An Empirical Study on Employees' Ethnic Characteristics and Behavioural Patterns of Work Ethos among Select Manufacturing and Service Sectors in Coimbatore District, Tamil Nadu, India

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Abstract- This present study analyses the ethnic characterizes of the migrated workers from various states to Tamil Nadu and also from various districts of Tamil Nadu to Coimbatore district for employment purpose. The relationship between ethnic characteristics and behavioural patterns of work ethos – self-conscious, honesty, self-esteem, assertiveness, relationship with peers / work groups / supervisors and sense of teamwork / player in the work place is also studied. The data is collected from 838 ethnic workers using census sampling method. The data analysis is done using different tools like SPSS-20, simple percentage analysis ANOVA, Means Score and Regression. Opportunities may be created to work in collaborative environment which is suitable for working different ethnic groups in the same organization.

Index Terms- Behavioural Patterns of work ethos, Ethnic characteristics, manufacturing and service sectors, socio-economic factors and states.

I. INTRODUCTION

Any organization can withstand the competition in its respective fields only with the effectual and effective co-operation of its employees. If the work force in the organization is disciplined and single-minded in the goals and fulfilment of the expectations, the well-being of the organization and its employees is taken care of. The work ethos of the employees is the set of beliefs, values, ideologies, principles and assumptions, which govern how employees behave in the organizations. The work ethos has a strong influence on the employees in the organization and dictates how they have to behave, act, and perform their respective jobs individually and as a team. It is one of the factors determining the success of the organization. The work ethos provides a sense of unity and understanding towards each other, promoting better communication and less conflict among the employees. It helps to motivate the employees to work better and be loyal to the organization. If they assume themselves as part of the organization, then they can contribute the maximum level of efficiency to the entity's success. This study is to analyze the ethnic characteristics of sample employees and assess the perception of behavioural patterns that influence work ethos at manufacturing and service sector industries in Coimbatore district.

II. SCOPE OF THE STUDY

This study is meant to analyze the ethnic characteristics of the samples who have migrated from various states and districts to the district of Coimbatore in Tamil Nadu working in the manufacturing and service sectors. It analyzes the relationship between the ethnic characteristics and work ethos such as self-conscious, honesty, self-esteem, assertiveness, relationship with peers / work groups / supervisors and sense of teamwork / player etc.

III. OBJECTIVES OF THE STUDY

The following are the objectives of the study:
1. To present the socio-economic factors of the sample respondents
2. To present the analysis of variance between socio-economic factors and behavioural patterns of work ethos.
3. To present the impact of socio-economic factors to the behavioural patterns of work ethos.

IV. SIMPLE PERCENTAGE ANALYSIS

Four hundred and fifty-two (53.9%) respondents belong to the age group of 21 - 34 years. One hundred eighty-five (22.1%) respondents belong the age group of 35 - 44 years. One hundred and sixty-seven (67.7%) respondents belong the age group of 45 - 54 years and the remaining fifty-five (6.6%) respondents come under the age group of 55 - 64 years. Five hundred and sixty-seven (67.7%) respondents are men and the remaining two hundred and seventy-one (32.2%) respondents are women.

One hundred and four (12.4%) respondents are working in a General Engineering company, one hundred and two (12.2%) respondents are working in a Pumps and Motors company. One hundred and nine (13.2%) respondents are working in a Textile company and one hundred and eleven (13.2%) respondents are working in a Foundry. One hundred and two (12.2%)

respondents are working in a Hotel and a Hospital. One hundred and one (12.1%) respondents are working in two Retail Industries and the remaining one hundred and seven (12.8%) respondents are working in a construction sector.

Table 1 Socio-Economic Factors of the Respondents

Variable	Details	Number of Respondents (%)	Variable	Details	Number of Respondents (%)
Age Group	21 Years to 34 Years	452 (53.9) *	Family Type	Nuclear	644 (76.9) *
	35 Years to 44 Years	185 (22.1)		Joint	194 (23.1)
	45 Years to 54 Years	146 (17.4)	Family Size of	Less than 5 members	560 (66.8)*
	55 Years to 64 Years	55 (6.6)		6 to 8 members	213 (25.4)
Gender	Male	567 (67.7)*		More than 8 members	65 (7.8)
	Female	271 (32.3)	Employment Status	Permanent	332 (39.6)*
Nature of Industry	General Engineering	104 (12.4)		Temporary	203 (24.2)
	Pumps and Motors	102 (12.2)		Contract Basic	303 (36.2)
	Textile	109 (13.0)	Monthly Income	Less than Rs. 10,000	667 (79.6)*
	Foundry	111 (13.2)*		Rs. 10,001 to Rs. 20,000	147 (17.5)
	Hotel	102 (12.2)		Rs. 20,001 to Rs. 30,000	18 (2.1)
	Hospital	102 (12.2)		Rs. 30,001 to Rs. 40,000	3 (0.4)
	Retail	101 (12.1)		Above Rs. 40,000	3 (0.4)
	Construction	107 (12.8)	Marital Status	Married	468 (55.9)*
* Majority				Unmarried	370 (44.1)
Total Respondents					838

From the above Table 1, it is observed that six hundred and sixty-seven (79.6%) of them have a monthly income of less than Rs. 10,000, one hundred and forty-seven (17.5%) respondents have a monthly income between Rs. 10,001 and Rs. 20,000. Eighteen (2.1%) respondents have a monthly income between Rs. 20,001 and Rs. 30,000. Three (0.4%) respondents have a monthly income between Rs. 30,001 and Rs. 40,000 and three (0.4%) respondents have a monthly income of more than Rs. 40,000.

Six hundred and forty-four (76.9%) respondents belong to nuclear family and the one hundred and ninety-four (23.1%) respondents belong to joint family. Five hundred and sixty (66.8%) respondents' family size is less than 5. Two hundred and thirteen (25.4%) respondents' family size is 6 - 8 and sixty-five (7.8%) respondents family size is more than 8.

Three hundred and thirty-two (39.6%) of them are permanent employees. Two hundred and three (24.2%) of them are temporary employees and the three hundred and three (36.2%) of them are working on contract basis.

Dimensions and Variables of Behavioural Patterns of Work Ethos

Six dimensions are designed by the researcher to measure the Behavioural patterns of work ethos. Ten variables (statements) are formulated for each dimension and listed in the table 2. Likert's five-point scale is used to measure the Behavioural patterns of work ethos. This five-point score is used for ANOVA and Regression Analysis.

Table 2 Behavioural Patterns of Work Ethos

Sl. No.	Dimensions					
	Views on Self-Consciousness	Views on Honesty	Views on Self-Esteem	Views on Being Assertive	Views on Relationship With Peers , Work Groups, Superiors	Views on Sense Of Teamwork / Player
1.	I look at the bright side of work life	I believe that honesty shows maturity and self-acceptance	I feel comfortable with myself	I always say what I think	I believe that in my work co-workers will work together	I prefer to work as part of a team
2.	I analyze my motives constantly	I know that honesty attracts honesty	I just know that I will be a success	I am not afraid of making criticism	I believe that supervisors solve the problems quickly without resorting to anger	I know that my group works well together
3.	I try to examine myself objectively	I believe that honesty can keep you out of trouble	I do not let others lord it over me	I take control of things	I know that my supervisor praises me if I do a job well	I know that better decisions are made in a group than by individual
4.	I look for positive meaning in everything	I know that honesty fosters courage	I know my own strengths and weaknesses	I can take strong measures with regard to work	I can feel that my supervisor promotes team morale	I know that working with a group is better than working alone
5.	I do not take into heart the destructive criticism about me	I know that honesty creates a circle of love	I question my ability to do my work properly	I am not easily frustrated	I should cultivate an intimate relationship with my supervisor	I know that my contribution to my group is very important
6.	I behave in a way that it is socially acceptable	I believe that honesty gives one social dignity	I can make my dreams a reality	I will not compromise my principles	I always cooperate with my colleagues	I know working in a group gives one immense self-confidence
7.	I do not exploit the sentiment of others	I know that honesty speaks volumes in support of one at the work spot	I have the strength to face the challenges of life	I do not allow others to cow me down	I respect work ethos	I know that one's views are respected in a team
8.	I do not turn the opportunities of others to my own benefit	I believe that honesty secures all the values of life	I am always optimistic in my views	I do not hesitate to point out the mistakes of others	I understand that my supervisor advises me for my welfare	I know the values of teamwork

Sl. No.	Dimensions					
	Views on Self-Consciousness	Views on Honesty	Views on Self-Esteem	Views on Being Assertive	Views on Relationship With Peers , Work Groups, Superiors	Views on Sense Of Teamwork / Player
9.	I do not impose my ethnic beliefs on others	I know that honesty is never defeated by any unnatural powers	I do not let the policies of others to disturb me	I can control myself as well as others	I know that my colleagues have a good opinion about me	I have a mind either to be a member of a team or to be the leader of the team
10.	I am conscious that everyone has a right to follow their beliefs	I believe that honesty makes a man a man	I can guide others if I get a chance	I believe that performance is more important than mere words	I discharge my duties to the satisfaction of my superiors	I know that the results of the teamwork is highly valuable
Mean	43.51	**43.81**	43.58	44.31	43.41	43.59
SD	5.062	**4.775**	4.799	4.559	5.170	4.985

The mean score and standard deviation are calculated to measure the highest score of the above five dimensions. The respondents are given highest score for **Views on Honesty** and the standard deviation is also very less in this dimension. It is concluded that the **Views on Honesty** highly influences the Behavioural patterns of work ethos.

V.   ANALYSIS OF VARIANCE

Analysis of Variance (ANOVA) is a hypothesis-testing technique used to test the equality of two or more population means by examining the variances of samples that are taken. ANOVA allows one to determine whether the differences between the samples are simply due to random error whether there are systematic treatment effects that cause the mean in one group to differ from the mean in another.

ANOVA is based on comparing the variance (or variation) *between* the data samples to variation *within* each particular sample. If the between variation is much larger than the within variation, the means of different samples will not be equal. If the between and within variations are approximately the same size, then there will be no significant difference between sample means.

VI.   HYPOTHESIS

The following is the hypothesis framed by the researcher to find out whether there exists any difference between the variables.

H1 : There exists no difference between the age group, gender, education, marital status, employment type, family type, number of children in the family, siblings, experience in the organization, nature of the industry, status of the employment, current category and monthly income of the sample respondents and the behavioural patterns of work ethos.

Significance in the Difference in the Mean Scores Within and Between Groups

Table 3 : Analysis of Variance [ANOVA]

		Sum of Squares	df	Mean Square	F	P- Value
Age	Between Groups	2.281	3	.760	2.441	.063
	Within Groups	259.810	834	.312		
	Total	262.091	837			
Gender	Between Groups	.005	1	.005	.015	.902
	Within Groups	262.086	836	.313		
	Total	262.091	837			
Education	Between Groups	1.657	5	.331	1.059	.382
	Within Groups	260.433	832	.313		
	Total	262.091	837			
Marital Status	Between Groups	1.987	3	.662	2.124	.096
	Within Groups	260.103	834	.312		
	Total	262.091	837			
Employee Type	Between Groups	.521	2	.260	.831	.436
	Within Groups	261.570	835	.313		
	Total	262.091	837			
Family Size	Between Groups	1.439	4	.360	1.150	.332
	Within Groups	260.651	833	.313		
	Total	262.091	837			
Children in the Family	Between Groups	1.128	4	.282	.900	.463
	Within Groups	260.963	833	.313		
	Total	262.091	837			
Siblings	Between Groups	.799	7	.114	.362	.924
	Within Groups	261.290	829	.315		
	Total	262.088	836			
Experience in the Current Organization	Between Groups	4.016	5	.803	2.589	.025
	Within Groups	258.075	832	.310		
	Total	262.091	837			
Nature of the Industry	Between Groups	47.268	7	6.753	26.090	.000
	Within Groups	214.822	830	.259		
	Total	262.091	837			
Status of the Employment	Between Groups	2.699	3	.900	2.893	.035
	Within Groups	259.392	834	.311		
	Total	262.091	837			
Current Category	Between Groups	.465	3	.155	.494	.687
	Within Groups	261.626	834	.314		
	Total	262.091	837			
Monthly Income	Between Groups	.465	3	.155	.494	.687
	Within Groups	261.626	834	.314		
	Total	262.091	837			

It is clear from the above Table 3 that the calculated P-value (0.001) of behavioural patterns of work ethos is greater than 0.05 at 5% significance level. Therefore the null hypothesis is accepted. It is concluded from the above analysis that there exists no difference between the age group, gender, education, marital status, employment type, family size, children in the family, siblings and behavioural patterns of work ethos. But there exists a difference between experience in the organization, nature of the industry, status of the employment and behavioural patterns of work ethos.

VII.   REGRESSION ANALYSIS

Dependent Variable: behavioural patterns of work ethos
Independent Variables : Age group, Gender, Marital Status, Family - size, Children in the Family, Siblings, Monthly Income, Nature of the Industry, Experience in the Organization, Education, and Employment Status.

Table 4 : Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.778[a]	.605	.601	.31404

a. Predictors: (Constant), Age, Gender, Education, Marital, Family - type, Family Size, Children in the Family, Siblings, Experience in the Organization, Nature of the Industry and Employment Status.

The Regression analysis was done by regressing behavioural patterns of work ethos on the independent variables - Age group, Gender, Marital Status, Family size, Type of Family, Children in the Family, Siblings, Monthly Income, Nature of the Industry, Experience in the organization, Education, and Employment Status. The output in terms of model summary giving R square, ANOVA testing linear relationship on an overall basis, and testing significance for individual coefficients of the linear model are delineated in the table 4 – 6.

From the Table 4, it can be seen that the adjusted R squared value is pretty high (0.778), which means that 77.8% of the changes of behavioural patterns of work ethos are explained by the independent variables.

Table 5 : ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	125.075	10	12.508	126.824	.000
	Residual	81.560	827	.099		
	Total	206.635	837			

a. Dependent Variable: VAR00001
b. Predictors: (Constant), Age, Gender, Education, Marital, Family type, Family size, Children in the Family, Siblings, Experience in the Organization, Nature of the Industry and Employment Status.

From the results of Table 5, it emerges that the results are significant. Hence, it can be concluded that the null hypothesis H01 stands rejected. Since the Employees Ethinic Characteristics and Behavioural Patterns of Work Ethos is highly significant, validating the linear regression model on an overall basis, we now proceed to find out the effect of each independent variable that impacts the dependent variables (self-consciousness, honesty, self-esteem, assertiveness, relationship with peers / work groups / supervisors and sense of teamwork / player).

Table 6 : Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.651	.079		8.240	.000
	Age	.012	.014	.024	.904	.366
	Gender	-.022	.024	-.020	-.893	.372
	Education	.039	.010	.106	3.993	.000
	Marital	-.002	.006	-.006	-.253	.801
	Family Type	.091	.027	.077	3.307	.001
	Family Size	-.061	.018	-.081	-3.398	.001
	Experience in the current Organization	-.017	.014	-.035	-1.228	.220
	Nature of the Industry	.167	.005	.768	30.773	.000
	Employment Status	-.009	.016	-.015	-.551	.582
	Monthly Income	-.015	.025	-.016	-.609	.543
a. Dependent Variable: behavioural patterns of work ethos						

The table 6 shows whether the independent variables have a significant impact on the behavioural patterns of work ethos. It is clear that all the variables except age group, gender, marital status, experience in the organization, employment status and monthly income of the respondents have a significant impact on the behavioural patterns of work ethos (levels of significance at the 5%).

VIII. FINDINGS

Majority (53.9%) of the respondents come under the age group of 21 - 34 years. Majority (67.7%) of the respondents are men. Majority (13.2%) of the respondents are working in a foundry. Majority (76.9%) of the respondents live in nuclear families. Majority (66.8%) of the respondents have less than 5 members in their families. Majority (39.6%) of the respondents are permanent employees. Majority (79.6%) of the respondents' monthly income is less than Rs. 10,000 and majority (55.9%) of the respondents is married.

As per the analysis of variance there exists no difference between age group, gender, education, marital status, employment type, family size, children in the family, siblings and behavioural patterns of work ethos. There exists a difference between the experience in this organization, nature of the industry, status of the employment and behavioural patterns of work ethos.

It is clear that the variables educational qualification, family type, family size, children in the family, siblings, and nature of the industry of the respondents have a significant impact on the behavioural patterns of work ethos (levels of significance at the 5%).

IX. SUGGESTIONS

The positive work ethos of employees leads to minimize the individual conflicts among the employees and enhance co-operation and unity among the employees. Therefore the top level management should take necessary steps to create a suitable multi-cultural environment within the organization which is necessary for employing the people from various ethnicity backgrounds.

Opportunities may be created to work in collaborative environment which is suitable for working different ethnic groups in the same organization.

There is no positive impact of age group, gender, marital status, experience in this organization, employment status and monthly income of the respondents with behavioural patterns of work ethos. The behavioural patterns of work ethos influence the workers' performance in production. The organizations have to take some steps to develop the employees' ethnic characteristics and behavioural patterns of work ethos to get positive output.

X. CONCLUSION

Efficient and skilful employees are crucial to the success of a growing organization. A Human Resource Manager must be able to recognize this factor and find out the good from the bad. An employer who consistently demonstrates good work ethos can be an invaluable asset. It is expected of every employer to have the ability to locate the efficient and skilful and dedicated employees, treat them well, and work with them to achieve the goals of the organization.

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