

A STUDY ON EMPLOYEE PERFORMANCE AT GENERAL AUTOMOBILES MFRS PVT LTD

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

L Swetha

(40740373)



**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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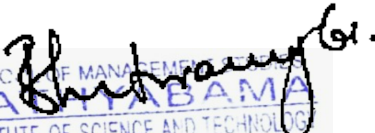
DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of L Swetha (40740373) who carried out the Project Training at "General Automobiles Mfrs Pvt Ltd" under our supervision for a period of 3 months from January 2023 to March 2023.


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DECLARATION

I L Swetha (40740373) hereby declare that the Project work done by me under the guidance of Dr.M.Raja,MBA.,M.Phil.,Ph.D.,(Internal) and Mr. Senthil (External) at General Automobiles Mfrs Pvt Ltd 1/519,Rajiv Gandhi Salai Thuraipakkam is submitted in partial fulfillment of the requirements for the award of Bachelor of Commerce.

DATE: 29-04-2023



PLACE: Chennai

SIGNATURE OF THE CANDIDATE

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SWETHA L

ABSTRACT

Training and development are vital protective device for improving employee performance and organizations retain accumulative training budget yearly basis with believe that it will earn them competitive edge. The main objective of this study is to examine the effectiveness of training development on employees' performance and organization competitive advantage in the GENERAL AUTOMOBILES MFRS PVT LTD.

This study was carried out to ascertain the effect of performance of employees in organizations. The study used four variables which included; Employee motivation, Job design, Management style and Working conditions. The study seeks to benefit the Postal corporation management, HR consultants, scholars and trade unions. The study used descriptive research design and data was collected by use of questionnaires. The target population was respondents 248 from all the selected levels of management and these involved categories where respondents were selected using stratified random sampling techniques. The sample size was 120 respondents. The study findings were analysed and presented in form of charts, tables and graphs and through the use of qualitative and quantitative techniques. The study findings showed that employee motivation, job design, management style and working conditions have a positive relation with that of employee performance. Majority of the employees find it important that their superiors recognize them for a job well done.

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CHAPTER 1
INTRODUCTION

1.1 INTRODUCTION ON THE EMPLOYEE PERFORMANCE

Performance can be defined as the actual output delivered to the organization when provided with certain roles and responsibilities within a given period of time. Performance appraisal is evaluation of the performance of an employee for a defined period of time.

Performance indicators (PIs) and performance measurement are popular topics in management literature nowadays. However, hardly ever is attention paid to the consequences of the relationships that often exist between the different PIs for designing effective, consistent performance for organizations as whole.

Work discipline as an attitude of respect, respect, and obedience to applicable regulations both written and unwritten and able to carry it out, do not dodge the sanctions if it violates the duties and authority given to him. Work discipline is a form of employee self-control and regular implementation and shows the level of sincerity of the work team within an organization. Good work discipline refers to the amount of a person's sense of responsibility towards the tasks assigned to him. Discipline that is not sourced from human conscience will result in a weak and not lasting discipline. The application of work discipline for employees aims to encourage employees to be willing and willing to follow various standards or rules that apply in a company, so that abuses of work can be overcome (Arenofsky,2017).

Good discipline will essentially grow and emanate from the results of human consciousness. Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him, this encourages work passion, morale, and the realization of organizational goals. Good discipline from employees will also show that the organization can maintain and maintain the loyalty and quality of its employees, from the discipline can also be known the performance value of its employees. In general, work discipline can be seen if employees come to the office regularly and on time, dress neatly in the workplace, use office equipment carefully, produce satisfying amounts and quality of work by

following the work method determined by the company and completing the work well and have high morale (Webb et al., 2013).

Another factor that affects the decline in employee performance is work discipline. Based on the results of a field survey of employees of PT. Trakindo Utama Pontianak found a decrease in work discipline. This can be seen from the level of attendance of some employees who are not on time, using the break time exceeding the set hours, going home from work earlier than the stipulated time, some employees do not use office uniforms. In carrying out its duties and responsibilities, it turns out that some employees cannot complete their work in a timely manner in accordance with the standards set by the company.

1.2 INDUSTRY PROFILE

The Indian automobile industry has historically been a good indicator of how well the economy is doing, as the automobile sector plays a key role in both macroeconomic expansion and technological advancement. The two-wheelers segment dominates the market in terms of volume, owing to a growing middle class and a huge percentage of India's population is young. Moreover, the growing interest of companies in exploring the rural markets further aided the growth of the sector. The rising logistics and passenger transportation industries are driving up demand for commercial vehicles. Future market growth is anticipated to be fueled by new trends including the electrification of vehicles, particularly three-wheelers and small passenger automobiles.



FIG 1.2 INDUSTRY PROFILE

India enjoys a strong position in the global heavy vehicles market as it is the largest tractor producer, second-largest bus manufacturer, and third-largest heavy truck manufacturer in the world. India's annual production of automobiles in FY22 was 22.93 million vehicles.

India is also a prominent auto exporter and has strong export growth expectations for the near future. In addition, several initiatives by the Government of India such as the Automotive Mission Plan 2026, scrappage policy, and production-linked incentive scheme in the Indian market are expected to make India one of the global leaders in the two-wheeler and four-wheeler market by 2022.

1.3 COMPANY PROFILE

General Automobiles Mfrs Private Limited is an unlisted private company incorporated on 24 May, 2021. It is classified as a private limited company and is located in Chennai, Tamil Nadu. The current status of General Automobiles Mfrs Private Limited is - Active.

The last reported AGM (Annual General Meeting) of General Automobiles Mfrs Private Limited, per our records, was held on 15 December, 2022. Also, as per our records, its last balance sheet was prepared for the period ending on 31 March, 2022.

General Automobiles Mfrs Private Limited has two directors - Granthi Senthil Kumar and Grandhe Gowri.

GENERAL AUTOMOBILES MFRS PRIVATE LIMITED registered address is NO.1/519, OLD MAHABALIPURAM ROAD, THURAIPAKKAM, CHENNAI TN 600097 IN. It's Annual General Meeting (AGM) was last held on 15/12/2022. As per the Ministry of Corporate Affairs (MCA) records, the balance sheet was filed on 31/03/2022, with an authorized share capital of 20000000 and its paid-up capital is 20000000.

The primary email address of the contact person is gamfrs@gmail.com

Company was incorporated for manufacturing of automobile parts to cater after market with conventional machines. Parts were manufacturing and supplied to all over the country through very efficient distributors network for about 30 years.

1.3.1 GENERAL AUTOMOBILES-JOURNEY:

- As the Vehicles and the markets evolved we shifted our business towards OEM.
- Our Business got 100 % Shifted to OEM by end of 90s
- Shifting from Conventional machine to Cam Operated machines by 2000
- Got our QMS Certification by 2004 from Bureau of Veritas
- Installed 1 Sliding head CNC machine by 2011 now equipped with 6 Machines
- Installed CNC Turning center by 2013 now equipped with 14 Machines.

1.3.2 LIST OF CUSTOMERS

- SAME Deutz Fahr India – Ranipet
- Tractor Farm Equipment's – TAFE
- Tafe Tractors Motors Limited – Eicher
- Sundaram Fasteners – Autolec Division
- Tafe Access – Hydraulic Pump Division
- Simpson & Co
- Elgi Equipments–Coimbatore
- Iberapa – Switch Gear Division

1.3.3. PRODUCT PROFILE:



Fig 1.3.3 Automobile spare



Mild steel and stainless steel gears

1.4 STATEMENT OF THE PROBLEM

Most of the employees understand the procedures and policies of the organization. They are always in touch with their superiors and work well with their colleagues. However, majority of the employees do not take part in projects that benefiting the organization neither do they take part in solving problems in the organization. It was recommended that the management should find a way of motivating every employee for every employee is not the same. The management should engage the staff in the decision-making process.

1.5 NEED FOR THE STUDY

- Successful employees achieve goals.
- Create a positive work environment.
- Measure employee growth.
- Improving employee productivity through improved health.

1.6 SCOPE FOR THE STUDY

- Validate the employee selection process.
- Identify employee training needs.
- Give performance feedback and constructive criticism when necessary.
- Determine employee reward and benefit.
- Decide on the time and nature of promotion or demotion.

1.7 OBJECTIVES OF THE STUDY

- Analyse the impact of office design if any on gender of employees' performance.
- To establish the effect of employee motivation on employee performance.
- To assess the effect of job design on employee performance.
- To find out the effect of working conditions on employee performance.
- To establish the effect of management style on employee performance.

1.8. LIMITATION OF THE STUDY

- Employee feedback may not be 100% reliable and accurate.
- Sometimes, they may keep back information that may be detrimental to the image of the organisation. Also some employees may fear their superiors and refrain from furnishing any negative data.
- Since the time was limited, not all employees could be included in the survey.
- A sample of 120 employees was selected for the purpose of conducted the survey and collecting relevant data.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Collins & Kehoe (2009) examined the link between the different staffing system and firm level performance. This study looks existing theory of organizational design and structure to raised understanding the role of recruitment and selection.

Kumar & Garg (2010) recognized internet recruitment methods from significant literature and describe how their benefits can influence the recruitment performance. The findings of the study showed that increasing importance of information technology for recruitment processes.

Kepha et al., (2012) established the influence of recruitment and selection on performance of employees in research institute in Kenya. The study adopted stratified sampling technique and sample size was 256 employees. Data were collected through questionnaire method and analyse by using SPSS. The result discovered that the association between employee's performance and recruitment & selection were highly significant.

The study recommended that research institutes strictly adhere to job specification when filling vacant positions. The practices can take the shape of a system, a process, an activity, a norm, a rule, an accepted or expected habit, or simply how of doing things **(Goyal & Shrivastava, 2012)**.

A human Resource practice is the one which forms the framework for the culture in the business management; create awareness towards the need to achieve the business goals by the employees in the best possible and ethical manner. It is widely accepted that employees constitute a vital part of organization resource, with the potential to improve the organization's practical reserved advantage **(Hazra, Sengupta, & Ghosh, 2013)**.

Mokaya (2013) examined the effect of recruitment practices on employee performance within the cooperative sector in Kenya. Data were collected through questionnaire from 177 employees and analysed by using Descriptive statistical tools like frequencies, percentage, mean and SD while inferential statistical tools like correlation and regression won't to determine the connection. The study showed that recruitment sources contribute more to the employee's performance.

Ntiamoah (2014) evaluated recruitment and selection practices within the public sector in Ghana. Data were collected through self admin questionnaire and analysed using correlation and regression. Result showed that there was high direct correlation between the construct of recruitment and selection processes, selection decision and public sector.

Qudah et al., (2014) examined the effect of HRM practices towards employee's performance in Malaysian Skill Institute (MSI). Data were collected through questionnaire and analysed by using Descriptive statistics and correlation analysis. The result indicated that recruitment and selection and compensation significantly correlated with the employee's performance.

Kepha et al., (2014) stated that HRM practices can play a crucial role in achieving top quality workforce. Recruitment and selection had been specifically singled out as major human resource management practices which will have an influence on the level of employee performance in organization. This study determined the influence on the extend of employee performance in organization.

Ekwoabo et al., (2015) investigate the impact of recruitment and selection criteria on performance using Fidelity Bank PLC Logas Nigeria as Focus. Data were collected through self admin questionnaire from 130 respondents. The study revealed that recruitment and selection criteria had significant impact on performance.

Sutanto & kurniawan (2016) examined the many impact of recruitment, employee retention and labour relations on employee performance. Data were collected from 712

people and analyzed by using Partial Least Square Analysis and T-statistics. The study identified that the great recruitment programme can have a positive influence in increasing employee commitment, productivity and therefore the quality of labours including performance. This study further recommends a big effect of recruitment, retention and labour relations on employee performance.

Oaya et al., (2017) examined the impact of recruitment and selection strategy on the worker performance in real sector using descriptive survey research design. Data were collected from 150 employees and analysed by employing a one sample T-test. This study concluded that organization strength and weakness come from caliber of its employee and a honest recruitment strategy enables organization to urge suitable and qualified employees which will enhance performance. This study also recommends that the interior employee recommendation of recruitment agency within the recruitment/selection process enables organization to recruit committed and productive employees.

Employee performance is the job related activities expected to worker and how well those activities were executed. Most of the organizations assess the employee performance on an annual or quarterly basis in order suggest the area for improvement in general. Employee performance refers to how your employees perform in daily in your business. Employee's performance involves factors such as quality, quantity and effectiveness of work as well as the behaviours, your employees show at the workplace. Employee performance is defined as the attained outcomes of actions with who perform in some situation **(Andrew, 2017)**.

Rehmany (2018) conducted to assess the impact of recruitment and selection process on employee performance and located that organizational performance is directly associated with performance of their employee. For the aim Primary data also as secondary data were collected from 120 respondents. The study found that Organization which have high qualified employees enjoy high level of performance and outcomes. The study also revealed a high level of correlation between employee performance and

recruitment & selection processes and therefore the Performance of employees is very trusted their recruitment and selection process.

Wambua & Genga (2018) determined the effect of recruitment and selection process on the performance of teachers. Data were collected through questionnaire from 347 respondents including teachers, principals, and teacher managers and analyzed through descriptive statistics. Results of this study showed a direct correlation between teacher's performance and recruitment & selection. The researchers recommend that Teacher Service Commission should emphasize on conducting transparent and fair recruitment & selection.

Suwarto & Subyantoro (2019) determined the effect of selection on performance, the effect of placement on performance, the effect of selection on placement at PT Green Glover Indonesia. Data were collected from 90 employees and analyzed by using Structural Equation Modeling (SEM) with Partial Least Square (PLS) approach. The result showed that recruitment has no effect on performance, selection affects performance, placement affects performance, recruitment affect selection and selection affects placement.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN:

A research design could be defined as blue print specifying every stage of action in the course of research. Such a design would indicate whether the course of action planned will minimize the use of resources and maximize the outcome. Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine research purpose and economy in procedure.

3.1.1 DESCRIPTIVE RESEARCH DESIGN:

Descriptive research design is concerned with research studies with a focus on the portrayal of the characteristics of a group or individual or situation. The main objective such studies is to acquire knowledge. For example, to identify the use of a product to various groups. A research study may be undertaken to question whether the use varies with income age sex or any other characteristics of population.

3.2 SOURCES OF DATA

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 120 respondents
- Secondary Data - Websites and online journals, Published reports & Review of literature from published articles

3.3 STRUCTURE OF QUESTIONNAIRE:

The questionnaire follows a simple and basic layout. It is made easy for the employees to respond to the questionnaire without delay or confusion. The set of question and the answer options present in the questionnaire are predetermined and are constructed by myself based on general questions regarding the main topic.

3.3.1 BASIC INTRODUCTION:

The questionnaire begins with small and simplifies description regarding the questionnaire
– Title and description of the topic.

3.3.2 PERSONAL DETAILS:

The actual questionnaire begins here where the employees are asked about their personal details such as their name, age, gender and occupation.

3.3.3 RESEARCH RELATED QUESTIONS:

The next set of questions in the questionnaire consists of the questions related to employee satisfaction where the employees are asked to fill their feedback.

3.4 SAMPLE SIZE

The collected data from 120 respondents is being used for research.

3.5 SAMPLING TECHNIQUE

Simple random sample, every member of the population has an equal chance of being selected. A Simple random sampling method is one of the main types of probability sampling methods. A Simple random sample tools like random number generators or other techniques that based entirely on chance.

3.6 PERIOD OF STUDY

The period of study is January 2023 through March 2023.

3.7 ANALYTICAL TOOLS

Statistical tool in research and data analysis. Statistical method involve in carrying out a study include planning, designing, collecting data, analyzing, drawing meaningful interpretation and reporting of the research finding.

- Percentage Analysis
- Bar chart.

3.7.1 PERCENTAGE ANALYSIS:

Percentage analysis is one of the basic statistical tools which is widely used in analysis and interpretation of primary data. It deals with the number of respondents response to a particular question is percentage arrived from the total population selected for the study.

$$\text{Percentage} = (\text{No. of respondents} \div \text{Total no. of the respondents}) * 100$$

3.7.2 BAR CHARTS:

The bar chart is commonly used for presentation of qualitative data. The data can be continuous or discrete data, which are plotted against discrete data intervals. The vertical bar diagram, also called bar chart where the length or height of bars represent the numerical value of the event or measurement. Width or gap between the bars is of no significance to the bar chart data, but they are uniform in a diagram.

CHAPTER 4
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

4.1.1. Gender of the respondents

Gender	No. of Respondents	Percentage
Male	92	76.7
Female	28	23.3
Total	120	100

Source: Primary data.

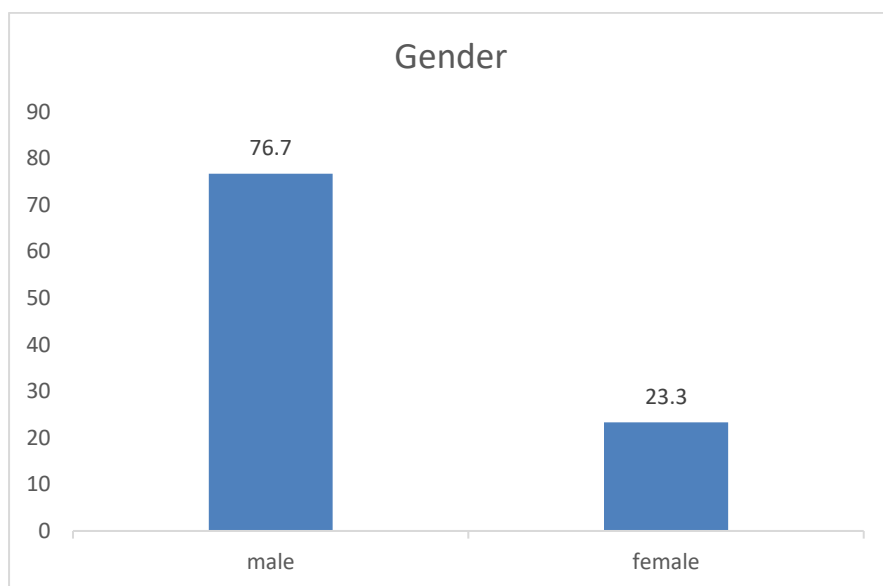


Fig.4.1.1: Chart showing Gender wise classification of the respondents

Interpretation

From the above table it is interpreted that the number of respondents male of respondents are 76.70%, Female of respondents 23.30%.

Inference

Majority (76.7%) of the respondents are male.

4.1.2. Age of the respondents

Age (in years)	No of respondents	% of respondents
20-25	73	60.8
25-30	19	15.8
30-35	16	13.3
Above 35	12	10
Total	120	100

Source: Primary data

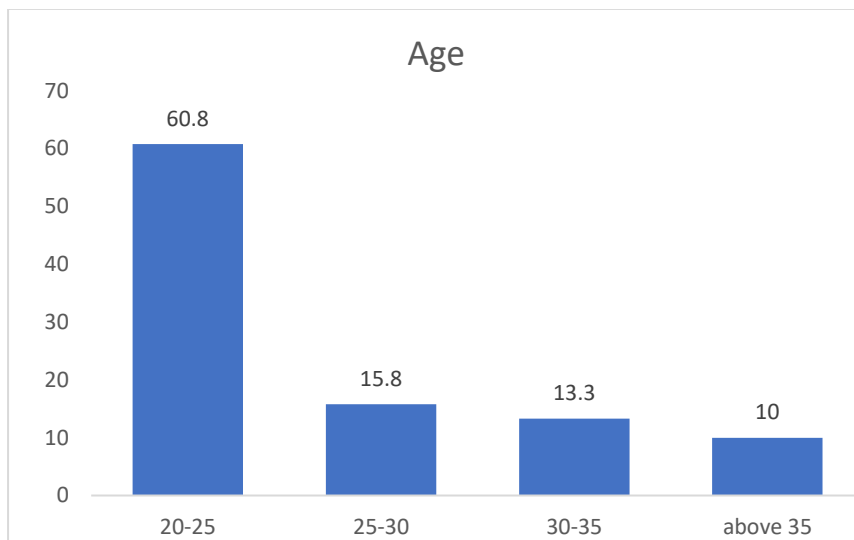


Fig.4.1.2: Age of the respondents

Interpretation:

From the above table it is interpreted the age of the respondents. 60.8% of the respondents are at the age group between 20-25 and 15.8% of the respondents are at the age group between 25-30.

Inference:

Majority (60.8%) of the respondents are between the age of 20-25.

4.1.3. Monthly income

Income	No of respondents	% of respondents
Below 10000	41	34.2
10000-20000	37	30.8
20000-30000	23	19.2
Above 30000	19	15.8
Total	120	100

Source: Primary data

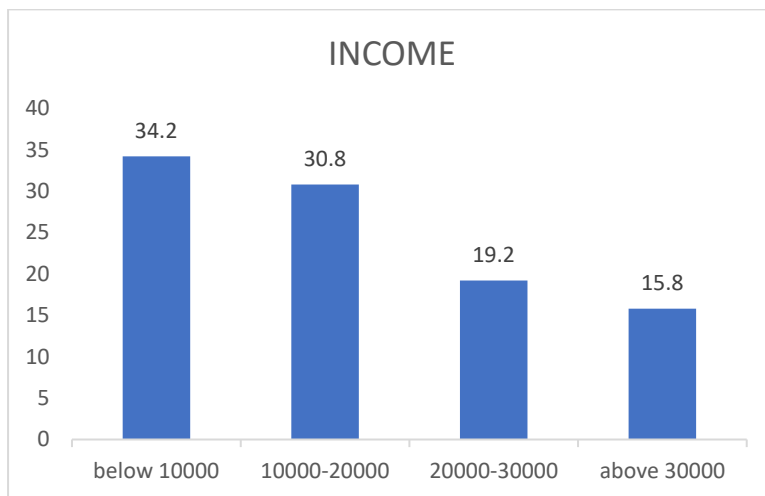


Fig.4.1.3. Monthly income

Interpretation:

From the above table it is interpreted the monthly income of the respondents. 34.2% of the respondents are get below 10000 and 30.8% of the respondents are get between 10000-20000.

Inference

Majority (34.2%) of the respondents are getting below 10000.

4.1.4. Working Experience

WORK EXPERIENCE	NO OF RESPONDENTS	% OF RESPONDENTS
0-1 year	60	50
1-2 years	25	20.8
3-4 years	22	18.3
above 4 years	13	10.8
Total	120	100

Source: Primary data

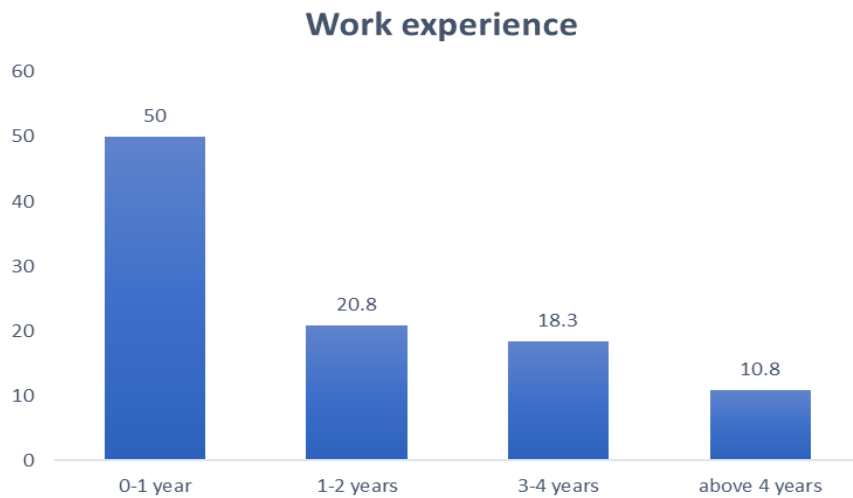


Fig.4.1.4. Working Experience

Interpretation

From the above table it is interpreted the working experience of the respondents. 50% of the respondents working experience between 0-1 year and 20.8% of the respondents working experience between 1-2 years.

Inference

Majority (50%) of the respondents working experience between 0-1 year.

4.1.5. What is your job position?

Job position	No. of respondents	% of respondents
Entry level	60	50
Mid-level	33	27.5
Senior level	18	15
Management	9	7.5
Total	120	100

Source: Primary data

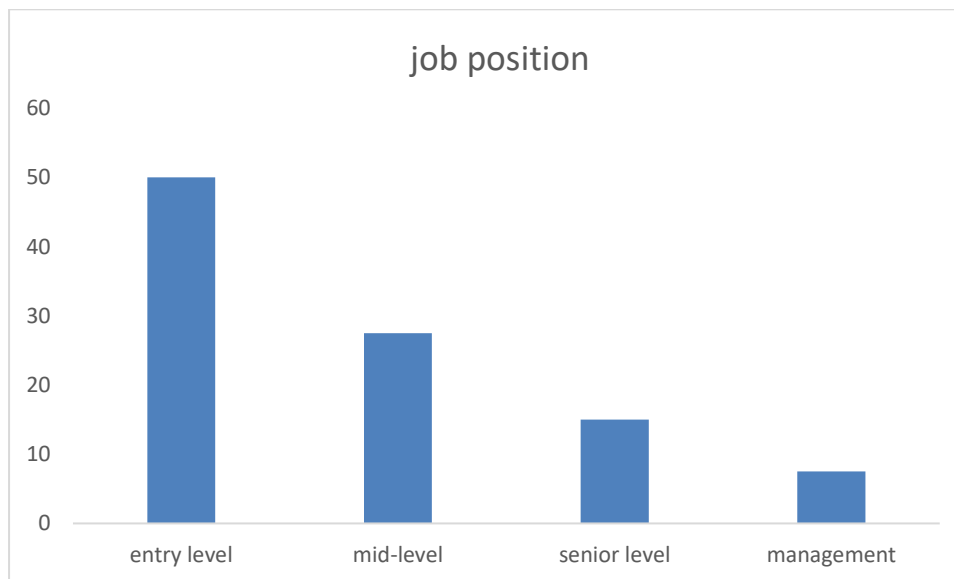


Fig.4.1.5 What is your job position

Interpretation:

The above table shows that 50% of respondents fall under the Entry Level .27.5 % of respondents fall under Mid-Level. 15% of respondents falls under Senior Level. 7.5 % of respondents falls under Management.

Inference:

Majority (50 %) of the respondents are Entry Level.

4.1.6. Are they satisfied with regard to lunch breaks, rest breaks and leave provided?

Particular	No of respondents	% of respondents
Highly satisfied	8	6.7
Satisfied	72	60
Neutral	20	16.7
Dissatisfied	15	12.5
Highly dissatisfied	5	4.1
Total	120	100

Source: Primary data

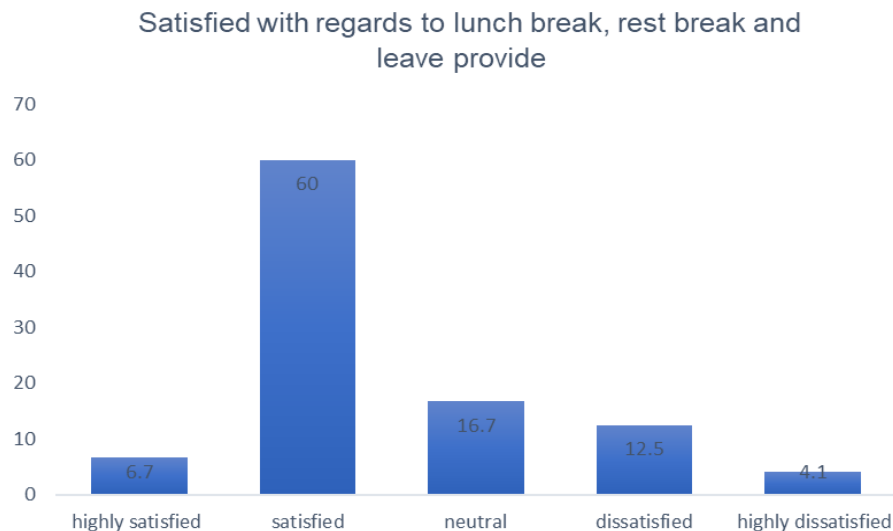


Fig.4.1.6 Are they satisfied with regards to break timing

Interpretation:

From the above table shows about the satisfaction level of employee with their break timing. 60% of the employees agree with it, 16.7% of them are neutral.

Inference:

Majority (60%) of the respondents are agree with satisfaction level of break timing.

4.1.7. How often do you receive feedback on your job performance?

Particular	No. of respondents	% of respondents
Rarely	33	27.5
Occasionally	60	50
Frequency	27	22.5
Always	-	-
Total	120	100

Source: Primary data

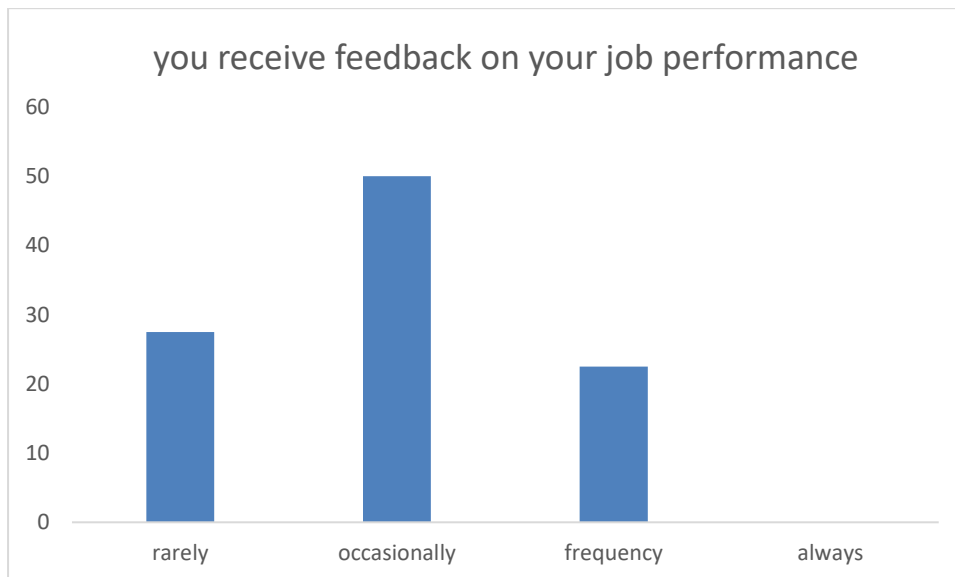


Fig.4.1.7. How often do you receive feedback on your job performance.

Interpretation:

The above table shows that 27.5% of respondents says rarely .50 % of respondents says occasionally. 22.5% of respondents says frequently. No respondents says always.

Inference:

Majority (50 %) of the respondents are occasionally receive feedback.

4.1.8. In your opinion, what are the most important factors that contribute to employee performance in your organization?

Particulars	No. of respondents	% of respondents
Training and development opportunities	45	37.5
Clear job expectations and goals	24	20
Supportive work environment	30	25
Rewards and recognition programs	18	15
Effective communication with manager/supervisor	3	2.5
Total	120	100

Source: primary data



Fig.4.1.8. In your opinion, what are the most important factors that contribute to employee performance in your organization

Interpretation:

The above table shows that 37.5% of respondents says Training and Development opportunities. 25% of respondents says Supportive Work Environment.

Inference:

Majority (37.5 %) of the respondents needs Training and Development opportunities.

4.1.9. Do you feel that the performance evaluation system in your organization is fair and accurate?

Particular	No. of respondents	% of respondents
Yes	86	71.7
No	15	12.5
Maybe	19	15.8
Total	120	100

Source: Primary data

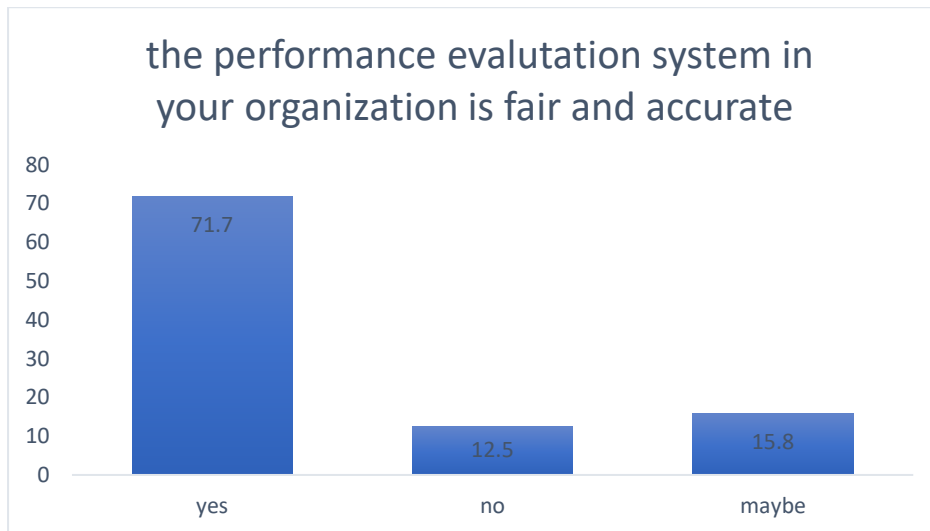


Fig.4.1.9. Do you feel that the performance evaluation system in your organization is fair and accurate

Interpretation:

71.7% of the respondents are say yes to the performance evaluation system in your organization is fair and accurate,15.8% of the respondents are say maybe the performance evaluation system in your organization is fair and accurate.

Inference:

Majority (71.7%) of the respondents are say yes to the performance evaluation system in your organization is fair and accurate.

4.1.10. Do you feel that you are given enough autonomy to perform your job effectively?

Particular	No. of respondents	% of respondents
All of the time	58	48.3
Most of the time	35	29.2
Some of the time	25	20.8
None of the time	2	1.7
Total	120	100

Source: primary data

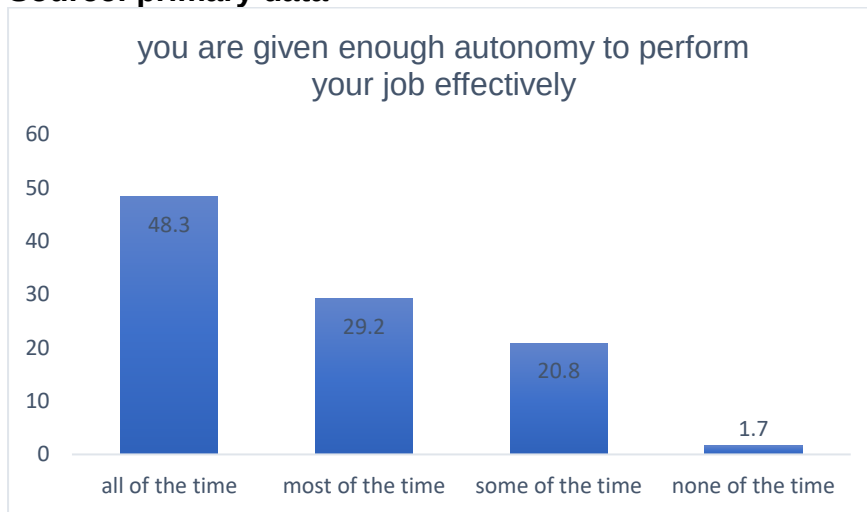


Fig.4.1.10. Do you feel that you are given enough autonomy to perform your job effectively

Interpretation:

48.3% of the respondents using all the time often enough autonomy to perform your job effectively, 29.2% of the respondents using all the time often enough autonomy to perform your job effectively.

Inference:

Majority (48.9%) of the respondents using all the time often enough autonomy to perform your job effectively.

4.1.11. How would you rate the quality of communication between you and your manager/supervisor?

Particulars	No. of respondents	% of respondents
Excellent	27	22.5
Good	60	50
Fair	27	22.5
Poor	6	5
Very poor	-	0
Total	120	100

Source: primary data



Fig.4.1.11. How would you rate the quality of communication between you and your manager/supervisor.

Interpretation:

The above table shows that 22.5 % of respondents says Excellent. 50 % of respondents says Good. 22.5 % of respondents says Fair.

Inference:

Majority (50%) of the respondents receive good quality of commission.

4.1.12. How important do you feel employee recognition and appreciation is for overall employee performance?

Particulars	No. of respondents	% of respondents
Very important	57	47.5
Somewhat important	12	10
Neutral	39	32.5
Somewhat unimportant	3	2.5
Very unimportant	9	7.5
Total	120	100

Source: primary data

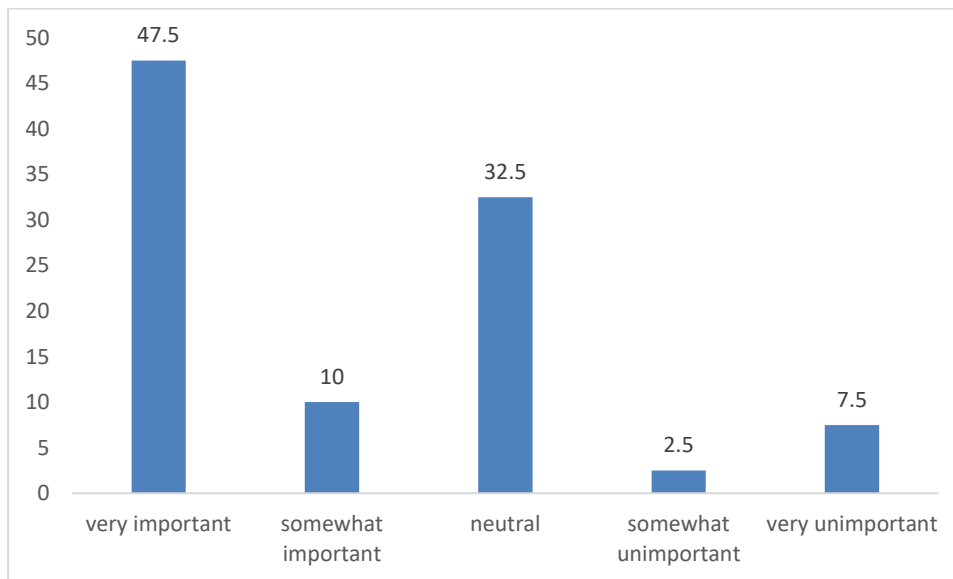


Fig.4.1.12. How important do you feel employee recognition and appreciation is for overall employee performance

Interpretation:

The above table shows that 47.5% of respondents says Very Important. 32.5% of respondents says Neutral.

Inference:

Majority (47.5%) of the respondents are very important to be recognized and appreciated.

4.1.13. How often do you feel stressed or overwhelmed by your workload?

Particulars	No. of the respondents	% of the respondents
Rarely	46	38.3
Occasionally	45	37.5
Frequently	23	19.2
Always	6	5
Total	120	100

Source: primary data

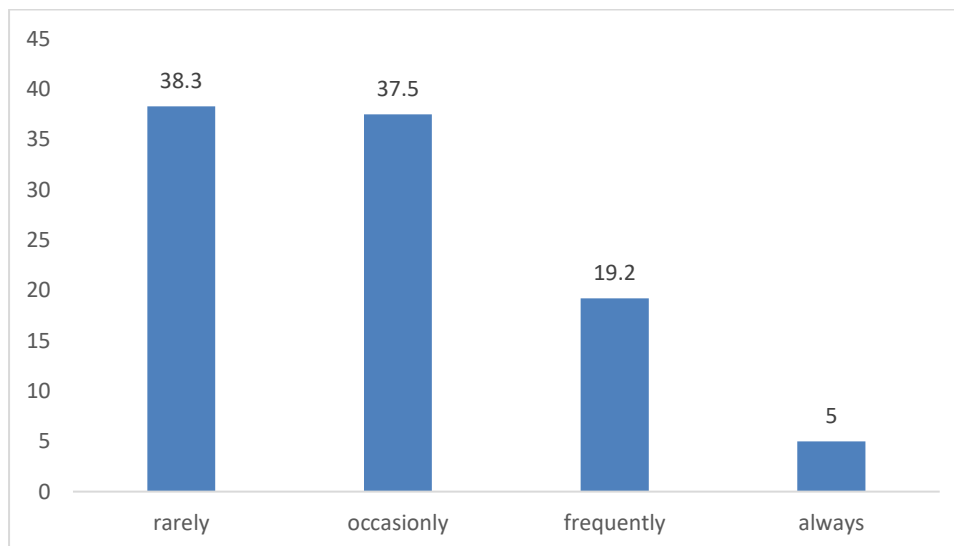


Fig.4.1.13. How often do you feel stressed or overwhelmed by your workload

Interpretation:

The above table shows that 38.3% of respondents says rarely. 37.5% of respondents says occasionally. 19.2% of respondents says frequently. 5% respondents say always.

Inference:

Majority (38.3%) of the respondents are rarely they get stressed.

4.1.14. How effective do you feel the feedback you receive is in helping you improve your job performance?

Particular	No. of respondents	% of respondents
Extremely effective	33	27.5
Moderate effective	69	57.5
Slightly effective	15	12.5
Not effective at all	3	2.5
Total	120	100

Source: primary data

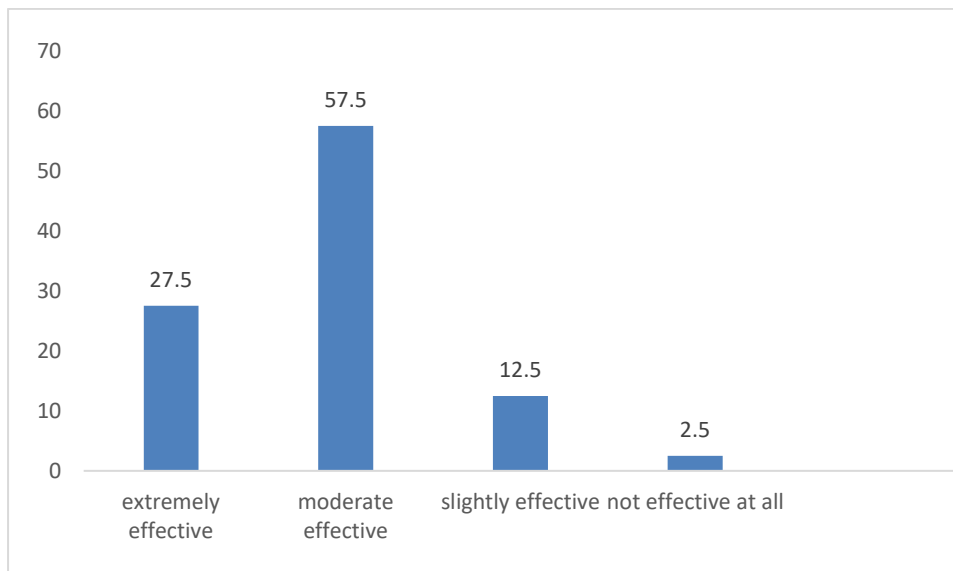


Fig.4.1.14. How effective do you feel the feedback you receive is in helping you improve your job performance

Interpretation:

The above table shows that 27.5% of respondents says Extremely effective. 57.5% of respondents says Moderately effective. 12.5% of respondents says slightly effective. 2.5% of respondents says not effective at all.

Inference:

Majority (57.5 %) of the respondents are Moderately effective in performance.

4.1.15. How would you rate the overall work environment in your organization?

Particulars	No. of respondents	% of respondents
Excellent	42	35
Good	36	30
Fair	23	19.1
Poor	14	11.7
Very poor	5	4.2
Total	120	100

Source: primary data

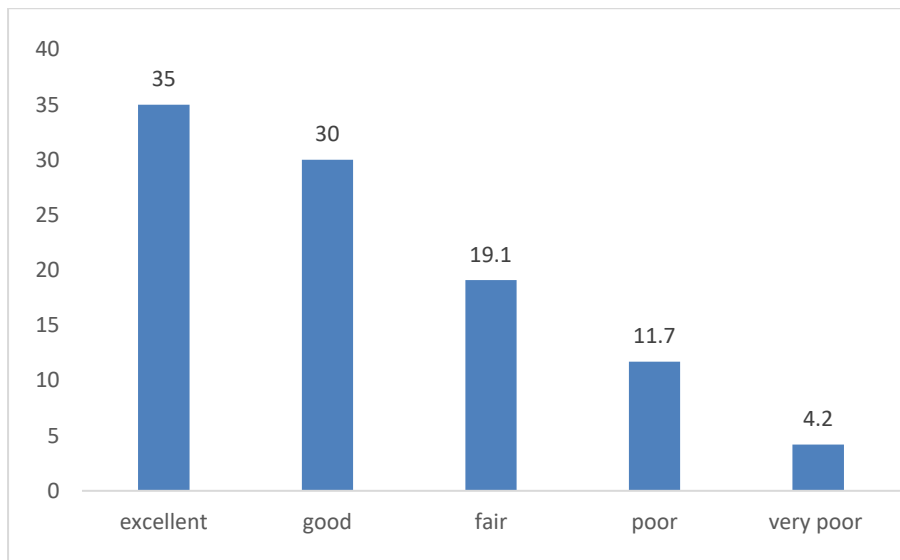


Fig.4.1.15. How would you rate the overall work environment in your organization

Interpretation:

The above table shows that 35 % of respondents says excellent. 30% of respondents says good. 19.1% of respondents says fair. 11.7% of respondents says poor and 4.2 of respondents says very poor.

Inference:

Majority (35 %) of the respondents has overall excellent work environment.

CHAPTER 5
FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- Majority (76.7%) of the respondents are male.
- Majority (60.8%) of the respondents are between the age of 20-25.
- Majority (34.2%) of the respondents are got below 10000.
- Majority (50%) of the respondents working experience between 0-1 year.
- Majority (50 %) of the respondents are Entry Level.
- Majority (60%) of the respondents are agree with satisfaction level of break timing.
- Majority (50 %) of the respondents are occasionally receive feedback.
- Majority (37.5 %) of the respondents needs Training and Development opportunities.
- Majority (71.7%) of the respondents are say yes to the performance evaluation system in your organization is fair and accurate.
- Majority (48.9%) of the respondents using all the time often enough autonomy to perform your job effectively.
- Majority (50%) of the respondents receive good quality of commission.
- Majority (47.5%) of the respondents are very important to be recognized and appreciated.

- Majority (38.3%) of the respondents are rarely they get stressed.
- Majority (57.5 %) of the respondents are Moderately effective in performance.
- Majority (35 %) of the respondents has overall excellent work environment.

5.2 SUGGESTIONS

- The company should give importance to know about most challenging issues of performance management.
- The company should conduct some activities in order to overcome communication problems According to survey lack of communication lead to failure of performance management system.
- Encourage employees to practice their addressing skills in mock scenarios to gain confidence and enhance their performance.
- Incorporate addressing skills into the recruitment process and job descriptions to ensure that new employees have the necessary skills and knowledge.
- Foster a culture of respect and professionalism in the workplace by setting clear expectations for addressing skills and enforcing them consistently.
- Provide resources such as guides, books, and videos on addressing skills to employees for self-improvement and learning.
- Recognize and reward employees who demonstrate excellent addressing skills to encourage others to follow their lead.
- Provide feedback and coaching to employees on their addressing skills, both positive and constructive, to help them improve their skills continuously.

5.3 CONCLUSION

A study on Employees Performance has revealed that our company is focus on providing a good work environment, encouraging employee creativity, and giving them opportunities to learn new skills. This will lead to improved performance, better job satisfaction, and a stronger team spirit. Company also be aware of the various factors influencing employee performance and takes the necessary steps to ensure that their employees are performing at a high level. The addressing skill shortage of employees has been a challenging issue for many organizations. To effectively resolve this problem, organizations need to take a proactive approach to ensure the employees have the necessary skills to meet the changing demands of their job roles. This involves assessing the current skill sets of employees, identifying skill gaps, and providing resources and training to help bridge those gaps. Organizations also need to have a clear understanding of the current and future job requirements and the skills required to fulfill those roles. They should also foster a culture of continuous learning and development, encouraging employees to acquire new skills and knowledge. This could include providing access to training courses, mentorship programs, and other learning opportunities. To ensure that employees are able to meet the changing demands of their job roles, employers should prioritize engagement with their staff and provide feedback on their performance.

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ANNEXURE (Questionnaire)

1. Name

2. Gender

- Male
- Female

3. Age

- 20-25
- 25-30
- 30-35
- Above 35

4. Monthly income

- Below10000
- 10000-20000
- 20000-30000
- Above 30000

5. Working experience

- 0-1year
- 1-2years
- 3-4 years
- Above 4 years

6. What is your job position?

- Entry level
- Mid-level
- Senior level
- Management

7. Are they satisfied with regard to lunch breaks, rest breaks and leave provided

Highly satisfied

- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

8. How often do you receive feedback on your job performance

- Rarely
- Occasionally
- Frequently
- Always

9. In your opinion, what are the most important factors that contribute to employee performance in your organization

- Training and development opportunities
- Clear job expectations and goals
- Supportive work environment
- Rewards and recognition programs
- Effective communication with manager/supervisor

10. Do you feel that the performance evaluation system in your organization is fair and accurate

- Yes
- No
- Maybe

11. Do you feel that you are given enough autonomy to perform your job effectively

- All of the time
- Most of the time
- Some of the time
- None of the time

12. How would you rate the quality of communication between you and your manager/supervisor

- Excellent
- Good
- Fair
- Poor
- Very poor

13. How important do you feel employee recognition and appreciation is for overall employee performance

- Very important
- Somewhat important
- Neutral
- Somewhat unimportant
- Very unimportant

14. How often do you feel stressed or overwhelmed by your workload

- Rarely
- Occasionally
- Frequently
- Always

15. How effective do you feel the feedback you receive is in helping you improve your job performance

- Extremely effective
- Moderate effective
- Slightly effective
- No effective

16. How would you rate the overall work environment in your organization

- Excellent
- Good
- Fair
- Poor
- Very poor