

# A Comparative Study of Manufacturing and Service Sector Organizations to check effectiveness of Information Sharing and Communication at workplace between Employees and Organization

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## ABSTRACT

*The purpose of the study is to examine the effectiveness of workplace information sharing and communication between employees and organization in the manufacturing and service sector organizations. A sample of 400 respondents from both manufacturing and service sector organizations was taken. The study applied T-test and ANOVA to examine the effectiveness of workplace information sharing and communication between employees and organization. The present study found that employees working in manufacturing sector are more agree that information sharing and proper communication channel in organization increase the effectiveness of work and productivity of skilled employees. Further the more significant values are found in service sector organization. The conclusion is that information sharing and communication with the internal employees makes a significant contribution to a fully developed organization and should be consider as important HR practice.*

**Keywords:** Information sharing, communication, human resource management practice, manufacturing sector, service sector.

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## INTRODUCTION

Communication is the lifeblood for smooth functioning of an organization. Without effective communication, Organizations will drift without direction like a ship without a rudder. With effective and proper communication, organizations help empower their employees to succeed and accomplish organizational goals and face the outer challenges effectively. The companies identified as being best do an excellent job of listening to employee input, which helps these companies to keep highly skilled employees in the organization.

Nothing would be accomplished without workplace communication. Instructions could not be given; equipment's and supplies could not be ordered; progress could not be measured; and products and services could not be delivered to customers. Even the five functions of

Management, that are, Planning, Organizing, Staffing, Leading, and Controlling are all dependent on communication (Drucker 1954). According to Clutter buck (2008) the smooth functioning of a workplace is dependent on cooperation between co-workers and, in order to cooperate well, co-workers need to be able to communicate effectively. Good communication must also exist within and between the team as a whole and the rest of the company.

Some of the key roles of effective information sharing and communication within an organization involve 1) provide knowledge regarding change programmes; 2) communicating messages from top management to other levels of organizations; 3) raising awareness of the organization's expectations from their employees; 4) raising or maintaining the credibility of the higher level team; 5) increasing motivation among employees; 6) increasing efficiency and productivity; 7) providing proper feedback channel; and (8) improving communication skills of managers (Tench and

Yeomans 2009). On the other hand communication is the process of effective communication between employees and organization. For an efficient organization it is necessary to create a positive image and provide good working environment in the organization to their employees and possess knowledge time to time to their employees to meet new challenges and changes in this competitive business environment. In other words, communication means the interaction with others with the aim of exchanging information. Then again, at organizational level, information sharing and communication is known as a necessary human resource practice and do required proper communication among organization's management and their employees for their effective and smooth functioning.

## **REVIEW OF LITERATURE**

Ashenafi (2017) reveals that the role of internal communication has more been propelled into the foreground and is becoming ever more visible within Bunna International Bank S.C. The objective was to assess current internal communication of Bunna International Bank S.C and to understand the opinion and perception of employees regarding internal communication. The researcher concluded that an effective internal communication can keep employees engaged in Bunna International Bank S.C. and help the Bank retains its key talent, provide consistent value to its customers, and deliver superior financial performance to its shareholders.

Aguerrebere (2015) explained the conceptual framework of management of the internal communication in hospitals. Researcher review the literature which reveals the corporate, interpersonal, and internal communication performed in hospitals and the proposed strategic management model of hospital. Three conclusions emerge. First, a hospital needs an independent department of internal communication that operates in a strategic and protocol zed manner. Second, internal communication is responsible for disseminating intangibles (brand architecture and communication principles) that positively affect patient perception and the corporate reputation of a hospital. Third, internal communication should improve organizational performance by promoting internal dialogue and teamwork.

Saina and Muya (2013) explains amass understandings of thought leaders in human resource arena in regard to importance of communication as a problem solving tool in any organization. The researcher considers the two major classical theories of organizational communications namely Fredrick Taylor's Scientific Management and Bureaucratic Theory in this research. The researcher concluded from various studies that communication effectively in speaking and writing is useful in all areas of business, such as management, technical, clerical, marketing, HR and social positions. Good communication skills have always given advantages to those who possess them. Organization's activities require human beings to interact and react, that is communication. So, communication is the lifeline of every organization.

Beauty (2013) investigates the factors hindering effective communication between top management and employees at Ilala municipality. The research determines the patterns of communication system in Ilala Municipality, to analyse various challenges to effective communication and to suggest ways of improving communication system in Ilala Municipality. The researcher used qualitative approach because it emphasis on qualities of entities, processes and meaning that cannot be experimentally examined and obtained respondents views, perceptions, and opinions on the communication effectiveness in Ilala Municipal. Data were gathered through questionnaires, documentary review and some structured interview. The findings revealed that majority of the employees said there is no regular staff meetings conducted and therefore is not a commonly used method of communication at the municipal. Inadequate staff meetings lead to failure of employees to learn how to work together in better way, failure to manage conflict more constructively and difficult to show respect to their seniors, co-workers and customers. Failure of staff meetings at work place leads to failure relationships between top management and employees in the Municipal.

Gondal & Shahbaz (2012) examined the importance of Human Resource Management (HRM) and implication of its widely used practices in in three different multinational organizations (Telenor, Silk Bank and CureMD).A cross-sectional study was conducted. A data of 200 respondents was collected through survey questionnaire method. Linear Regression Model is used to analyse the results. The results reveal that HR department should establish effective internal communication system in order to build and maintain quality relationships with employees in the organizations. The results also revealed that to add value to the existing body of knowledge, from which multinational organizations can be benefited, by realizing the importance of interdepartmental communication and HRM practices in the organizations.

Prince et al. (2011) examined the understanding of high performance work systems (HPWSs) by examining the information sharing practices of firms operating in different countries to assess the extent that high-involvement-oriented information sharing in organizations The researcher collect the data from public and private sector organizations from a wide range of countries provide information on HRM policies through a standardized survey. The respondents are HR official. Information sharing was examined using three focus measures: business strategy, financial performance, and organization of work. The results of the analysis support the contention that information sharing practices varies by country, and that cultural similarities based on geographical region exist within the three information content areas of business strategy, financial performance, and organization of work.

Ince and Gül (2011) examine the relationships between the degree of organizational communication and organizational justice perception of employees with the objective of identifying the relationships between employees' demographic features and organizational communication. The sample of 98 employees was taken. The data was analysed by using SPSS 16.0 software program. The findings states that there is a significant relationship between communication and interactive justice and it also reveals that there is a difference on employees' organizational communication degree according to their education status.

Salisand Williams(2010)investigate the adoption of human resources management(HRM) practices that enhance face-to-face communication (FTFC) among which are employees associated with productivity gains. The analysis was done on sample of 500 British trading respondents. The researcher found a positive relationship between productivity and FTFC in problem-solving groups, teams and meetings of senior or line managers and employees. The finding suggests that British workplaces in the trading sector could increase their productivity by implementing HRM practices in such a way as to enhance knowledge sharing through employees' FTFC interactions.

Dolphin (2005) examines the role of internal communications within the relationships between the organization and its employees: the internal audience. It examines the organizational role of internal communications in building and nourishing employee relations, establishing trust among them, providing timely and reliable information to employees to perform and contribution of communication in motivation, change and stress for employees. For the investigation the researcher approached 24 organizations of UK. The conclusion is that internal communications are of increasing importance to UK organizations, that their role is strategic and communication helps them to play there strategic roles.

Miller & Catt (2004)investigate the perceptions of vice presidents of Fortune companies concerning selected communication practices and miscommunication in their companies. To collect relevant data, an appropriate questionnaire consisting of open-ended as well as check-indicator types of questions was used. A majority of the sample surveyed indicated that their companies provide communication training for employees. The finding of the study was that increased coverage of the importance of cross functional interactions in organizations, especially at the undergraduate level, by schools of business appears to be warranted.

### **Objective of the Study**

- ❖ To major objective of the study is to analyze the effectiveness of workplace information sharing and communication between employees and organization in manufacturing and service sector organizations.

### **Hypothesis for the Study**

The following are the hypothesis consider for the study:

- ❖ H1= There is no significant difference between manufacturing and service sector organizations toward Information sharing and Communication.
- ❖ H2= There is no significant difference between manufacturing and service sector organizations toward Information sharing and Communication on the basis of income.
- ❖ H3= There is no significant difference between manufacturing and service sector organizations toward Information sharing and Communication on the basis of age.

## **RESEARCH METHODOLOGY**

### **Research design**

The research was conducted on primary data. Information for the study has been collected from the employees presently working in service sector and manufacturing sector organizations. Opinions of the respondents was rated on five point likert scale from (5) strongly agree to (1) strongly disagree. The analysis is done by applied T-test on nature of organization as study was considering manufacturing and service sector organizations. A comparative analysis was done on the basis of age and income of employees by applied ANNOVA. Further in manufacturing sector questionnaire was send to different kind of manufacturing organizations like Pharmaceuticals, Beverages industries, Textiles and Automobile spare parts and in service sector covers organizations like Banking/Insurance, Tourism, Education and Health/Hospitality A total of 500 questionnaire was distributed but only a sample 400 were found to fit for analysis so a total400(200 manufacturing and 200 service) employees has been taken from service and manufacturing sector organizations.

### **Instrument used for Data Collection**

The population has been divided into four geographical strata as Haryana, Punjab, NCR, and Himachal Pradesh. Employees from above mentioned states have been taken as respondents for the study. After the creation of strata

respondents have been selected randomly from manufacturing and service sector organizations. A pre-tested well designed questionnaire was administered to the respondents. Originality of the online responses decreasing over the time so, the online data has been collected only from trustworthy respondent. For the collection of data a questionnaire has been developed with fourteen statements which explain the opinion of respondent towards effectiveness of information sharing and communication at workplace. After the necessary modifications in the variables which have been used by different researchers in the earlier period. Some of the variables included in questionnaire are self-developed.

**Table 1:**

<b>Statement Code</b>	<b>Items of Information Sharing and Communication (ISC)</b>
ISC1	Proper Communication channels are established for people to report suspected improprieties.
ISC2	Management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties.
ISC3	Management communicates employee's duties and control responsibility in an effective manner.
ISC4	Proper opportunities are available to employees to express their ideas and views frequently to the management.
ISC5	Organization has its own home page and has all necessary information of organization on it.
ISC6	In the organization, the lines of communication are "OPEN" in all the way to top executives.
ISC7	Information is received timely to perform the job and required action for smooth and effective working.
ISC8	Lack of authentic communication process increases the chances of conflict and misunderstanding.
ISC9	A proper communication and information sharing system helps to create a positive image of the organization.
ISC10	Effective communication able to maintain a healthy relationship between employee and employer.
ISC11	Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice.
ISC12	Information about job vacancies is easily available within the organization.
ISC13	Free flow of communication within company and employees.
ISC14	A proper channel of feedback is adopted by the organization.

**Table 2: Demographic Profile of the respondents**

<b>Demographic Profile</b>	<b>Frequency</b>	<b>Percentage</b>
<b>Nature of the Organisation</b>		
Service	200	50
Manufacturing	200	50
<b>Age</b>		
Below 25	133	33.3
25-35	162	40.5
35-45	51	12.8
Above 45	54	13.5
<b>Annual Income</b>		
UptoRs. 5,00,000	148	37.0
Rs. 5,00,001 to Rs. 10,00,000	123	30.8
Rs. 10,00,001 to Rs. 15,00,000	78	19.5
Above Rs. 15,00,000	51	12.8

Table2 explains the demographic profile of the respondents. A sample of 200 respondents was taken from both manufacturing and service sector organizations. Applied T-test on nature of organization (manufacturing and service sector organizations)and ANNOVA is applied on Age which was divided in four parts and maximum frequency of

respondents belongs to age of 25-35. After that more frequency of respondents belongs to age of below 25. Further ANNOVA is applied on annual income which was taken in four slabs and maximum frequency of respondents belongs to the income of up to Rs.5,00,000 i.e.37 per cent and 30.8 per cent were from slab of Rs.5,00,001 to Rs.10,00,000.Only 12.8 per cent respondents having the income above Rs.15, 00,000.

### FINDINGS AND DISCUSSIONS OF THE RESULTS

**Table 3: T-test results across the nature of organizations regarding information sharing and communication.**

Information Sharing and Communication	Manufacturing (N=200)		Service (N=200)		T value	P value
	Mean	SD	Mean	SD		
ISC1. Proper Communication channels are established for people to report suspected improprieties.	3.6750	.87934	3.5300	.85013	1.677	.094
ISC2. Management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties.	3.6400	.92991	3.5950	.83934	.508	.612
ISC3. Management communicates employee’s duties and control responsibility in an effective manner.	3.6250	.97423	3.4800	.95612	1.502	.134
ISC4. Proper opportunities are available to employees to express their ideas and views frequently to the management.	3.5700	1.00506	3.5850	.97855	-.151	.880
ISC5. Organization has its own home page and has all necessary information of organization on it.	3.8800	.94980	3.6800	.94980	3.338*	.001
ISC6. In the organization, the lines of communication are “OPEN” in all the way to top executives.	3.5750	.91023	3.4450	.87797	1.454	.147
ISC7. Information is received timely to perform the job and required action for smooth and effective working.	3.6500	.94974	3.5650	.88866	.924	.356
ISC8. Lack of authentic communication process increases the chances of conflict and misunderstanding.	3.7800	.95717	3.6350	.91431	1.549	.122
ISC9. A proper communication and information sharing system helps to create a positive image of the organization.	3.7700	.90620	3.8200	.90092	-.553	.580
ISC10. Effective communication able to maintain a healthy relationship between employee and employer.	3.8450	.94096	3.5550	.96521	3.043*	.003
ISC11. Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice.	3.6250	1.00470	3.5850	1.03350	.392	.695
ISC12. Information about job vacancies is easily available within the organization.	3.6800	.90092	3.5850	.90380	1.053	.293
ISC13. Free flow of communication within company and employees.	3.5600	.99061	3.5650	.84221	-.054	.957
ISC14. A proper channel of feedback is adopted by the organization.	3.6850	.85406	3.6300	.82249	.656	.512

Source: Primary data      \*significant at .01 level of significance      \*\*significant at .05 level of significance  
\*\*\*significant at .10 level of significance

On the basis of mean values employees are relatively more agreed in manufacturing sector organizations with statements i.e. ISC5 (Organization has its own home page and has all necessary information of organization on it) and ISC10 (Effective communication able to maintain a healthy relationship between employee and employer) than the service sector organizations. In these two statements significant value is found in t-test results at 1 per cent level of significance. On the basis of p-value of these statements hypothesis of no significant difference between manufacturing and service sector organizations toward the information sharing and communication stands rejected. For the statement,ISC13 (Free flow of communication within company and employees) the employees working in service sector organizations are slightly green higher side to the employees of manufacturing sector and for the statement, ISC14 (A proper channel of feedback is adopted by the organization) employees of manufacturing sector organizations are slightly agree on higher side to the employees of service sector. On the basis of p-value of these statements hypothesis of no significant difference between manufacturing and service sector organizations toward the information sharing and communication stands accepted. For the statements, ISC1 (Proper Communication channels are established for people to report suspected improprieties), ISC2 (Management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties.), ISC3 (Management communicates employee’s duties and control responsibility in an effective manner), ISC6 (In the organization, the lines



of communication are “OPEN” in all the way to top executives), ISC7 (Information is received timely to perform the job and required action for smooth and effective working), ISC8 (Lack of authentic communication process increases the chances of conflict and misunderstanding), ISC11 (Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice) and ISC12 (Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice) the employees working in manufacturing sector organizations are highly agree than the employees of service sector organizations. On the basis of p-value of these statements hypothesis of no significant difference between manufacturing and service sector organizations toward the information sharing and communication stands accepted. Further, for the statements ISC4 (Proper opportunities are available to employees to express their ideas and views frequently to the management) and ISC9 (A proper communication and information sharing system helps to create a positive image of the organization), employees of service sector organizations are highly agree than the employees working in manufacturing sector organizations. On the basis of p-value of these statements hypothesis of no significant difference between manufacturing and service sector organizations toward the information sharing and communication stands accepted.

**Table 4: the results of Analysis of variance (ANOVA): A Comparison of manufacturing and service sectors organizations regarding Information Sharing and Communication (ISC) on the basis of income**

Information Sharing and Communication	Manufacturing (N=200)	Service (N=200)
	F-value (p-value)	F-value (p-value)
ISC1. Proper Communication channels are established for people to report suspected improprieties.	2.735 (.045)**	1.974 (.119)
ISC2. Management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties.	1.196 (.312)	3.742 (.012)**
ISC3. Management communicates employee’s duties and control responsibility in an effective manner.	3.120 (.027)**	1.779 (.152)
ISC4. Proper opportunities are available to employees to express their ideas and views frequently to the Management.	1.478 (.222)	1.267 (.287)
ISC5. Organization has its own home page and has all necessary information of organization on it.	2.687 (.048)**	1.362 (.267)
ISC6. In the organization, the lines of communication are “OPEN” in all the way to top executives.	1.658 (.177)	2.973 (.033)**
ISC7. Information is received timely to perform the job and required action for smooth and effective working.	1.196 (.313)	4.902 (.003)*
ISC8. Lack of authentic communication process increases the chances of conflict and misunderstanding.	2.540 (.058)***	2.154 (.095)***
ISC9. A proper communication and information sharing system helps to create a positive image of the organization.	1.027 (.382)	2.165 (.093)***
ISC10. Effective communication able to maintain a healthy relationship between employee and employer.	.621 (.602)	1.555 (.202)
ISC11. Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice.	.754 (.521)	5.347 (.001)*
ISC12. Information about job vacancies is easily available within the organization.	.725 (.538)	3.942 (.009)*
ISC13. Free flow of communication within company and employees.	.968 (.409)	5.245 (.002)*
ISC14. A proper channel of feedback is adopted by the organization.	.737 (.531)	3.385 (.019)**

Source: Primary data      \*significant at .01 level of significance      \*\*significant at .05 level of significance  
\*\*\*significant at .10 level of significance

With regard to the practice of Information Sharing and Communication income wise analysis of variance (ANOVA) results reveals that F-value is found to be statistically significant in manufacturing sector organizations at the 0.05 per cent level of significance in the relation to statements, ISC1 (2.735), ISC3 (3.120), ISC5 (2.687) and 0.10 per cent level of significance in statement ISC8 (2.540) and which is found insignificant in the service sector. The F-value is found statistically significant for the items,ISC2(F=3.742)at the 0.05 level of significance, ISC6 at the 0.05 level of significance ,ISC7 (F=4.902) at 0.01 level of significance, ISC8 (F=2.154) at 0.10 level of significance, ISC9 (F=2.165) at 0.10 level of significance, ISC11 (F=5.347) at 0.01 level of significance, ISC12 (F=3.942) at 0.01 level of significance, ISC13 (F=5.245) at 0.01 level of significance, ISC14 (F=3.385) at the 0.05 level of significance in the service sector organizations only and not found significant in manufacturing sector on the basis of

income of employees. On the basis of F-value of these statements, hypothesis of no significant difference between manufacturing and service sector organizations toward information sharing and communication stands rejected. Further in statements ISC4 and ISC10 no significant value are found thus, hypothesis of no significant difference between manufacturing and service sector organizations toward information sharing and communication stands accepted.

**Table 5: the results of Analysis of variance (ANOVA): A Comparison of manufacturing and service sectors organizations Information Sharing and Communication (ISC) on the basis of age.**

Information Sharing and Communication	Manufacturing (N=200)	Service (N=200)
	F-value(p-value)	F-value (p-value)
ISC1. Proper Communication channels are established for people to report suspected improprieties.	.792 (.499)	5.087 (.002)*
ISC2. Management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties.	1.853 (.139)	4.894 (.003)*
ISC3. Management communicates employee’s duties and control responsibility in an effective manner.	1.062 (.366)	6.378 (.000)*
ISC4. Proper opportunities are available to employees to express their ideas and views frequently to the management.	1.909 (.129)	3.475 (.017)**
ISC5. Organization has its own home page and has all necessary information of organization on it.	3.248 (.023)**	1.586 (.194)
ISC6. In the organization, the lines of communication are “OPEN” in all the way to top executives.	.759 (.518)	3.603 (.014)*
ISC7. Information is received timely to perform the job and required action for smooth and effective working.	3.132 (.027)**	.619 (.604)
ISC8. Lack of authentic communication process increases the chances of conflict and misunderstanding.	2.748 (.044)**	1.848 (.140)
ISC9. A proper communication and information sharing system helps to create a positive image of the organization.	.725 (.538)	2.576 (.055)***
ISC10. Effective communication able to maintain a healthy relationship between employee and employer.	.944 (.420)	.950 (.418)
ISC11. Information sharing and communication is necessary for effective working in an organization, it should be adopted as HR practice.	1.142 (.333)	2.290 (.080)**
ISC12. Information about job vacancies is easily available within the organization.	4.918 (.003)*	5.469 (.001)*
ISC13. Free flow of communication within company and employees.	3.415 (.018)**	3.165 (.026)**
ISC14. A proper channel of feedback is adopted by the organization.	.985 (.401)	1.048 (.372).

Source: Primary data                      \*significant at .01 level of significance                      \*\*significant at .05 level of significance\*\*\*significant at .10 level of significance

With regard to the practice of Information Sharing and Communication age wise analysis of variance (ANOVA) results reveals that F-value is found to be statistically significant in service sector organizations (F-value=5.087), (F-value 4.894), (F-value 6.378) and (F-value 3.603) at the 0.01 level of significance in the relation to item, Proper Communication channels are established for people to report suspected improprieties (ISC1), in the perspective of management take timely and appropriate follow up action on communication received from customers, vendors, regulators, or other external parties (ISC2), in the perspective of the management communicates employee’s duties and control responsibility in an effective manner. (ISC3) and in the perspective of in the organization, the lines of communication are “OPEN” in all the way to top executives (ISC6) which are not found significant in the manufacturing sector organizations. For the items, Proper opportunities are available to employees to express their ideas and views frequently to the management. (ISC4) the F-value (3.475) and A proper communication and information sharing system helps to create a positive image of the organization. (ISC9) are found statistically significant at the 0.05 level of significance in the service sector only. The F-value is found statistically significant at the 0.01 level of significance in both service sector organizations (F-value=5.469) and manufacturing (F-value=4.918) sector organizations in relation to the information about job vacancies is easily available within the organization (ISC12). For the item, free flow of communication within company and employees (ISC13.) also the F-value is found significant in both service sector organizations (F-value=3.165) and manufacturing (F-value=3.415) sector organizations at the 0.05 per cent level of significance. In perspective of ISC5 (Organization has its own home page

and has all necessary information of organization on it.) F-value (3.248) and ISC8 (Lack of authentic communication process increases the chances of conflict and misunderstanding.) F-value (2.748) the F-value is found statistically significant at the 0.05 per cent level of significance in manufacturing sector organizations and not found significant in service sector organizations. On the basis of F-value of these statements, hypothesis of no significant difference between manufacturing and service sector organizations toward information sharing and communication stands rejected. Further in three statements ISC7, ISC10 and ISC14 no significant value are found thus, the hypothesis of no significant difference between manufacturing and service sector organizations toward job sculpting stands accepted.

### CONCLUSION AND SUGGESTIONS

The present study reveals that employees working in manufacturing sector organizations are more agreed in eight statements, where it found in three statements they are slightly on higher side than the employees working in service sector organizations. In three statements results are found almost same, not much difference is found in both the sectors. Only in two statements employees of service sector organizations are more agreed. The income wise analysis of variance (ANOVA) results are found to be statistically significant in eight statements in service sector and in three statements in manufacturing sector organizations. In one statement results are found to be statistically significant at .10 per cent in both the sectors. The age wise analysis of variance (ANOVA) results reveals that in seven statements significant values are in service sector and in only two statement in manufacturing sector significant values are found. Further in two statements significant values are found in both sectors.

Results of the study reveals that the employees working in manufacturing sector are in favour that management should communicates employee's duties and responsibility in an effective manner so they perform them effectively. A proper Communication channels should be established for people to report suspected improprieties to take corrective action timely. Every Organization should have official home page and has all necessary information of organization on it so that it becomes easy to get information. In both sectors flow of information should be timely to perform the job and required action should be taken for smooth and effective working. Effective communication in the organizations helps to maintain a healthy relationship between employee and employer. Feedback is very important for any organization for improvement and proper growth so both sectors should adopt a proper channel of feedback. To implement organizations policies in planned way and clear the employees about organizations expectations from them so that employees perform accordingly it is necessary to opt an information sharing and communication HR practice in the organizations. If the manufacturing and service sector organizations carries out all these measures it will help the organizations to achieve effectiveness at workplace between employees and organizations and create a healthy relations among employees and organizations.

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