

A STUDY OF EMPLOYEE JOB SATISFACTION IN SABIN FORWORDERS LOGISTICS

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

K.PARAMESHWARI

(40740242)



**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL - 2023



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DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of K.PARAMESHWARI (40740242) who carried out the Project Training at "SABIN FORWORDERS Logistics" under our supervision for a period of 3 months from January 2023 to March 2023.

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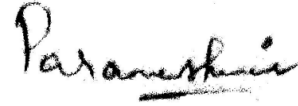
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DECLARATION

I K.PARAMESHWARI (40740242) hereby declare that the Project work done by me under the guidance of **DR. Mathan (Internal)** and **MR. ANBURAJ. A** at **SABIN FORWORDERS Logistics No.41A, 1st Floor, Vembuli Amman Koil Street, Palavanthangal, Chennai, Tamil Nadu, India -600 114** is submitted in partial fulfillment of the requirements for the award of Bachelor of Commerce.

DATE: 29.04.2023

PLACE: CHENNAI

A handwritten signature in black ink, appearing to read 'Parameswari', with a horizontal line underneath the name.

SIGNATURE OF THE CANDIDATE

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K.PARAMESHWARI

ABSTRACT

Job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 90 no's of respondents have been taken as sample. Percentage analysis have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider on the salary, relationship of employees and supervisors, grievance handling and give more opportunity for the new employees.

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CHAPTER – 1

A STUDY OF EMPLOYEE JOB SATISFACTION

1.1 INTRODUCTION:

The term Employee Job Satisfaction refers to the general attitude or feelings of an individual towards his / her jobs. A person, who is highly satisfied with his job, will have a positive attitude towards the job. On the other hand, a person who is dissatisfied with his job will have a negative attitude about the job. Job satisfaction is a part of life satisfaction. The nature one's environment of job is an important part of life as job satisfaction influences one's general life satisfaction.

Employee job satisfaction thus is the result of various attitudes possessed by an employee. In a narrow sense, these attitude are related to the job under condition with such specific factors such as wages, supervisors of employment, condition of works, social relation on the job, prompt settlement of grievances and fair treatment by employer.

Components of Job Satisfaction:

- Autonomy
- Work
- Task significance
- Working conditions
- Supervision
- Stress
- Promotional opportunity
- Skill identify
- Social relationship
- Pay
- Skill variety
- Work load
- Co-worker relations

- Feed back

Measurement of Job Satisfaction:

Job satisfaction is a qualitative aspect and cannot be understood in strict quantitative terms. It is intangible and psychological concept. It was concluded that job satisfaction should be measured through survey of employee's attitudes. The commonly applied techniques employed to measure job satisfaction are discussed below,

- Rating scale
- Personal interviews
- Tendencies
- Critical incidents

1.2. INDUSTRY PROFILE:

Logistics is the management of the flow of goods, information and other resources, including energy and people, between the point of origin and the point of consumption in order to meet the requirements of consumers. Logistics involve the integration of information, Transportation, inventory, warehousing, material -handling and packaging.

In terms of value, global logistics industry has been estimated to be more than USD 235 billion and make up significant part of the GDP with regards to India. The Middle East is currently India " stop exports destination for a burgeoning consumer electronics sector. Exports reached \$175 million in 2005-06, an increase of 96 percent over the previous year, according to the Electronics and Computer Software export Promotion Council (ESC). The growing trade reciprocity with China, 63 percent of respondents to a recent China supplier survey, Middle East Export / Import Opportunities, cited the Middle East as the next "hot" import market for Chinese-manufactured goods. UAE is now in a stage of transition from an import substitution closed economy model to an outward oriented trade regime. The importance of logistics as an enabler of trade and economic growth is worth mentioning. The logistics/shipping/freight sector has received keen attention from both investors and government. On the positive point of view, new

opportunities are opening up for the sector. Trade volumes both overseas and inland are growing very fast. The pace of growth in the specialized sectors like Liquid Natural Gas (LNG), Containers, Goods, Electronic Equipment etc. are comparatively much higher. Integrated logistics and multimode transportation are opening up new business for logistics/ shipping companies.

1.2.1 Logistics Management and Logistics Management Software

Logistics management is that part of the supply chain which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. A professional working in the field of logistics management is called a logistician.

Software is used for automating logistics activities which helps the supply chain industry in automating the work flow as well as management of the system. Very few generalized software are only available in the new market in the said topology. This is because there is no common rule to generalize the system as well as work flow even though the practice is more or less the same. Most of the commercial companies do use one or the other custom solution. There are various software that are being used within the departments of logistics mainly in Conventional Departments and for Container Trucking.

a. Business Logistics

Logistics as a business concept evolved only in the 1950s. This was mainly due to the increasing complexity of supplying one's business with materials and shipping out products in an increasingly globalized supply chain, calling for experts in the field who are called Supply Chain Logisticians. This can be defined as having the right item in the right quantity at the right time at the right place for the right price and it is the science of process having its presence in all sectors of the industry. The goal of logistics work is to

manage the fruition of project life cycles, supply chains and resultant efficiencies.

In business, logistics may have either internal focus (inbound logistics), or external focus (outbound logistics) covering the flow and storage of materials from point of origin to point of consumption. The main functions of a qualified logistician include inventory management, purchasing, transportation, warehousing, consultation and the organizing and planning of these activities. Logisticians combine the professional knowledge of each of these functions so that there is a coordination of resources in an organization. There are two fundamentally different forms of logistics. One optimizes a steady flow of material through a network of transport links and storage nodes. The other coordinates a sequence of resources to carry out some project.

b. Production Logistics

The term is used for describing logistic processes within an industry. The purpose of production logistics is to ensure that each machine and workstation is being fed with the right product in the right quantity and quality at the right point in time.

The issue is not the transportation itself, but to streamline and control the flow through the value adding processes and eliminate non-value adding ones. Production logistics can be applied in existing as well as new plants. Manufacturing in an existing plant is a constantly changing process. Machines are exchanged and new ones added, which gives the opportunity to improve the production logistics system accordingly. Production logistics provides the means to achieve customer response and capital efficiency. Production logistics is getting more and more important with the decreasing batch sizes. Even a single customer demand can be fulfilled in an efficient way. Track and tracing, which is an essential part of production logistics - due to product safety and product reliability issues - is also gaining importance especially in the automotive and the medical industry.

1.2.2 Organization Functions:

a. Freight Forwarding

Departments typically arrange cargo movements to an international destination. This department has the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments. A freight forwarder organizes the safe efficient movement of goods on behalf of an exporter, importer or another company or person, sometimes including dealing with packing and storage. Taking into account the type of goods and the customer's delivery requirements, freight forwarder array, the best means of transport, using the services of shipping lines, airlines or road and rail freight (Indian Markets) operators.

Functions:

- I. Researching and planning the most appropriate route for a shipment. Taking account of the perishable or hazardous nature of the goods, cost transit time and security.
 - II. Arranging appropriate packing. Taking account of climate, climate, terrain, weight, nature of goods and cost, delivery or warehousing of goods at their final destination.
 - III. Obtaining, checking and preparing documentation to meet customs, excise and insurance requirements, packing specifications and compliance with overseas countries regulations and fiscal regimes.
 - IV. Offering consolidation services by air, sea, and road.
- Ensuring cost effective and secure solutions to small shippers with sufficient cargo to utilize their own dedicated units.
 - Liaising with third parties to move goods by road, air or sea in accordance with customer requirements.
 - Arranging insurance and assisting the client in the event of a claim.

- Arranging payment of freight and other charges or collection of payment on behalf of the client.
- Transmitting data by internet and satellite systems, enabling real time tracking and tracing of goods.
- Arranging charters for large volumes out of gauge or project movements by air and sea.
- Acting as broker in customs negotiations worldwide to guide the freight efficiently through complex procedures
- Arranging courier and specialist hand carry services
- Maintaining visibility and control through all phases of the journey, including the production of management reports and statistical and unit cost analysis
- Acting as consultant in customs
- Maintaining current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight
- At more senior level, the role may also involve managing staff and overseeing activities within a department or specializing in a particular area, such as sea freight or air freight.

b. Logistics Field: Bulk Operations

The main function in this department includes identifying the customers and collecting information about the amount of material to be exported, the product, place of exports. The department also undertakes cargo booking, provides information on the rates, the schedules, the arrival, departure time, name of the ship, transshipment details and does the follow up.

Functions

- i. Identifying the customers by the marketing person of this department.
- ii. Convincing the shipper of the services that company provides to be better than the other shipping service providers.

- iii. Enquire about the place or commonly referred to as the destination port to which the shipper would like to export the cargo.
- iv. Enquire about the type and quantity of the cargo, that he would like to export.
- v. The type of container and the number of containers that the shipper would like to take.
- vi. Analyzing the rate the shipper expects from his cargo movement.
- vii. Informing the shipper the rate and negotiating with him.
- viii. Scheduling the arrival and department time of the vessel
- ix. Listing out the transshipment details and do the follow up.

a. Clearing and Forwarding (C & F)

The main function of C&F department is to undertake the customs formalities on behalf of the exporters or importers. The documentation process and clearing activities are done by this department.

Functions

- i. Preparation of various kinds of bill of entry and shipping bill.
- ii. Arrival and clearance of vessels.
- iii. Determination of value for assessment.
- iv. Conversion of currency.
- v. Nature and description of documents to be filed with kinds of bills of entry & shipping bill.
- vi. Procedures for assessment and payment of duties.
- vii. Examination of merchandize at the customs stations.
- viii. Prohibitions on imports and exports items.
- ix. Re-importation and conditions for free re-entry.
- x. Check offences under the act
- xi. Refund procedures, appeals and revision petitions.

b. Network Design

A Logistics Network Design initiative is a strategic analysis of entire supply chain. Some of the strategic questions are:

- To ensure enough facilities to meet future capacity requirements?
- Which facilities should be closed and/or consolidated?
- Is there an opportunity to make changes to the network to reduce logistics costs?

Develop the Current Financial Model:

Before making sensible decisions on what changes to make the network, a 'base case' financial model needs to be developed. It should include the costs of all logistical activities such as Warehouse costs, Transportation costs, Inventory costs and Order Processing costs.

Software Selection:

Due to the complexity of this analysis, a network optimization software package is in order. The software selection phase may be completed concurrently with the financial model-building phase above. One person on the project team should be responsible for sourcing the right software to meet the projects modeling needs.

Data Gathering & Validation:

This is one of the key drivers to a successful project. It is imperative that the data from your current data warehouse (transactional data) be accurate. For example, when an item is received into the warehouse, are the correct product characteristics captured accurately? Some characteristics of interest would be cube, weight, carton dimension, hazardous materials, etc. One of the activities further into the project will be to create a summary of the product flows. This is accomplished by creating family groupings of products. If the data is not 'clean' the flows will be misrepresented and this will affect the accuracy of the model.

Analyze Current State of Operations:

A throughput and capacity analysis should be completed for the existing operations. This will help determine if there is additional capacity in the existing facilities or if there is excess capacity available. This will help develop the 'scenarios' later on. The impact to the other logistical operations may then be identified.

c. Warehousing

A warehouse is a commercial building for storage of goods. Warehouses are commonly used by manufacturers, importers, exporters, wholesalers, transport businesses, customs, etc. They are usually large plain buildings in industrial areas of cities and towns. They come equipped with loading docks to load and unload trucks; or sometimes are loaded directly from railways, airports, or seaports. They also often have cranes and forklifts for moving goods, which are usually placed on ISO standard pallets loaded into pallet racks.

Most warehouses are completely automated, with no workers working inside. The pallets and product are moved with a system of automated conveyors and automated storage and retrieval machines coordinated by programmable logic controllers and computers running logistics automation software. These systems are often installed in refrigerated warehouses where temperatures are kept very cold to keep the product from spoiling, and also where land is expensive, as automated storage systems can use vertical space efficiently. These high-bay storage areas are often more than 10 meters high, with some over 20 meters high.

The direction and tracking of materials in the warehouse is coordinated by the WMS, or Warehouse Management System, a database driven computer program. The WMS is used by logistics personnel to improve the efficiency of the warehouse by directing put a ways and to maintain accurate inventory by recording warehouse transactions.

Modern warehouses are also used at large by exporters/manufacturers as a point of developing retail outlets in a particular region or country. This concept reduces the end cost of the product to the consumer and thus enhance the production sale ratio. Warehousing is an age old concept which can be used as sharp tool by original manufacturers to reach out directly to consumers leaving aside or bypassing importers or any other middle agencies or person.

The Warehouse are to be well guarded with safety provisions to counter pilferage, fire, floods & other calamities. The Warehouses are in convenient locations & well connected by roads to facilitate on time delivery to customers.

d. Crossdocking – Containerization

Crossdocking is a practice of logistics of unloading materials from an incoming semi trailer truck and loading these materials to outbound trailers or rail cars, with little or no storage in between. This may be done to change type of conveyance, or to sort materials intended for different destinations or to combine material from different origin.

An increasing popular method of shipment is containerization. A container is a large box made of durable material such as steel, aluminum, plywood and reinforced plastics. A container varies in size material and construction. Its dimension is typically 8 foot high and 8 foot wide lengths usually varying. A container can accommodate most cargo but is most suitable to packages of standard size and shape. Containers can take care of most of 4 main packing problems. Because of container construction, a product does not have to have heavy packaging, it gives protection against:

- i. Breakage
- ii. Moisture
- iii. Temperature controlled
- iv. Pilferage and Theft

There are mainly 2 types of containers

- v. Dry Containers
- vi. Special Purpose Containers
 - Types / Size
 - 20 Foot Dry
 - 40 Foot Dry
 - 45 Foot Dry
- vii. Open top containers
- viii. Flat rack for over sized cargo
- ix. 40 foot refrigerated containers/ reefers
- x. High cube containers (40 foot, 45 foot & Reefers)

1.3. COMPANY PROFILE:

History

Sabin Global Logistics launched in year 2000 in Chennai-TamilNadu/India, The founders of the company had rich experience of over 15 years in International Freight forwarding industry. Their innovative thought process to offer personalized service to their customers of AIR & SEA shipments. The “PEOPLE FIRST” for the service industry made them to hire most desirable employees and the personal motivation and guidance to excel in their customer satisfaction in terms of personalized service.

Personnel

Our Managing Director having rich experience of over 16 years in Freight Forwarding/Logistics industries. Long term association with Shipping Liners and International Agents provided excellent knowledge in terms of solving any customers shipping needs.

Mission

- Quality Service
- Efficient and faster communications
- Track and Trace of shipment Delivery
- Economical Viability to our customers
- Personalized Service to meet and exceed customer Satisfaction

Vision

- Achieving Excellence in International logistics service to our customers.
- To be the Best in achieving excellence in International logistics service to our customers.

1.3.1 SABIN FORWORDERS Logistics Service

Today, SABIN FORWORDERS LOGISTICS employ many professionals in their branch offices and in fields (Ports), dedicated to helping freight, transportation, clearing, forwarding and logistics needs. Young, energetic, professional, and passionate: their humble beginnings, satisfying customer needs has been the driving force behind every Lintas Freight & Logistics employee.

Lintas provide these services around globally and main focus to UAE and Indian markets

SF Logistics, focus on main areas they are:

- a. Customer service to a higher level.
- b. Partnering to seeking the right answers.
- c. Finding solutions that optimize cost and service.
- d. And always asking, how can we serve you better?
- e. Analyzing every opportunity, every challenge to provide a custom solution that works best for customer.

1.3.2 COMPANY DETAILS:

COMPANY NAME: SABIN FORWORDERS Logistics

ADRESS: No.41A, 1st Floor, Vembuli Amman Koil Street, Palavanthangal,
Chennai, Tamil Nadu, India -600 114.

HEADQUATERS: Pazhavanthangal, Chennai

WEBSITE: <https://sflogistics.in/>

EMAIL ID: sflogisticsmaa@gmail.com

STRENGTH OF EMPOLYEEES: 100 PLUS

1.4. Statement of the problem:

Employees overall satisfaction with his job is the result of a combination factors. The management's role in enhancing employees job satisfaction is to make sure the work environment is positive, morale is high and employees have the resources they need to accomplish the tasks they have been assigned.

Some of the factors affecting job satisfaction are

- ✓ Working conditions
- ✓ Opportunity
- ✓ Respect from co-workers
- ✓ Relationship with supervisors

1.5 NEED FOR THE STUDY:

Obviously job satisfaction plays a key role in organizations success. Without employee satisfaction towards their jobs none of the employee will perform well and it is very difficult to reach the organizational goals and objectives. Hence, job satisfaction helps to yield maximum output (performance) from the employees. So that this study is undertaken to measure satisfaction level of employees towards their jobs in SF LOGISTICS

1.6. Objectives of the study

1.6.1 PRIMARY OBJECTIVE:

- TO STUDY OF EMPLOYEE JOB SATISFACTION

1.6.2 SECONDARY OBJECTIVE:

- To study about the job satisfaction among the employees in the Company.
- To find out the satisfaction levels of employees in their existing working Environment.
- To measure the satisfaction levels of employees in their physical working condition.
- To find out the safety and welfare measures taken by organization for the benefit of the employees.
- To find out the factors which motivates the employees to perform more.
- To find out satisfaction levels among employees in relationship with superiors and co-workers.
- To give suggestions to strengthen the crucial areas of job satisfaction in then Organization.

1.7. Scope of the study

- ❖ The scope of this study is for the management of the company to know the satisfaction levels of employees and so they can take measures to increase productivity and to reveal the factors that play an important role in job satisfaction among the employees.
- ❖ It is very important to study the level of job satisfaction of each and every employee in any kind of organization because only when the employees are satisfied, they will be able to render a quality product and services.
- ❖ Increased productivity of output per hour worked seems to be a by product of improved quality of working life.

1.8. Limitations of the study

One of the important disadvantages of this study is due to the busy work schedule of the employee chances are there that responds to the questionnaires may be with lack of full concentration. Insufficient time leading to inadequate focus in all sections is also a disadvantage of this study.

CHAPTER 2

2.1 REVIEW OF LITERATURE:

Chapman (2018) helps to determine employee level of satisfaction and then assists in making positive changes to increase both satisfaction level and quality of work.

C. J. Cranny, Patricia Cain Smith, Eugene F. Stone (2017) reveals perceiving future opportunity can actually be more motivating than actually receiving a raise, getting promoted, or being given additional responsibilities.

Jane Boucher (2018) offers practical advice for improving both your attitude about your job and the job itself. She shows workers how to cope with keeping their jobs in this difficult economy.

Partridge (2017) studied the job satisfaction level of women in Britain in which he found that the job satisfaction level of women was more as compared with black men, as they normally have low expectations from their jobs.

Patricia Buhler, Jason Scott (2019) present an academic argument for building an employee entered culture. They also examined a real-world case study of a company that has experienced the economic benefits of this practice, making it abundantly clear that modern businesses can't afford not to make employee satisfaction a top priority.

Chris Stride, Toby D. Wall, Nick Catley (2018) presented widely used measurement scales of Job Satisfaction, Mental Health, Job-related Well-being and Organizational Commitment, along with benchmarking data for comparison. The benchmarking data is based on a sample of almost 60,000 respondents from 115 different organizations across a wide spectrum of industries and occupations. Information is given by occupational group, and is further broken down by age and gender.

Joanna Penn (2018) teaches how to improve your position in your current employment, gaining more from your job, discovering more about yourself and what it is you would be happy doing, stress management and people management.

Sophie Rowan (2018) reveals how to create a happier work life, without changing career.

She provides practical and realistic guidance on how one can achieve optimal job satisfaction and overcome the obstacles that make so many of us unhappy at work.

Evren Esen (2017) examined in terms of industry and staff size as well as employee age and gender more than 20 indicators of job satisfaction including career-advancement opportunities, benefits, and the flexibility to balance life and work, and compensation.

Hole et al. (2013) he discussed that the relations of job satisfaction and motivation may due to their close related aspects. Some of the organizational factors motivate an employee to put additional efforts and at the same time fulfill his\her emotional demands which leads to job satisfaction.

Robert M. Hochheiser (2018) reassessed the meaning of the workplace and proposed simple formula for success- Forget the idea that hard work alone leads to success and instead focus on building good relationships. He asserts that the best way to win at work is to understand what is needed to support the egos of bosses, peers, and subordinates.

Accurate assessment of those needs can then be indirectly associated with one's own personal goals and exploited to make substantive workplace gains. Methods of determining needs are given for a variety of situations, and strategies are offered to help make some of the worst work situations at least marginally better through networking and personal development.

Oshagbemi (2017) highlights on the effect of ranking on the job satisfaction level of UK academicians. Based on the analysis it was found that gender and teachers. Female

academics in the ranks senior lecturer, reader and professor were more satisfied than men in the same in the same rank. Female academics were found to be more satisfied in regard to repay, promotion physical conditions working facilities than men.

Paul E. Spector (2017) summarizes the findings concerning how people feel towards work, including: cultural and gender differences in job satisfaction and personal and organizational causes; and potential consequences of job satisfaction and dissatisfaction.

CHAPTER 3

RESEARCH METHODOLOGY

Introduction:

The Advanced learner's Dictionary of Current English defines research as "A careful investigation or inquiry especially through search for new facts in any branch of knowledge" One can also define research as a scientific and systematic search for pertinent information on a specific topic. Research is a voyage of discovery. It helps the researcher to move from unknown to know. Research refers to the systematic method consisting of enunciating the problem, formulating the hypothesis. Collecting, analyzing the facts and reaching certain conclusions either in the form of solutions towards the concerned problem or in generalizations for some theoretical formulation.

Title of the Study

The selected title for the study deals as "A study on employee Job satisfaction in SF Logistics at Chennai."

Significance of the study

Job satisfaction of employees is a major factor that is significant for the growth of the organization. Thus keeping this in mind the researcher had made an attempt to study the various aspects of Job satisfaction.

Pilot study

Pilot study is the preliminary step to the formulation of the questionnaire. The researcher made a visit to the company to know the feasibility of the study on job satisfaction.

Pre-Test

The researcher administered the questionnaire to 5 respondents. The researcher had received satisfactory responses. Then the researcher decided to go ahead with the same questionnaire without making any modification.

3.1 Research Design:

The researcher has adopted descriptive research design. According to C.R.Kothari descriptive research design are those which are concerned with describing the characteristics of the study.

3.2 Collection of Data:

The Researcher used both primary and secondary methods for collecting data.

Primary Data

Primary data is considered as the first hand information collected from the respondents. The primary data is collected by questionnaire the questionnaire is considered as heart of survey operation.

Secondary Data

The secondary data are collected from the books, magazines and internet.

3.3 Structure of Questionnaire:

The questionnaire measures five dimension of the quality of the work life with the help of seventeen questions, each question is rated on three point scale.

The five dimensions are as follows:

- Relationship
- Monetary benefits
- Training and promotion
- Management cooperation
- Working condition

3.4 Sample size:

The researcher collected 90 samples from the company.

3.5 Sampling techniques:

The sampling technique chosen by the researcher for the sampling is simple random sampling.

3.6 Period of the study

The data was collected in the month of January to March 2023. The study was carried out in SF Logistics at Chennai.”

3.7 ANALYTICAL TOOLS:

3.7.1 SIMPLE PERCENTAGE:

It refers to a special kind of ratio. These were used to describe relationship; they reduce everything to a common base and thereby allow meaningful comparisons to be made.

$$\text{SIMPLE PERCENTAGE} = \frac{\text{NUMBER OF RESPONDENTS} * 100}{\text{TOTAL NUMBER OF SAMPLE}}$$

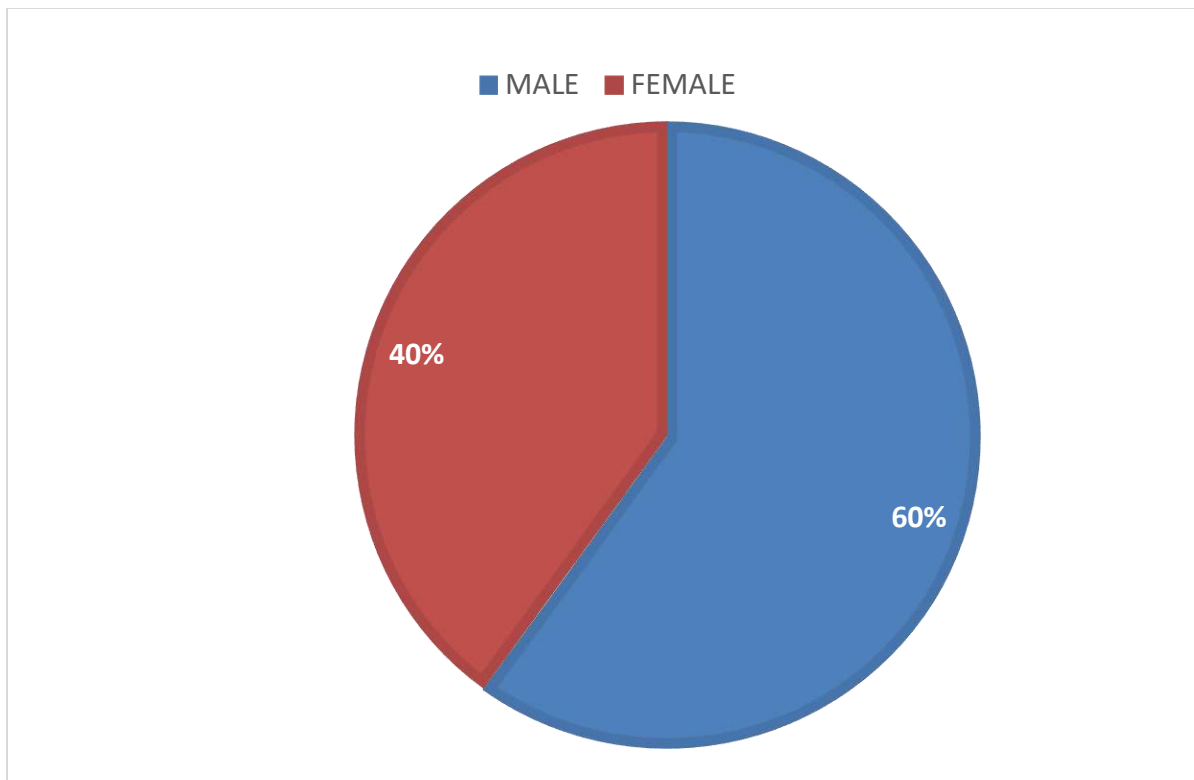
CHAPTER – 4
DATA ANALYSIS & INTERPRETATION

4.1 PERCENTAGE ANALYSIS:

4.1.1 GENDER:

GENDER	No. Of Respondents	PERCENTAGE
MALE	54	60%
FEMALE	36	40%
TOTAL	90	100%

Source: primary data



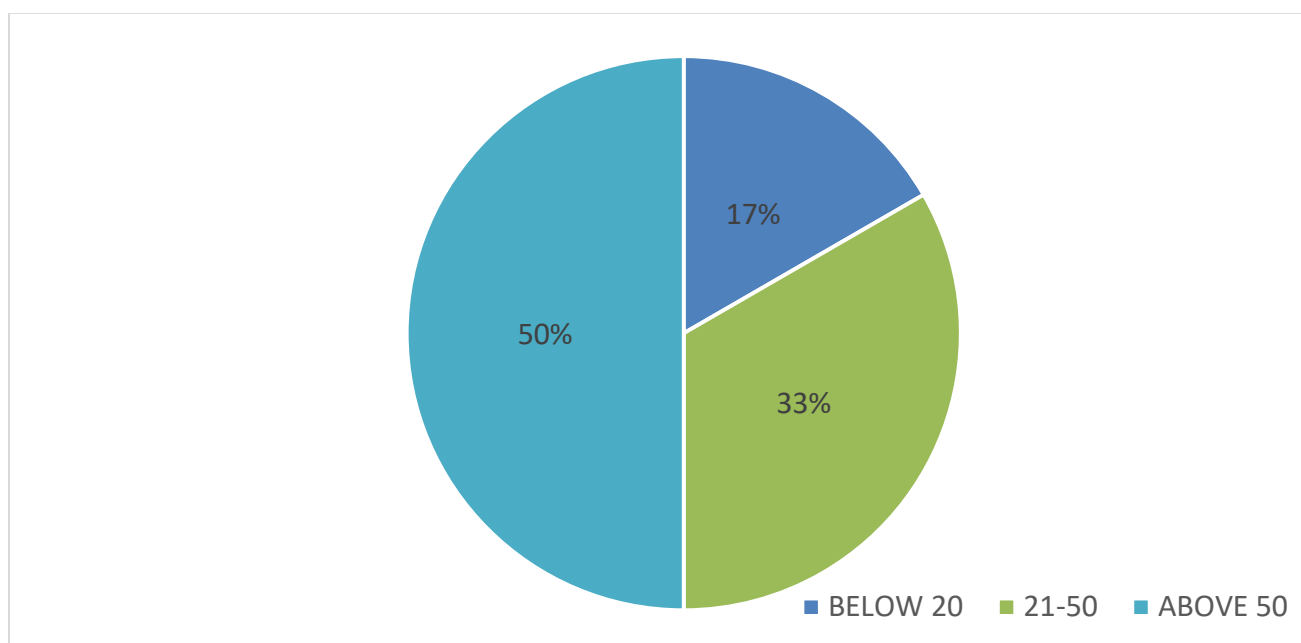
INTERPRETATION:

From the above table we came to know that there are 60% of males working and 40% of females working in the organization

4.1.2. AGE

AGE	No. Of Respondents	PERCENTAGE
BELOW 20	15	17%
21-50	45	33%
Above 50	30	50%
TOTAL	90	100%

Source: primary data



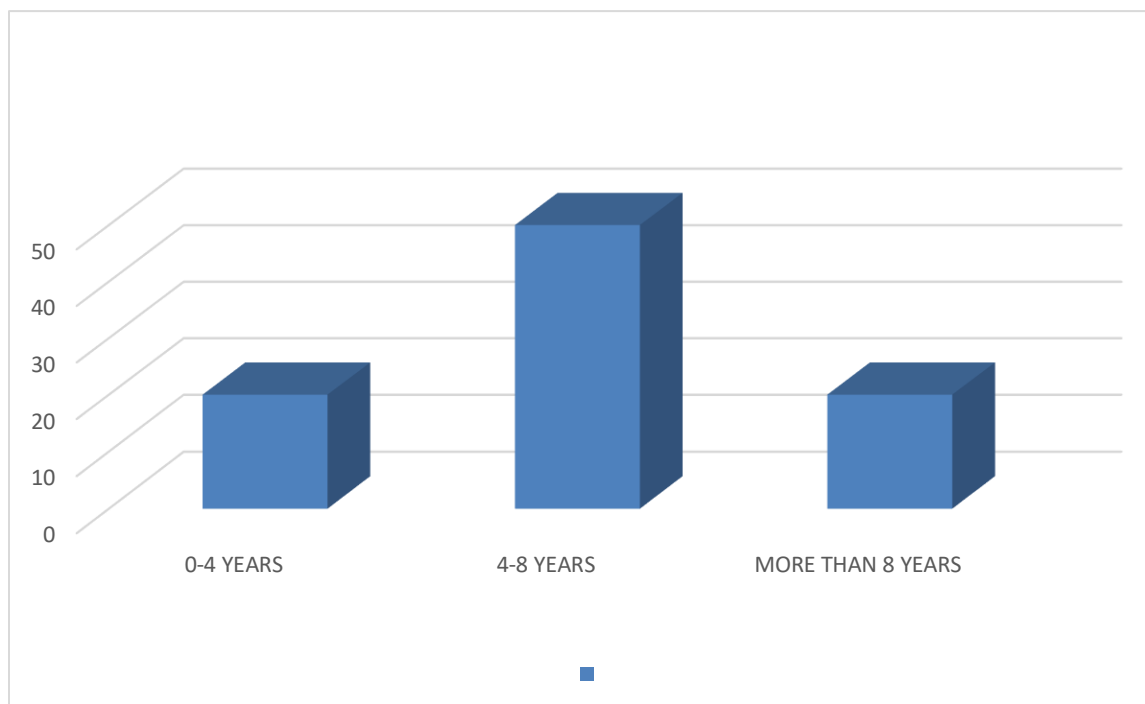
INTERPRETATION:

From the above table, it is found that majority of the respondents (50%) are in the age group of above 50 years and (33%) of the respondents are in the age group of 21 – 50 years and (17%) of the respondents are in the age group of up to below 20 years.

4.1.3. Experience

Experience	No. Of Respondents	PERCENTAGE
0 to 4 years	20	22%
4 to 8 years	50	56%
More than 8 years	20	22%
TOTAL	90	100%

Source: primary data



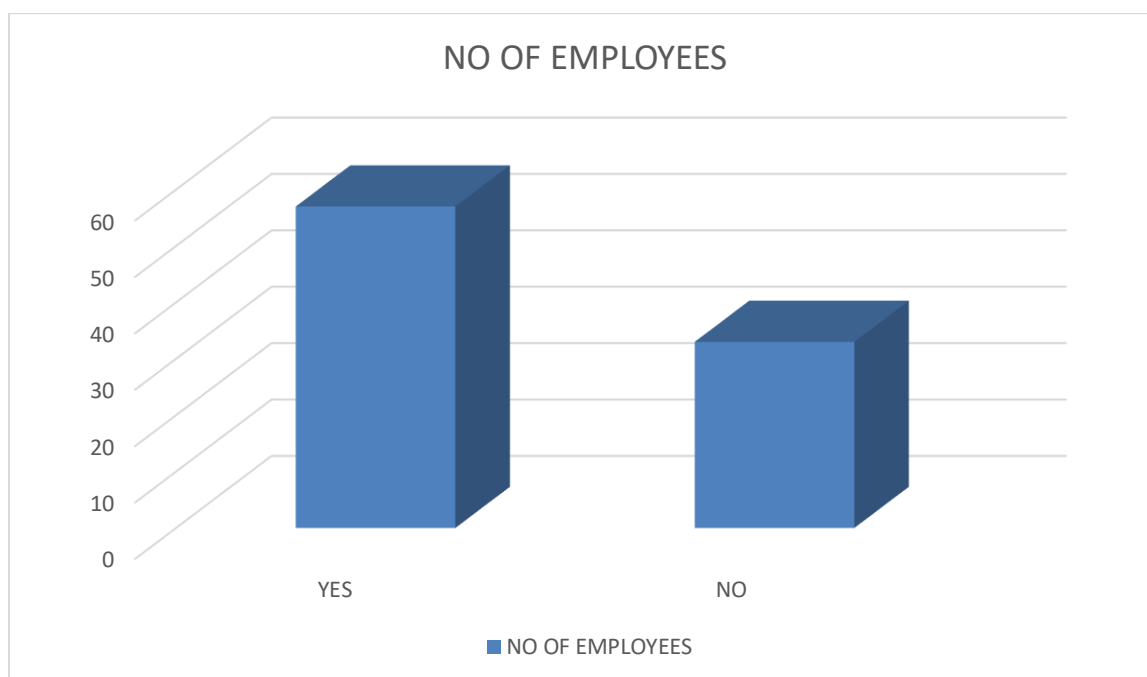
INTERPRETATION:

The above table shows that (22%) of the respondents are having experience 0 to 4 years and (46%) of respondents are having experience 4 to 8 years and (22%) of respondents are having experience more than 8 years.

4.1.4. MARITAL STATUS

MARITAL STATUS	No. Of Respondents	PERCENTAGE
YES	57	63%
NO	33	37%
TOTAL	90	100%

Source: primary data



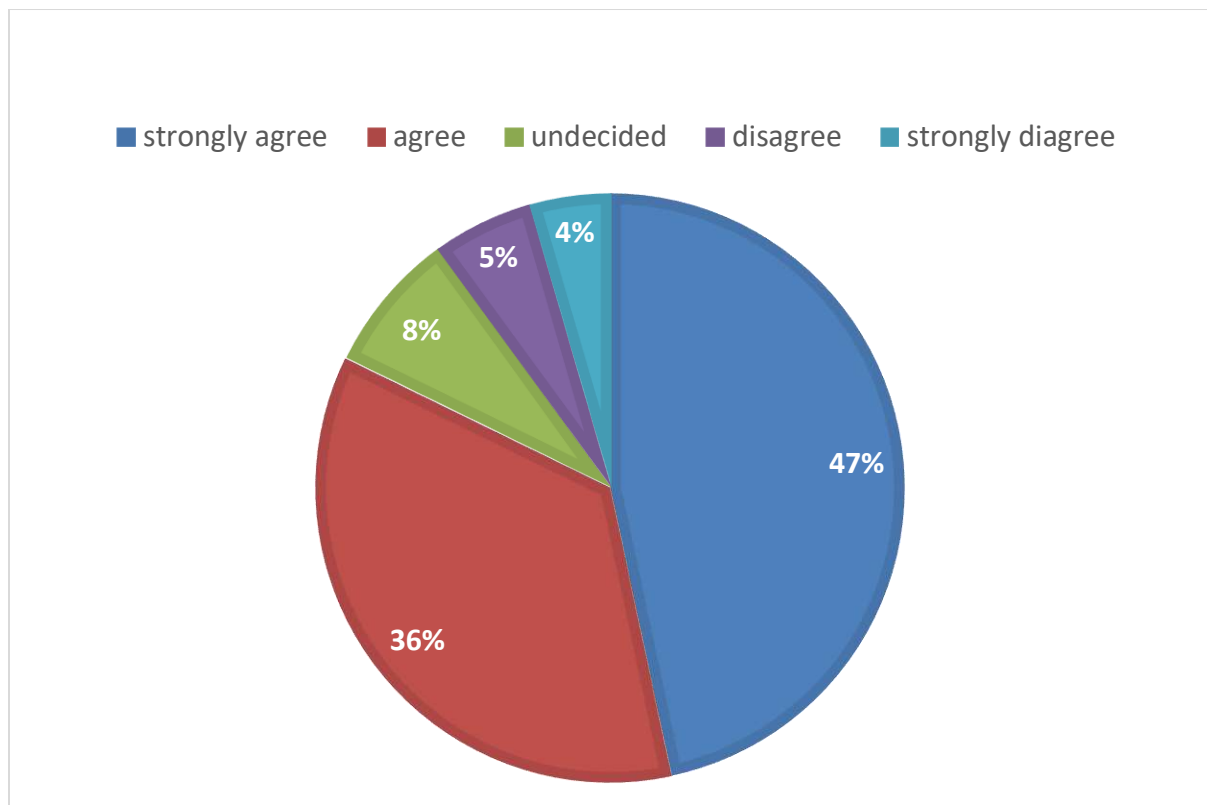
INTERPRETATION:

From the above table it is interpreted that 63% of the respondents are yes and 37% of the respondents are no.

4.1.5 Have you been trained well in your training program in the organization

SATISFACTION	NO. OF Respondents	PERCENTAGE
Strongly Agree	42	47%
Agree	32	36%
Neutral	7	8%
Disagree	5	5%
Strongly Disagree	4	4%
TOTAL	90	100%

Source: primary data



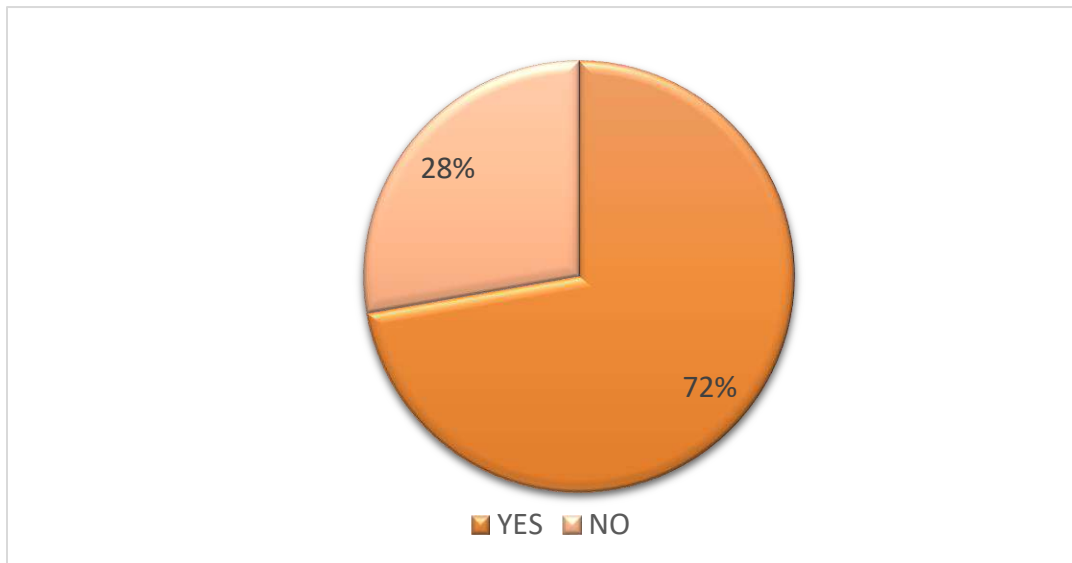
Inference:-

Most of the employees strongly agreed that they have been trained well in training program

4.1.6. Are there any incentives provided to you by the organization for your good performance.

SATISFACTION	NO. OF Respondents	PERCENTAGE
YES	65	72%
NO	25	28%
TOTAL	90	100%

Source: primary data



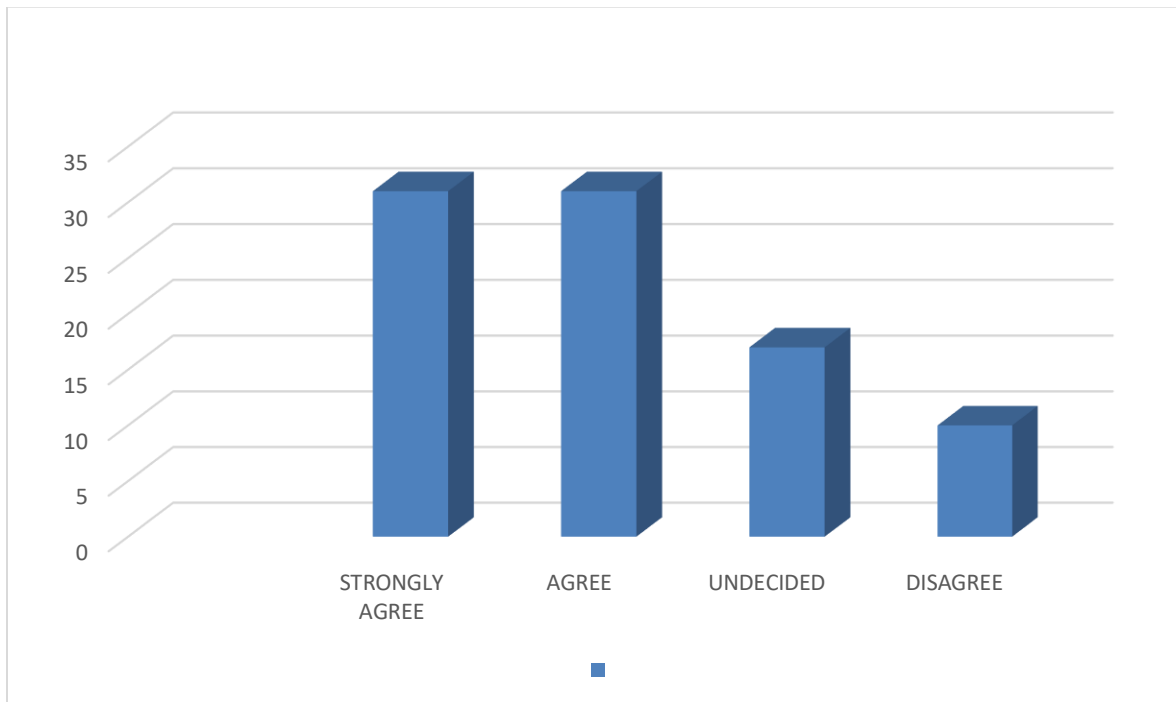
Inference:

72% of employees are satisfied with the incentives provided to them based on their performance.

4.1.7. Are there any opportunities (like job rotation, employees' development) in your organization.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	31	35%
Agree	31	34%
Neutral	17	19%
Disagree	10	11%
Strongly Disagree	1	1%
TOTAL	90	100%

Source: primary data



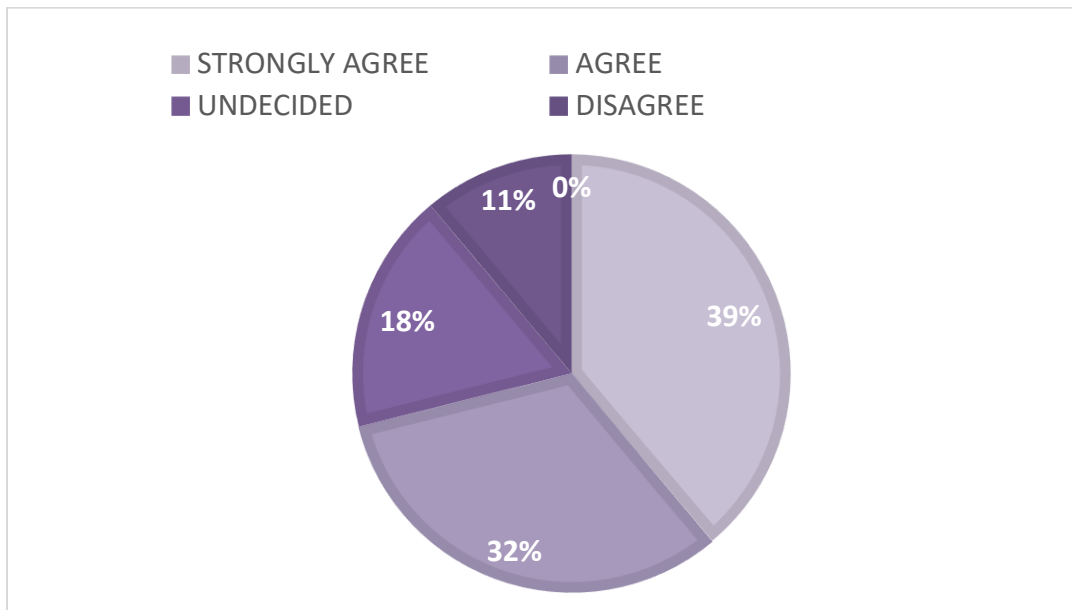
Inference:

Majority of people are neutral towards their opportunities (like job rotation, employee development) in the organization.

4.1.8. Do you get help from your superiors.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	35	39%
Agree	29	32%
Neutral	16	18%
Disagree	10	11%
Strongly Disagree	0	0%

Source: primary data



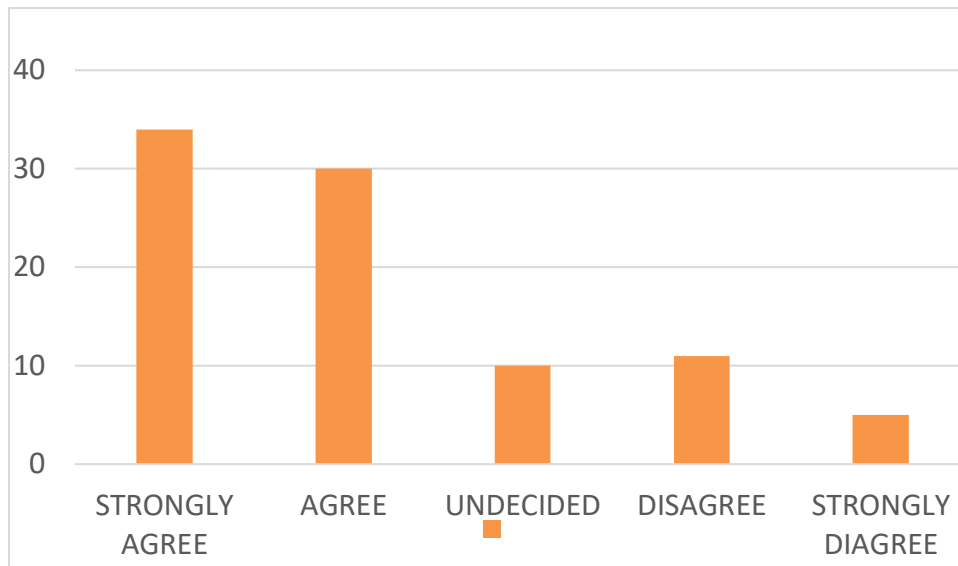
Inference:

Majority of people strongly agreed that their superiors help them to improve their performance level

4.1.9. In your organization welfare measures (like accommodation, transport etc...) have been provided by the organization.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	34	38%
Agree	30	33%
Neutral	10	11%
Disagree	11	12%
Strongly Disagree	5	6%
TOTAL	90	100%

Source: primary data



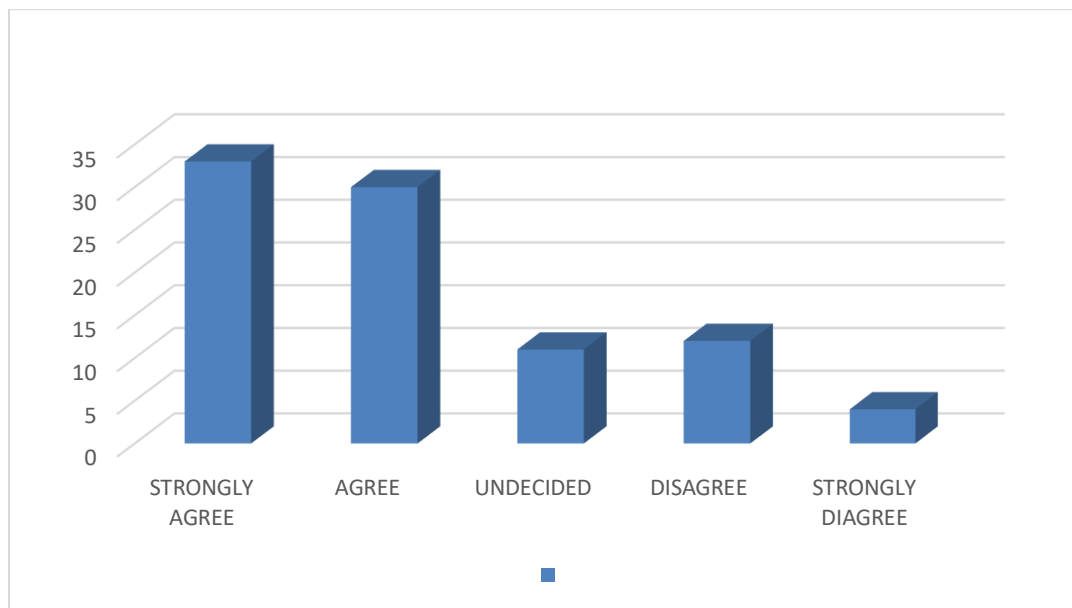
Inference:

Majority of employees are satisfied with the welfare measures taken by the organization

4.1.10. Do you get Freedom to express your views in front of your superiors in the organization.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	33	37%
Agree	30	33%
Neutral	11	12%
Disagree	12	13%
Strongly Disagree	4	5%
TOTAL	90	100%

Source: primary data



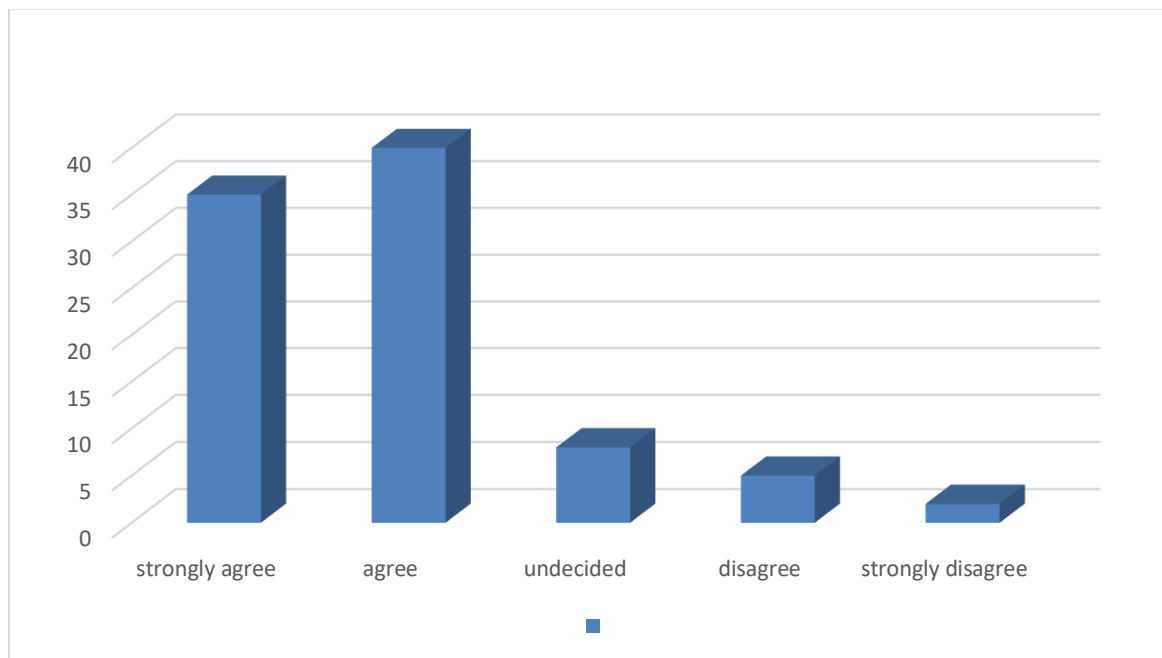
Inference:

Majority of employees strongly agreed that they have freedom to express their views in front of their superiors

4.1.11. Do you have good inter personal relations with your superiors and subordinates.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	35	39%
Agree	40	44%
Neutral	8	9%
Disagree	5	6%
Strongly Disagree	2	2%
TOTAL	90	100%

Source: primary data



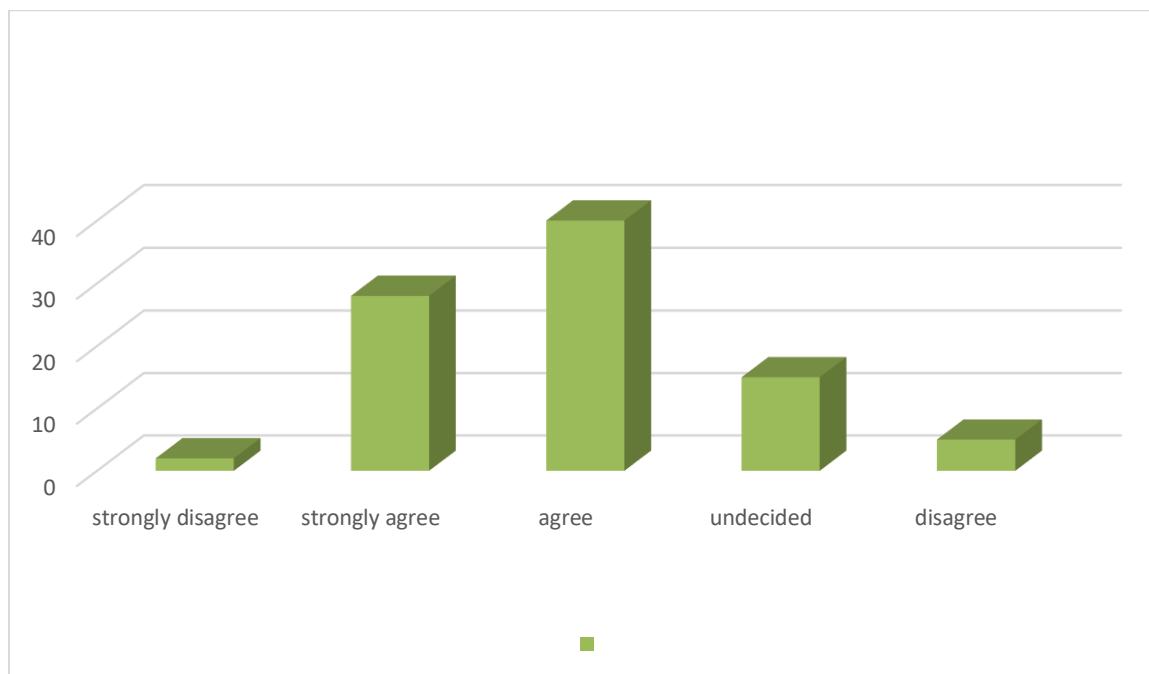
Inference:

Majority of employees agreed that they have good relations with their superiors and subordinates

4.1.12. Are you getting advice & assistance from your superintendents at your work.

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	28	31%
Agree	40	44%
Neutral	15	17%
Disagree	5	6%
Strongly Disagree	2	2%
TOTAL	90	100%

Source: primary data



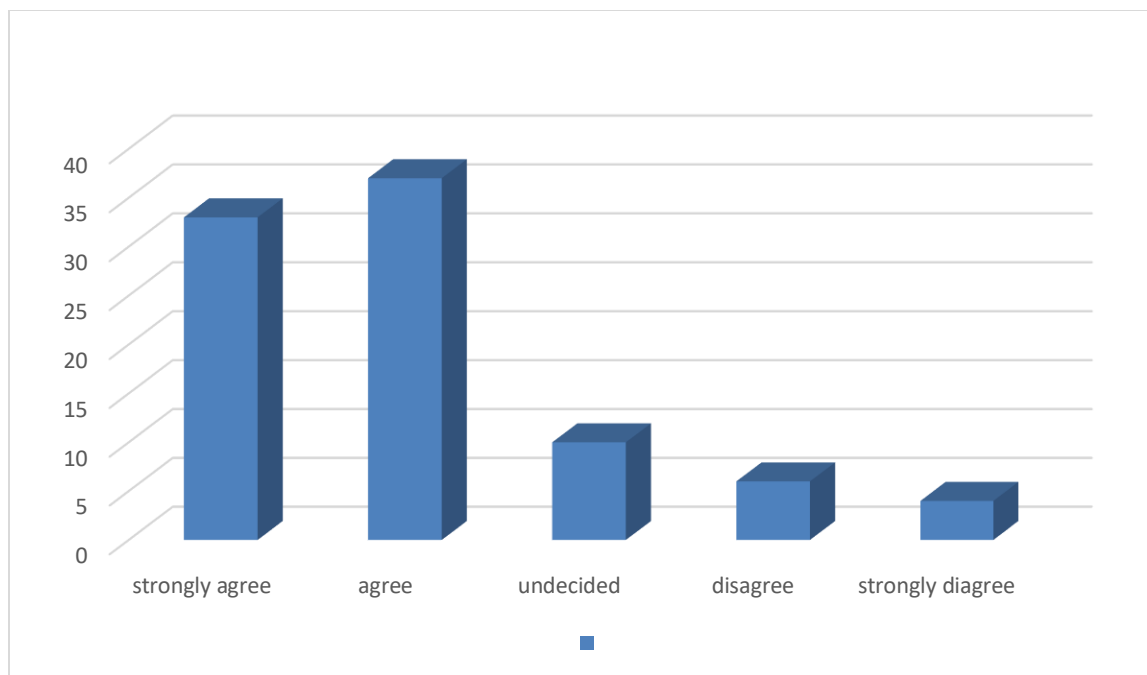
Inference:

Some employees agreed and some disagreed as result is neutral towards getting advices form superiors

4.1.13. Are you satisfied with the way company policies are put into practice

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	33	37%
Agree	37	41%
Neutral	10	11%
Disagree	6	7%
Strongly Disagree	4	4%
TOTAL	90	100%

Source: primary data



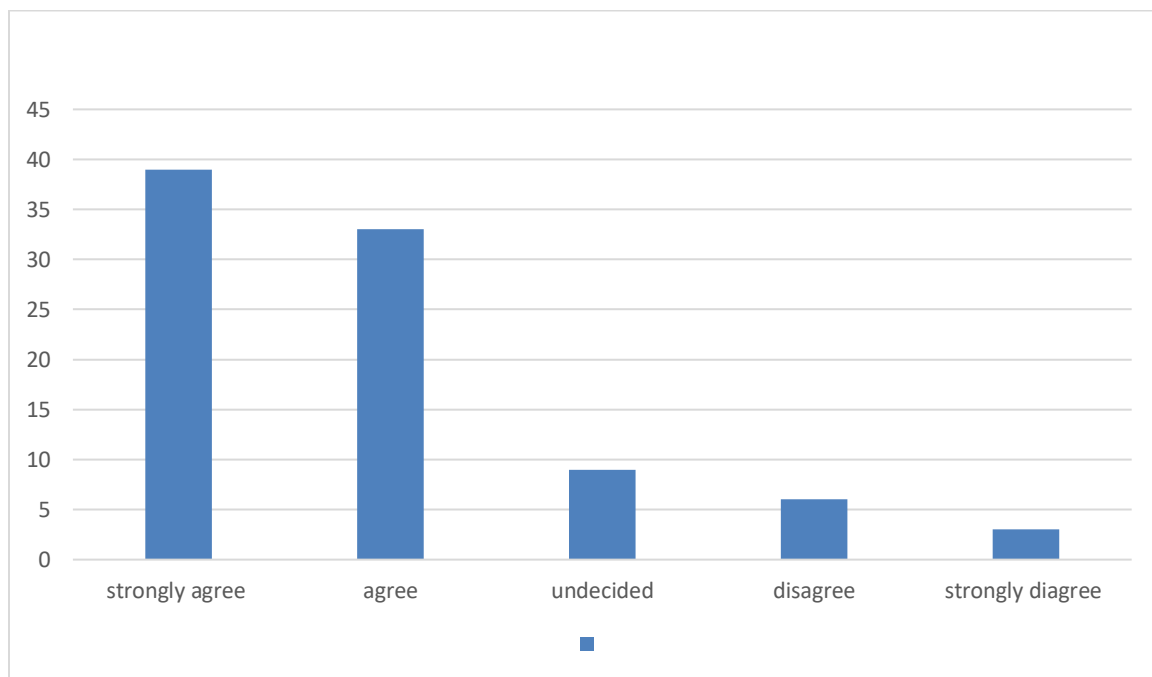
Inference:

Employees are neither satisfied nor dissatisfied with the way company policies put into practices

4.1.14. The Technology adopted by the organization helps you to finish your work smoothly

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	39	43%
Agree	33	36%
Neutral	9	10%
Disagree	6	7%
Strongly Disagree	3	4%
TOTAL	90	100%

Source: primary data



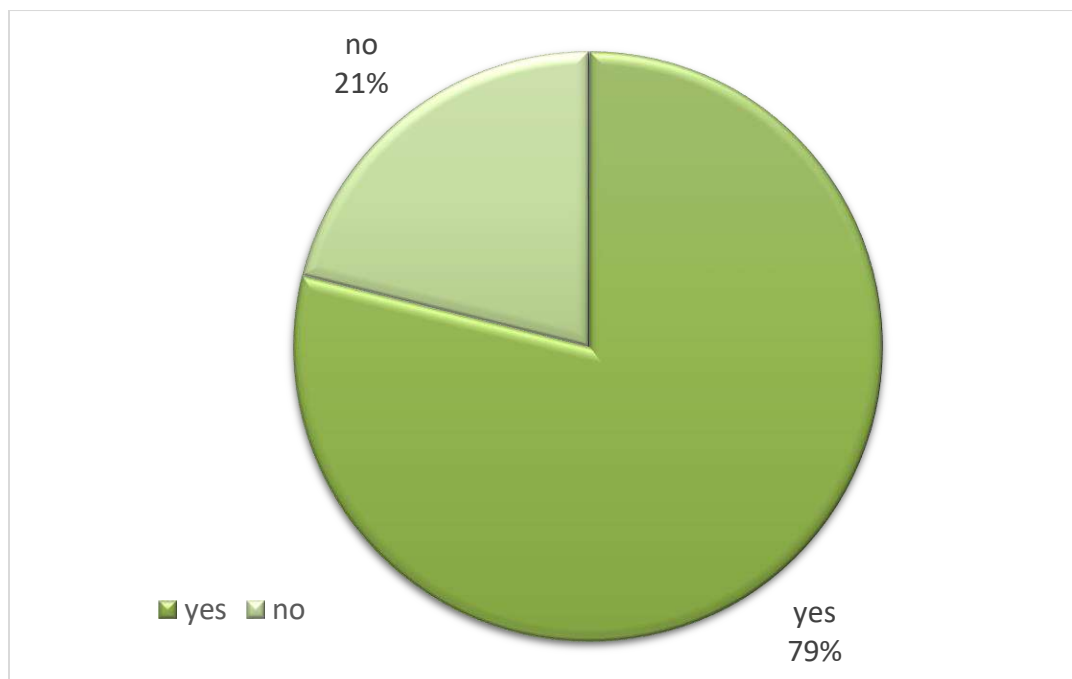
Inference:

Majority of employees are satisfied with the technology adopted by the organization to finish their works smoothly.

4.1.15. Is there any feedback given to you by the superiors after completion of a particular task or work.

SATISFACTION	NO OF Respondents	PERCENTAGE
YES	71	79%
NO	19	21%
TOTAL	90	100%

Source: primary data



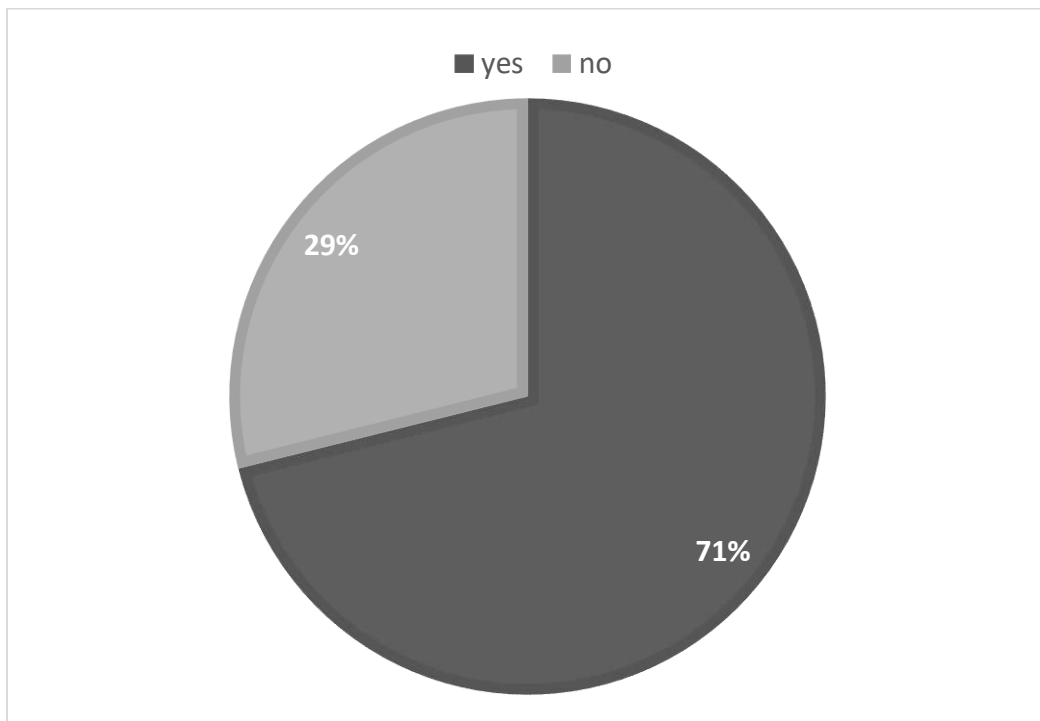
Inference:

79% of the employees are satisfied with the feedback from their superiors after completion of their work.

4.1.16. Are you satisfied with your working time.

SATISFACTION	NO OF Respondents	PERCENTAGE
YES	64	71%
NO	26	29%
TOTAL	90	100%

Source: primary data



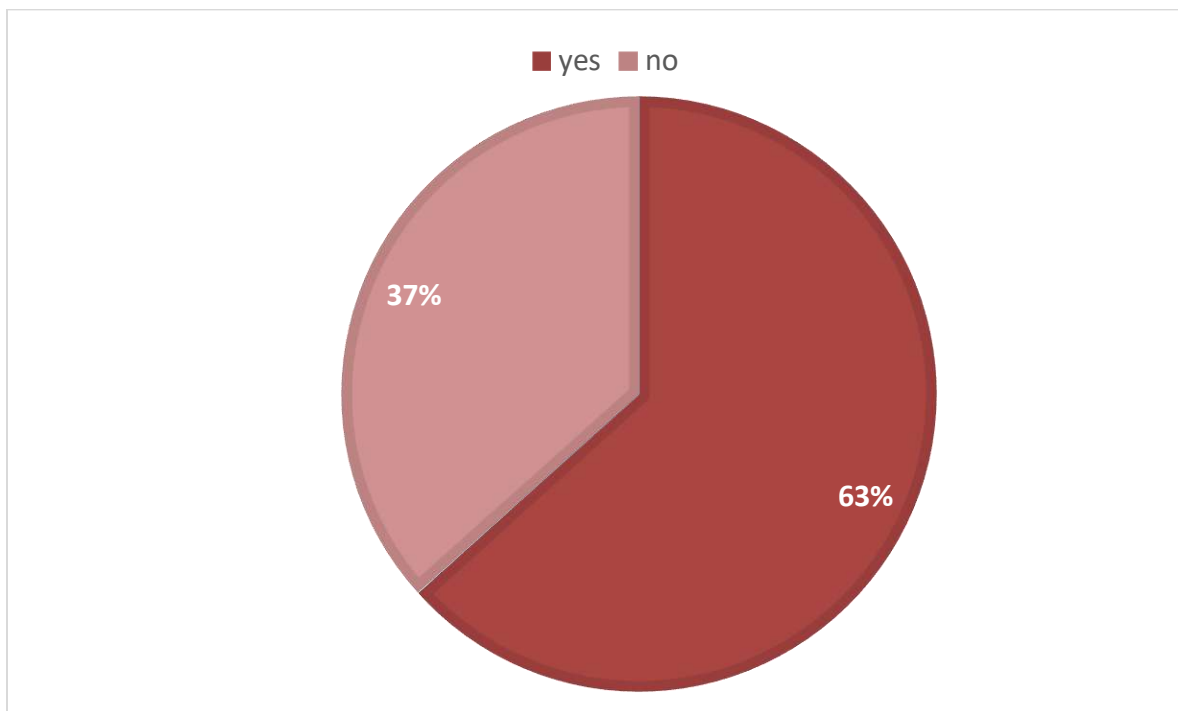
Inference:

71% of employees are satisfied with their working hours

4.1.17. Apart from the work do you have any scope of participating in recreational activities (sports, entertainment etc....) in the organization.

SATISFACTION	NO OF Respondents	PERCENTAGE
YES	57	63%
NO	33	37%
TOTAL	90	100%

Source: primary data



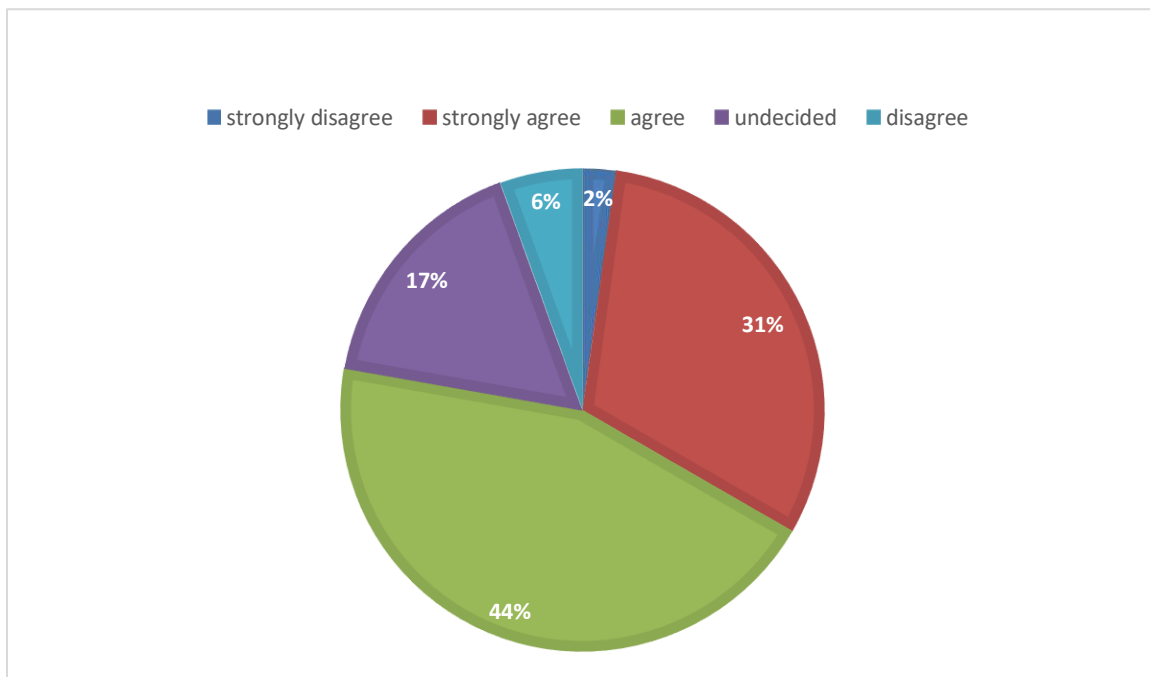
Inference:

63% of employees are dissatisfied towards their scope of participation in extra-curricular activities.

4.1.18 Are you satisfied with the organization as a place to work

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	28	31%
Agree	40	44%
Neutral	15	17%
Disagree	5	6%
Strongly Disagree	2	2%
TOTAL	90	100%

Source: primary data



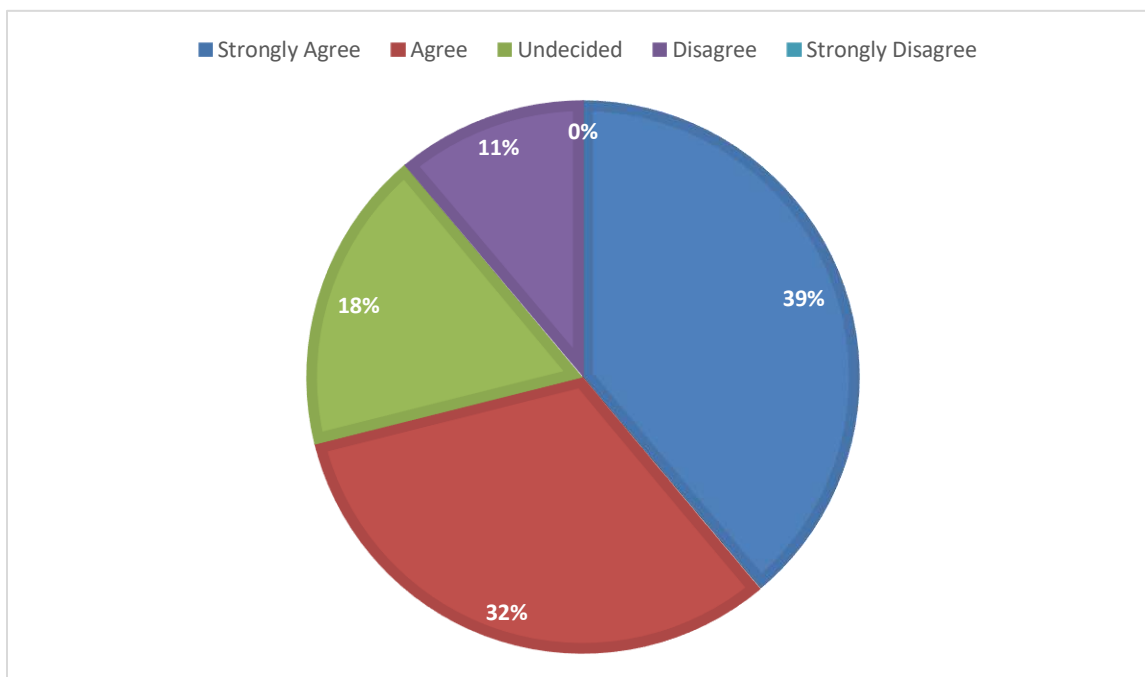
Inference:-

Most of employees are satisfied with the organization as a place for work

4.1.19. Do you get opportunity for learning and growth in your organization

SATISFACTION	NO OF Respondents	PERCENTAGE
Strongly Agree	35	39%
Agree	29	32%
Neutral	16	18%
Disagree	10	11%
Strongly Disagree	0	0%

Source: primary data



Inference:-

Most of the employees strongly agree that they get opportunity for learning and growth in the organization

CHAPTER – 5

FINDINGS, SUGGESTIONS & CONCLUSIONS

5.1 FINDINGS OF THE STUDY:

- There is majority number of males working in the company at the percentage 60%.
- There is majority number of employees working at the age category from above 50 at the percentage rate of 50%.
- Majority of the respondents (56%) are having experience 4 to 8 years.
- Majority of the respondents (63%) MARITAL STATUS are yes.
- Most of the employees strongly agreed that they have been trained well in training program.
- 72% of employees are satisfied with the incentives provided to them based on their performance.
- Majority of people are neutral towards their opportunities (like job rotation, employee development) in the organization.
- Majority of people strongly agreed that their superiors help them to improve their performance level.
- Majority of employees are satisfied with the welfare measures taken by the organization.
- Majority of employees strongly agreed that they have freedom to express their views in front of their superiors.
- Majority of employees agreed that they have good relations with their superiors and subordinates.
- Some employees agreed and some disagreed as result is neutral towards getting advices form superiors.
- Employees are neither satisfied nor dissatisfied with the way company policies put into practices.
- Majority of employees are satisfied with the technology adopted by the organization to finish their works smoothly.

- 79% of the employees are satisfied with the feedback from their superiors after completion of their work.
- 71% of employees are satisfied with their working hours.
- 63% of employees are dissatisfied towards their scope of participation in extra-curricular activities.
- Most of employees are satisfied with the organization as a place for work.
- Most of the employees agree that they get opportunity for learning and growth in the organization

5.2 SUGGESTIONS

- The company is rich in maintaining its employees and is always successful in satisfying them also. But as some negatives are there in nature of work environment, it can still improve its employee job satisfaction.
- The training programs provided by the firm are somewhat beneficial among the workers. The firm can improve by adopting different training program.
- The office timing and fatigue break are, a bit contradictions for the employees so it better to suggest them to adopt timings.
- The relationship superior and sub ordinates in this organization are fairly good. It can do better for maintaining in job satisfaction.
- Provide entertainment programs to smoothen the tension or depression of employees.
- Superior have to guide their subordinates with advices and assistance which motivate the employees.
- The company needs to put the policies into practice so that the employees should not feel any inconvenience.
- Organization has to provide provisions for the growth & development of employees.

5.3 CONCLUSION:

- This study of employee's job satisfaction was systematically done with the help of the data collected through questionnaire. The data is analyzed and inference are drawn. It has been found out that the employee job satisfaction rate at SF Logistics Pvt Ltd. is GOOD.
- Whether conducted expertly in-house, or by an independent professional specialist, job satisfaction surveys can benefit the organization, its employees and other stakeholders.
- The organization can respond to events and possibly discover and tapped opportunities, rather than attempt to react to factors about which it is not fully informed
- Job satisfaction is a key aspect for success of every enterprise, when employee are satisfied work of performance will increase.

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Web site address:

- www.aafp.org/online
- [www. Humanlinks.com](http://www.Humanlinks.com)

ANNEXURE (QUESTIONNAIRE):

NAME:

1, GENDER

a, MALE b, FEMALE

2, AGE

a, BELOW 20 b, 21-50 c, Above 50

3, EXPERIENCE:

a, 0 to 4 years b, 4 to 8 years c, More than 8 years

4. MARITAL STATUS

a, yes b, no

5, Have you been trained well in your training program in the organization?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

6, Are there any incentives provided to you by the organization for your good performance?

a, Yes b, No

7, Are there any opportunities (like job rotation, employees' development) in your organization?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

8, Do you get help from your superiors?

a, Strongly Agree b, Agree c, Undecided d, Disagree e, Strongly Disagree

9, In your organization welfare measures (like accommodation, transport etc...) have been provided by the organization?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

10, Do you get Freedom to express your views in front of your superiors in the organization?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

11, Do you have good inter personal relations with your superiors and subordinates?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

12, Are you getting advice & assistance from your superintendents at your work?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

13, Are you satisfied with the way company policies are put into practice?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

14, The Technology adopted by the organization helps you to finish your work smoothly?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

15, Is there any feedback given to you by the superiors after completion of a particular task or work?

a, Yes b, No

16, Are you satisfied with your working time?

a, Yes b, No

17, Apart from the work do you have any scope of participating in recreational activities (sports, entertainment etc....) in the organization?

a, Yes b, No

18, Are you satisfied with the organization as a place to work?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree

19, Do you get opportunity for learning and growth in your organization?

a, Strongly Agree b, Agree c, Neutral d, Disagree e, Strongly Disagree