



ISSN (E): 2277-7695
ISSN (P): 2349-8242
NAAS Rating: 5.23
TPI 2023; SP-12(9): 1513-1516
© 2023 TPI
www.thepharmajournal.com
Received: 26-07-2023
Accepted: 30-08-2023

Dr. Renu Kumari
Sr. Technical Officer,
Department of Extension
Education and Communication
Management. College of
Community Science, RPCAU,
Pusa, Bihar, India

Dr. Sunita Prasad
Sr. Technical Officer Department
of Family Resource Management
and Consumer Science, C.C.Sc.,
RPCAU, Pusa, Bihar, India

Dr. Punam Kumari
Professor Department of
Extension Education and
Communication Management,
C.C.Sc, RPCAU, Pusa, Bihar,
India

Perceived job performance of personnel of non-governmental organization and constraints faced by them in job performance

Dr. Renu Kumari, Dr. Sunita Prasad and Dr. Punam Kumari

Abstract

This study investigated the job performance of personnel as well as the constraints to their job performance of Non Governmental Organizations (NGOs) personnel in Bhagalpur district of Bihar. A multi-stage random sampling technique was used in selecting 10 NGOs from Bhagalpur district of Bihar State for the purpose. Purposive sampling technique was applied for selecting the personnel. A total number of 10 NGOs were undertaken for the study, Five personnel were selected from each NGO for the purpose of the study. The total personnel included in the sample were 50. Data were collected with the use of structured interview schedule. Frequency, percentage and mean scores were used in analyzing the data. Findings indicated that the majority of the personnel were of young age group i.e. 60 percent. The involvement of the personnel was assessed on a four point continuum scale in which the mean performance score attained was 3.3. Limited access to training and skill acquisition was considered as constraints in performing job by the maximum number of respondents (72%).

Keywords: NGOs, personnel, job performance, constraints of job performance

Introduction

Non-Government Organizations (NGOs) have become an irresistible global force today. The non-governmental sector, also known as voluntary sector, is growing with respect to its presence in developmental activities. NGOs in India play an important role in shaping and implementation of our participatory democracy. NGOs have a legal status and are registered under Societies Registration Act, 1860. NGOs are non-profit-making bodies to perform social welfare activities. Due to certain limitations and intrinsic constraints, the government has sought their cooperation and involvement in the various community development programs. Nowadays, NGOs are recognized as an important partner in the implementation of various developmental projects and programs. The participation of NGOs is not only in the developmental programs, but also in the formation process of public policies and enforcement of social legislation (Lawani, B.T, 1999) ^[1].

There is no doubt that the success of any organization workers play a key role in daily operation carried out. The success of the initiative taken by the organization depends on how effectively the manpower engaged performs the jobs and assignments. This paper examines the perceived level of job performance of the NGOs staff as well as the constraints hampering performance.

Materials and Methods

The study was conducted in Bhagalpur district of Bihar State. A multistage random sampling procedure was adopted to select the NGOs. At the first stage; purposive sampling technique was applied to select the NGOs. Those NGOs which had not completed five years of existence were excluded on the basis that their working might not have stabilized at the time of the study. At the second stage, stratified sampling was done to select the NGOs of different sizes, their year of establishment and working for empowerment of women. As many as 10 NGOs were finally selected for this study.

Purposive sampling technique was applied for selecting the personnel. Only those personnel of the selected NGOs were included as sample who was actively involved in planning or implementing the programs of their organization. A total of five personnel were selected from each of these NGOs. The total personnel included in the sample were 50. The involvement and constraints of the personnel was assessed on a four point continuum scale.

Corresponding Author:
Dr. Renu Kumari
Sr. Technical Officer,
Department of Extension
Education and Communication
Management. College of
Community Science, RPCAU,
Pusa, Bihar, India

Primary data were collected from the personnel of these NGOs through personal interview with the help of a standardized interview schedule, especially constructed for the purpose.

Results and Discussion

It is essential to have the general information of the respondents in order to generalize the findings about them. The general information pertaining to the respondents of the study is delineated below:

Table 1 reveals that majority of the respondents, i.e. 60 percent were female as compared to 40 percent male, the reason being either the selected NGOs were women led or working for the welfare of the women folk. Again, coming to the age, 60 percent of the respondents were of young age group followed by 30 percent of middle age group. Only 10 percent were in old age. Further the table reveals that majority of the respondents (44 percent) were general caste followed

by 36.00 percent of backward and 20.00 percent of schedule caste, persons with regard to qualification, 48 percent of the personnel selected as sample had qualification of graduation and above followed by 44 percent having qualification between middle to intermediate only 8 percent respondents were having education up to middle class. In the total sample, 24 percent each were officers, supervisors and middle level personnel with remaining 28 percent of supporting staffs. Marital status of the respondents exhibit that 80 percent of them were married and 20 percent unmarried. The data further exhibits that according to mode of joining, 52 percent respondents joined through members, 46 percent through own means and only 1 member through any other source. As regards the year of experience in NGO 40 percent had experience of 5 years, 28 percent between 6-10 years, 24 percent between 11-15 years and only 8 percent had an experience of above 15 years.

Table 1: General information of the respondents

(n=50)			
S. No.	Variables	Category	Percent
	Gender	Male	40
		Female	60
	Age	Young	60
		Middle	30
		Old	10
	Caste	General	44
		Backward	36
		SC/ST	20
	Qualification	Up to middle school	8
		Up to Intermediate	44
		Graduate & above	48
	Designation	Officer	24
		Supervisors	24
		Field level Personnel	24
		Supporting	28
	Marital status	Married	80
		Unmarried	20
	Mode of joining	Through member	52
		Own means	46
		Others	2
	Years of Experience With same NGO	Up to 5 years	40
		6-10 years	28
		11-15 years	24
		Over 15 years	8

In-service training received

Training is vital and essential to develop skill, induce motivation, create confidence and inculcate efficiency in an individual. It is an integrated part of any development activity. In-service training aims at improving the professional competence of personnel engaged in the organization. It is therefore, imperative that those personnel involved in developing and creating a change in any particular area must be well equipped and efficient. Distribution of personnel on the basis of training received by them is given in table 2 as under

Table 2: In-service training received by the respondents

(n=50)			
Sl. No.	Training	Frequency	Percentage
1.	Training received	30	60
2.	Training not received	20	40

It can be perused from Table 2 that as many as 60.00 percent of the respondents had undergone the training after joining the NGO, but 40.0 percent not received any training.

Duration of training

Duration of training is an important component of training as it usually indicates the extent of coverage of field of knowledge with which one is to work back in the organization. The data in this regard is compiled in Table 3.

Table 3: Duration of training received by the respondents

(N=30)			
Sl. No.	Duration	Frequency	Percentage
1.	1-2 week	20	66.67
2.	1 Month	5	16.67
3.	Above 1 month	5	16.66
	Total		100.0

Among the personnel who had received training, the majority (66.67%) had attended training for 1-2 weeks. Only 16.67 percent of the personnel had received training for 1 month and further 16.67 percent for more than a month.

Number of training programs attended

Number of training programs attended by the personnel of any organization reflects his/her professional behavior. Number of training programs attended by the respondents is given in table 4.

Table 4: Number of training programs attended by the respondent

(n=50)			
Sl. No.	Number of programs attended	Frequency	Percentage
1.	One	25	50.00
2.	More than one	25	50.00
Total			100.00

Table 4 depicts that among the personnel who had received training, 50.0 percent had attended just one programme and 50 percent had attended two or more than two programs.

Job Involvement

The success of any organization depends upon the quality and degree of involvement in performing various tasks of the organization by its employees. The personnel were found to be shouldering a variety of responsibilities as part of their work in the organization. Data regarding type of jobs of the NGOs in which their employees were involved are presented in Table 5.

Table 5: Job performed by respondents as perceived by them

(n=50)		
Sl. No.	Job item	Mean score
1.	Policy making	2.56
2.	Planning program	2.72
3.	Implementing program	3.30
4.	Fund raising	1.76
5.	Coordination	1.52
6.	Maintaining records	3.18
7.	Attending administrative work	1.82

Table 7: Constraints to job performance

(n=50)							
Sl. No.	Constraints	SA	A	Undecided	Disagree	SD	Mean
1.	Unsatisfactory condition of service	5 (10.0)	14 (28.0)	4 (8.0)	18 (36.0)	09 (18.0)	2.94
2.	Bad social relationship among workers	0	8 (16.0)	3 (6.0)	28 (56.0)	11 (22.0)	2.16
3.	Low and irregular wages	0	23 (46.0)	5 (10.0)	22 (44.0)	0	3.20
4.	Promotion not based on merit	0	26 (52.0)	0	18 (36.0)	6 (12.0)	2.92
5.	Job in security	7 (14.0)	14 (28.0)	3 (6.0)	24 (28.0)	2 (4.0)	3.00
6.	Non-availability of appropriate tools and materials to carry out work	4 (8.0)	19 (38.0)	3 (6.0)	20 (40.0)	4 (8.0)	2.98
7.	Lack of employees control over how to perform this job	0	8 (16.0)	6 (12.0)	28 (56.0)	8 (16.0)	2.28
8.	Monotonous and boring work	2 (4.0)	11 (22.0)	0	33 (66.0)	4 (8.0)	2.48
9.	Limited access to training and skill acquisition	12 (24.0)	24 (48.0)	5 (10.0)	9 (18.0)	0	3.78
10.	Lack of organizational performance standard and objective	0	14 (28.0)	1 (2.0)	32 (64.0)	3 (6.0)	2.52
11.	Lack of interest in working with rural people	0	14 (28.0)	1 (2.0)	32 (64.0)	3 (6.0)	2.52
12.	Too many hazards in the field work	3 (6.0)	6 (12.0)	7 (14.0)	25 (50.0)	9 (18.0)	2.38

A perusal of Table 7 Indicates that limited access to training and skill acquisition was considered constraints by maximum number of respondents (72.0%). Out of these, 24.0 percent of the selected personnel possessed highly strong view about this

Table 5 clearly indicates that among seven major jobs, the respondents laid maximum emphasis on implementing programs. They spent little less time in performing some jobs, namely, coordination with governmental and non-governmental agencies, collecting funds and attending to administrative works.

A cursory look of this table reveals that the respondents were involved in the job of implementing programme maximum with a mean score of 3.3. This was followed by maintaining records. This fetched a score of 3.18. Other jobs, like, planning program, policy-making, attending administrative works, fund raising and coordination are in declining intensity of involvement and have mean scores of 2.72, 2.56, 1.82, 1.76 and 1.52, respectively.

Thus, it is clearly seen that implementing the programme received more importance by the personnel in the NGOs.

Extent of Role Performance

In order to visualize the degree of job involvement, the data were subjected to further analysis to obtain role involvement index score of each respondent. These scores were divided into three groups of low, medium, high. The findings are presented in Table 6.

Table 6: Extent of role performance

(N=50)				
Sl. No.	Extent of role performance	Range	Frequency	Percentage
1.	Low	< 33	1	2.0
2.	Medium	34-66	40	80.0
3.	High	> 66	9	18.0

Table 6 revealed that 80.00 percent of the personnel had medium level of involvement in the jobs in their NGOs. Only 18.0 percent had high degree of involvement. There were 2.0 percent personnel who were found to have low job involvement.

Constraints to job performance

Involvement of the personnel of NGOs in various jobs of the organization should naturally lead to satisfactory job performance. But, due to various types of constraints, the desired performance remains elusive. Efforts were made to identify such constraints which obstructed them to perform well. The data about this are presented in Table 7.

aspect to be acting as constraints in their performance in the NGOs. Other 48.0 percent were although not so strict in their verdict but did accept it to be the major constraints.

Promotion not based on merit was another constraint noted as important by the second highest number of the respondents (52.0%). However, job insecurity was the factor which bothered some of the respondents (14.0%). Low and irregular wages was considered the fourth most important constraint as this was considered so by 46.0 percent respondents. Non-availability of materials and inputs for doing the work properly was also a serious constraint as indicated by 46.0 percent respondent.

The mean value calculated on the basis of scores secured by the respondents also indicated that these concerns served as the constraints in the functioning of the personnel in the NGOs. This also clearly brought out that the limited access to training and skill acquisition was the most important constraint. This was followed by low and irregular wages, job insecurity, non-availability of materials and tools to carry out work and so on.

Conclusion

The present study found that a vast majority of personnel were of young age group (60%). The personnel were found to be shouldering a variety of responsibilities as part of their work in the organization such as policy making, planning the programs, implementing the programs, collecting funds and coordination with governmental and non-governmental agencies, however limited access to training and skill acquisition was considered a constraint in performing job by the maximum number of respondents (72%). This should be taken care of by the employing organization in order to maximize the performance and output of the organization for which organization is aiming it.

References

1. Lawani BT. NGOs in Development (case study of Solapur District), Rawat Publications, Jaipur; c1999. Retrieved from <https://catalogue.nla.gov.au/Record/1365100>
2. Rajasekhar D. Non-Governmental Organisations (NGOs) in India: Opportunities and Challenges (No. 66); c2000. Retrieved from http://www.isec.ac.in/Non_governmental_organisations_in_India.pdf
3. Renu Kumari, Ramesh Chandra Rai, Arunima Kumari. Constraints Faced by NGOs in Empowering Rural Women. *Int. J. Curr. Microbiol. App. Sci.* 2018;7(05):2482-2487. Doi: <https://doi.org/10.20546/ijcmas.2018.705.285>
4. Collins CJ, Smith KG. Knowledge exchange and combination: The role of human resource practices in the performance of high technology firms. *Academy of Management Journal.* 2006;49(3):544-560.