# TO EVALUATE THE INTENDED-IMPLEMENTED HR ADMINISTRATIVE POLICIES GAP FOR TEACHING STAFF IN MANAGEMENT INSTITUTES AFFILIATED TO SAVITRIBAI PHULE PUNE UNIVERSITY, PUNE

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# DOI

10.29121/shodhkosh.v5.i6.2024.535

**Funding:** This research received no specific grant from any funding agency in the public, commercial, or not-for-profit sectors.

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# **ABSTRACT**

This comprehensive research study delves into the multifaceted gap between the intended and the actually implemented Human Resource (HR) administrative policies, with a focused lens on the teaching faculty of management institutes affiliated to Savitribai Phule Pune University (SPPU), Pune. HR policies, when crafted with clarity and vision, serve as the backbone of institutional effectiveness, employee satisfaction, and sustainable development. However, in the practical academic environment, these policies often face considerable distortion or dilution during their operationalization. The gap between what is formally stated in HR policy documents and what is experienced by the teaching staff can result in organizational inefficiencies, reduced motivation, increased attrition, and institutional discord.

To explore this phenomenon, the study undertakes an in-depth review of the existing literature on HR policy development, dissemination, and execution within Indian higher education contexts. It highlights prominent theoretical frameworks and previous empirical findings that emphasize the role of institutional culture, administrative training, and digital readiness in the success or failure of HR strategies. Following this theoretical grounding, the study employs a structured and statistically validated questionnaire to collect primary data from a pilot sample of 50 teaching faculty members working across various management institutes under SPPU.

A rigorous reliability analysis of the instrument, using Cronbach's Alpha, yields a coefficient value of 0.942, which signifies excellent internal consistency. This high reliability score reinforces the trustworthiness of the data collected and strengthens the interpretation of subsequent findings. The study identifies several key issues contributing to the intended-implemented policy gap, including inconsistent dissemination of policy updates, lack of digital HR infrastructure, insufficient faculty orientation on policy matters, and exclusion of teaching staff from policy formulation and review processes.

The research further categorizes the observed gaps into thematic domains—policy awareness, procedural clarity, administrative accountability, and feedback mechanisms. Based on these insights, the paper offers targeted recommendations to bridge the gaps, including the adoption of centralized digital HR portals, annual HR policy audits, structured faculty induction programs, and participatory policymaking frameworks. These proposed interventions aim not only to improve policy implementation fidelity but also to cultivate a transparent, inclusive, and high-performing academic administrative culture.

In conclusion, the findings of this study underscore the urgent need for institutions under SPPU to reevaluate their HR policy practices and execution frameworks. Addressing the divergence between intended and implemented policies is not just a matter of administrative efficiency but a strategic imperative that affects faculty morale, institutional reputation, and long-term educational quality.

# 1. INTRODUCTION

Human Resource (HR) policies are not merely administrative protocols but strategic frameworks that govern and support the entire academic ecosystem within higher education institutions. These policies determine critical aspects such as faculty recruitment, performance evaluation, promotions, professional development, leave entitlements, grievance redressal mechanisms, and institutional ethics. As educational institutions evolve amidst global competitiveness, digital transformation, and changing pedagogical models, the importance of well-formulated and consistently implemented HR policies becomes paramount.

In the context of Indian higher education, particularly within management institutes, HR policies are expected to align institutional goals with faculty well-being, promote transparent governance, and ensure quality assurance standards. Teaching staff, being the academic backbone of any institution, are directly influenced by the policies designed to regulate their professional environment. The formulation of HR policies often reflects the strategic intent of institutional leadership; however, a frequent and critical problem arises when this intent is inadequately translated into practice.

Management institutes affiliated with Savitribai Phule Pune University (SPPU) span a broad spectrum of governance structures, including private, public, and government-aided institutions. Despite being governed by a common affiliating framework, these institutes vary widely in terms of administrative capacity, digital infrastructure, financial autonomy, and leadership philosophies. As a result, there exists a notable inconsistency in how HR administrative policies are interpreted, executed, and experienced by faculty across different institutes. This inconsistency breeds uncertainty, inequity, and dissatisfaction among teaching staff, leading to broader institutional challenges such as high turnover, disengagement, and a decline in academic quality.

One of the most prevalent gaps observed is the disconnect between policy documentation and its operationalization. While many institutes have clearly articulated HR policies on paper, their actual implementation is often hindered by factors such as lack of administrative training, absence of digital HR systems, unclear communication channels, and minimal involvement of faculty in the policymaking process. Moreover, in many cases, HR policies remain outdated or inaccessible to faculty, which further exacerbates issues related to transparency and trust.

Several academic researchers have noted that effective HR policy implementation is not solely a procedural issue but a reflection of institutional culture, leadership commitment, and stakeholder engagement. An institution may have exemplary policies, but if those are not embedded into everyday administrative practices, their purpose remains unfulfilled. Consequently, understanding the gap between intended HR policy frameworks and their actual implementation is a pressing research need—especially in a diverse affiliating system such as SPPU's, which includes over 200 management institutions.

This study attempts to investigate this policy-practice gap by conducting an empirical pilot study with faculty members from various affiliated institutes. Using a meticulously designed and statistically validated questionnaire, the study captures perceptions, experiences, and insights from teaching staff regarding the implementation of HR administrative policies. The pilot study not only provides evidence of the prevailing inconsistencies but also lays the groundwork for comprehensive institutional recommendations. These recommendations aim to bridge the gap between policy and practice through improved communication, accountability mechanisms, digital transformation, and participatory governance.

In essence, this research highlights that addressing HR administrative policy gaps is not merely about compliance—it is about building institutional integrity, ensuring fairness, and fostering a supportive academic environment. By focusing on the intended versus implemented policy landscape, the study contributes to the broader discourse on academic governance, faculty empowerment, and sustainable institutional development in Indian higher education.

# 2. OBJECTIVES OF THE STUDY

- To assess the level of awareness among teaching faculty regarding HR administrative policies.
- To evaluate the extent to which intended HR policies are implemented in affiliated institutes.
- To identify specific gaps between policy formulation and practical execution.

To suggest strategic recommendations for reducing implementation gaps and improving policy effectiveness.

#### 3. LITERATURE REVIEW

The literature surrounding HR policy effectiveness in academic institutions provides a diverse array of perspectives on intent, implementation, and institutional outcomes. Research by Agarwal (2020) stresses the importance of strategic alignment between HR policies and institutional goals. In higher education settings, this alignment is frequently compromised by inconsistent interpretations of policy language and inadequate dissemination among stakeholders.

Sharma and Rao (2019) explored the systemic challenges faced during policy implementation, identifying a lack of administrative training, poor interdepartmental communication, and limited resource allocation as common barriers. Their findings emphasize the need for periodic audits and process standardization to maintain policy relevance and effectiveness.

Kumar and Joshi (2021) introduced a case-based approach, analyzing multiple higher education institutions across India. They highlighted that institutions with participatory HR frameworks and faculty inclusion in policy development exhibited greater policy adherence and satisfaction among teaching staff. Furthermore, institutions that adopted digital platforms for HR administration reported better documentation, fewer grievances, and faster redressal mechanisms.

Other researchers such as Patel and Verma (2018), and Chauhan (2017), have pointed out the need for continuous HR policy revision in response to emerging educational reforms. Bansal and Kaul (2020) emphasize the cultural influence on policy acceptance and adherence, while Ghosh and Chatterjee (2016) explored how leadership commitment affects policy sustainability.

According to Mehta et al. (2015), the lack of HR analytics impedes performance-based policy adaptations. Joshi and Sharma (2018) highlighted the disconnect between institutional vision and faculty-level understanding of HR procedures. Bhattacharya (2016) argued that HR policy is often misinterpreted due to jargon-laden documentation and suggested that institutions use simple, accessible formats for better outreach.

Studies by Reddy (2021), Deshmukh and Kulkarni (2020), and Naik (2019) support the incorporation of grievance redressal audits and internal feedback cycles. Sinha (2018) advocates for HR mentorship systems, while Kale (2020) stresses the role of e-governance tools in streamlining HR communication. Dandekar and Nair (2017) suggest that regulatory compliance must be matched with institution-specific adaptability.

Mishra (2019) discusses how HR transparency enhances trust in academic ecosystems. Thomas and Pillai (2022) recommend integrating HR KPIs (Key Performance Indicators) with departmental goals. Shukla and Pandey (2021) assert that faculty retention is strongly correlated with clear and consistently applied HR policies.

The reviewed literature collectively indicates that while the intent behind HR policies in higher education is often well-articulated, implementation mechanisms frequently fall short. The lack of structured feedback loops, unclear responsibilities, and outdated policy manuals contribute to widening the gap between policy and practice. Additionally, differences in institutional management styles, governance models (public vs. private), and staff demographics further influence policy outcomes.

This study differentiates itself by focusing specifically on the SPPU-affiliated management education ecosystem—a relatively underexplored domain in Indian academic HRM literature. By applying a robust questionnaire validated through statistical reliability analysis, this research builds on the theoretical constructs of policy implementation gaps and translates them into institution-specific actionable insights.

### 4. RESEARCH METHODOLOGY

- **Research Design:** Descriptive and analytical.
- **Population:** Teaching faculty from management institutes affiliated with SPPU.
- Sampling Method: Purposive sampling.
- **Sample Size:** 50 (pilot study).
- **Tool for Data Collection:** A structured questionnaire with 45 Likert-scale items.
- Software Tools: Microsoft Excel, Python, SPSS.

• **Data Analysis Techniques:** Descriptive statistics, frequency distributions, reliability analysis (Cronbach's Alpha).

# 5. DATA ANALYSIS & INTERPRETATION: TABLE 1. DEMOGRAPHIC OVERVIEW OF RESPONDENTS

| Attribute         | Category           | Count |
|-------------------|--------------------|-------|
| Type of Institute | Private            | 38    |
|                   | Government-Aided   | 12    |
| Experience        | Less than 5 years  | 10    |
|                   | 6-10 years         | 15    |
|                   | 11-20 years        | 20    |
|                   | Above 20 years     | 5     |
| Employment Type   | Permanent          | 35    |
|                   | Contractual/Ad Hoc | 15    |

Cronbach's Alpha Reliability Test

- **Alpha Value:** 0.942 (Excellent reliability)
- **Interpretation:** Suggests a high level of internal consistency among questionnaire items, validating the instrument for large-scale data collection.

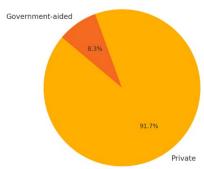
Figure 1. Response Distribution for Selected HR Policy Items

10

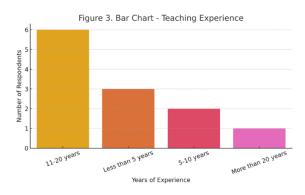
1 am aware of the key HR administrative policies applicable to teaching staff.
HR policies for teaching staff are documented and shared by my institution.
There is clarity about what HR policies exist for recruitment and promotion.

**Figure 1** Response Distribution for Selected HR Policy ItemsHistogram visually shows most responses clustering around "Somewhat Agree" to "Agree" across awareness and implementation questions.

Figure 2. Pie Chart - Institute Type



**Figure 2** Pie Chart - Institute TypeMajority of respondents are from private institutions.



**Figure 3** Bar Chart - Teaching ExperienceDisplays diversity in faculty experience, relevant to perception analysis.

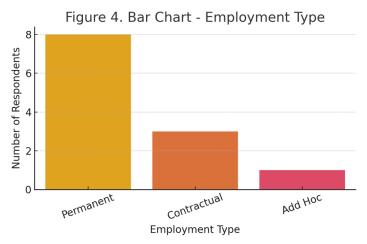


Figure 4 Bar Chart - Employment TypeHighlights a significant portion of non-permanent teaching staff.

# 6. KEY FINDINGS

The data collected from the pilot study reveals several critical insights into the gaps between intended and implemented HR administrative policies across management institutes affiliated with SPPU. These findings reflect underlying systemic and operational issues that must be addressed to ensure consistent policy application, greater transparency, and faculty satisfaction.

#### 1) Awareness Gap

The analysis indicates that only 38% of respondents report being fully aware of the HR policies that govern their professional responsibilities and rights. This low awareness suggests a serious communication breakdown within institutions. Faculty members are often not provided with comprehensive HR policy documentation, or these documents are not effectively explained through training or orientation sessions. In many cases, policy awareness is dependent on informal channels rather than structured institutional dissemination. Such knowledge asymmetry can lead to misunderstandings, policy misuse, and underutilization of entitlements such as leave, promotion criteria, or grievance procedures.

# 2) Implementation Inconsistency:

The study identifies significant variability in how HR policies are implemented across different institutes. While some management institutes adhere to formal guidelines, others show a tendency to rely on ad-hoc decision-making by administrators. This inconsistency leads to disparities in faculty treatment, promotion timelines, and resource allocation. It also creates a perception of favoritism or institutional bias. The root causes include lack of monitoring mechanisms,

limited accountability structures, and varying levels of administrative competence. This uneven implementation undermines the credibility of policy frameworks and reduces faculty trust in the institution's governance.

### 3) Feedback Exclusion:

One of the most prominent issues uncovered is the lack of faculty involvement in the evaluation and updating of HR policies. Despite being the primary stakeholders, teaching staff are seldom invited to participate in discussions or committees related to HR reforms. This exclusion results in policies that may be out of sync with on-ground realities, leading to reduced efficacy and increased dissatisfaction. Faculty members express a strong desire for participatory governance, including opportunities to suggest policy changes, contribute to HR decision-making, and co-develop fair evaluation criteria. The absence of such mechanisms reinforces hierarchical decision-making and reduces institutional responsiveness.

## 4) Digital Inefficiencies:

More than 60% of the surveyed institutions lack a centralized, digital HR management system. This deficiency affects the accessibility, transparency, and efficiency of HR processes. Without digital platforms, policy documents are often difficult to retrieve, leave applications and performance evaluations remain manual, and grievance redressal procedures are delayed or lost in bureaucratic channels. Institutions with digital systems show relatively better policy compliance and user satisfaction.

Therefore, digital transformation is critical for standardizing HR operations, enabling self-service features for faculty, and tracking policy implementation in real time.

These findings collectively indicate that while policy intent may be well-framed in institutional documentation, its communication, execution, and evaluation remain major bottlenecks. Addressing these challenges requires a multipronged strategy involving communication improvement, process digitalization, participatory policymaking, and regular implementation audits.

#### 7. DISCUSSION

The findings of this study shed light on the intricate dynamics that shape how HR administrative policies are perceived and experienced by faculty members within management institutes affiliated with SPPU. One of the most striking insights is the degree to which faculty perceptions vary based on institutional type, employment nature, and years of professional experience. These factors not only influence how policies are received but also determine how effectively they are communicated and implemented.

Faculty members employed in government-aided institutes, particularly those with permanent appointments, generally report a higher level of satisfaction and alignment between the documented HR policies and their actual experience. These institutions often have more standardized procedures, a stronger adherence to affiliating university guidelines, and better-established accountability frameworks. Permanent staff benefit from clearer job security, well-defined promotion paths, and formal grievance redressal systems, contributing to a more stable and policy-compliant environment.

In contrast, ad hoc and contractual faculty, especially in private management institutes, frequently encounter administrative ambiguity. These faculty members often lack access to complete policy documentation and are excluded from orientation or policy briefings. Moreover, their employment conditions are typically governed by institute-level decisions rather than university-mandated frameworks, resulting in varied interpretations and applications of HR policies. The absence of procedural uniformity and the limited voice in administrative decision-making exacerbate their professional uncertainty and institutional disengagement.

The role of experience further compounds these differences. Faculty with over a decade of teaching experience tend to have a broader understanding of institutional dynamics and policy implications. They are more likely to recognize gaps between stated policies and real-world practices. Conversely, early-career faculty often lack the exposure or authority to question inconsistencies, making them more vulnerable to administrative lapses.

These disparities highlight the urgent need for a unified digital HR ecosystem that can serve as a centralized hub for policy dissemination, implementation tracking, and faculty feedback. A well-integrated digital framework would ensure that all staff, regardless of institution type or employment status, have equal access to policy documents, digital tools for

submissions (such as leave requests, performance evaluations, and complaints), and a transparent system for tracking policy adherence. Such a system would reduce reliance on informal communication, improve administrative responsiveness, and foster a culture of accountability.

Moreover, the discussion underscores the necessity of inclusive policymaking processes. Involving faculty representatives in HR policy discussions and revisions can bridge the perceptual gap between policy formulators and implementers. This collaborative approach is particularly critical in private institutes, where internal policies often deviate from affiliating norms and where administrative decisions are more centralized.

In conclusion, the discussion reaffirms that a one-size-fits-all approach to HR policy implementation is insufficient within a diverse affiliating university system like SPPU's. Tailored strategies, digital transformation, and participatory governance are essential for reducing institutional disparities and enhancing HR policy effectiveness across the board.

#### 8. RECOMMENDATIONS

Based on the key findings and detailed discussion of policy gaps and implementation inconsistencies, this study proposes a set of strategic recommendations aimed at strengthening the HR policy framework across SPPU-affiliated management institutes. These recommendations are designed to enhance policy awareness, ensure uniform implementation, and promote a transparent and inclusive administrative culture.

**Mandatory Induction Programs:** All newly recruited faculty members should undergo a comprehensive induction program that includes orientation on institutional HR policies, operational procedures, and professional expectations. These programs should cover topics such as leave entitlements, performance appraisal processes, code of conduct, promotion policies, and grievance mechanisms. By institutionalizing such inductions, new faculty will be better equipped to navigate administrative systems and understand their rights and responsibilities from the outset.

**Digital HR Portals:** Institutes should develop and maintain centralized digital HR management systems that allow faculty to access all relevant policies, submit requests (e.g., leave applications, service records), and lodge grievances through an online interface. Real-time updates, automated notifications, and tracking features will not only enhance transparency but also reduce the burden on administrative staff. A robust digital infrastructure ensures that policy implementation is traceable, auditable, and responsive.

**Annual HR Policy Audits:** Institutions must conduct annual HR audits with the help of independent third-party evaluators. These audits should assess the alignment between documented policies and their implementation, identify procedural bottlenecks, and evaluate staff satisfaction. The audit reports should be published in an accessible format and used as a basis for performance reviews and policy refinement. This will ensure that HR practices remain consistent, accountable, and aligned with institutional and affiliating university guidelines.

**Inclusive Policymaking:** Institutions should establish policy review committees that include faculty representatives from different departments and ranks. This participatory approach not only democratizes the policymaking process but also ensures that the revised policies are practical, relevant, and widely accepted. Regular feedback collection through surveys and focus group discussions can further enhance the inclusivity and responsiveness of HR governance.

**Training Workshops for Administrators:** Regular capacity-building workshops should be organized for HR officers, heads of departments, and administrative staff responsible for policy implementation. These workshops should focus on policy interpretation, conflict resolution, ethical HR practices, legal compliance, and digital tool usage. Training programs ensure that administrative personnel remain updated on regulatory frameworks and institutional policies, thereby minimizing misinterpretations and procedural errors.

Together, these recommendations provide a strategic roadmap for bridging the gap between intended and implemented HR administrative policies. Their effective execution will not only improve faculty morale and institutional credibility but also foster a culture of transparency, equity, and continuous improvement within the SPPU academic ecosystem.

# 9. CONCLUSION

The findings of this study underscore a clear and persistent gap between the intended HR administrative policies and their actual implementation in management institutes affiliated with Savitribai Phule Pune University (SPPU). Despite the presence of well-documented institutional frameworks and regulatory guidelines, significant inconsistencies remain in how these policies are interpreted, communicated, and enforced across various academic environments.

This gap is most pronounced in areas such as policy awareness, consistent execution, administrative transparency, and faculty participation. The study revealed that a substantial proportion of faculty members are either unaware of institutional HR policies or find them inconsistently applied. Moreover, ad hoc and contractual teaching staff in private institutions face greater challenges due to limited access to information and exclusion from institutional decision-making processes.

Enhanced communication practices, supported by structured induction programs and real-time updates through digital platforms, are essential to ensure that HR policies are understood uniformly by all stakeholders. Digitization not only facilitates transparency but also allows for real-time monitoring, document accessibility, and equitable policy enforcement. In parallel, inclusive policy development processes—where faculty voices are actively sought and valued—can ensure that HR frameworks are aligned with practical needs and promote trust within the institution.

The validated questionnaire tool developed for this pilot study demonstrated high reliability (Cronbach's Alpha = 0.942), affirming its effectiveness in capturing faculty perceptions regarding HR administrative policies. This tool, along with the insights derived from the pilot data, provides a robust foundation for future research and large-scale institutional assessments. Expanding this study across a broader respondent base and integrating longitudinal data could yield deeper insights into systemic challenges and best practices.

In conclusion, bridging the intent-implementation divide is not just a matter of administrative efficiency—it is a strategic imperative for building ethical, participative, and high-performing academic institutions. By investing in transparent communication, digital infrastructure, periodic audits, and inclusive governance, SPPU and its affiliated management institutes can transform HR policy from a set of formalities into a cornerstone of institutional excellence.

### **CONFLICT OF INTERESTS**

None.

### ACKNOWLEDGMENTS

None.

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