

A STUDY ON EMPLOYEE'S SATISFACTION WITH SPECIAL REFERENCE TO JOYS INFRA TECH

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

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**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 Benjamin Jeba Prabhu
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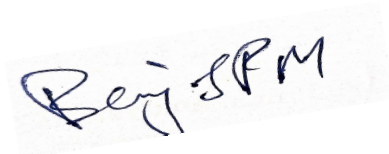
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DECLARATION

I Benjamin Jeba Prabhu (40740047) hereby declare that the Project work done by me under the guidance of Internal guide Dr.Umameshwari.S and External guide Mr.Joseph at JOYS INFRA TECH 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 blue ink, appearing to read 'Benj sPM', is written on a small, light-colored rectangular piece of paper.

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to the Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

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Benjamin Jeba Prabhu

ABSTRACT

Employee satisfaction refers to one's feelings towards one's job.

If the employee's expectations are fulfilled (or) the employees get higher than what he / she feels satisfied.

If the employee satisfaction increases organization commitment will get 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 employee satisfaction

In this study, 108 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

1.1 INTRODUCTION

EMPLOYEE SATISFACTION

Employee satisfaction is about one's feeling or state of mind regarding the nature of their work. It can be influenced by a variety of factors e.g., quality of one's relationships with their supervisor, quality which they work, degree of fulfilment in their work etc.

Comprehensive definition of Employee satisfaction as involving cognitive, effective and evaluative research or attitudes and states it is "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience." Employee satisfaction is a result of an employee's perception of how well their job provides those things that are viewed as important.

Employee satisfaction or work satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that employee satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction). or cognitions about the job (cognitive job satisfaction)

FACTORS DETERMINING EMPLOYEES' SATISFACTION

- Factors affecting jobs are the main factors of employee satisfaction, which may be challenging work, reward systems, working conditions, colleagues, learning and personality. Skill variety autonomy and significance are challenging tasks, which provide maximum satisfaction to employees.
- Working conditions influence employees' level of satisfaction. Under conducive working conditions, people prefer to work hard while in an adverse atmosphere.
- People avoid work. Working conditions not only include physicals of the work but also the working relationships in the organization.
- Fairness in promotion, an unbiased attitude of management, responsibilities and social status are the factors that are said to be providing satisfaction to employees.
- Factors influencing employee satisfaction can include using one's abilities and skills, working conditions, benefits, and pay. Happiness is relative, and everyone responds to different factors differently. Hence, it's important to understand the level of the factors that affect the job satisfaction of employees.

1.2 INDUSTRY PROFILE

A commodity market is a market that trades in the primary economic sector rather than manufactured products, such as cocoa, fruit and sugar. Hard commodities are mined, such as gold and oil. Futures contracts are the oldest way of investing in commodities. Commodity markets can include physical trading and derivatives trading using spot prices, forwards, futures, and options on futures. Farmers have used a simple form of derivative trading in the commodity market for centuries for price risk management.

Commodity-based money and commodity markets in a crude early form are believed to have originated in Sumer between 4500 BC and 4000 BC. Sumerians first used clay tokens sealed in a clay vessel, then clay writing tablets to represent the amount-for example, the number of goats, to be delivered. These promises of time and date of delivery resemble futures contracts.

In India. Cotton Trade Association started futures trading in 1875 in India. Datives market developed in several commodities in India. Following Cotton, derivatives trading started in oilseed in Bombay (1900), raw jute and jute goods in Calcutta (1912), Wheat in Hapur (1913), and Bullion in Bombay (1920).

A commodity market involves buying, selling, or trading a raw product, such as oil, gold, or coffee. There are hard commodities, which are generally natural resources, and soft commodities, which are livestock or agricultural goods.

1.3 COMPANY PROFILE

JOYS INFRA TECH

Joyce Infratech Pvt. Ltd. is a commodity trading company that deals in agricultural, metals, and energy commodities. Portland cement, soya bean, wheat, steam coal, chrome ore, iron ore, and manganese ore are among these commodities. We also offer a wide range of products and solutions for the renewable energy sector, particularly in the areas of solar and wind energy, on a global scale. In addition, we assist clients with a strong real estate/or project portfolio in acquiring the funding they require through strong banking contacts and comprehensive understanding of the lending/financing industry.

We have progressed from global sourcing of corporate business services and commodities to implementing renewable energy projects across diverse industrial, residential, and agricultural sectors, with over thirty years of experience in the industry. Across the country, we've formed partnerships with a variety of trade associations, industry associations, and educational institutions. These collaborations allow Joyce Infratech to improve trading procedures, raise awareness, and support the commodity market's overall growth and development.

Joyce Infratech's capacity to effectively employ and deploy technology is critical to the company's growth. Our technological infrastructure is built to ensure high availability of all important components that guarantee continuous availability of trading facilities. Fast order routing, immediate trade execution, trade reporting, real-time risk management, market surveillance, and market data dissemination are all possible because of the company's powerful technical backbone and rapid customization and deployment capabilities.

1.4 NEED FOR THE STUDY

To find out the satisfaction level of employees.

To identify important factors of employee satisfaction and organizational commitment of the employee.

1.5 OBJECTIVES OF THE STUDY

To identify the employees relational ship with their supervisors and co-workers.

To assess the satisfaction level of employees with working conditions and environment.

To know the security and the safety measures taken by the organization.

1.6 SCOPE OF THE STUDY

This study is on the impact of company policies, working conditions and on the job satisfaction of employees.

It concentrates on the effect of factor in general and considers only the perceptual element of employees.

1.7 LIMITATIONS OF THE STUDY

The major drawback is that the surveys don't measure how to satisfy the people in the workforce they are working in.

While being happy and satisfied are almost related entities, they are different and have their importance in every aspect.

CHAPTER 2

REVIEW OF LITERATURE

2. INTRODUCTION TO REVIEW OF LITERATURE

1. Antvor (2010) discusses the national culture's impact on the national work satisfaction level but discusses its role on other measures of the employment aspects at the same time. While there was a cultural impact on domestic job satisfaction, they claimed that all work satisfaction factors were not unique to the cultural context. The findings of a cross-border work satisfaction survey must be compared with management.

2. Arestovich (2014) discusses the influence of organizational and environmental factors on employee job satisfaction. The police employees rated salary and security as the least motivator and support from the management as high. Police employees rate trust and belongingness as the key factors in job satisfaction.

3. Artz (2010) Studies the relationship between rewards and work satisfaction for Outer. Benefits from the periphery do not necessarily contribute to workplace satisfaction. In so long as the employee has the impression that he can fulfill his desires, it is still appropriate. It is also noticed that it does not fulfill the employees' expectations, which contributes to discontent. Organizations need to evaluate their processes more effectively and, if possible, provide fringe incentives and offer workers the chance to make use of them, thereby generating satisfaction with their work.

4. Austin (2007) The major reasons for managers' work satisfaction in Cyprus are "self-fulfillment," "independence," and "job environment." Fair salaries, well-educated subordinates, and the prospects for self-realization are development opportunities. Employers can reflect on the three aspects of community independence of their work setting to ensure the framework's flow contributes to job satisfaction, i.e., age, sex, number of years in the company, public and private sector, number of workers oversaw.

5. Hawley (2008) Discusses the degree and the factors impacting the teachers' happiness in the beginning. Teachers are pleased with their jobs, and academic proficiency, race, socio-economic status, teacher's degree, and whether their mother was a teacher are the variables contributing to their work satisfaction. The teaching license plays an important part here because it demonstrates the expertise and experience that the instructor wants to be taught.

6. Kumari and Pandey (2011) State that for any country, both the public and private sector are equally important and these two are fundamental criteria for every nation to thrive and expand. Here, the level of workplace satisfaction has been checked for work ambivalence (the state of having mixed feelings or contradictory ideas about something). The manager received a higher output ranking if the ambivalence of the workers was lower and vice versa. Jobs happiness and success have little connection if the ambivalence to the work rises. Organizations should also concentrate on clarifying their jobs to the workers to properly appreciate the task.

7. Mudor and Tookson (2011) discuss the relationship between human capital administration, employee satisfaction, and attrition eventually. Monitoring, recruitment, and compensation procedures, which are the three factors of HRM practices, are extremely counterproductive to employee satisfaction. Efficient workers lead to continuous employment and fair wages for employees. Job quality contributes directly to turnover.

8. Neeraj Kumari (2016) pursued observational research on behavior and criteria in the service sector against job satisfaction. The research is done with a certain framework and observations into the life insurance scheme. Throughout the analysis, it is found that life insurance employees are usually satisfied. The researcher stresses the facets of incentives and financial advantages, and personal recognition, which has a dominant function to play, factors such as the company's goals, the reputation and credibility of the company, sustainability with the role

9. Nir (2012) studies the importance of teachers perceived organizational support on Job Satisfaction. There are two aspects to satisfaction, mainly intrinsic and extrinsic. Earned status and respect are extrinsic factors that play an important role in employee satisfaction.

10. Omey (2007) Discusses the connection between education and work satisfaction. Although there's a relationship, he claims there's no relationship, too. In contrast with the lower-skilled employees, higher-education workers are often happy, as they receive a better-quality job. He continues that undertrained employees can also be better pleased with the "good job psychological advantages". Employee quality varies with the educational level and results in various levels of work fulfilment. Job features play a major role, and you have the chance to use your skills. The author thus argues that organizations should concentrate more on standards of work than education.

11. Ramayah (2011) evaluates whether mentoring results in work satisfaction within the Malaysian context. His results suggest that career mentoring is connected to every aspect of work satisfaction. The aspects of job satisfaction analyzed were jobs themselves, employees, managers, and promotion. At a higher education level, mentors often play an important role and deliver meaningful job results directly. But psychological mentoring has no essential connection to the three variables that fulfill the job (co-workers, the job itself, and promotion). The study also suggests that since therapeutic mentoring contributes to non-monetary happiness, workers would not appreciate it in the longest possible term.

12. Saari & Judge (2004) discussed attitudes towards employee satisfaction, discussed the employee's mood is linked to the job where an employee loves the job, the content level rises with increasing the success of the company.

13. Seniwoliba A.J. (2013), analyzed career quality satisfaction levels of teachers in the public high school in Temale Metropolis in Ghana and was found to motivate employees and contribute successfully to the achievement of job satisfaction through factors extrinsic to pay, rewards, working conditions, protection (medical and future pension benefits).

14. Shanmugapriya. S (2016), in his study, the employees of public sector banking opined that the state banks had a sea turn in their success in analyzing determinants of job satisfaction. Moreover, the economic and financial market reforms have begun. Various factors have made India one of the world's fastest-growing economies, including opening the global markets, reforming the banking system, rising investment levels, the proactive regulatory landscape, and its demographic profile.

15. Silverthorne (2008) The contribution to job content and the associated effects, such as output and tension, of the individually variable locus of control was studied. Findings suggest that a low degree of work tension and a greater level of satisfaction and efficiency are the products of the internal position of control. The external control locus doesn't reduce work stress, while the internal control locus decreases work stress by reducing efficiency and happiness.

16. Singh & Jain (2013), Employee happiness and its impact on results were highlighted. The behavior of workers represents the company's morality. The satisfied staff has a significant role in customer care and sales because they communicate regularly with the customer. The office is the gateway to employee fulfillment. Good labor practices and good working conditions also improve workers' efficiency, profitability, satisfaction, and retention.

17. Warn (2003) emphasized aspects of the workplace, contributing to depression and lack of job satisfaction. Stress is normally caused by a lack of power over the intended effects. At the workplace, tension is felt because of a lack of authority, job conflicts, and uncertainty, contributing to frustration. The principle of checkability brings a solution to lower pressures and contributes to job fulfillment in which a person has an attitude of desires and needs that depends on the aspirations of the individual and governs multiple facets of the working situation. A supportive working atmosphere, such as a positive environment for studying or no abuse at work or anxiety in the workplace, helps minimize depression and achieve job satisfaction.

18. Witte (2012) discussed the element of job satisfaction highlighted on group discrepancies. The research was carried out in Belgium in the banking industry. For the hypothesis test, a model was developed. The paradigm is "job demand management support," and the study showed that the demand for work had the greatest impact in explaining satisfaction in relation to working circumstances and less in relation to explaining satisfaction with task contents.

19. Zaki (2003) Explains Lebanese non-management banking employees' work satisfaction and results. The researchers found a substantial link in terms of pay and supervision between work satisfaction and gender. Only satisfied people within the company are willing to carry out their roles and obligations. Women workers were happy with the salaries, while men were happier with supervision. The author himself often claims this does not matter because the self-rate is inflated, and his colleagues' success is usually underestimated.

CHAPTER 3

RESEARCH METHODOLOGY

3.1: RESEARCH DESIGN

The study was based on a survey method. The aim of the study is to find satisfaction levels of employees.

3.2: SOURCES OF DATA

The data collected for the study consists of both primary and secondary data.

PRIMARY DATA

In this study primary data were collected through personnel interview using questionnaire. The questionnaire was given to employees of JOYS INFRA TECH

SECONDARY DATA

Secondary data for this study was collected from.

- Precisely published records, statistics, research reports and documents.
- Books, Periodical and Websites.

3.3: STRUCTURE OF QUESTIONNAIRE

In this study the researcher used a questionnaire consisting of twenty-one multiple choice-based questions.

3.4: SAMPLE SIZE

The sample size of this study is 108.

3.5: SAMPLING TECHNIQUE

This technique adapted from the sample stratified random sampling. To take the sample from the selected people.

3.6: PERIOD OF STUDY

This study on employee satisfaction was conducted during the period of Jan 2023 to March 2023 which is Three months.

3.7: ANALYTICAL TOOLS

Percentage Analysis is used as statistical tools for the analysis. Graphical Representation tools such as Bar Graphs and Pie charts have been used for the data analysis

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

TABLE 4.1.1 Represents Age of the Respondent

AGE	NO.OF. RESPONDENT	PERCENTAGE
18- 25	18	16.7%
25- 35	61	56.5%
35- 45	12	11.1%
MORE THAN 45	17	15.7%
TOTAL	108	100

Source: Primary data

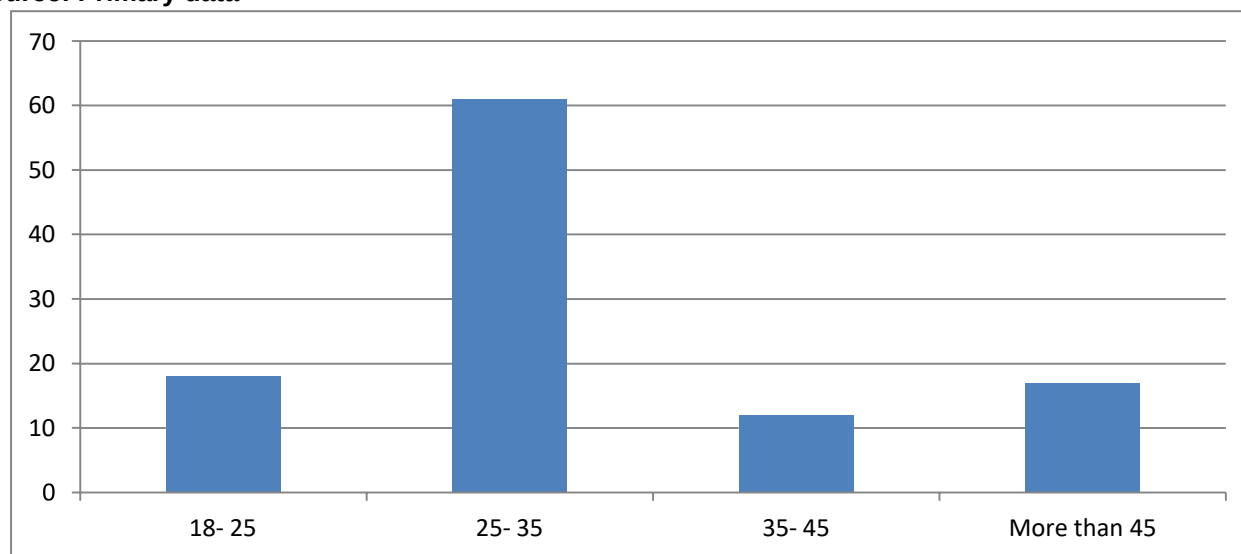


Chart No 4.1.1 Age of the respondent

INTERPRETATION: From the above table, it is interpreted 16.7% of respondent are of age group 18- 25, 56.5% of them belong to age group 25- 35 and 11.1% belong to the age group 35- 45 and 15.7% belong to age group more than 45.

Inference: The majority (56.5%) of the respondents are between the age of 25-35

Table 4.1.2 Represents Respondent's Gender

GENDER	NO.OF. RESPONDENT	PERCENTAGE
MALE	88	81.5%
FEMALE	20	18.5%
Total	108	100

Source: Primary data

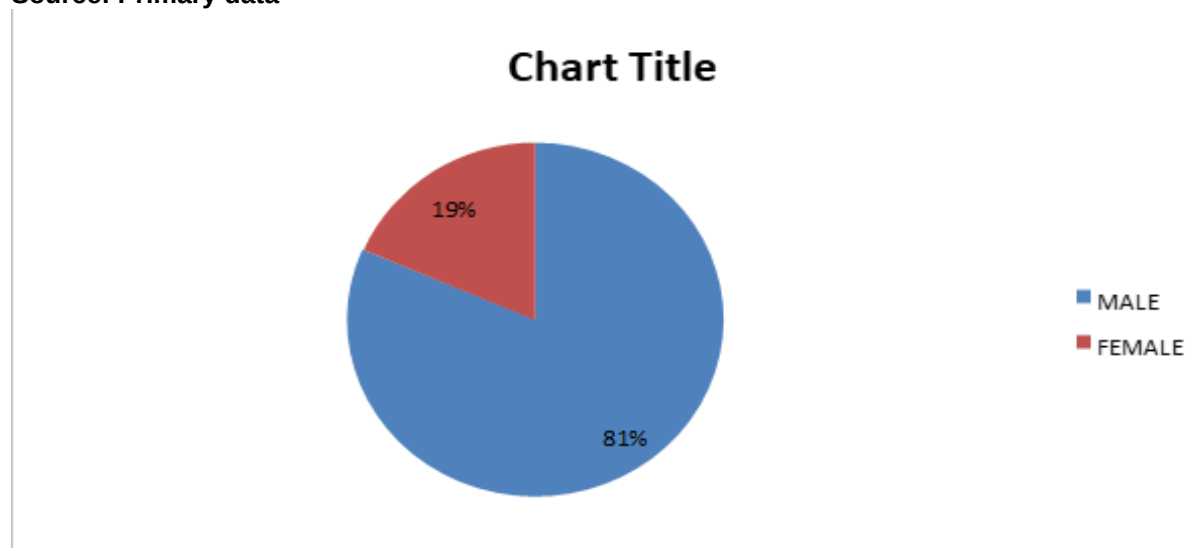


Chart. 4.1.2. Respondent's Gender

INTERPRETATION:

From the above table, it is interpretation that 81.5% of respondents are Male category and 18.5% belong to Female category.

Inference: Majority (81.5%) of the respondent are Male

Table 4.1.3 Represents Respondent's Marital Status

GENDER	NO.OF. RESPONDENT	PERCENTAGE
MARRIED	63	58.3%
UNMARRIED	45	41.7%
Total	108	100

Source: Primary data

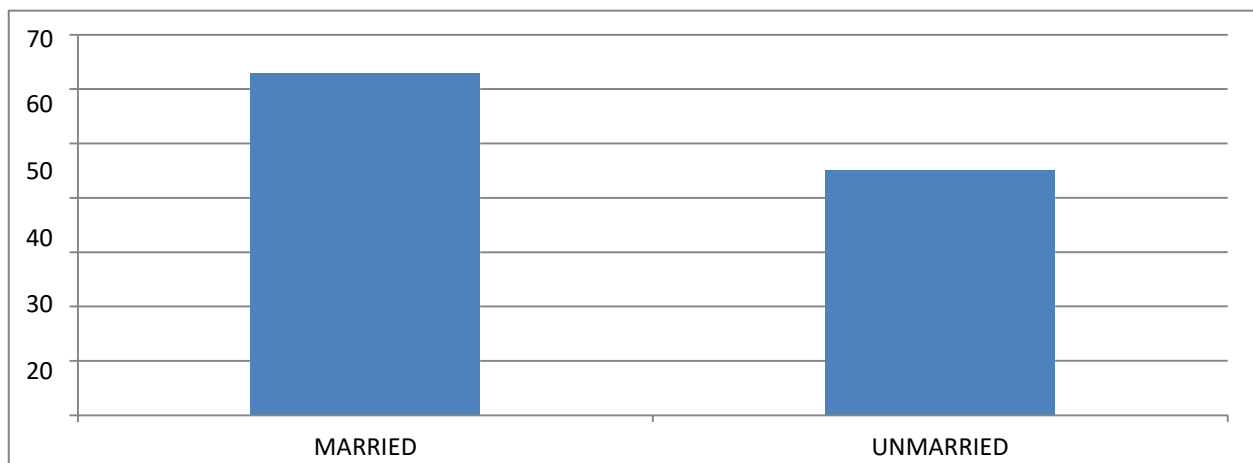


CHART NO. 4.1.3: Respondent's Marital Status

INTERPRETATION:

From the above table, it can be interpreted that out of the option given 58.3% of respondent are married, 41.7% of respondent are unmarried.

Inference: Majority (58.3%) of the respondents are Married

Table 4.1.4 Represents Respondent's Position in the Company

OPTIONS	NO. OF. RESPONDENT	PERCENTAG E
EMPLOYEE	101	93.5%
SUPERVISOR	4	3.7%
MANAGER	3	2.8%
OFFICER	0	0%
TOTAL	108	100

Source: Primary data

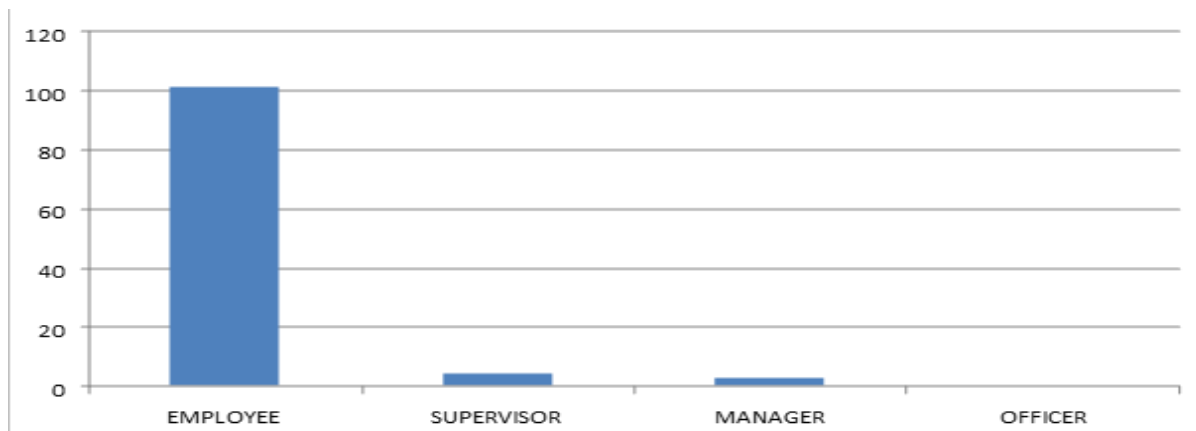


CHART NO. 4.1.4: Respondent's position in the company

INTERPRETATION:

From above table, it can be interpreted that out of the option given 93.5% of respondent are Employee and 3.7% of respondent are supervisor and 2.8% of respondent are Manager.

Inference: Majority (93.5%) of the respondent are Employees

Table No 4.1.5 Represents

Work Experience of the Respondents

Option	Number of respondents	percentage
3 - 5 years	25	23.1%
5- 10 years	39	36.1%
Less than 3 years	19	17.6%
More than 10	25	23.1%
Total	108	100

Source: Primary data

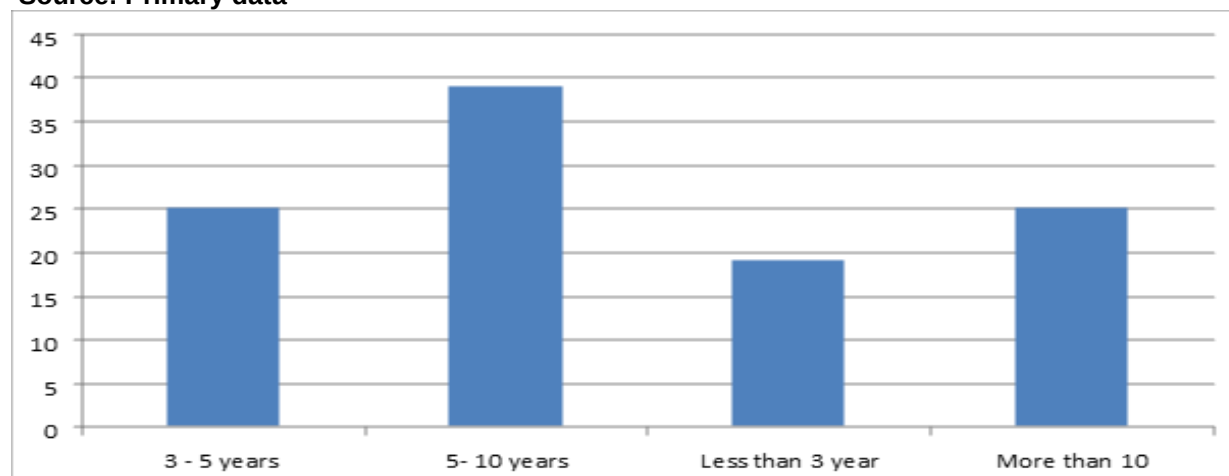


CHART NO.4.1.5: Work Experience of the respondents

INTERPRETATION:

From the above table 23.1% of the respondent have 3-5 years and 36.1% of the respondent are 5- 10 years and 17.6% Less than 3 years and 23.1% of the respondent are More than 10 years.

Inference: Majority (36.1%) of the respondent have 5-10 years of experience

Table 4.1.6 Represents Respondents happiness at work

options	No of respondent	Percentage
50%	13	12%
65%	21	19.4%
85%	49	45.4%
100%	25	23.1%
Total	108	100

Source: Primary data

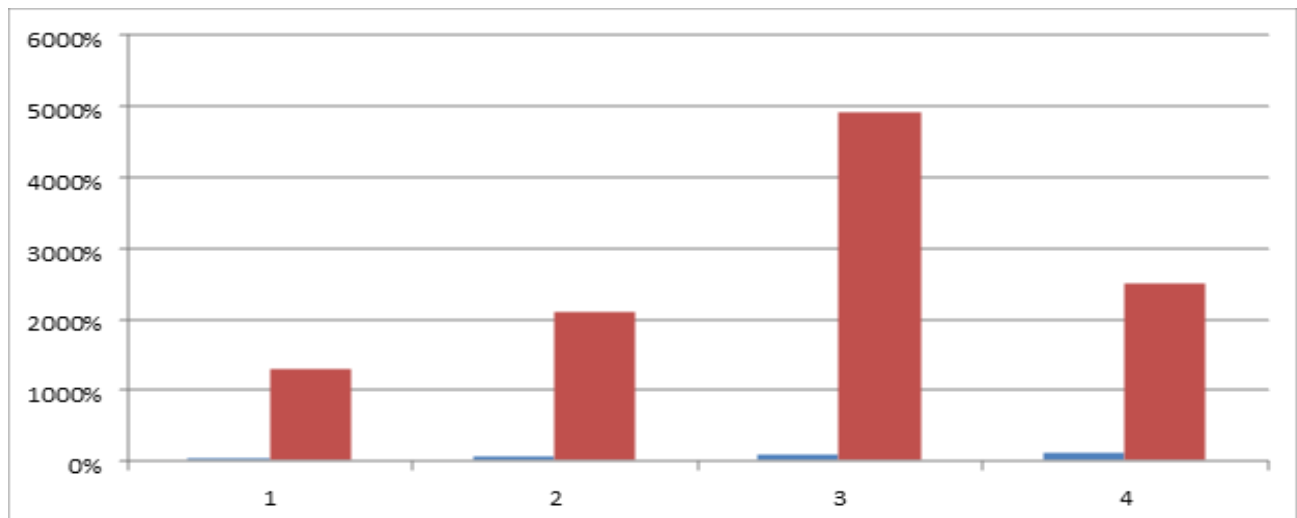


CHART NO. 4.1.6: Respondents happiness at work

INTERPRETATION:

From the above table 12% of the respondents have 50% and 19.4% of the respondent had 65% and 45.4% of the respondent are 85% and the 23.1% of the respondent are 100%.

Inference: The majority (45.4%) of the respondents have selected 85%

Table 4.1.7 Represents Respondents enjoy company culture

Options	No of respondents	Percentage
Yes	89	82.4%
No	19	17.6%
Total	108	100

Source: Primary data

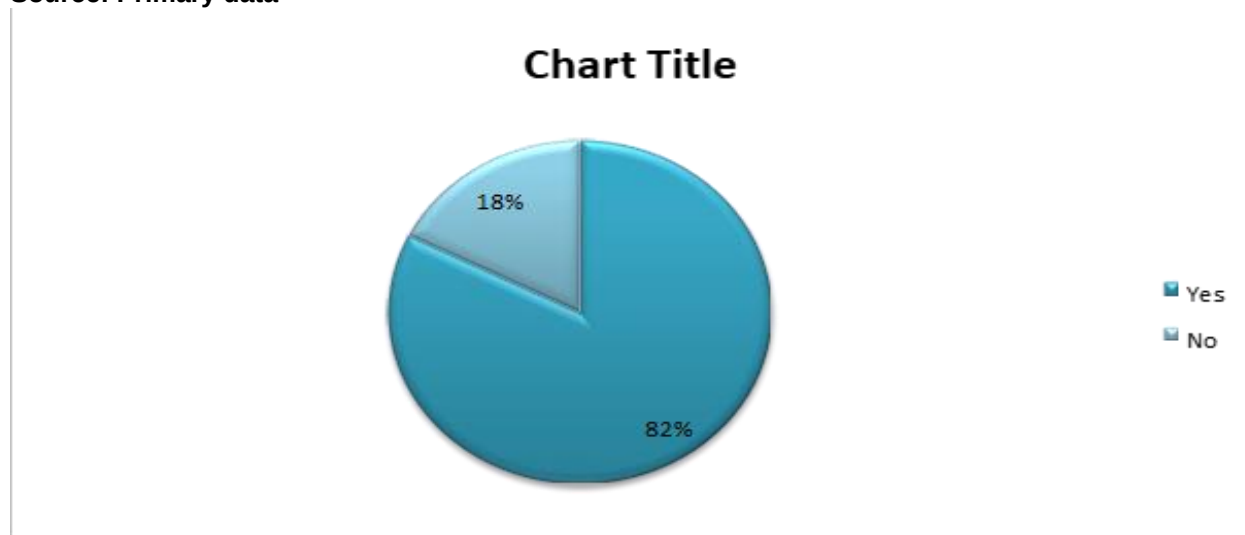


Chart 4.1.7: Represents Respondents enjoy company culture

INTERPRETATION:

From the above table 82.4% of the respondents selected Yes and 17.6% of the respondents selected No.

Inference: The majority (82.4%) of the respondents selected Yes

TABLE NO 4.1.8 Respondents work hours in the company

Options	No of respondents	Percentage
6 Hours	3	2%
7 Hours	4	3.7%
8 Hours	39	36.1%
9 Hours	63	58.3%
Total	108	100

Source: Primary Data

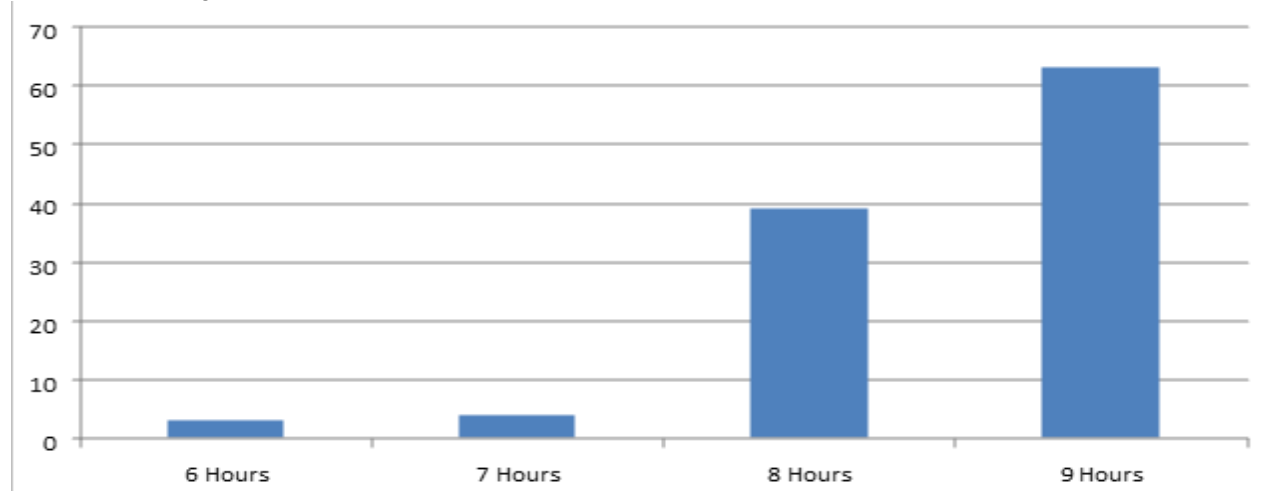


Chart No 4.1.8 Respondents work hours in the company

INTERPRETATION:

From the above table 6.5% of the respondents are 6 Hours and 1.9% of the respondent are 7 Hours and 34.3% of the respondent are 8 Hours and 57.4% of the respondent are 9 Hours.

Inference: The majority (57.4%) of the respondents have selected 9 Hours

TABLE NO 4.1.9 Represents Respondents Feel when they arrive at the office

Options	No of respondents	Percentage
I am already exhausted and can't. wait to go home	8	7.4%
I feel motivated and energized	71	65.7%
Managing stressful situations	11	10.2%
None of these	18	16.7%
Total	108	100

Source: Primary data



Chart.4.1.9: Represents Respondents Feel when they arrive at the office

INTERPRETATION:

From the above table 6.5% of the respondents are selected. I am already exhausted and can't wait to go home and 67.6% of the respondents are selected. I feel motivated and energized and 10.2% of the respondents were selected. I managed stressful situations from time to time, but I manage stress well, so it doesn't build up and 15.7% of the respondents selected None of these.

Inference: Majority (65.7%) of the respondent have selected that I feel motivated and energized while arrive to the work in morning

Table 4.1.10 Represents Do Respondents have a strong relationship with co-workers?

Options	No of respondents	Percentage
Yes	94	87%
No	14	13%
Total	108	100

Source: Primary data

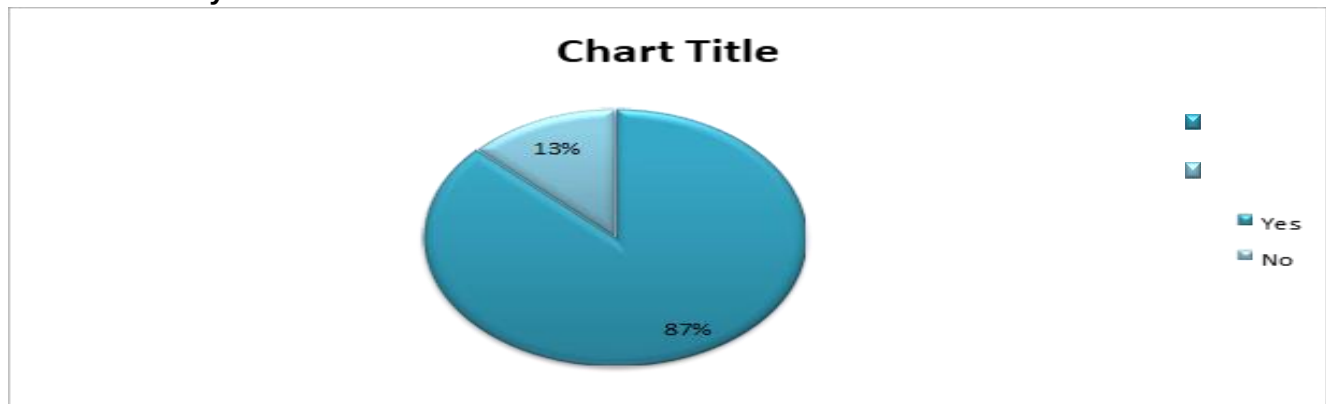


Chart No. 4.1.10 Respondents have a strong relationship with co-workers?

INTERPRETATION:

From the above table 87% of the respondents selected Yes and 13% of the respondents selected No.

Inference: The majority (87%) of the respondents had selected Yes

TABLE 4.1.11 Represents Respondents relationship with manager

Option	No of respondents	percentage
Friendly	48	44.4%
Take initiative	4	3.7%
Share the credit	17	15.7%
None of these	39	36.1%
Total	108	100

Source: Primary Data

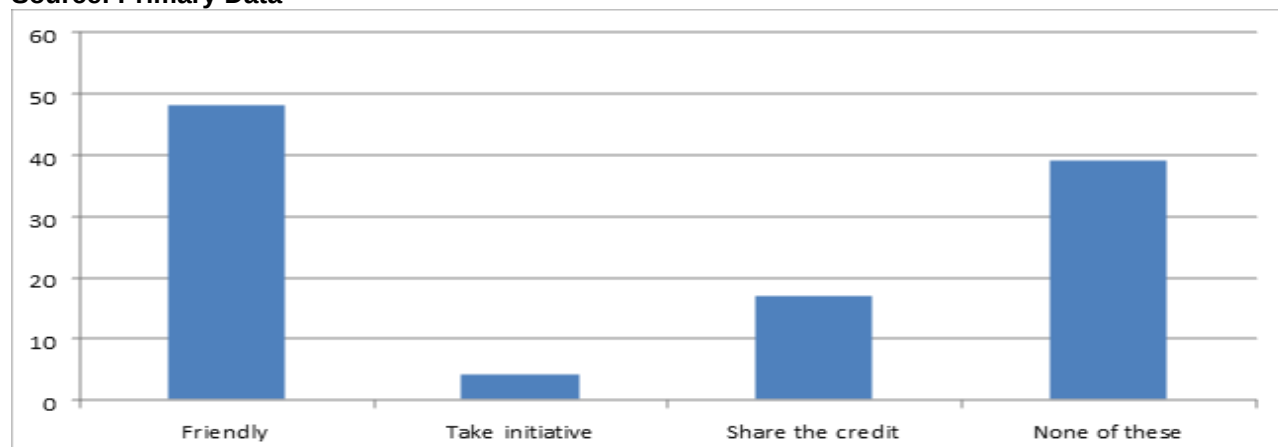


Chart No 4.1.11: Represents Respondents relationship with manager

INTERPRETATION:

From the above table 44.4% of the respondent are selected Friendly and 3.7% of the respondent are selected Take initiative and 15.7% of the respondent are selected Share the credit and 36.1% of the respondent are selected None of these.

Inference: The majority (44.4%) of the respondents are Friendly

TABLE NO 4.1.12 Represents
Respondents get provided with company transport

Options	No of respondents	Percentage
Yes	91	84.3%
No	17	15.7%
Total	108	100

Source: Primary data

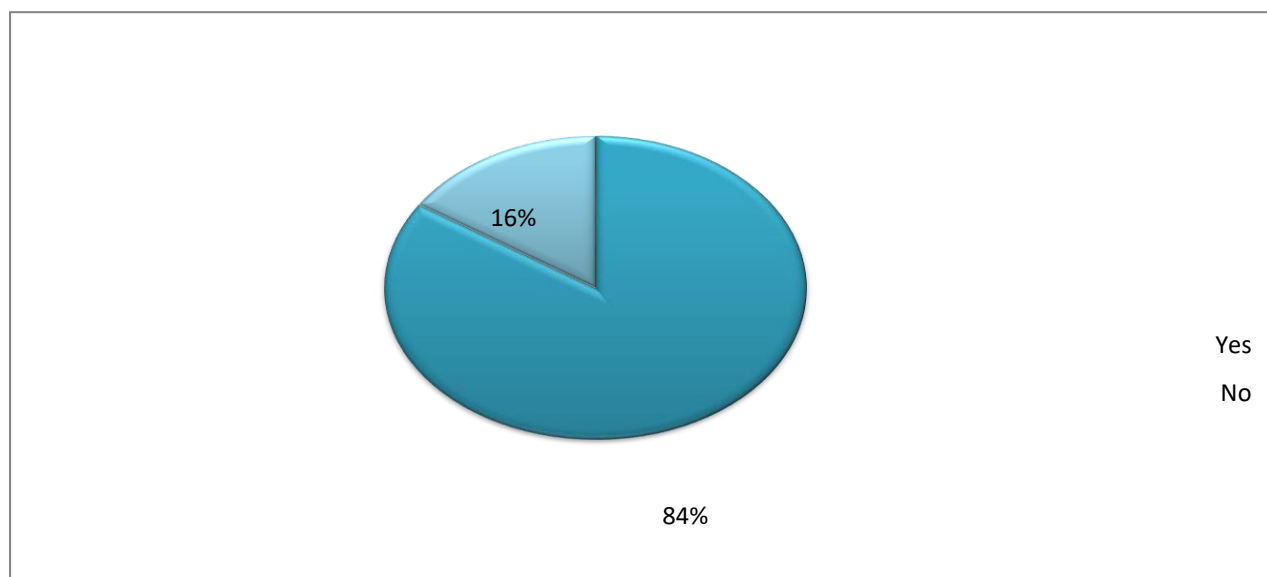


Chart No: 4.1.12 Respondents get provided with company transport

INTERPRETATION:

From the above table 84.3% of the respondents selected Yes and 15.7% of the respondents selected No.

Inference: The majority (84.3%) of the respondents of my questionnaire have selected Yes

TABLE NO 4.1.13 Represents Respondents Personal Growth in the company

Option	No of respondents	percentage
Mental growth	57	52.8%
Social growth	16	14.8%
Emotional growth	17	15.7%
Psychological growth	18	16.7%
Total	108	100

Source: Primary data

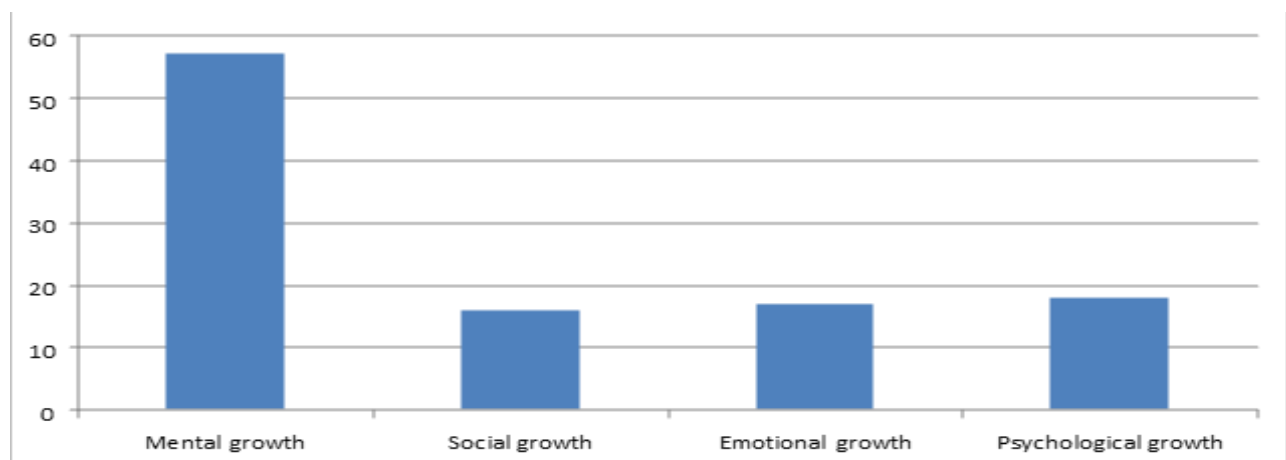


Chart No 4.1.13: Respondents Personal Growth in the company

INTERPRETATION:

From the above table 52.8% of the respondents selected Mental growth and 14.8% of the respondent are selected social growth and 15.7% of the respondent are selected Emotional growth and 16.7% of the respondent are selected psychological growth.

Inference: Majority (52.8%) of the respondent of my questionnaire have selected Mental growth

TABLE NO 4.1.14 Represents the number of years respondents were present in the company

Option	No of respondents	Percentage
1-3 years	30	27.8%
4-6 years	26	24.1%
Less than a year	32	29.6%
More than 6 years	20	18.5%
Total	108	100

Source: Primary data

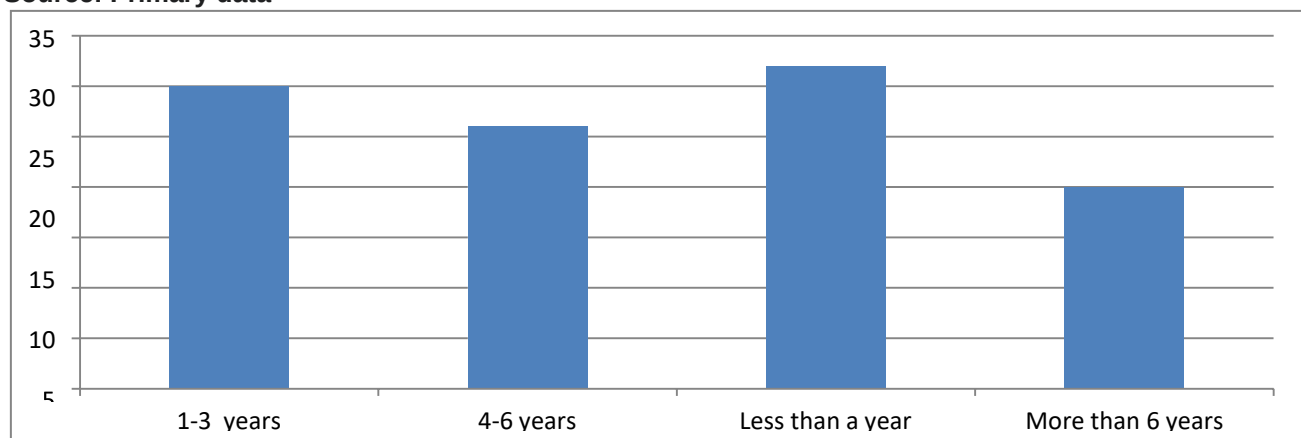


Chart No:4.1.14 the number of years respondents were present in the company

INTERPRETATION:

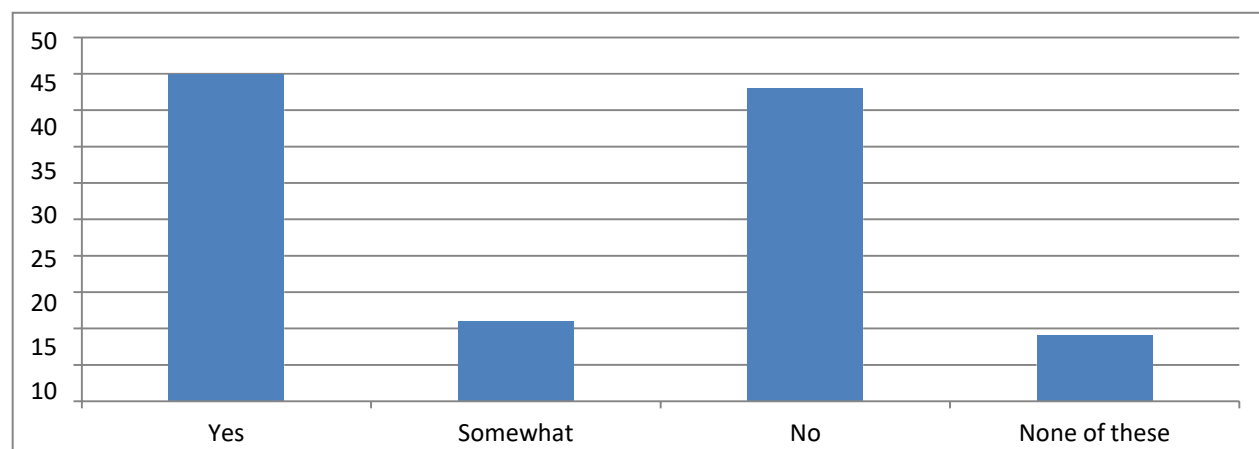
From the above table 27.8% of the respondents are selected 1- 3 years and 24.1% of the respondent are selected 4- 6 years and 29.6% of the respondent are selected Less than a year and 18.5% of the respondent are selected More than 6 years.

Inference: The majority (29.6%) of the respondents of my questionnaire have selected less than a year

**TABLE NO 4.1.15 Represents Health Benefits that Respondents
have throughout the city**

Option	No of respondents	Percentage
Yes	45	41.7%
Somewhat	11	10.2%
No	43	39.8%
None of these	9	8.3%
Total	108	100

Source: Primary source



**Chart No 4.1.15: Do Respondents have health benefits that are
available throughout the city.**

INTERPRETATION:

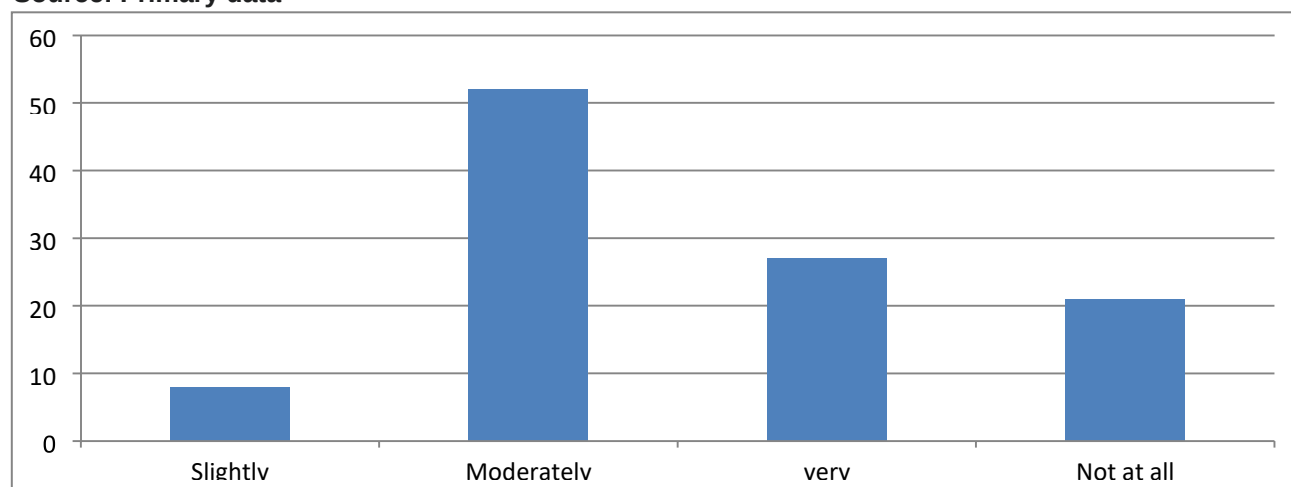
From the above table 41.7% of the respondents are selected Yes and 10.2% of the respondent are selected Somewhat and 39.8% of the respondent are selected No and 8.3% of the respondent are selected None of these.

Inference: The majority (41.7%) of the respondents have selected Yes

**Table No 4.1.16 Represents Does Respondents work give them
a sense of accomplishment?**

Option	No of respondents	percentage
Slightly	8	7.4%
Moderately	52	48.1%
Very	27	25%
Not at all	21	19.4%
Total	108	100

Source: Primary data



**Chart No 4.1.16: Represents Does Respondents work give them
a sense of accomplishment?**

INTERPRETATION:

From the above table 7.4% of the respondents are selected Slightly and 48.1% of the respondent are selected Moderately and 25% of the respondents are selected Very and 19.4% of the respondent are selected Not at all.

Inference: The majority (48.1%) of the respondents of my questionnaire have selected Moderately

Table No 4.1.17 Represents Respondents Awareness to all HR Policies

Option	No of respondents	percentage
Yes	80	74.1%
No	28	25.9%
Total	108	100

Source: Primary data

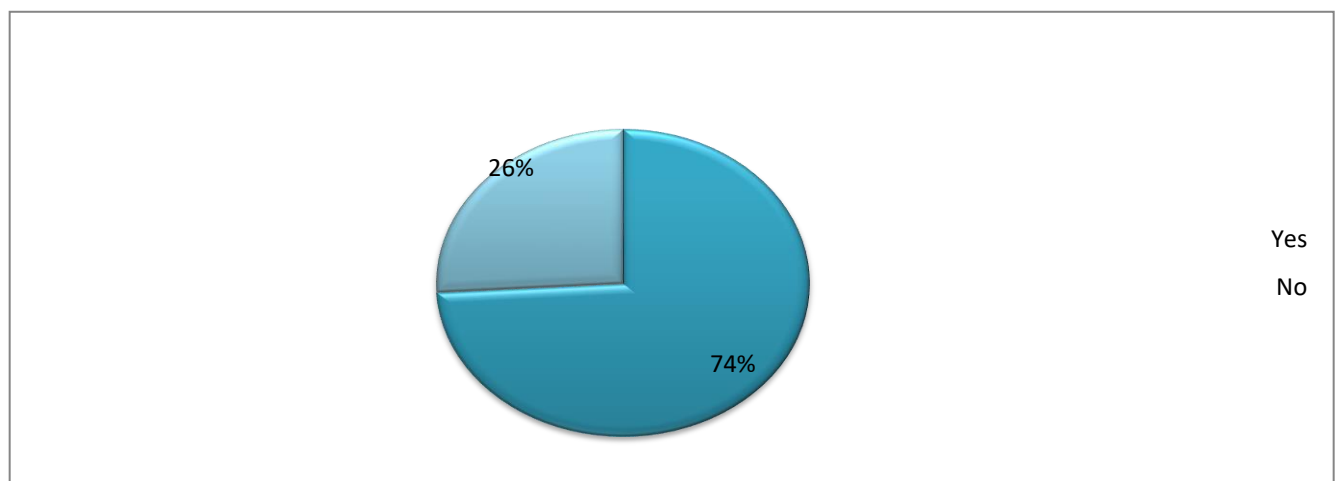


Chart No: 4.1.17 Respondents Awareness to all HR Policies

INTERPRETATION:

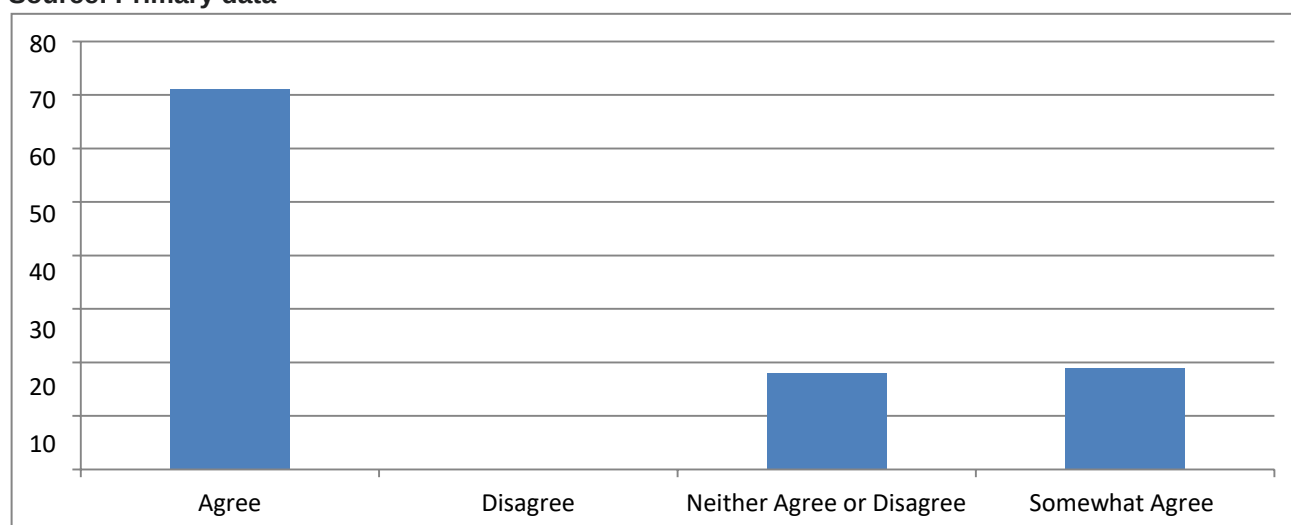
From the above table 74.1% of the respondents selected Yes and 25.9% of the respondents selected No.

Inference: The majority (74.1%) of the respondents have selected Yes

**Table No 4.1.18 Represents the Morale in Respondents department
is high or not**

OPTION	NO. OF. RESPONDENT	PERCENTAGE
Agree	71	65.7%
Disagree	0	0
Neither/Agree(or)Disagree	18	16.7%
Somewhat Agree	19	17.6%
Total	108	100

Source: Primary data



**CHART No 4.1.18: Represents the Morale in Respondents department
Is high or not**

INTERPRETATION:

From the above table 65.7% of the respondents selected Agree and 16.7% of the respondents selected Neither agree or disagree and 17.6% of the respondent selected Somewhat agree.

Inference: The majority (65.7%) of the respondents have selected Agree

Table no 4.1.19 Represents Does the Company provide a canteen

Option	No of respondents	Percentage
Yes	108	100%
No	0	0
Total	108	100

Source: Primary Data

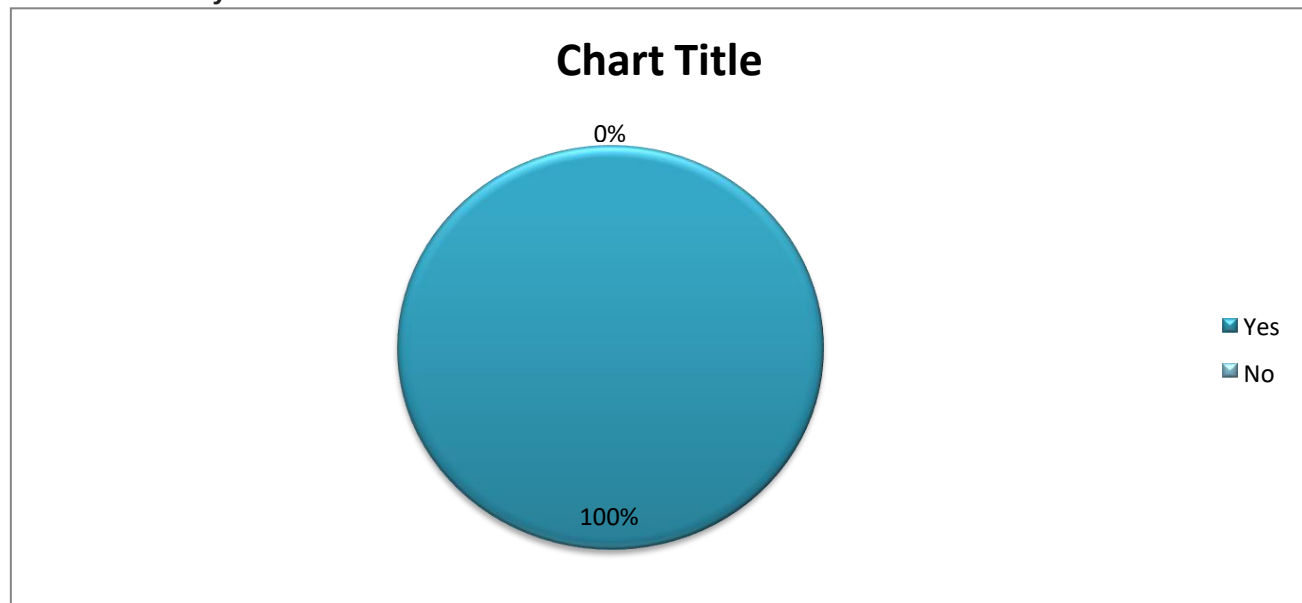


Chart No 4.1.19: Does the Company provide a canteen

INTERPRETATION:

From the above table 100% of the respondents selected Yes.

Inference: Majority (100%) of the respondent have selected yes

TABLE NO 4.1.20 Represents Respondents can feel the management's transparency

Option	No of respondents	Percentage
25%	10	9.3%
50%	69	63.9%
More than 50%	29	26.9%
Less than 25%	0	0
Total	108	100

Source: Primary data

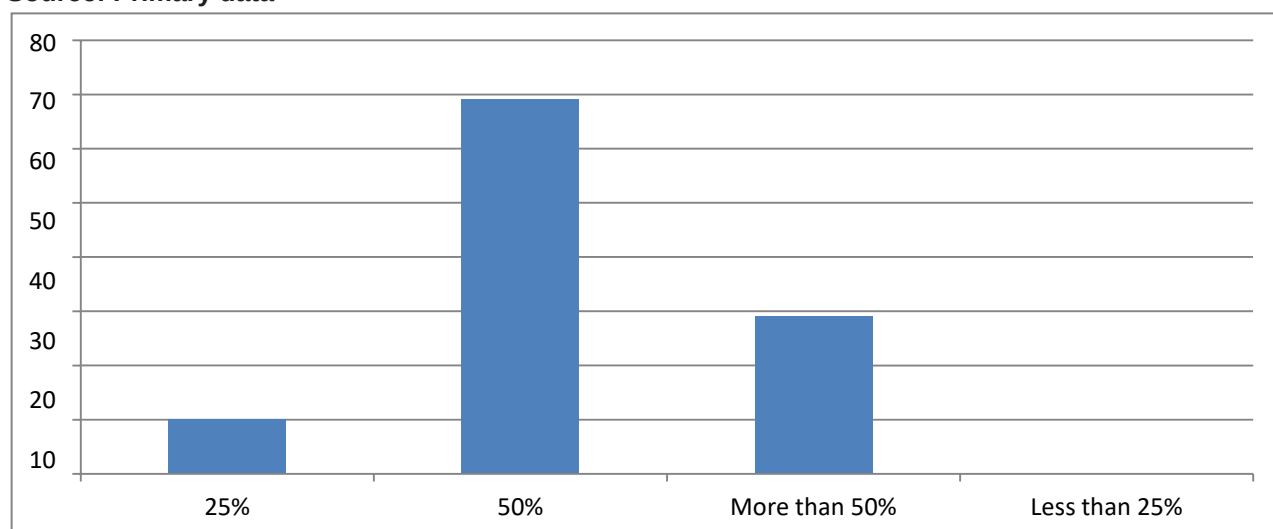


Chart No. 4.1.20: Respondents can feel the management's transparency

INTERPRETATION:

From the above table 9.3% of the respondents are selected 25% and 63.9% of the respondents are selected 50% and 26.9% of the respondent are selected More than 50%.

Inference: The majority (63.9%) of the respondents of my questionnaire have selected 50%

Table No 4.1.21: Respondents Feel valued for contribution

Option	No of respondents	Percentage
Agree	88	81.5%
Disagree	20	18.5%
Total	108	100

Source: Primary data

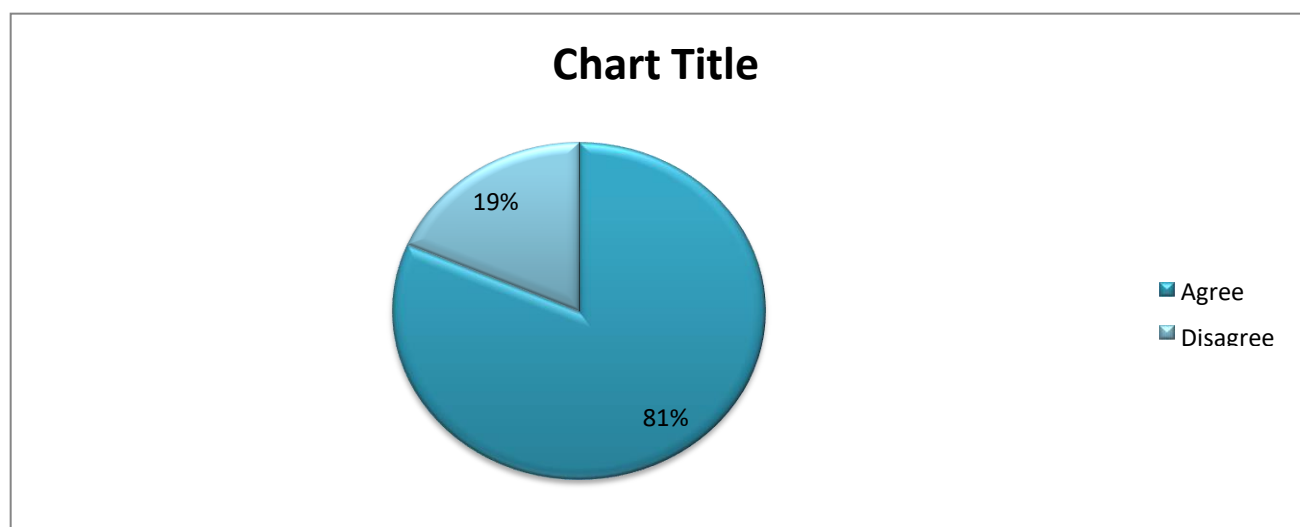


Chart No 4.1.21: Respondents Feel valued for contribution

INTERPRETATION:

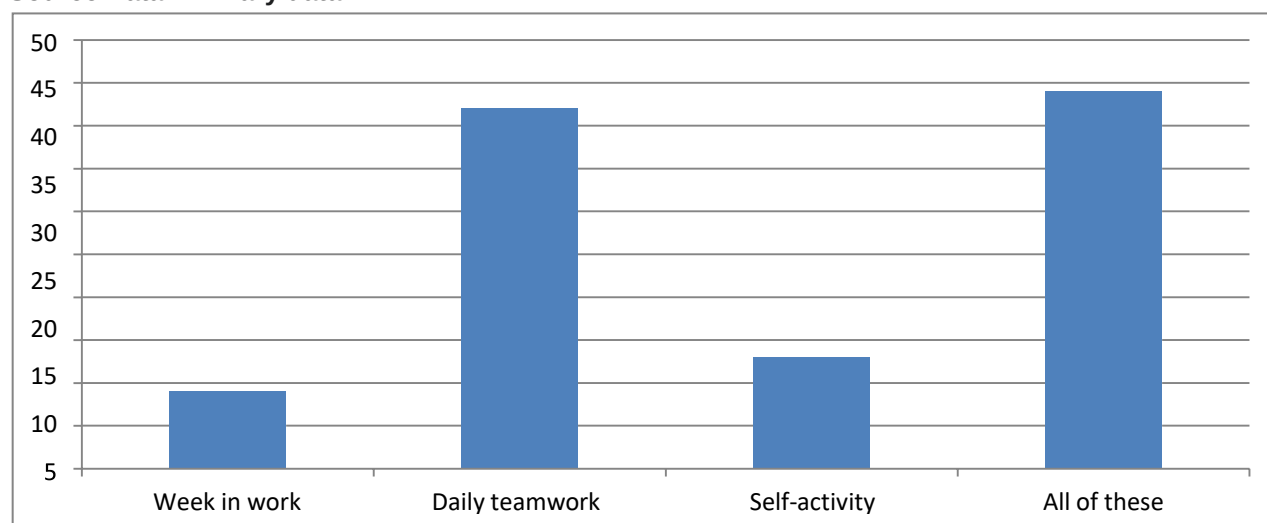
From the above table 81.5% of the respondent are selected Agree and 18.5% of the respondent are selected Disagree.

Inference: The majority (81.5%) of the respondents have selected Agree

**Table No 4.1.22 Represents Respondents receive company news
in a timely manner**

Option	No of respondents	Percentage
Week in work	9	8.3%
Daily teamwork	42	38.9%
Self-activity	13	12%
All of these	44	40.7%
Total	108	100

Source Data: Primary data



**Chart No.4.1.22: Represents Respondents receive company news
in a timely manner**

INTERPRETATION:

From the above table 8.3% of the respondents are selected Week in Week and 38.9% of the respondents are selected Daily teamwork and 12% of the respondent are selected self-activity and 40.7% of the respondent are selected All of these.

Inference: The majority (40.7%) of the respondents have selected All of these

CHAPTER -5

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS:

1. The majority (56.5%) of the respondents are between the age of 25-35, the next highest is (16.7%) and they belong to 18- 25 after that comes (15.7%) of the respondent are More than 45 and (11.1%) of the respondent are 35- 45.
2. Majority (81.5%) of the respondent are Male and the remaining (18.5%) of the respondent are Female.
3. Majority (58.3%) of the respondent are Married and (41.7%) of the respondent are Unmarried.
4. Majority (93.5%) of the respondent are Employee and next highest is (3.7%) of the respondent are supervisor and (2.8%) of the respondent are Manager.
5. Majority (36.1%) of the respondent are 5-10 years of experience and next highest is (23.1%) of the respondent has 3-5 years of experience and (23.1%) of the respondent of the respondent had More than 10 years and (17.6%) of the respondent had Less than 3 years of experience.
6. The majority (45.4%) of the respondents are selected 85% and (23.1%) of the respondent are selected 100% and (19.4%) of the respondent are selected 65% and (12%) of the respondent had 50% happy at their work.
7. The majority (82.4%) of the respondents selected Yes and (17.6%) of them selected No for the question that do you enjoy your company culture.
8. The majority (57.4%) of the respondents are selected 9 Hours and next highest is (36.1%) of the respondent had 8 Hours work and (3.7%) of them had 7 Hours work and (1.9%) of the respondent are selected 6 Hours works.

9. Majority (65.7%) of the respondent are selected that I feel motivated and energized while arrive to the work in morning and next highest (16.7%) of the respondent are selected None of these and (10.2%) of the respondent are I experience stressful situation from time but I manage stress well so it doesn't build up and (7.4%) of the respondent are selected I am already exhausted and can't wait to go home.
10. The majority (87%) of the respondents selected Yes and (13%) of the respondents selected No for the question that do you have a strong relationship with your co-workers.
11. The majority (44.4%) of the respondents are Friendly and (36.1%) of the respondents selected None of these and (15.7%) of the respondents are selected share the credit and (3.7%) of the respondents are selected Take initiative.
12. The majority (84.3%) of the respondents of my questionnaire are selected Yes and (15.7%) of the respondent are selected No for the question Whether the company provide transport services.
13. Majority (52.8%) of the respondent of my questionnaire are selected that Mental growth and (16.7%) of the respondent are selected Psychology and (15.7%) of the respondent are selected Emotional growth and (14.8%) of the respondent are selected social growth as their personal growth in the company.
14. The majority (29.6%) of the respondents of my questionnaire are selected less than a year and (27.8%) of the respondent are selected 1- 3 years and (24.1%) of the respondent are selected 4- 6 years and (18.5%) of the respondent are selected More than Six years.
15. The majority (41.7%) of the respondents selected Yes and (39.8%) of the respondent are selected No and (10.2%) of the respondent are selected Somewhat and (8.3%) of the respondent are selected None of these.

16. The majority (48.1%) of the respondents of my questionnaire are selected Moderately and (25%) of the respondent are selected very and (19.4%) of the respondent are selected Not at all and (7.4%) of the respondent are selected slightly.
17. The majority (74.1%) of the respondents selected Yes and (25.9%) of the respondents selected No to the question that Are you aware of all HR policies.
18. The majority (65.7%) of the respondents are selected Agree and (17.6%) of the respondents are selected Somewhat agree and (16.7%) of the respondent are selected Neither agree nor disagree for the question is the morale in your department is high.
19. Majority (100%) of the respondent are selected yes for the question Is the company provide canteen.
20. The majority (63.9%) of the respondents of my questionnaire are selected 50% and (26.9%) of the respondent are selected More than 50% and (9.3%) of the respondent are selected 25% for how transparent you feel the management is.
21. The majority (81.5%) of the respondents are selected Agree and (18.5%) of the respondents are selected NO for the question Are you feel valued for your contribution.
22. The majority (40.7%) of the respondents are selected All of these and (38.9%) of the respondent are selected Daily teamwork and (12%) of the respondent are selected Self activity and (8.3%) of the respondent are selected week in week.

SUGGESTIONS:

- Most of the respondents are happy and satisfied with their work. Hence 12% of the respondents are selected 50% happy in their work we need to find the solution to give 100% Happy at their work.
- Sufficient opportunities should be given to employees to improve their skills.
- The majority, 87% of the respondents, said that they have a strong relationship with their co-workers. Hence 13% of them said No we need to find the solution and give the employees a strong relationship to make a positive workspace with the co- workers and support your fellow team members.
- Majority 65.7% of the respondent are Feel Motivated and energized while arrive at the office at morning. Hence some of them are selected I can manage stressful situation and can't wait to go home we need to find solution to give every employee to get motivated and energized.
- The majority, 65.7% of the respondents, are selected. Agree morale in their department is high. Hence 16.7% of them are selected Neither agree or disagree have Measure the employee's morale regularly and make positive changes.
- Majority 48.1% of the respondent are selected Moderately sense of accomplishment. Hence 19.4% of them selected Not at all we need to find solution and give them a great sense of accomplishment and give them have skill and opportunity to make a measurable contribution in work.
- To achieve personal growth in the company they should promote and acknowledge and make time for the team.
- To feel valued for your contribution you should a meaningful work and celebrate achievements and make time for the team.

CONCLUSION:

The present study is to determine employees' satisfaction in JOYS INFRA TECH.

It is indeed necessary for any organization to understand the needs of their employees and fulfillment.

From the study it was identified that most of the employees are satisfied with the job.

Most of the employees are satisfied with the relationship with the manager and co-workers.

One of the biggest impacts on a company's productivity is the satisfaction of the employees.

If the high performing employees leave the company.

It is even more difficult to attract new talent if your company is not satisfying the employees.

This survey provides valuable input which are directly given by employees,

it provides an understanding that how the employees perceive the organization.

It is a guide to help those who conduct an employee opinion survey.

Job provides an opportunity for the employees to exercise their skills at work place.

REFERENCE:

Source: Secondary data

- www.google.com
- <https://joyceinfratech.tech/about.html>
- **Antvor (2010)** discusses the national culture's impact on the national work satisfaction level but discusses its role on other measures of the employment aspects at the same time
- **Arestovich (2014)** discusses the influence of organizational and environmental factors on employee job satisfaction
- **Artz (2010)** Studies the relationship between rewards and work satisfaction for Outer.
- **Austin (2007)** The major reasons for managers' work satisfaction in Cyprus are "self-fulfillment," "independence," and "job environment
- **Hawley (2008)** Discusses the degree and the factors impacting the teachers' happiness in the beginning.
- **Kumari and Pandey (2011)** State that for any country, both the public and private sector are equally important and these two are fundamental criteria for every nation to thrive and expand.
- **Mudor and Tookson (2011)** discuss the relationship between human capital administration, employee satisfaction
- **Neeraj Kumari (2016)** pursued observational research on behavior and criteria in the service sector against job satisfaction.
- **Nir (2012)** studies the importance of teachers perceived organizational support on Job Satisfaction.
- **Omey (2007)** Discusses the connection between education and work satisfaction.
- **Ramayah (2011)** evaluates whether mentoring results in work satisfaction within the Malaysian context.
- **Saari & Judge (2004)** discussed attitudes towards employee satisfaction, discussed the employee's mood is linked to the job where an employee loves the job.
- **Shanmugapriya. S (2016)**, in his study, the employees of public sector banking opined that the state banks had a sea turn in their success in analyzing determinants of job satisfaction.
- **Silverthrone (2008)** The contribution to job content and the associated effects, such as output and tension, of the individually variable locus of control was studied.
- **Singh & Jain (2013)**, Employee happiness and its impact on results were highlighted. The behavior of workers represents the company's morality.
- **Warn (2003)** emphasized aspects of the workplace, contributing to depression and lack of job satisfaction.
- **Witte (2012)** discussed the element of job satisfaction highlighted on group discrepancies.
- **Zaki (2003)** Explains Lebanese non-management banking employees' work satisfaction and results.

**APPENDIX:
A STUDY ON EMPLOYEE SATISFACTION**

QUESTIONNAIRE:

1. Age of the respondent

A) 18- 25

B) 25- 35

C) 35- 45

D) More than 45

2. Respondent's Gender

A) Male

B) Female

3. Respondent's Marital status

A) Married

B) Unmarried

4. Your position in the company

A) Employee

B) Supervisor

C) Manager

D) Officer

5. How much experience do you have?

- A) 5- 10 years
- B) 10- 20 years
- C) 20- 30 years
- D) More than 30 years

6. How happy are you at
work?

- A) 50%
- B) 65%
- C) 85%
- D) 100%

7. Do you enjoy your company culture?

- A) Yes
- B) No

8. How many hours do you work in your company?

- A) 5 Hours
- B) 6 Hours
- C) 8 Hours
- D) 9 Hours

9. How do you feel when you arrive at the office in the morning?

A) I am already exhausted and can't wait to go home.

B) I feel Motivated and energized.

C) I experience stressful situation from time,
but I manage stress well, so it doesn't build up

D) None of these

10. Do you have a strong relationship with your co-workers?

A) Yes

B) No

11. How as your relationship with your manager

A) Friendly

B) Take initiative.

C) Share the credit.

D) None of these

12. Whether your company provides transport services.

A) Yes

B) No

13. What is your personal growth in your company?

- A) Mental Growth
- B) Social Growth
- C) Emotional Growth
- D) Psychological Growth

14. How many years have you been with this company?

- A) 1- 3 years
- B) 4- 6 years
- C) Less than a year
- D) More than a year

15. Do you have health benefits that are available to you throughout the city?

- A) Yes
- B) Some what
- C) No
- D) None of these

16. Does your work give you a sense of accomplishment?

- A) Slightly
- B) Moderately
- C) Very
- D) Not at all

17. Are you aware of all the HR policies in your company?

A) Yes

B) No

18. The morale in my department is high.

A) Strongly

B) Disagree

C) Neither agree nor Disagree

D) Somewhat agree.

19. Is the company providing a canteen?

A) Yes

B) No

20. How transparent do you feel the management

is

A) 25%

B) 50%

C) More than 50%

D) Less than 25%

21. Do you feel valued for your contributions?

A) Agree

B) Disagree

22. Do your superiors communicate company news effectively and in a timely manner?

A) Week in Week

B) Daily teamwork

C) Self-Activity

D) All of these