	%.
Male(M)	35	70%
Female (FM)	15	30%
Total	**50**	**100%**

Analysis:

As shown in the table above, a 50 people respondent to the questionnaire in the study. It is realized that majority of respondents are males. Specially, 70% are males while 30% females.
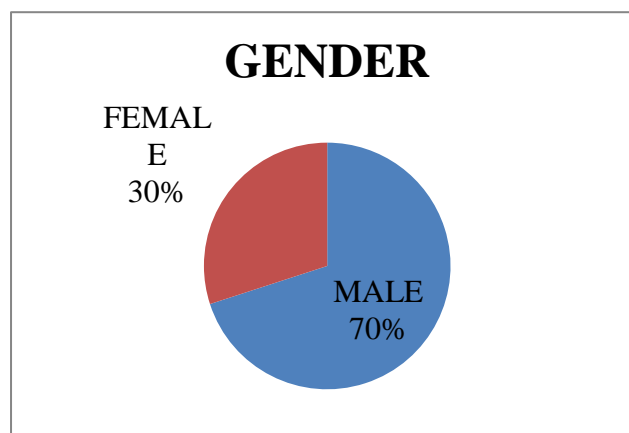
Graph no: 04.1

Table no: 04.1. Gender of the participants

Interpretation:

It shows that most of respondent are male and few of them are female in BESCOM. Comparatively women are less working.

Table no. 4.2- Showing Age of Respondents in year:

Age of Respondents	No., Respondents	%.
18 – 25	12	24%
26 – 39	20	40%
40 – 55	10	20%
56 & Above	8	16%
Total	**50**	**100%**

Analysis: The study assessed the age of the employees who responded in the survey. The result in Fig 4.2 states that 40% of the respondents were of ages between 26-39 while only 16% were aged above 59 and above. Those respondents' that were aged between40-55 were 20% and 24% percent were aged between 18-25 years..
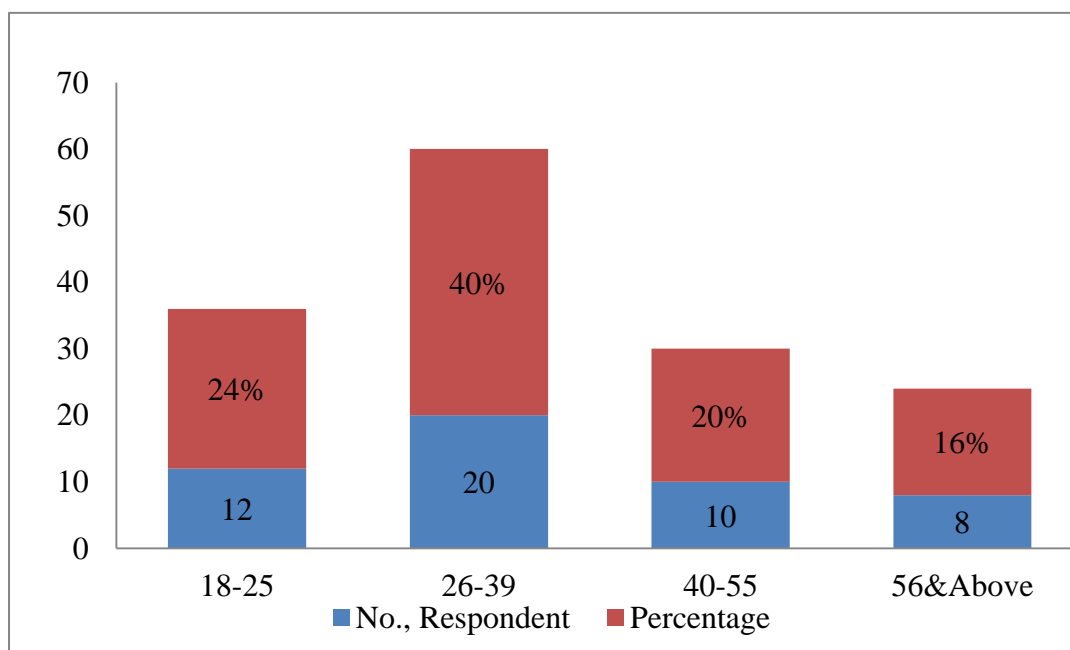
Graph no: 4.2

Table no: 4.2.   Age of the participants

Interpretation: These indicate an organization where a majority of their employees are middle aged. Organization prefer for youngster because for intensification. It shows that there are more number of respondents at 26-39 and 18-25 age group. Few are under age group 40-55&56above.

Table no. 4.3- Showing Qualification Of Participants:

Qualification Level	NO., Respondents	%.
PUC	10	20%\
Bachelor's degree (B D)	20	40%
Master's degree (M D)	15	30%
OTHERS	05	10%
Total	**50**	**100%**

Analysis: The other factor evaluated in the study was the higher level of education of the respondent. The results are presented in Fig 4.3 and indicate that 40% of the respondents had Bachelor's degree level of education with 15% having Master's Degree level of education. Those with PUC level of education were 20% while 10% had Other level of education.
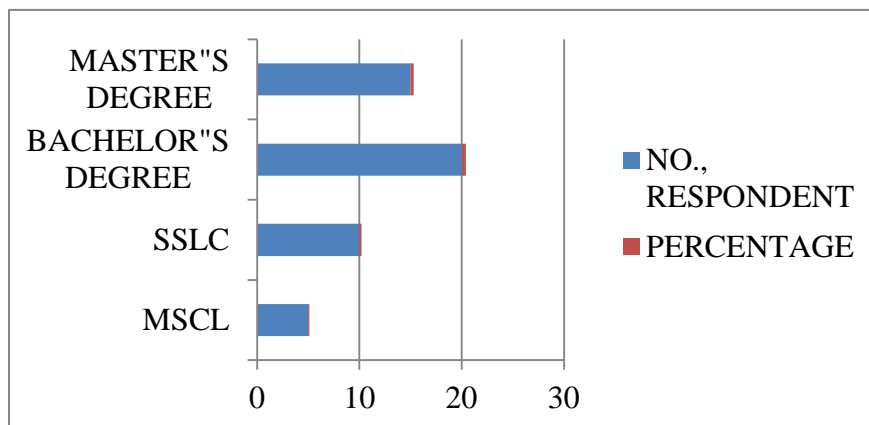
Graph no: 4.3.

Table no: 4.3.   Qualification of the Participants

Interpretation: The inference made from these results is that most of the employees in BESCOM are educated and had highest level of education. Comparatively Bachelor' degree are more qualified in the organization

Table no. 4.4- Showing year of employment Experience at BESCOM?

EXPERIENCE	No., RESPONDENT	%.
00-05 Years	12	24
06-10Years	18	36
11-19Years	12	24
20years and above	08	16
Total	**50**	**100**

Analysis: The study also assessed the number of years that the employees who responded to the survey had worked with the organization. The findings are presented in Fig 4.4. The results indicate 36% of the respondents had been working at BESCOM for 6-10 years while 24% had been working at BESCOM for 11-19 years and also on the same 24%, 0-5 years had been working at BESCOM. Lastly, 16% of the respondents who had worked at the organization for 20 years and above.
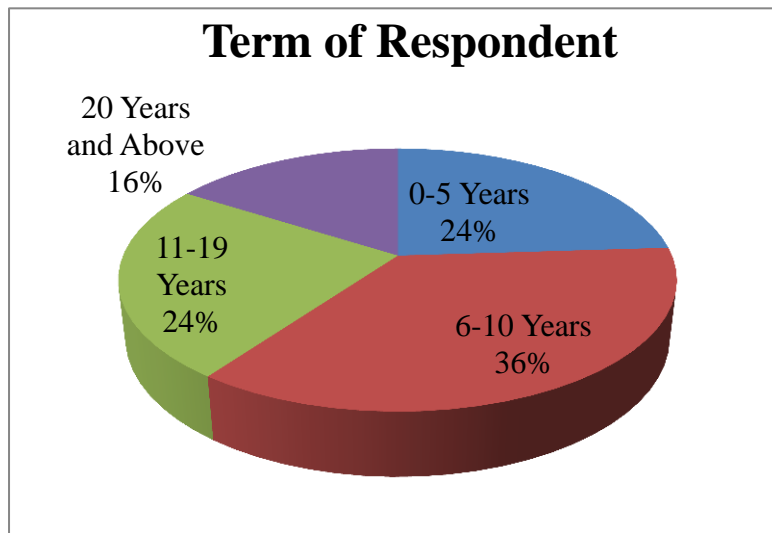
Graph no: 4.4.

Table no: 4.4.   Experience of the Participants

Interpretation: From the above statement it has been observed that most of employees are working for more than 6-10 years in present. It is observed that employees are satisfied with jobs. These bring opportunities to the employees and should try to experience more on communication skills. Employees should have some activities that will motivate respondent as well as loyal towards company.

SECTION B: Measure of Effective Communication

Table no.4.5-Showing you are urged to be extremely open and candid with each other.

	No., Respondent	%.
strongly agree (SA)	18	36%
Agree(A)	9	18%
neutral(N)	12	24%
disagree(DA)	07	14%
strongly disagree(SD)	04	8%
Total	**50**	**100%**

Analysis: The study investigated people at BESCOM are urged to be extremely open and candid with other employees .The results as displayed in Table 4.6 indicated that 36% of the respondents strongly agree(SA), 24% Neutral(N) , 18% Agree(A), 14% Disagree(DA) and 8% strongly disagree.(SD)
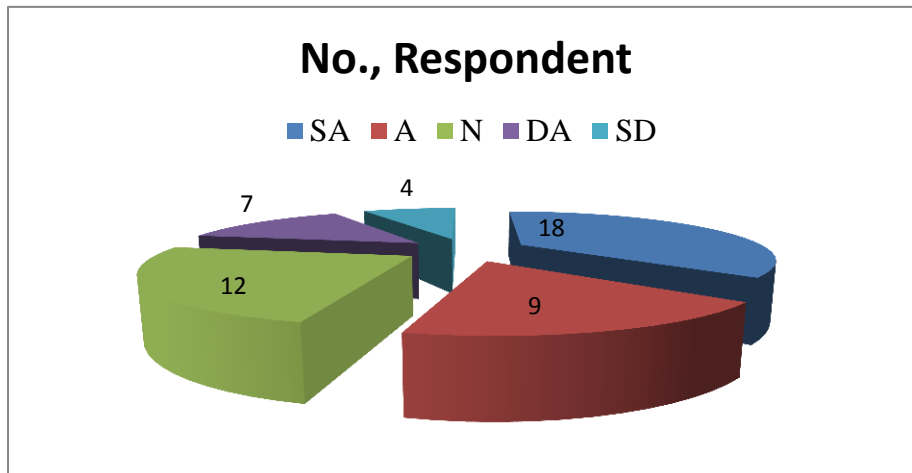
Graph no: 4.5

Table no 4.5:

Interpretation: Majority of employees are satisfied at BESCOM urged to be open and candid . There are less employees who are not satisfied. It indicates nearly all employees are satisfied to be responsible and job satisfaction.

Table no.4.6- Showing my opinion and exchange information are felt freely in organization.

	No., Respondent	Percentage
(SA)	15	30%
(A)	12	24%
(N)	15	30%
(DA)	04	8%
(SD)	04	8%
Total	**50**	**100%**

Analysis: The study investigated people at BESCOM are freely exchange information and opinions with other employee's .The results as displayed in Table 4.7 indicated that 30% of the respondents strongly agree (SA), 30% Neutral (N), 24% Agree (A), 8% Disagree(DA) and 8% strongly disagree(SD).
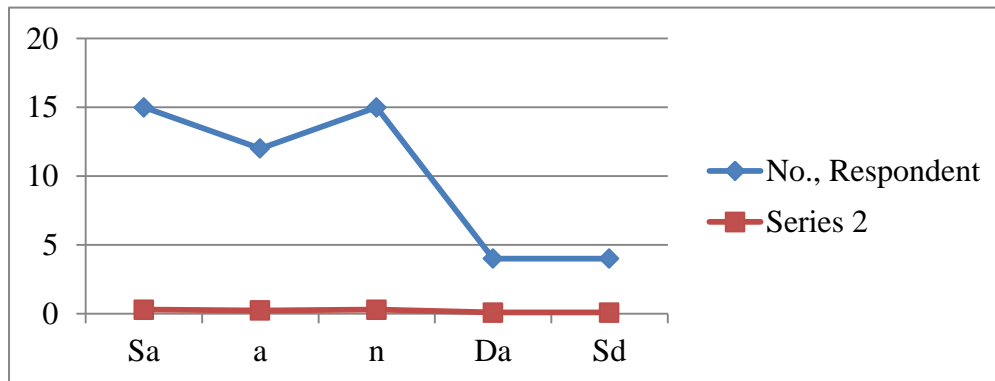
Graph no: 4.6

Source: Table no 4.6

Interpretation: Most of respondents agreed and are neutral that communication facilitates exchange of data and opinion in the organization. It was also found that majority of respondents were strongly agree that communication helps in enhancing operational efficiency. These indicates that people in organization are free to move.

Table no.4.7-Showing are you kept informed how well organizational goals and objectives being met.

Organizational goals and objectives	No., Respondent	%.
strongly agree (SA)	12	24%
Agree (A)	15	30%
Neutral (N)	12	24%
Disagree (DA)	08	16%
Strongly Disagree (SD)	03	6%
Total	**50%**	**100%**

Analysis: The study assessed that information about organization goals and objectives are being up-to-date. Results presented in Table 4. Indicated that 30% of respondents agree (A), 24% strongly agreed (SA) with a similar percentage, disagreeing (DA) 16% and were strongly disagree (SD) 6%.
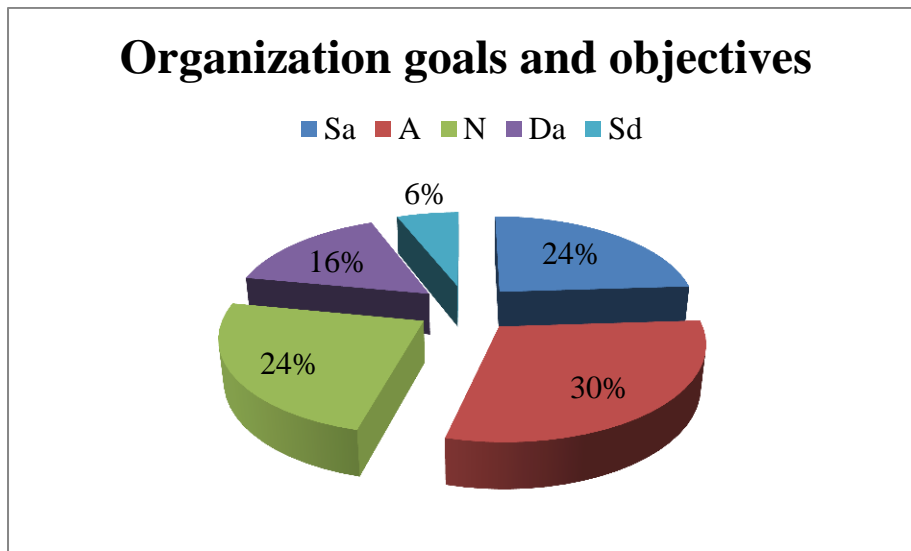
Graph no: 4.7.

Organization goals and objectives

■ Sa ■ A ■ N ■ Da ■ Sd

6%

16%

24%

24%

30%

Table no : 4.7.

Interpretation: These interpreted that employees at BESCOM are updated by giving organization goals and objectives. Majority of employees agree that organization improvement regarding its goals and objectives while few of them disagree with other opinion. And there are similar opinion with employee too.

Table no. 4.8- Showing are you capable to Approach Superiors for Assistance and Working Together/Cooperating.

	No., Respondent	%.
Strongly (s) Agree(a)	12	24%
agree (A)	18	36%
neutral (N)	10	20%
disagree (DA)	06	12%
Strongly Disagree (SD)	04	8%
Total	**50**	**100%**

Analysis: The study also sought to find whether employees at BESCOM were able to approach superiors for assistance and work together. The results (Table no: 4.9) showed that 36% of the employees agree, 24% Strongly Agree, 20% neutral, 12% disagree, only 8% registered strongly disagree.
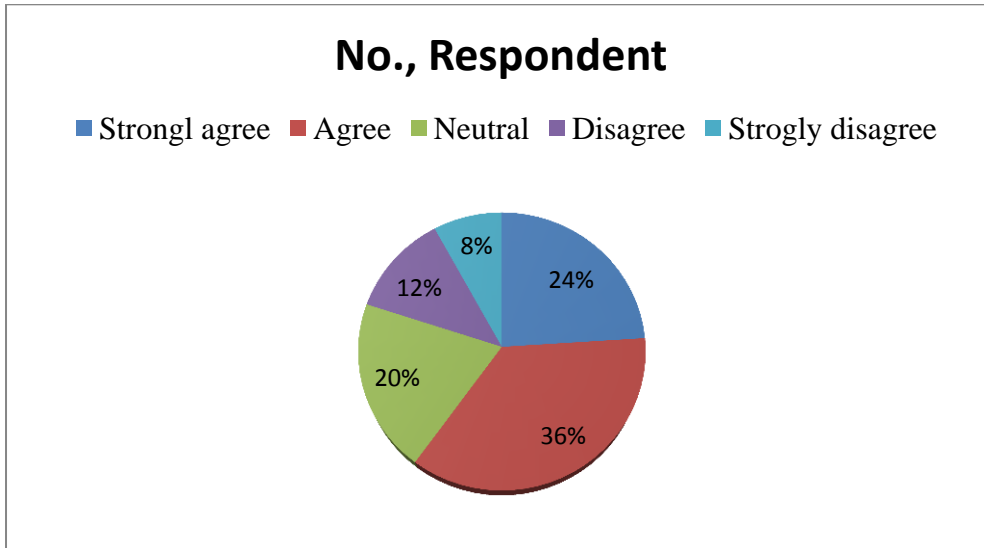
Graph no:4.8.

No., Respondent

■ Strongl agree ■ Agree ■ Neutral ■ Disagree ■ Strogly disagree

8%
12%
24%
20%
36%

Table no : 4.8.

Interpretation: Majority of employees resulted implied that were able to approach administrator for help , cooperating and work together in the organization. Some of them are not agreed with superior approach and cooperation in organization. This interpreted that most of them are strongly agreed and neutral with superior approach and cooperating because of eco friendly.
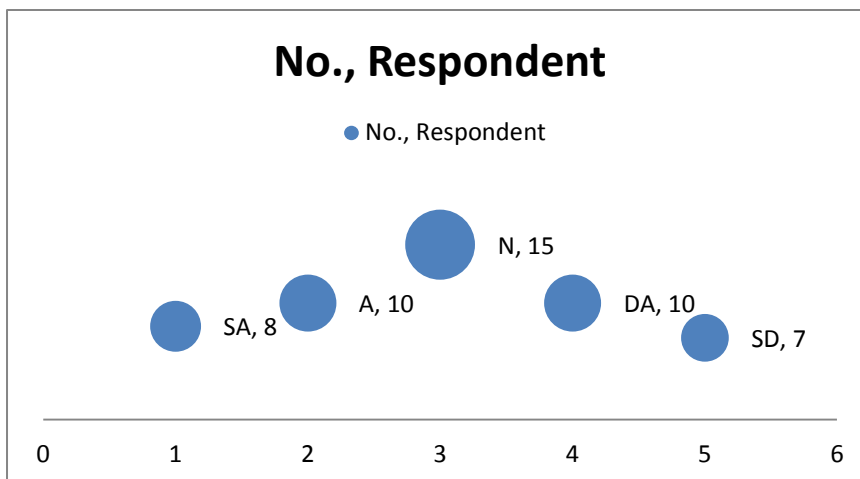
Table no.4.9- Showing are you receiving detailed and accurate information from other department regarding communication.

Detailed and accurate information	No., Respondent	Percentage
Strongly agree (SA)	08	16%
Agree (a)	10	20%
Neutral (NA)	15	30%
disagree (D)	10	20%
Strongly Disagree (SD)	07	14%
Total	**50**	**100%**

Source: Primary Source

Analysis: The study assessed that information received are detailed and accurate with other department regarding communication. Results presented in Table 4.Indicated that 30% of respondents are neutral, by same 20% agreed and disagreed with a similar percentage, strongly agree 16% and were strongly disagree14%.

Graphno:4.9

Source Table no: 4.9

Interpretation: From the chart it is identified that many of the employees are neutral about organization providing detailed and accurate information .While few are not agreed and most of them agree with organization provide complete detail and accurate information to the respondent from other department. Where there will be mutual understanding between them.

Table no. 4.10-Showing you get data from sources you incline toward

(e.g. from your superiors, department meetings, co-workers, newsletters)

	No., Respondent	Percentage
Strongly agree. (sa)	15	30%
Agree.(a)	18	36%
neutral.(NA)	10	20%
disagree.(DA)	04	8%
Strongly Disagree.(SD)	03	6%
Total	**50**	**100%**

Analysis: The above table indicates respondent receive information from all the sources like with superiors, department meetings co-workers, newsletters and it states 36% of respondents agree with information received and 30% strongly agree, 20% neutral, 8% disagree and 6% strongly disagree.

Graph no.10
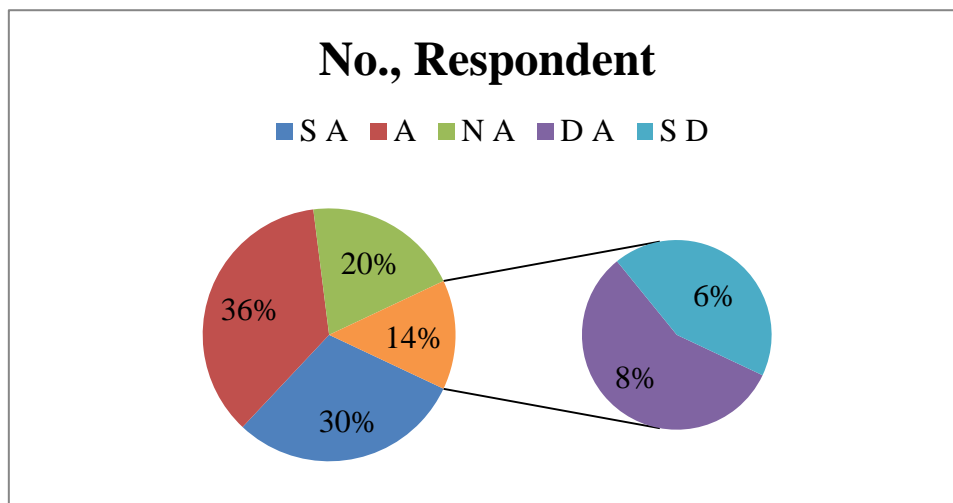
Source Table no: 4.10

Interpretation: Most of the employees are agreed all source information is being provided from superiors, department meetings , co-workers and newsletters. Many employees also strongly agreed with other employees opinion and few of them disagree. Here organization understands the importance of respondent so   they provide all other source of information from superiors, department meetings co-workers and newsletters.
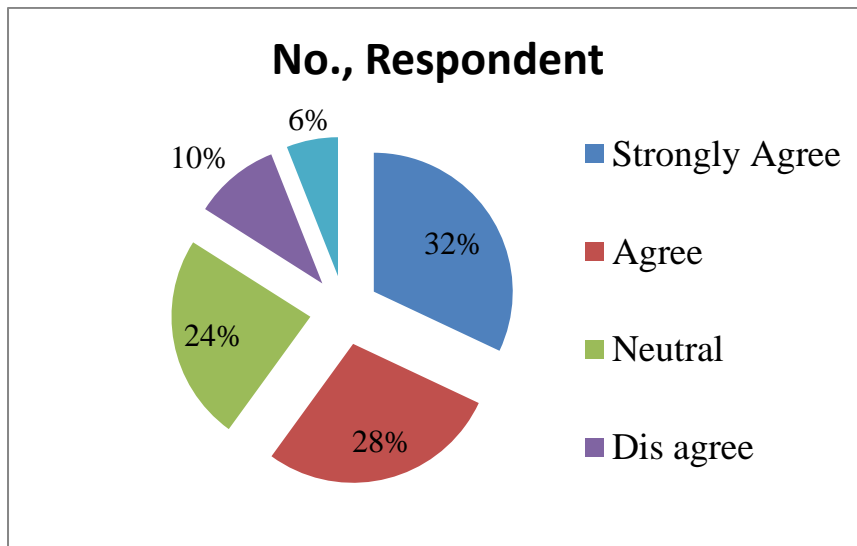
Table no.4.11-Showing order directed from top management are clear and steady.

Top Management is Clear and Steady	No., Respondent	Percentage
strongly agree (SA)	16	32%
agree (A)	14	28%
neutral (NA)	12	24%
disagree (DA)	05	10%
Strongly Disagree (SD)	03	06%
Total	**50%**	**100%**

Source: Primary source

Analysis: Study sought to establish whether top management always provides clear and consistent directives to employee at BESCOM. The result are as in Table 4.11   32% (Sa), 28% (a), 24% (n), 10% (da) while 6% (sd).

Graph no: 4.11

No., Respondent

- 6%
- 10%
- 32%
- 24%
- 28%

■ Strongly Agree
■ Agree
■ Neutral
■ Dis agree

Source Table no: 4.11

Interpretation: The above analysis indicates that most of them are strongly agree were top management provide clear and consistent directives to employees in organization. It indicates most of them agree that top management are clear and consistent towards employees. While , few feel that organization is not clear and consistent about directive. Because of working environment and inadequate performance.

Table no. 4.12- Showing job is not delayed because you get information you need.

Information needed	No., Respondent	Percentage
strongly agree (SA).	12	24%
Agree (a).	13	26%
neutral (N).	15	30%
disagree (DA).	06	12%
Strongly Disagree. (SD).	04	08%
Total	**50**	**100%**

Analysis: This analysis the employees get information what they need to do their task in the BESCOM and job will not be delayed. Here 30% of respondent are neutral about information provided by the organization. 26% agree, 24% strongly agree, 8% strongly disagree and 12% disagree.
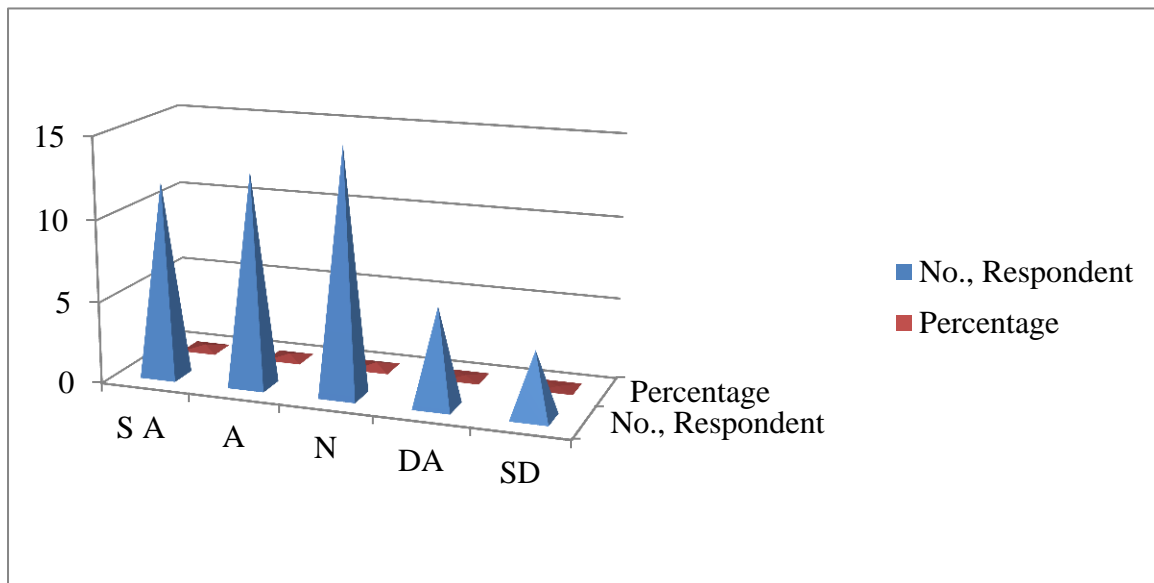
Graph no: 4.12

Table no: 4.12.

Interpretation: Most of the employees are neutral about organization providing information as task performance will not be delayed . Majority of employees interpreted that existing or current information are provided to perform task and few of them disagree. This indicate that required source of information are supplied to employees in time because there is an ample of resources in the organization to perform the job..

Employee Performance:

Table no. 4.13- Showing are you feeling that (quantity and quality) should be measured every day.

	No., Respondent	Percentage
Strongly Agree (sa)	18	36%
agree (A)	10	20%
neutral (n)	12	24%
disagree (DA)	06	12%
Strongly Disagree (SD)	04	8%
Total	**50**	**100%**

Analysis: As indicated from table and graph above quality and quantity of employees should be measured everyday whereas, 36% of respondent strongly agree for rules made by the organization. While 24% neutral, 20% agree, 12% disagree and 8% strongly disagree
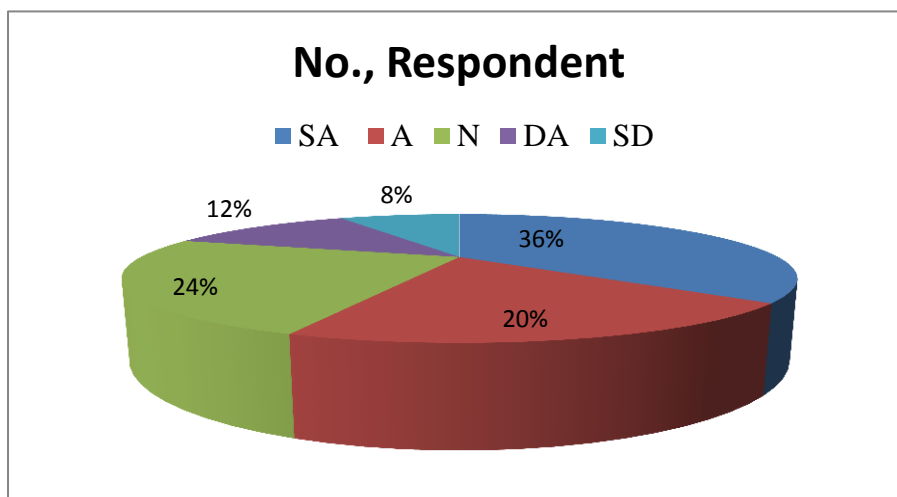
Graph no: 4.13

**Table no: 4.13 Measure employee quality and quantity**

Interpretation: This indicate that majority of employees agreed to measure their quality and quantity . Most of them are neutral and rest all agreed for measuring everyday quality and quantity .Few were not agreed . Here organization focuses on individual performance factors that determine employees work, such as accuracy, productivity, and multitasking.

Table no. 4.14-Showingtimeliness to the office should be measured every day?

	No., Respondent	**Percentage**
strongly agree (SA)	08	16%
Agree (A)	12	24%
Neutral (N)	15	30%
Disagree (Da)	09	18%
Strongly Disagree (SD)	06	12%
Total	**50**	**100**

Analysis: As indicated above timeliness to the office should be measured everyday whereas, 30% of respondent neutral for rules made by the organization. While 24% agree, 18% disagree, 16% strongly agree and 12% strongly disagree.

Graph no:4.14.
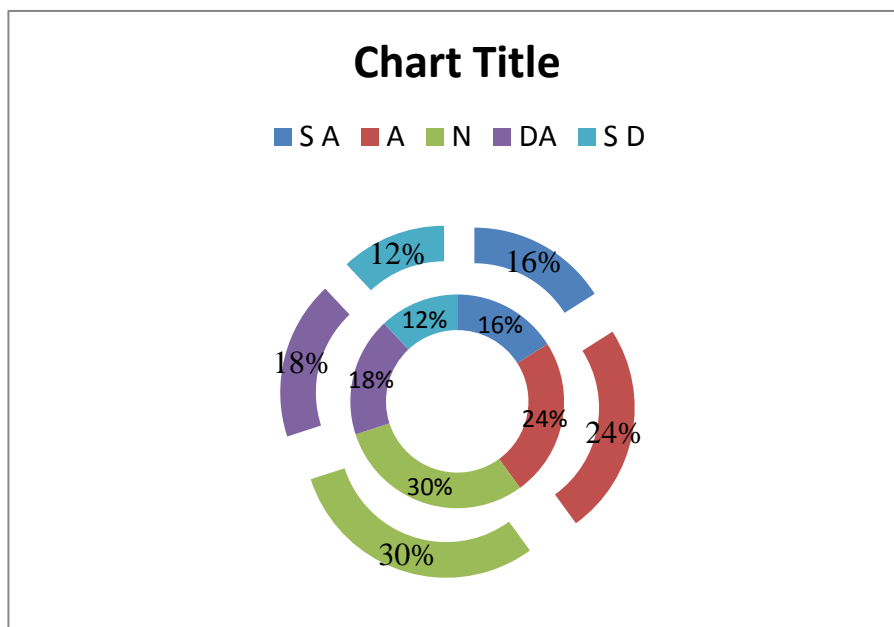
Tableno:4.14.   Measure timeliness everyday

Interpretation: It is interpreted organization maintains day to day timeliness of employees. Where most of them are neutral about measuring timeliness everyday and many agreed to measure. While few of them where not agreed. As indicated that organization make aware about their daily record and   fast turnaround time for processes plus consequently quick delivery of service.

Table no. 4.15- Showing are you satisfied with your current position?

	No., Respondent	Percentage
Extremely Satisfied (ES)	12	24%
Satisfied (S)	15	30%
Neutral (N)	09	18%
Dissatisfied (DS)	08	16%
Strongly Dissatisfied (SD)	06	12%
Total	**50**	**100%**

Source: Primary data

Analysis: The different   job positions held by the employees who took an interest participated in the questionnaire. The result table reveals 30% of respondents are satisfied with their position likewise, 24% extremely satisfied, 18% neutral, 16% dissatisfied, and 12% strongly dissatisfied..
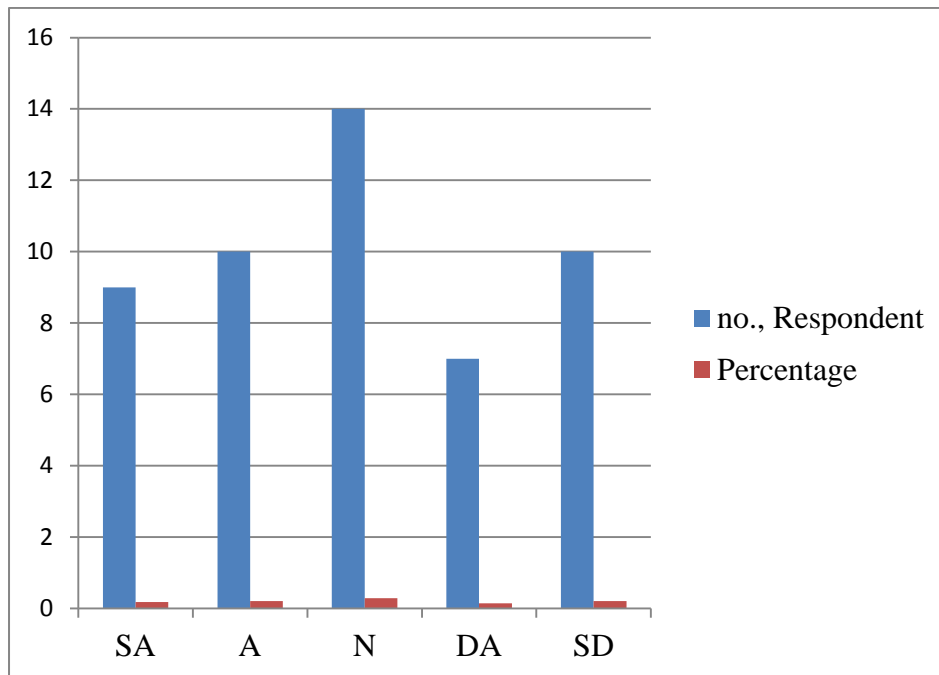
Graph no:4.15

Table no:4.15

Interpretation: The above analysis shows most of the employees are satisfied with their current position . Many are extremely satisfied with their position while few dissatisfied. This indicates that organization enhance skills and strengths in conjunction of employees .
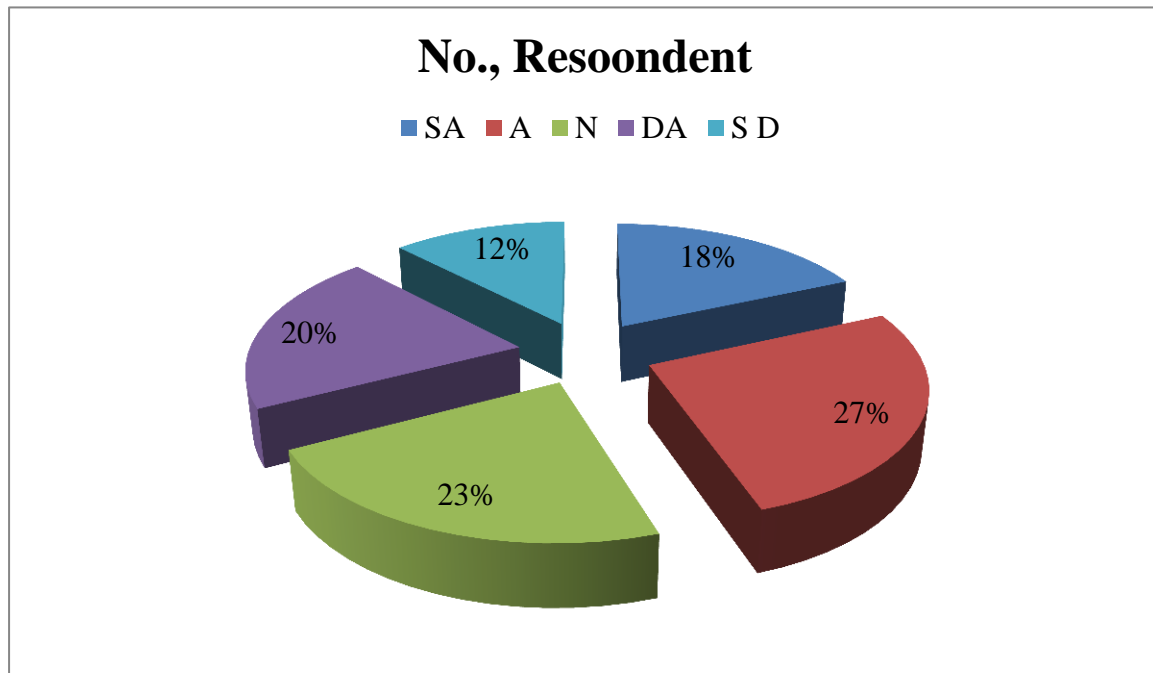
Table no. 4.16- Showing completion of work In-time.

	No., Respondent	Percentage
strongly agree (SA)	09	18%
Agree (a)	13	26%
neutral (N)	11	22%
Disagree (Da)	10	20%
Strongly Disagree (SD)	06	12%
Total	50	100%

Source: Primary Source

Analysis: It is analyzed that 26% of respondent agree complete work in time, while 22% neutral, 20% disagree, 18% strongly agree and 12% strongly disagree.

Graph no: 4.16

No., Resoondent

■ SA ■ A ■ N ■ DA ■ S D

18%

27%

23%

20%

12%

**Source Table no: 4.16 Completion of work on time**

Interpretation: From above table it is interpratated that majority of the employee agreed to complete work in time. It indicates many were neutral to complete work in time. Few are not agreed . Here organization encourages employees to complete the job in time**.**

Table no. 4.17- Showing you can work under pressure?

	No., Respondent	Percentage
Strongly agree (sa)	19	38%
Agree (a)	14	28%
neutral (N)	10	20%
Disagree (DA)	05	10%
Strongly Disagree (SD)	02	4%
Total	**50**	**100%**

Analysis: The above table it is analyzed that out of 50 respondents 28% of respondent strongly disagree, 22% disagree, 20% neutral, 16% agree and 14% strongly disagree.

Graph no: 4.17
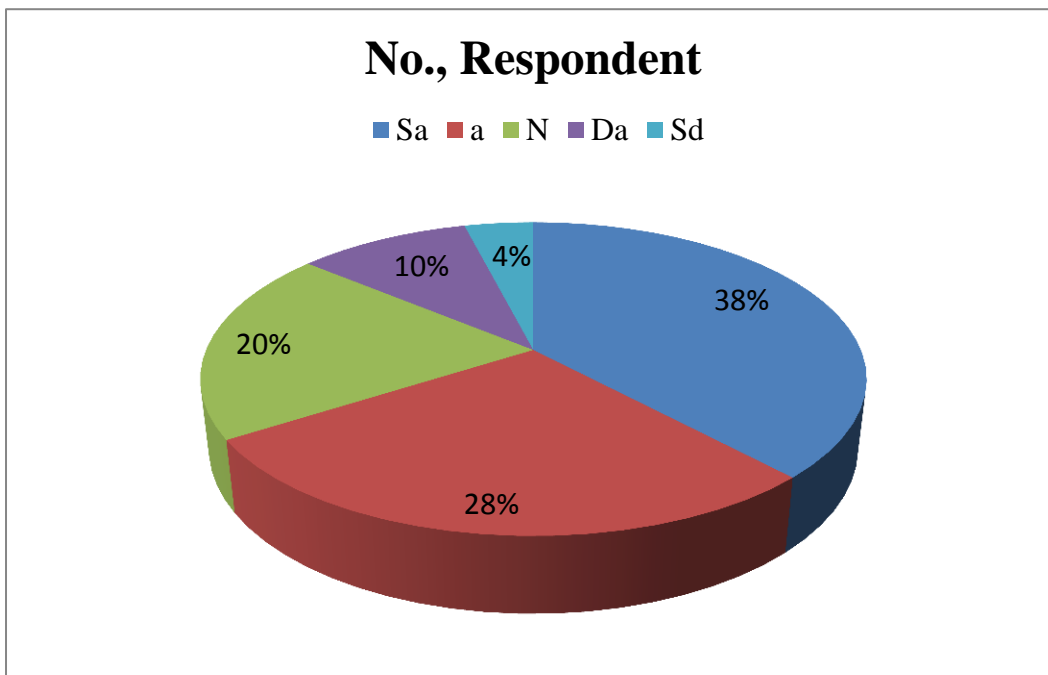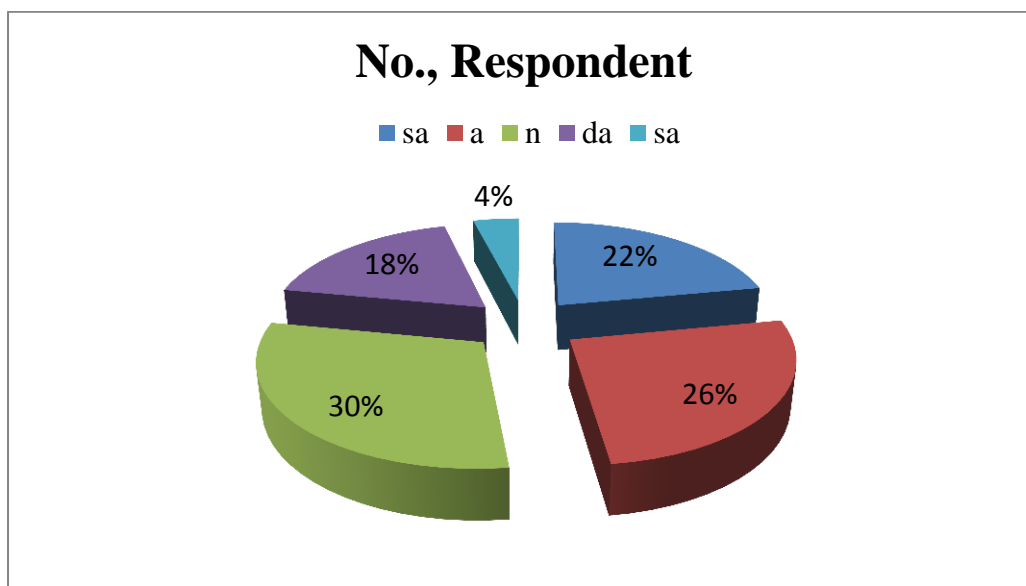
Source table no 4.17

Interpretation: From graph it is interpreted majority of respondents/ employees agree that they can work under pressure. While many of employees experience stress in work and get pressure. Few are disagreed to work under stress and pressure. It indicates that organization should take control and should reduce stress level if not employees may not show interest towards work at many times. Whenever the level of pressure cresses the acceptance level, the organization has to take corrective measures like conducting get-to-getter party, or going for trip   etc.,   which   will   reduce   the   work   pressure

Table no. 4.18- Showing improved your communication skills by joining BESCOM

	No., Respondent	Percentage
Strongly agree (SA)	11	22%
Agree (A)	13	26%
neutral (N)	15	30%
Disagree (Da)	09	18%
Strongly Disagree (SD)	02	4%
	50	**100%**

Analysis: In analyze the response obtained from the respondents on the impact of employee communication on performance based on their skills, results that 30% believes there is an improvement in their communication skills. However, 26% respondents agree, 22% strongly agree, 9% disagree and 4% strongly disagree.

Graph no:4.18

No., Respondent

■ sa ■ a ■ n ■ da ■ sa

4%

18%

22%

30%

26%

Source Table no: 4.18

Interpretation: This outcome indicated that many of employees are neutral about improvement on communication skill and performance. It indicated most of them agrees there is an improvement in communication skill. Few are not agreed. This shows organization clearly focuses on specific aptitudes and subsequently, skill development is emphasized.

SECTION C Communication Channels

Table no. 4.19-Showing what channels do you frequently use?

SL.NO	Channels	No., Respondent	Percentage
1	Face-to-face	20	40%
2	Telephone	14	28%
3	Written(Memos)[ ]	6	12%
4	E-mail/internet [ ]	19	38%
Total		**50**	**100%**

Analysis: In spite of the fact with supervisor, employees engage in written memos and Internet communication. It show that 40% of employees communicate with direct superior through face-to face channel. Of this proportion, 38%, 28%, and 12% communicate with E-mail/ Internet, Telephone (T), and Written respectively.

Graph no: 4.19

No., Respondent

Face-to-face 34%
Telephone 24%
Written(Memos) 10%
E-mail/Internet 32%
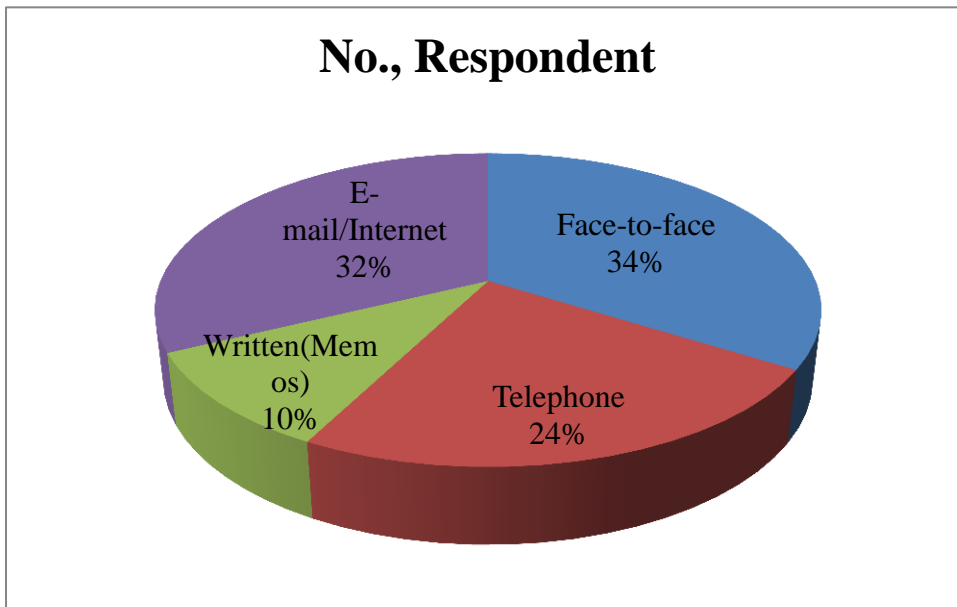
**Source Table no: 4.19 Frequency of Communication**

Interpretation: Ranking of communication prefer to the face-to-face and e-mail. Email network are also prefers because of its speed and economic aspects. With its less importance written/ memos are considered only for circular purpose not for communication.

Table no. 4.20- By what channels do you communicate with direct supervisor?

	No., Respondent	Percentage
Face-to-face	25	50%
Telephone	14	28%
Written(Memos)[ ]	03	6%
E-mail/internet [ ]	08	16%
Total.	**50**	**100%**

Analysis: Here respondent requested to indicate channels they frequently use to communication with direct supervisor and peers. Employees are asked pick potions For instance Table 4.20 shows 50% of respondents communicate with direct superior through face-to face channel, only 28%, 16%, and 6% communicate through Telephone, Written, E-mail/ Internet and respectively with their superiors.

Graph no:4.20
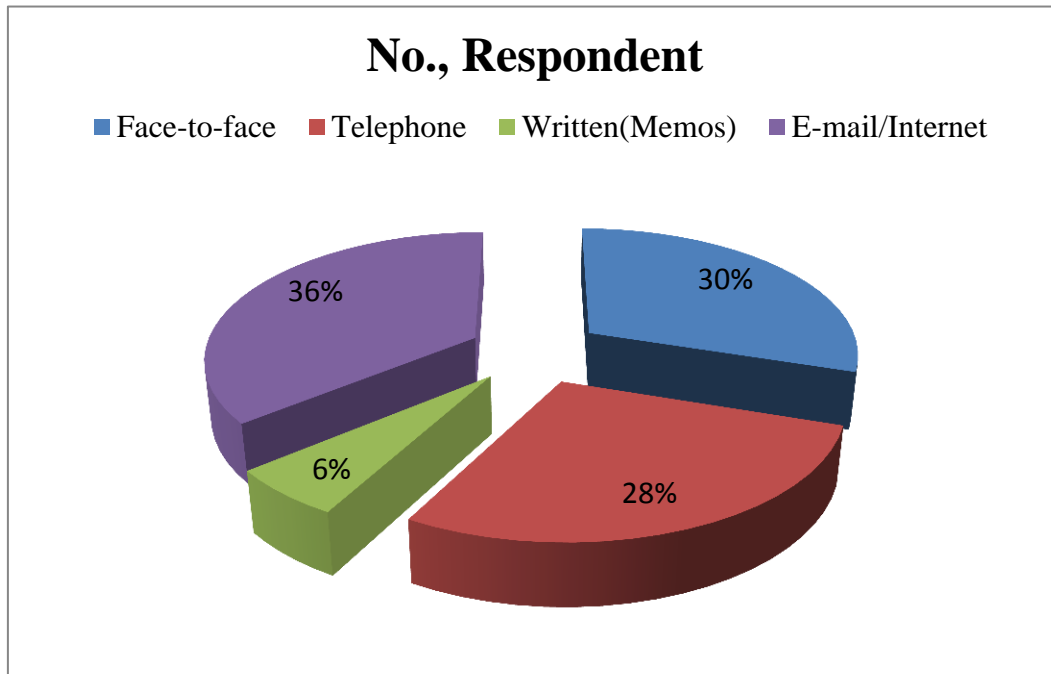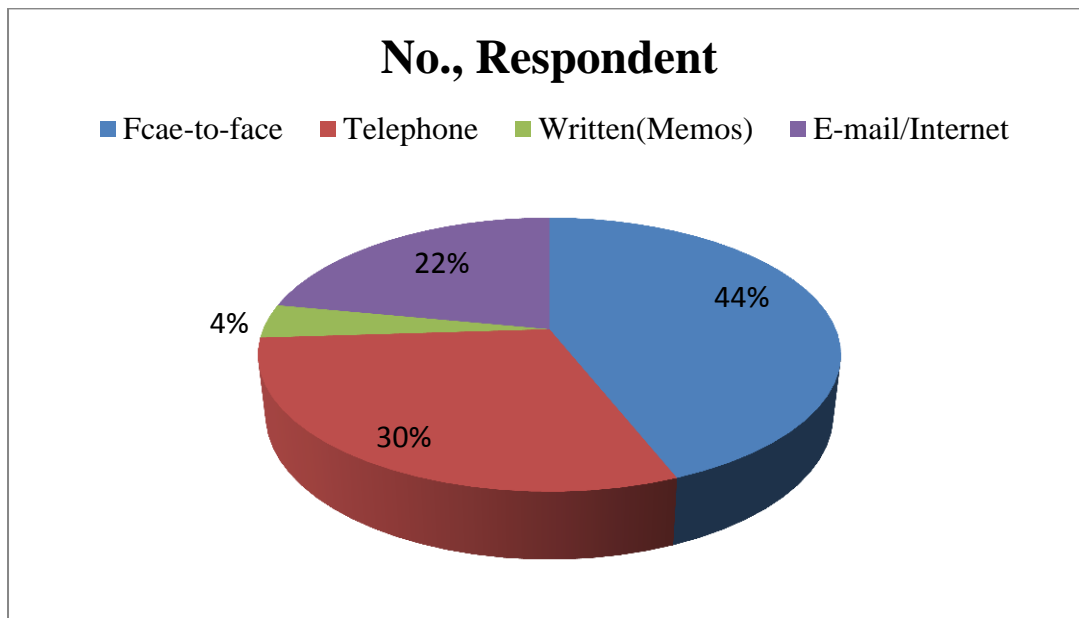

Source Table no: 4.20

Interpretation: There is increase in percentage regarding face-to-face communication which results to examined, the majority of employees are communicating with supervisor on regular basis. This position support respondents to co-operation, problem solving and communication among employees.

Table no. 4.21- By what channels do you communicate with co-workers?

	No., Respondent	Percentage
Face-to-face	22	44%
Telephone	15	30%
Written(Memos)[ ]	02	4%
E-mail/internet [ ]	11	22%
Total.	50	100%

Analysis: In spite of the fact   face-to-face communication has   mainly effective medium of communication. Show   44% of employees communicate with   co-worker directly through face-to -face channel.,   Only 30%, 22%, and 4% communicate through Telephone, E-mail/ Internet, as well   Written/memos, respectively with co-workers.

Graph no:4.21

Source Table no : 4.21

Interpretation: Majority of   employees agrees to communicate   framework allows   co-workers to communicate without minor problem in channeling of data . Obviously face-to-face communication is best effective medium of communication.

Hypothesis Testing :

Hypothesis:

H0: The relationship between "
People are encouraged to communicate freely and complete the Job In-Time" is not significant

H1: The relationship between "
People are encouraged to communicate freely and complete the Job In-Time" is significant

Correlation

		People in this organization are encouraged to communicate freely	Complete the Job In –Time
People are encouraged to communicate freely	Pearson Correlation	1	.291*
	Sig. (2-tailed)		.041
	N	50	50
Complete the Job In –Time	Pearson Correlation	.291*	1
	Sig. (2-tailed)	.041	
	N	50	50

*. Correlation significant at the 0.05 level (2-tailed).

Interpretation:

The above table shows correlation between 2 variables, relationship between variable is significant and positive. The significant value is 0.041 which less than 0.05. The alternative hypothesis is accepted. It means that, when people in the organization encouraged to communicate freely, they can complete Job -In-Time without delay

Chapter 5: FINDING, CONCLUSION AND SUGGESTION

5.1 SUMMARY OF FINDING:

1. The majority of respondents are males and few of them are females.

2. More number of respondent come under the age 26-39 years, majority of the respondent come under the age 15-25 year, Few respondent of the respondent come under the age 40-55 year, Less number of employees come under the age 50& above.

3. Few number of employees are qualified for working at PUC level, Majority of the employees are qualified for Master's degree, More number of employees Bachelor's degree, less employees qualified for others.

4. More number employees are experienced in 6-10 years , equal number employees experienced in both year. Less 20 and above.

5. Most of employees are encouraged to be open and candid. Majority of them agrees among there are less disagree.

6. Majority of employees opinion and information are encourage most of time and less time not received.

7. Majority of employees in organization are inform about organization goal and objectives and most of them are disagree and many agree with this.

8. Superiors approach for working together and co cooperativeness for most of the employees and few of them they disagree.

9. Most of employees agree that organization provide data and information from other department are detailed and few of the disagree as information to the employees when ever required is more comparatively less.

10. Almost all employees receiving information from other sources comparatively employees agree and less employees disagree.

11. Many of the employees agree and are neutral that order from top management are maintained. Few disagree , more employees strongly agree , most of employees agree .

12. Majority of employees job is not delayed because they are provided information for day to day work. And few disagree

13. Most of the employees agree to be measured, rather majority are neutral and less employees disagree.

14. Many of employees were neutral for the measurement of timeliness everyday where majority of them agreed for measure and few were not agreed.

15.Most of employees are satisfied with their current job position in organization. Few of the employees are not satisfied with their position.

16.This findings majority of employees agreed for completion of job in time even many agreed for the completion of job. Few disagreed

17.Majority of respondents agreed to work under pressure but even though many agreed to work on stress level. Few disagreed to work under pressure it may reduce interest among employees at time of work.

18.Majority of employees agree that there is impact of employee communication on performance based on skills and believes that there is improvement and most of them are neutral. Less no of employees disagree.

19.Majority of respondent communication prefer to the face-to-face and e-mail. Few of with its less importance written/ memos are considered only for circular purpose not for communication.

21.Majority of employees are communicating with supervisor on regular basis with channel of distribution and few of them disagree as communication with supervisor on regular basis with channel of distribution.

22.Many employees allow and agrees co-workers to communication with channel of distribution and majority of respondent also agree. Few of them are disagree with co-worker communication.

5.2 CONCLUSION

In large corporate organization major objective was to study the impact of employee communication on performance , the study revealed that significant positive correlation when sample was analyzed.

Employees are satisfied with how communication is being carried out in BESCOM. The direct relationship with top management based on employee performance is carried out. Therefore, it can be concluded employees performance in BESCOM is high and even the way that employees are evaluated is satisfactory . The employees are confident that they should evaluate on a daily basis with the parameters for measuring employee performance (employee output, adherence to policy, timeliness, personal appearance and channels of communication). With this we also conclude that there is high employee performance in BESCOM.

Through proper communication , data is convenient, the administration can offer guidelines to employees in the lower framework, employees are in a place of airing their perspectives to the management on matters influencing their performance and furthermore the management can get feedback on employees' performance . Communication additionally creates teamwork which expand performance levels.

Communication is behavioral activity .With issue of communication and reason of effective creativeness, & interest between at less than two individual or communication is performed.

Communication is vital &essential part in organization. It is basic to make joint venture amongst people for effective part in organization. The stream of information and communication within organization has consequences for employee's performance & decision making. Henceforth, examine on communications influence employee performance towards achieving destinations is essential. .

5.3 SUGGESTION

The following recommendations may be mentioned as Conclusion to understand study entitled " A examine on impact of employee communication on performance ."

- The study suggest that an effective and efficient organizational performance, management must enhance; more clarity of ideas before communicating ; better understanding of the physical and human environment.

- The company should try to direct experience on the assumption that many management skills, including in the field of organizational communication and human relationships, is training and learning.

- The company should try to set up a permanent network notification of status of organizational performance to internal resources and decision making authorities especially with an emphasis on factors affecting in communication skills and job performance.

- The organization should identify and encouraging commitment employee to the organization. - Informing employees of jurisdiction and tasks as well as division of work according to the job position in the organization.

- Working environment should be co-operative and friendly

- Communication gap exists between management and employees sometimes. So, proper channel of communication should be used

- While making discussions on matters related to employees , they should be asked to give their suggestions.

- There should effective co-ordination between various department.

- Employees must be constantly informed of company objectives, policy and procedures.

ANNEXURES

Questionnaire:

I am student of Acharya Institute of Technology Bangalore is conducting a survey on "for fulfillment of MBA program.

A project undertaken by   A. Athaulla, On " A study on impact of employee communication on performance" at BESCOM

SECTION A: Demographic Data

1.Gender:

a.Male [ ]

b.Female [ ]

2.Age:

a.18-25 [ ]

b.26-39 [ ]

c.40-55 [ ]

d.56 & above [ ]

3. Qualification:

a.PUC []

b.bachelor's degree (BD) [ ]

c.master's degree (MD) [ ]

d.Other(specify)…………………………………………………

4. How long have you employed by BESCOM?

a.0 - 5 years [ ]

b.6 - 10years [ ]

c.11 - 19years [ ]

d.20 years and above [ ]

SECTION B: Measure of Effective Communication

SA = Strongly Agree   A= Agree   N= Neutral   DA= Disagree   SD= Strongly Disagree

5.Are you urged to be extremely open and candid with each other?

SA	A	N	DA	SD

6.Areyou felt freely to exchange information and opinions in Organization.

SA	A	N	DA	SD

7.You are kept informed how well organizational goals and objectives being met.

SA	A	N	DA	SD

8.Are you capable to Approach Superiors for Assistance and Working Together/Cooperating.

SA	A	N	DA	SD

9.Are you receiving detailed and accurate information from other department regarding communication.

SA	A	N	DA	SD

10. You receive information from the sources (e.g. from your superiors, department meetings, co-workers, newsletters).

SA	A	N	DA	SD

11. Order come from top management are clear and steady.

SA	A	N	DA	SD

12. Job is not delayed because you get information you need.

SA	A	N	DA	SD

Employee Performance:

13. Do you feel that your output (quantity and quality) should be measured every day?

SA	A	N	DA	SD

14. Do you feel that your timeliness to the office should be measured every day?

a.Extremely Satisfied(ES)

 b.Satisfied(S)

c.Neutral(N)

d.Dissatisfied(DS)

e.Highly Dissatisfied(HD)

15.Are you satisfied with your current position?

SA	A	N	DA	SD

16.Completion of work-In-time.

SA	A	N	DA	SD

17. Can you work under pressure?

SA	A	N	DA	SD

18.Employee's communication skills have been improved in this organization.

SA	A	N	DA	SD

SECTION C: Communication Channels

19. What channels do you frequently use?

Face-to-face [ ]

Telephone [ ]

Written/ (Memos) [ ]

E-mail/internet [ ]

20. By what channels do you communicate with direct supervisor?

Face – to-face [ ]

Telephone(T) [ ]

Written/ (Memos) [ ]

E-mail/internet [ ]

21. By what channels do you communicate with co-workers?

Face – to-face [ ]

Telephone (T) [ ]

Written/ (Memos) (W) [ ]

E-mail/internet [ ]

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INTERNSHIP WEEKLY REPORT (16MBAPR407)

Name of the Student: Mamatha. D
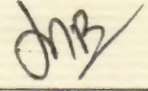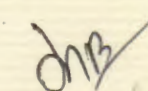
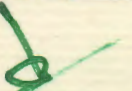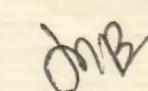**Internal Guide:** Prof. Mahak Balani
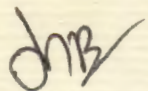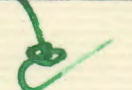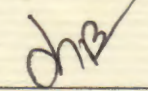
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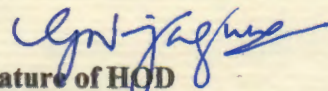
Specialization: Finance and Human Resource

Title of the Project: A Study on Impact of Employee communication on performance with reference to BESCOM, Bangalore.

Company Name: Bangalore Electricity Supply Company Limited, Bangalore.

Week	Work Undertaken	External Guide Signature	Internal Guide Signature
16-01-2018 to 22-01-2018	Introduction about BESCOM and its operation		
23-01-2018 to 29-01-2018	Learning about the different operations and product by BESCOM		
30-01-2018 to 5-02-2018	Orientation and gathering information about the growth of the company		
6-02-2018 to 12-02-2018	Orientation with functional department of the organisation and detailed study of Department.		
13-02-2018 to 19-02-2018	Research problem identification		

20-02-2018 to 26-02-2018	Preparation of the research instrument for data collection		
27-02-2018 to 5-03-2018	Theoretical background of the study		
6-02-2018 to 12-03-2018	Data collection and data analysis		
13-03-2018 to 19-03-2018	Interpretation of the data gathered during the survey		
20-03-2018 to 26-03-2018	Final report preparation and submission		

Asst. General Manager (Ele)
HRD CENTRE
BESCOM, BANGALORE-1

Signature of HOD

**Head of the Department
Department of MBA
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