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**WORKPLACE FRIENDSHIP: IT'S COMPLICATED**

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**NEW DELHI**

**ABSTRACT**

*Friendships between/among employees are often formed at work. Findings of prior studies have suggested that workplace friendship has a variety of positive functions for both individuals and organizations. Workplace friendship facilitates increased communication, respect, securities, and trust among employees. These rewarding benefits have meaningful implications for the employees' job-related outcomes. Thus, this study will examine the direct effect of workplace friendship, attitude toward their job and its direct and indirect effect on organization and task performance.*

**KEYWORDS**

workplace friendship, job satisfaction, organizational citizenship behavior, turnover intention, absenteeism, task performance.

**INTRODUCTION**

There's no doubt about it if you have good friends at work, you're more likely to enjoy your day at the office. Someone to sit with at lunch, discuss the gossip, empathize over difficult customers- these things oil the wheels of the working days. While some scholars believe that Friendship and socialization at the workplace boost productivity and staff retention, others think they can create problems for both individuals and businesses.

**LITERATURE REVIEW**

Joan S.M. Meyers (2005), suggests that focuses on a successful 30-year-old worker-owned company with more than 200 employees to explain how broad and deep democratic control, a large workforce, and member diversity are brought together. Drawing attention to its combination of training, infrastructure, compensation for management functions, and workplace culture, I argue that an equitable distribution of power and resources does not require hierarchical management, friendship relations, size limits, or member homogeneity. Chun-Te Lin explain that the relationship between job attributes, job position, and workplace friendship. This paper also attempts to expand the ontology of workplace friendship. Premilla D'Cruz, Ernesto Noronha, says that, The study findings help in developing more effective bystander intervention training programmes, apart from advocating the engagement of HRM as a truly unitarist ideology, the development of effective employee redressal mechanisms and the relevance of pluralist approaches and collectivisation endeavours.

Dorothy Markiewicz, Irene Devine, Dana Kausilas, suggest that Interpersonal networks and quality of women and men's close work friendships in three work settings were investigated to assess potential impact of gender socialization and organizational structure factors on patterns of interaction within same-sex and opposite-sex work friendships, and to examine whether friendship quality would predict salary and job satisfaction and if this would differ as a function of the sex of the employee or the friend. David Biggs, Lisa Matthewman, Claire Fultz, (2012) explains to understand, from an individual manager and employee perspective in the UK and USA, what personal experience individuals had on workplace romance and what this meant to them personally and in terms of company policy. Misbah Nasir, Ambreen Bashir, suggests The exact reasons for deviant behaviour in public sector organizations in Pakistan were not identified, thus solutions could not be formulated. This research pin points two major factors due to which deviation at work takes place. This paper is of paramount significance for managers experiencing employee deviance at work in government organizations of Pakistan.

**SOCIALIZING HELPS COLLABORATION**

One thing that's not in doubt is the value of employee engagement and collaboration. By helping people get to know each other, you help them work together. Another thing that's not in doubt is that younger workers expect to have a good time at work. The millennial generation wants to be friends with their co-workers and many older workers want a sociable workplace too. Good relationship with co-workers was the top reason to stay in your job in a survey by the Australian Institute of Management- more popular than job satisfaction.

**DOES FRIENDSHIP CREATE CONFLICT?**

So are workplace friendships a good thing? Well, it's not so simple. Other researchers point to their possible ill-effects: people being distracted from work due to socializing; breach of confidentiality; blurring of boundaries between friendship and work roles; favoritism; clash of roles. But actually, many of those dangers are more a result of poor management cultures than friendship.

**OBJECTIVES OF THE STUDY**

1. To find out whether workplace friendship is really complicated.
2. To find out if it exists then up to which age limit it finds most.
3. To find out whether it effects the performance of employee.
4. To find out whether It is beneficial for the reputation of the organization.

**RESEARCH METHODOLOGY****I. RESEARCH DESIGN**

The research design is exploratory in nature. The study is focused in Delhi NCR region

**II. SAMPLING**

The method of sampling is intercept sampling and the size of sample is 100.

The data have been collected from 100 employees of different offices and MNCs. The area of sampling is Delhi and NCR.

**III. METHODOLOGY**

The statistical tool used for analyzing the tabulated data is SPSS 20. Anova factor analysis is performed to know the significant impact of workplace friendship. The questionnaire was duly filled by the employees of different organizations. The questionnaire was made on likert scale and seven factors have been analyzed.

**IV. HYPOTHESIS CONSIDERED**

Ho :age has significant impact on workplace friendship

H1 : age has no significant impact on workplace friendship

1Ho : occupation/nature of work is the base of workplace friendship

1H1: occupation/ nature of work is not the base of workplace friendship.

**DATA ANALYSIS**

Class	Sum of squares	Df	Mean squares	F	Sig.
Q15					
Between groups	.001	2	.001	.000	1.000
Within groups	128.559	97	1.325		
Total	128.560	99			
Q17					
Between groups	2.878	2	1.439	1.742	.181
Within groups	80.112	97	.826		
Total	82.990	99			

**RESULTS**

The analysis shows that age has significant relation with workplace friendship in India. Further occupation has no significant relation or it doesn't work as the base of friendship. Organizations need to work on their working pattern and somehow it works. It's too natural to have discussion, problem-solution on workplace. One needs to work on their mentality.

**FINDINGS**

- It was observed that the age has a significant relation with the workplace friendship.
- It was again found that the occupation was important, for friendship it generally found that two people of same profession will easily be friends. So base of workplace friendship is no doubtly be the same nature of work.
- Performance of the employees will be depend upon the workplace friendship, it works positive when output was more.
- Employee turnover will also be depending upon the extent of friendship.
- Also absenteeism is an unavoidable constraint.
- Somehow it plays a major role on the reputation or goodwill of the organization.
- It helps in socialization and it always works positive.
- Employees feel motivated and boosted if they found themselves emotional secure.
- For organization's point of view, if socializing and friendships were more than they will criticize organizations policies and go against by forming their groups mutually.

**CONCLUSION**

Friendships between/among employees are often formed at work. Findings of prior studies have suggested that workplace friendship has a variety of positive functions for both individuals and organizations. Workplace friendship facilitates increased communication, respect, securities, and trust among employees. These rewarding benefits have meaningful implications for the employees' job-related outcomes. Thus, this study will examine the direct effect of workplace friendship, attitude toward their job and its direct and indirect effect on organization and task performance.

**LIMITATIONS**

The sample size is restricted to Delhi and NCR only. Generally, employees don't like to share this information. Authenticity is again an issue whether they share the correct information or the chances of manipulation are definitely there.

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In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

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