

A STUDY ON AN EMPLOYEE MORALE AT AMTEX SYSTEMS

Submitted in partial fulfillment of the requirements for the award of Degree in

MASTER OF BUSINESS ADMINISTRATION

by

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DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIE

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

MAY 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **ANANDA KARTHIKEYAN 41410017** who carried out the project of "**A STUDY ON EMPLOYEE MORALE AT AMTEX SYSTEMS**" under my supervision from January 2023 to March 2023.

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We wish to confirm that **MR. ANANDA KARTHIKEYAN (Reg. No: 41410017)**, who is pursuing his final year MBA at Sathyabama Institute Of Science And Technology, Chennai, has successfully completed the MBA Main Project in HR in our concern titled "**A STUDY ON EMPLOYEE MORALE AT AMTEX SYSTEMS**" from 4th Jan' 2023 to 4th Apr' 2023.

During his tenure with us, her conduct & behavior were observed to be good.

We wish you success in all your future endeavors.

For Amtex Software Solutions Pvt. Ltd.,

A handwritten signature in blue ink, appearing to read "Umamaheswari K".

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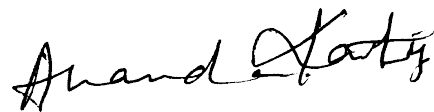
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DECLARATION

I **ANANDA KARTHIKEYAN (41410017)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE MORALE AT AMTEX SYSTEMS**” done by me under the guidance of **Mr.Robin Brahma** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 05/05/2023



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Ananda Karthikeyan

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TABLE OF CONTENTS

CHAPTER NO	CHAPTERS	PAGE NO
	ABSTRACT	I
	LIST OF TABLES	II
	LIST OF CHARTS	III
1	INTRODUCTION	1
	1.1 INTRODUCTION	2
	1.2 INDUSTRY PROFILE	4
	1.3 COMPANY PROFILE	11
	1.4 STATEMENT OF THE PROBLEM	12
	1.5 OBJECTIVE OF THE STUDY	12
	1.6 NEED OF THE STUDY	13
	1.7 SCOPE OF THE STUDY	13
2	REVIEW OF LITERATURE	14
3	2.1 REVIEW OF LITERATURE	15
	RESEARCH METHODOLOGY	24
	3.1 METHODOLOGY	25
	3.2 RESEARCH DESIGN	25
	3.3 SOURCES OF DATA	25
	3.4 QUESTIONNAIRE DEVELOPMENT	26
	3.5 SAMPLING	26
	3.6 PERIOD OF STUDY	26
	3.7 PROFILE AREA OF STUDY	26
	3.8 HYPOTHESIS	27
4	DATA ANALYSIS AND INTERPRETATION	29
	4.1 PERCENTAGE ANALYSIS	30
	4.2 ANOVA	44
	4.3 CHI SQUARE	73
	4.4 REGRESSION	86
5	FINDING, SUGGESTIONS, AND CONCLUSION	88
	5.1 FINDING OF THE STUDY	89
	5.2 SUGGESTIONS & RECOMMENDATIONS	90
	5.3 LIMITATIONS OF THE STUDY	91
	5.4 CONCLUSION	91
	REFERENCES	93
	ANNEXURE I - QUESTIONNAIRE	96
	ANNEXURE II – BIOGRAPHY--	99

ABSTRACT

Morale is an elusive thing. But it exercises a potential influence on the human relations in an organization. In every organization, people are working within a subtle of environment of attitudes. The term morale implies the level of confidence and spirits of a person or group.

The study was conducted among 150 workers and collected information through structured questionnaire. The study helped to findings which were related with organization to motivate its employees to a high degree, resultant morale in the organization will be equally high.

The primary objective is to study the morale of the employees at Amtex Systems. The secondary objectives are to know the attributes that influence their morale, identify the morale level of the employees and find out the satisfaction level of the employees in Salaries & Incentives, Training and development programme, Social and Working environment and Trust level.

To make the employee productivity more efficient and excellent, the company should give importance to the workers and create awareness among workers and it shall consider some of the ways and means suggested by the workers like addition of parameters such as Interpersonal skill, motivation and conducting regular training program. Steps should be taken to improve the employee productivity in the future. The suggestions of this report may help in this direction.

LIST OF TABLES

TABLE NO	PARTICULARS	PAGE NO
4.1.1	AGE OF RESPONDENTS	30
4.1.2	GENDER	32
4.1.3	EDUCATION QUALIFICATION	34
4.1.4	EXPERIENCE	35
4.1.5	HOW SATISFIED ARE YOU WITH THE PRESENT JOB?	37
4.1.6	YOUR LEVEL OF SATISFACTION WITH THE ORGANIZATION BENEFITS?	39
4.1.7	HOW OFTEN DO YOU OPPORTUNITES FOR IMPROVEMENT AND SELF-DEVELOPMENT?	41
4.1.8	HOW IS YOUR WORKING ENVIRONMENT FACILITY ?	43
4.1.9	HOW IS YOUR RELETAIONSHIP WITH YOUR SUPERIORS AND CO- WORKERS?	46
4.1.10	HOW DO YOU RATE YOUR JOB RESPONSIBILITES?	48
4.1.11	DO YOU HAVE THE INDEPENDENCE TO EXPRESS YOUR VIEWS OR IDEAS TO SUPERIORS?	50
4.1.12	ARE YOU CONFORTABLE WITH THE POLICES AND ADMINISTRATIVE PRACTICES OF THE COMPANY?	52
4.1.13	HOW DO YOU FEEL ABOUT THE WORK LOAD?	54
4.1.14	HOW OFTEN YOU AVAIL LEAVE?DOES YOUR JOB ALLOW YOU TO NE CREATIVE?	56
4.1.15	IS THIS JOB IS CHALLENGING ENOUGH?	60
4.1.6	DOES YOUR JOB ALLOW OPPORTUNITIES TO UPDATE YOUR KNOWLEDGE AND SKILL?	62

4.1.17	YOUR LEVEL OF SATISFACTION WITH THE PARAMETERS LIKE HEALTH , SAFETY AND SOCIAL SERVICE?	64
4.1.18	DOES THE TOP MANAGEMENT APPRECIATE YOUR QUALITY WORK?	66
4.1.19	DOES YOUR COMPANY TAKE YOUR SUGGESTION FOR THE IMPROVEMENT OF THE COMPANY?	68
4.1.20	RESPONDENTS OPINION ABOUT ACCEPTANCE OF SALARY – CUTS	70
4.1.21	MY INVOLEMENT WITH MY JOB ?	72
4.1.22	IF THE COMAPANY IS AT LOSS, WILL YOU SWITCH OVER JOBS?	76

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4.1.1	AGE OF RESPONDENTS	30
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4.1.9	HOW IS YOUR RELETAIONSHIP WITH YOUR SUPERIORS AND CO-WORKERS?	46
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4.1.18	DOES THE TOP MANAGEMENT APPRECIATE YOUR QUALITY WORK?	62
4.1.19	DOES YOUR COMPANY TAKE YOUR SUGGESTION FOR THE IMPROVEMENT OF THE COMPANY?	64
4.1.20	RESPONDENTS OPINION ABOUT ACCEPTANCE OF SALARY – CUTS	66
4.1.21	MY INVOLEMENT WITH MY JOB ?	68
4.1.22	IF THE COMAPANY IS AT LOSS, WILL YOU SWITCH OVER JOBS?	72

CHAPTER 1 - INTRODUCTION

1.1 INTRODUCTION

1.1.1 INTRODUCTION TO MORALE

Morale is an elusive thing. But it exercises a potential influence on the human relations in an organization. In every organization, people are working within a subtle of environment of attitudes. The term morale implies the level of confidence and spirits of a person or group. There may be several such indicators which can be used for inferring the state of morale like employee turnover, absenteeism, grievances, quality control etc... Feelings, emotions, sentiments, attitudes and motives all these combine and lead to a particular as Employee Morale.

According to Yoder," Morale is a feeling, somewhat related to spirits enthusiasm. Fippo has described, "Morale as a mental attitude of individual and group which determines their willingness to co-operate. Morale is defined as the state of the spirits of a person or group as exhibited by confidence, cheerfulness, discipline, and willingness to perform assigned tasks. Psychological state of a person as expressed in self-confidence, enthusiasm, and/or loyalty to a cause or organization. Morale flows from the people's conviction about the righteousness or worth of their actions and the hopes of high rewards (material or otherwise) in the future. According to Alexander H. Leighton, "morale is the capacity of a group of people to pull together persistently and consistently in pursuit of a common purpose.

Morale is unrelated to morality (the ability to distinguish right and wrong).Workplace events play a large part in changing employee morale, such as heavy layoffs, the cancellation of overtime, canceling benefits programs, and the lack of union representation. Other events can also influence workplace morale, such as sick building syndrome, low salaries, and employees being mistreated. Employee morale is the relationship that a particular employee or a group of employees have with their work and the organization they work for. High employee morale means that employees are happy, and this is reflective in the kind of work they produce. On the other hand, low employee morale results in less productivity and pessimism among

employees. It is important for every organization to continually keep employee morale high. Employee morale is part of workplace culture and it is important in the company. When workers are happy, they tend to be more efficient because they enjoy their work. It is important that employees don't feel overworked and burdened by their job. Employee morale gauges organizational culture and how employers' treatment of their employees impact how the employee thinks about the organization as a whole. First and foremost, better communication improves employee morale. Encouraging employees to reason better and communicate their ideas effectively will result in better understanding of each other. This also develops leadership in employees and teaches them how to be assertive. Regular evaluation also helps keep things in check. Top management should make it a point to talk sincerely to their employees and employee and build a solution to resolve any issues present. Managers should make any expectations known. High employee morale results in a highly effective team. A nurturing and supportive environment helps employees do their best work and share ideas without fear of being ostracized and ridiculed. High morale is also an indication of job satisfaction, which helps organizations keep employees. Employees are also more aware of their environment and will be more forward in asking for help and support, thus resolving issues because they get worse.

The human resource department of a company gauges employee morale and participates in activities and events that would help boost employee morale. Team-building exercises are particularly important, because when employees are working in harmony, they tend to help each other, thus collectively relieving the amount of work that needs to be done for the company.

1.1.2 Factors Affecting Morale

According to McFarland, the important factors which have a bearing on morale are:

- ❖ The attitudes of the executives and managers towards their subordinates.
- ❖ Working conditions, including pay, hours of work, and safety rules.
- ❖ Effective leadership and an intelligent distribution of authority and responsibility in the organization.
- ❖ The design of the organization's structure which facilitates the flow of work.
- ❖ The size of the organization.

1.2 INDUSTRY PROFILE

1.2.1 INTRODUCTION

The IT & BPM sector has become one of the most significant growth catalysts for the Indian economy, contributing significantly to the country's GDP and public welfare. The IT industry accounted for 7.4% of India's GDP in FY22, and it is expected to contribute 10% to India's GDP by 2025.

As innovative digital applications permeate sector after sector, India is now prepared for the next phase of growth in its IT revolution. India is viewed by the rest of the world as having one of the largest Internet user bases and the cheapest Internet rates, with 76 crore citizens now having access to the internet.

The current emphasis is on the production of significant economic value and citizen empowerment, thanks to a solid foundation of digital infrastructure and enhanced digital access provided by the Digital India Programme. India is one of the countries with the quickest pace of digital adoption. This was accomplished through a mix of government action, commercial innovation and investment, and new digital applications that are already improving and

permeating a variety of activities and different forms of work, thus having a positive impact on the daily lives of citizens.

India's rankings improved six places to the 40th position in the 2022 edition of the Global Innovation Index (GII).

1.2.2 MARKET SIZE

According to National Association of Software and Service Companies (Nasscom), the Indian IT industry's revenue touched US\$ 227 billion in FY22, a 15.5% YoY growth.

According to Gartner estimates, IT spending in India is expected to increase to US\$ 101.8 billion in 2022 from an estimated US\$ 81.89 billion in 2021.

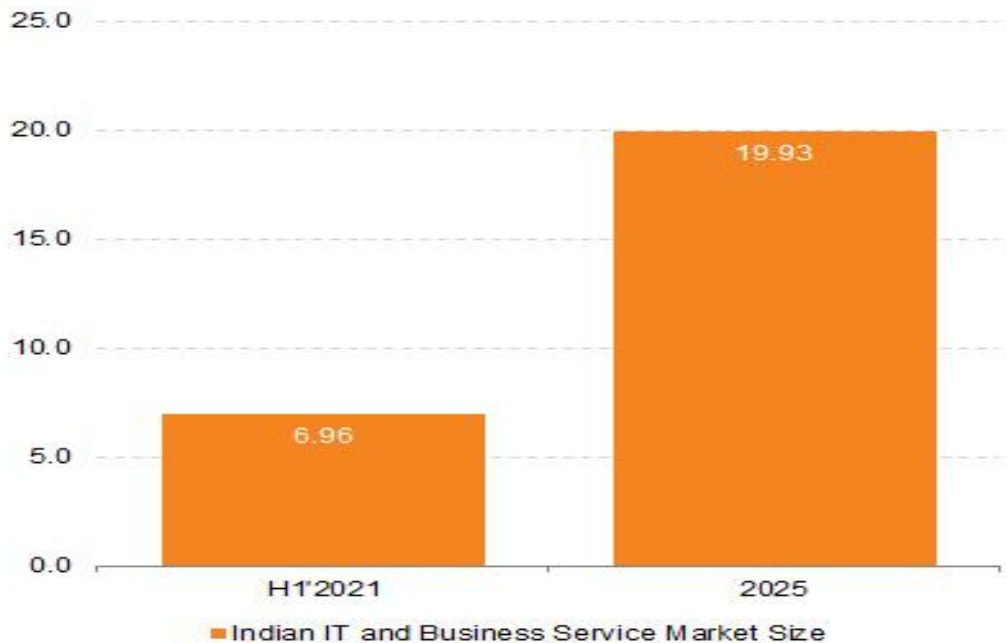
Indian software product industry is expected to reach US\$ 100 billion by 2025. Indian companies are focusing on investing internationally to expand their global footprint and enhance their global delivery centres.

The data annotation market in India stood at US\$ 250 million in FY20, of which the US market contributed 60% to the overall value. The market is expected to reach US\$ 7 billion by 2030 due to accelerated domestic demand for AI.

Exports from the Indian IT industry stood at US\$ 149 billion in FY21. Export of IT services has been the major contributor, accounting for more than 51% of total IT export (including hardware). BPM and engineering and R&D (ER&D) and software products export accounted for 20.78% each to total IT exports during FY21. The ER&D market is expected to grow to US\$ 42 billion by 2022.

The IT industry added 4.45 lakh new employees in FY22, bringing the total employment in the sector to 50 lakh employees.

Market size of IT industry in India (US\$ billion)



1.2.3 INVESTMENTS/ DEVELOPMENTS

Indian IT's core competencies and strengths have attracted significant investment from major countries and companies.

- In November 2022, ICICI Bank introduced two new products for its NRI clients - Loan against Deposits (LAD) and Dollar Bonds, at its branch in GIFT City.
- In November 2022, Amazon Web Services announced the launch of its second AWS infrastructure region in India - the AWS Asia Pacific (Hyderabad) Region. By 2030, it is anticipated that the region will support more than 48,000 full-time jobs annually thanks to investments totaling more than US\$ 4.4 billion in India.
- In November 2022, Google established a partnership with local gaming startup SuperGaming through its Google Cloud division. As part of the collaboration, game developers who use Google Cloud to create, host, and distribute their games will have access to SuperGaming's SuperPlatform game engine.

- HDFC Bank has partnered with Flywire to enable their customers to make fee payments digitally to overseas colleges and universities.
- In August 2022, Network People Services Technologies (NPST) announced that it was working on a banking super app. The high-end platform can be used by banks, fintech companies, and other BFSI players, and it will offer a seamless user experience with all banking, financial, and transactional services combined into a robust, smart app.
- In August 2022, PwC India announced that it was planning to hire 10,000 employees in the cloud and digital technologies space over the next five years.
- In October 2022, PE/VC investments in the technology sector stood at US\$ 157 million across 12 deals.
- The computer software and hardware sector in India attracted cumulative foreign direct investment (FDI) inflows worth US\$ 88.94 billion between April 2000-June 2022. The sector ranked second in FDI inflows as per the data released by Department for Promotion of Industry and Internal Trade (DPIIT). Computer software and hardware make up 14.70% of the cumulative FDI inflows.
- In July 2022, the Union Bank of India (UBI) launched a Metaverse Virtual Lounge and Open Banking Sandbox environment in partnership with Tech Mahindra.
- In June 2022, ZStack International, a worldwide market leader in cloud computing, IaaS and PaaS solutions, announced that they were entering into India and the SAARC Region.
- In June 2022, Redington India, an IT provider, entered into a multi-year strategic agreement with Amazon Web Services (AWS) to drive cloud technology adoption in India.
- American-Irish consumer credit reporting company Experian is planning a major expansion of its global innovation centre (GIC) in Hyderabad to about 4,000 employees over the next three to five years. According to

sources, GIC will concentrate on employing emerging technologies in the BFSI (banking, financial services, and insurance) sector, including cloud computing, big data analytics, artificial intelligence, and machine learning.

- In 2021, PE investments in the IT sector stood at US\$ 23.4 billion.
- India's IT startup ecosystem has received record investments of nearly US\$ 36 billion in privately held companies in 2021, up from US\$ 11 billion in 2020.
- In March 2022, Licious, India's largest tech-first, fresh animal protein brand, raised US\$ 150 million in a Series F2 funding round.
- In March 2022, Byju's raised US\$ 800 million in funding as part of a pre-IPO round, which values the Bengaluru-based company at about US\$ 22 billion.
- In March 2022, debt marketplace CredAvenue raised US\$ 137 million in a funding round led by Insight Partners, B Capital Group and Dragoneer Investment Group, which propelled the startup's valuation to US\$ 1.3 billion.
- In February 2022, Hasura, a software company which helps developers with tools, raised US\$ 100 million in a fresh funding round led by Greenoaks Capital, which elevate the company into a unicorn.
- In January 2022, Google announced plans to invest US\$ 1 billion in India's Bharti Airtel Ltd. to push India's digital ecosystem.
- Amazon has partnered with Airtel to sell Amazon Web Services (AWS) to its customers and intends to inject US\$ 1.6 billion in their two upcoming data centres in Hyderabad.
- In November 2021, Wipro partnered with TEOCO to build solutions for communication service providers (CSPs) to improve network automation, efficiency, flexibility and reliability.
- In August 2021, Tata Consultancy Services was adjudged a leader in the NelsonHall NEAT for CX Services in Banking, Financial Services and Insurance (BFSI).

1.2.4 GOVERNMENT INITIATIVES

Some of the major initiatives taken by the government to promote the IT and ITeS sector in India are as follows:

- In September 2022, the new Telecommunications Bill 2022 was published for public consultation by the Ministry of Communications as a move toward creating a new telecom framework in India.
- In August 2022, the Indian Computer Emergency Response Team (CERT-In), in collaboration with the Cyber Security Agency of Singapore (CSA), successfully planned and carried out the "Synergy" Cyber Security Exercise for 13 countries to build network resilience against ransomware attacks.
- In June 2022, STPI Director General Mr. Arvind Kumar stated that exports through STPI units have increased from Rs. 17 crore (US\$ 2.14 million) in FY92 to Rs. 5.69 lakh crore (US\$ 71.65 billion) in FY22.
- In May 2022, it was announced that Indians can now avail their Digilocker services through Whatsapp to get easy access to their official documents.
- In April 2022, the Indian Computer Emergency Response Team (CERT-In) issued Directions to strengthen the cybersecurity in the country.
- In the Union Budget 2022-23, the allocation for IT and telecom sector stood at Rs. 88,567.57 crore (US\$ 11.58 billion).
- The government introduced the STP Scheme, which is a 100% export-oriented scheme for the development and export of computer software, including export of professional services using communication links or physical media.
- In November 2021, the government launched the Internet Exchange in Uttarakhand to enhance the quality of internet services in the state.
- The Karnataka government has signed three MoUs worth US\$ 13.4 million (Rs. 100.52 crore) to help the state's emerging technology sector.

- In September 2021, the Indian government announced a plan to build a cyber-lab for the 'Online Capacity Building Programme on Crime Investigation, Cyber Law and Digital Forensics' to strengthen cyber security capabilities.
- In September 2021, the Ministry of Electronics and Information Technology (MeitY) organised a workshop under the theme of 'Connecting all Indians' to promote public and private stakeholders' interest in the country and expand internet access to remote areas.
- In September 2021, the Indian government launched the Meghalaya Enterprise Architecture Project (MeghEA) to boost service delivery and governance in the state by leveraging digital technologies, to make Meghalaya a high-income state by 2030.
- In September 2021, the Indian government launched Phase II of Visvesvaraya PhD Scheme to encourage research in 42 emerging technologies in information technology (IT), electronics system design & manufacturing (ESDM) and information technology enabled services (ITES).
- In September 2021, the Indian government inaugurated five National Institute of Electronics & Information Technology (NIELIT) Centres in three North-Eastern states to boost availability of training centres and employment opportunities.
- On July 2, 2021, the Ministry of Heavy Industries and Public Enterprises launched six technology innovation platforms to develop technologies for globally competitive manufacturing in India. The six technology platforms have been developed by IIT Madras, Central Manufacturing Technology Institute (CMTI), International Centre for Automotive Technology (iCAT), Automotive Research Association of India (ARAI), BHEL, and HMT, in association with IISc Bangalore.
- The Department of Telecom, Government of India and Ministry of Communications, Government of Japan, signed an MoU to enhance cooperation in areas of 5G technologies, telecom security and submarine optical fibre cable system.

1.2.5 ROAD AHEAD

India is the topmost offshoring destination for IT companies across the world. Having proven its capabilities in delivering both on-shore and off-shore services to global clients, emerging technologies now offer an entire new gamut of opportunities for top IT firms in India.

The Indian IT & business services industry is expected to grow to US\$ 19.93 billion by 2025. Spending on information technology in India is expected to reach US\$ 144 billion in 2023. By 2026, widespread cloud utilisation can provide employment opportunities to 14 million people and add US\$ 380 billion to India's GDP.

As per a survey by Amazon Web Services (2021), India is expected to have nine times more digitally skilled workers by 2025.

In November 2021, Mr. Piyush Goyal, Minister of Commerce and Industry, Consumer Affairs, Food and Public Distribution and Textiles, lauded the Indian IT sector for excelling its competitive strength with zero government interference. He further added that service exports from India has the potential to reach US\$ 1 trillion by 2030.

References: Media Reports, Press Information Bureau (PIB), Department for Promotion of Industry and Internal Trade (DPIIT), Department of Information and Technology, Union Budget 2022-23

1.3. COMPANY PROFILE

Amtex Systems Inc is an information technology and talent solutions company offering talent and BI consulting to the companies in US. Being in business for 20+ years with different clients across the industries in US, we have the applied knowledge and the built in expertise for enterprise just like yours.

PRODUCT PROFILE

Product Development & Engineering. Immersive UX. Web & Mobile Apps. Smart Applications. Application Modernization. EXPLORE. Cloud Services. Cloud Migration.

1.4. STATEMENT OF THE PROBLEM:

Morale are:

The attitudes of the executives and managers towards their subordinates.

Working conditions, including pay, hours of work, and safety rules.

Effective leadership and an intelligent distribution of authority and responsibility in the organization.

The design of the organization's structure which facilitates the flow of work. The size of the organization.

1.5 OBJECTIVES OF THE STUDY

1.7.1 PRIMARY OBJECTIVE

To study the morale of the employees at Amtex Systems

1.7.2 SECONDARY OBJECTIVES

- ❖ To identify the morale level of the employees.
- ❖ To know the attributes that influence their morale
- ❖ To find out the satisfaction level of the employees in the following areas:
 - Salaries & Incentives
 - Training and development programme
 - Trust level
 - Social and Working environment

1.6 NEED OF THE STUDY

When employees have confidence in the capability of their company leadership, they tend to have positive morale. Communication is another significant factor in positive employee morale. Employees want to feel that they are privy to the important information about their company, their customers, and their products.

This project has been proposed by the management of Amtex Systems to assess the morale of the employees as positive morale will give good productivity to the employees.

1.7 SCOPE OF THE STUDY

The top management can use the information obtained through the study in the following areas:

- ❖ To identify the drawbacks in the existing system.
- ❖ Adopt as a tool to
 - To enhance the opportunities for improvement and self development.
 - To provide creative job to the employees.
 - To improve participative management techniques

1.9. LIMITATIONS OF THE STUDY

- Due to the time constraint the study is made only among 150 respondents
- There is a chance of personal bias which affects the original data.
- Cannot able to get exact information because some of the employees are reluctant to share the information.
- Most of the employees were busy with their tight work and they don't want to be disturbed.

Chapter 2 - REVIEW OF LITERATURE

2.1 INTRODUCTION

When mentoring about employee morale, it is necessary to define it. Morale has been defined in a study conducted by the Michigan University as “The combination of attitudes towards job, company and immediate supervisor.”

David Bowles and Cary Cooper¹, Performance is the key outcome of high morale, and the reason why it should be taken so seriously: with research gathered from some of the world's largest employee opinion databases and best academic centres, the authors lay out the morale-performance connection. Now raised from just 'touchy-feely' to 'mission critical', employee morale is finally getting the attention which it deserves. As it does, organizations are changing everything from their structure to their processes to take account of this fact, and starting to manage themselves around the need to measure and improve morale on an ongoing basis.

John E. Baird and Patricia H. Bradley² , *Several factors are related to employee morale in organizational settings, the single most influential factor in enhancing job satisfaction and group cohesiveness is superior-subordinate communication. Yet, while a great deal of speculation exists concerning the sorts of communication behaviors most conducive to employee satisfaction, no empirical test has been conducted to assess specifically the relationship between communication and morale.*

David L. Weakliem and Stephen J. Frenkel ³, This study considers the relationship between morale and workplace productivity in a representative sample of Australian workplaces. It focuses on three questions: the shape of the relationship, whether the effects of morale are contingent on other factors, and the

paths by which any effect takes place. The results show that morale influences productivity in an approximately linear fashion. The effect of morale

on productivity appears to be larger when management regards product quality as important and attempts to develop a corporate ethic and culture. Morale is associated with greater work effort, but the relationship between work effort and productivity becomes stronger at higher levels of morale. Thus, part of the influence of morale on productivity is a matter of increasing the effectiveness of workers efforts.

Miller D.C and W. H. Form,⁴ Miller and Form have given four combinations of productivity and morale.

- 1) High productivity – High morale
- 2) Low productivity - High morale
- 3) High productivity - Low morale
- 4) Low productivity - Low morale

For this type of combination, social dynamics in work group have been responsible.

Mr. S. Prabhakar, G R D College of Science, Coimbatore, made a “study on employees morale” has suggested that good working conditions welfare facilities enhance good morale in the opinion of majority of the respondents inspite of a few negative opinions.

Pestonjee and Sing⁵, Workers morale is significantly related to their education. The higher their educations lower their morale and vice versa. Income is found to be a non significant factor affecting morale.

K Aswathappa,⁶ made the study about workers participation in management and job satisfaction. In any business, profit is the main aim. Profits can be got only when productivity is high and it is evident that productivity will be high only when employee morale is high.

Geltermann⁷, Poor morale can cause strikes; malingering and allied reactions which can lower morale may lead to higher rates of turnover, absenteeism and accidents.

Dr. David Javitch,⁸ Morale is defined as the end result of many factors present in the workplace environment. Some of these factors are the work

setting itself, worker satisfaction and action, salary, supervisory input, working conditions, status, and more. Some of the signs of decreased morale are: tardiness, absenteeism, apathy, moping, backstabbing, decreased quality, decreased productivity, increased errors, accidents or injuries. It's important to note that contrary to popular belief, morale is not a cause, but rather the effect or result of many factors going awry. Entrepreneurs may have some ideas why morale is poor, and may call in external consultants to help solve the problem. However, the easiest and fastest way to determine at least some of the sources of the issue is to simply ask the employee. Ask what the cause of poor morale is and what the employee believes can be done to turn it around. Obtaining information directly from the person who's experiencing the poor morale can often be an important key to solving this mystery. Additionally, these people will receive a sense of pride and worth that their boss asked them for their input.

Luna Mohanty,⁹ For a company to run at peak performance, the employees working for that company need to have a good morale. If the employee morale in the company is high, it can generate new ideas, boost productivity on current projects, and help create strong loyalty towards your company. However, low morale can do just the opposite, and sometimes can happen without management even realizing it. If your company has low employee morale, it is paramount that management works on improving employee morale as soon as possible. But, even if you have excellent morale in your company, it is also important to keep boosting employee morale so that you can continue to achieve the best results from your employees.

Baehr conducted a study to find out the relationship between organizational culture and employees morale. Data was collected by surveying 54,000 employees of different industries and occupations over a period of three years. It was found that 76 items influence the workers on the job. These 76 items were classified and grouped into 14 variables and 14 variables were categorized into 5 primary factors of morale. The researcher found that healthy organisational culture had significant and positive impact on employee"s morale

Kasal conducted a study for her Doctor of Philosophy to find out the relationship between organizational culture and employees morale. Organizational culture was measured by using 11 dimensions and employees morale by 5. Data was collected from 6 companies selected from 3 fields categorized on the basis of technology used by them. The researcher concluded that organizational culture had significant and positive impact on employee"s morale.

Ostroff conducted a study to examine the relationship between employee"s attitude and organizational performance. Data was collected from 364 schools. The researcher concluded that aggregated teacher attitudes such as job satisfaction and organizational commitment were related to school performance measured in the form of student academic achievement and teacher turnover rates. Results were strongest for teacher satisfaction, thus organizations with more satisfied employees tended to be more effective than organizations with dissatisfied employees.

Ward submitted an applied research project identifying stress factor within the employees of Wrightsville Beach Fire Department, North Carolina and made recommendations to alleviate the impact of stress factors on employees morale. All the 78 employees of the department were taken for study and data was collected in questionnaire. The researcher concluded that the leadership problem, lack of trust, integrity, empowerment etc. reduced the employee"s morale. He recommended effective communications, periodic evaluation of the balance between management and leadership, continuing leadership training, periodic mission statement review, sincerity, trust and full commitment in work and leadership etc. will alleviate the impact of stress factors on employees morale.

Neely conducted a study on the relationship between employee"s morale and productivity of Tulsa Fire Department, Oklahoma and what measures should be taken to improve employee"s morale. Data was collected by two methods. Firstly, data of twelve months worth in the form of quarterly reports for District 4 "C" platoon and secondly, survey method was used. The researcher

concluded that there was increase of productivity with the increase in morale and to improve employee's morale measures like positive reinforcement, employee input, feedback and empowerment should be adopted.

Morgan conducted a study to examine the impact of diversity on the morale of the employees working in San Diego Fire Department. Negative consequences brought on by not recognizing and responding to diversity issues included lower employee satisfaction, commitment and performance, high turnover rate, absenteeism and reduced work quality. The researcher concluded that fully using all employees will increase performance and productivity. Employee performance, morale and success ultimately depend on how we managed the changing demographics of our current and future work force.

Coleman conducted a study to evaluate the level of employee morale and employee retention in the office of Circuit Clerk of St. Louis County Courts and why employees were leaving the job after or before joining the organization.

Lowet conducted a study to perceive how far work environment was healthy and safe for employees, what are the relationships between workers perception of a healthy work environment and organizational and individual outcomes i.e. job satisfaction, employee commitment, perceived workplace morale, absenteeism etc. and how organizational working conditions correlate with socio demographic, labour market status etc. Interview was done telephonically and data was collected from valid 2500 employed Canadian residents 18 years of age and above. The researchers concluded that majority of the employees perceived that their workplace was both healthy and safe. They found that females and workers who were younger (18-24) and older (55 and above) were likely to perceive their work environment as healthy compared with males or workers between the age of 25 and 54. They perceived strong positive relationship between six work environment factors and healthy workplace.

Lloyd conducted a study to address the problem of low morale of employees in the Memphis Fire Department (MFD) resulting in low productivity and

personal growth and how to improve it. Data was collected through interviews, surveys and questionnaires. A total of 5 interviews, 678 successful surveys and 17 questionnaires were taken for the study. The researcher concluded that low morale level of the employees could be lifted by making full use of all employees, recognizing them, work in team, encourage employees to grow and shown confidence, listening them, share experiences with them, empower them, provide sufficient training programs, be open and honest, make promotional system fair, make committees to solve morale problems etc.

Zweni tried to adopt the strategy that could be used by Eastern Cape for effectively restructuring the organization without affecting the employees morale adversely. Information for this purpose was obtained through primary and secondary sources. Some of the latest restructuring strategies from dissertations, theses, research papers and journals were consulted. Questionnaire was used to check the impact of recent restructuring on the morale of employees. Data was collected from all 28 employees of the former business- banking.

Everett conducted a study to identify the reasons for low levels of morale and motivation in the line officers and fire fighters caused by staff level officers that lead to low levels of productivity on the Sioux City Fire Department. Descriptive research methods were used including interviews with recognized leadership experts and questionnaires for line employees and staff members. Questionnaires were sent to 114 firefighters and questionnaires completed in all respect were collected from 40 employees.

Mani et al conducted an empirical study to find out the employees perception towards the service climate in Hotel industry in Tamilnadu in India. For the purpose, the researchers took 3, 4 and 5 star hotels in four major cities (Chennai, Coimbatore, Madurai and Tiruchiapalli). From each city 50 top hotels were taken. For the study in total of 250, 5 frontline employees (Front Office, House Keeping, Food, Beverage and Production) from each hotel were taken. The result of the study was that the employees use the right technologies to give the best according to the needs of the customers but in most of the cases, they were not delivering the service or product in time

Day et al conducted a study to give attention to nursing workforce issues such as recruitment, retention, turnover, workplace health and safety issues and their impact on quality patient care. Poor performance of these factors led to low morale of nurses. To improve the morale, the researchers had given some suggestions in the form of good workplace relationships between nurses, adoption of professionalism in nursing, sense of being valued, delivering of quality nursing care, well staffed and better organized units to report risk factors, needle stick injuries and near misses, good organizational structures and culture, good leadership and communication, job security etc.

Vales conducted a study to find out whether fun in the workplace was a factor that boosted employees moral resulting in high productivity, lowering employees turnover and absenteeism and making efficient team building and effective communication. The researcher studied whether fun in the work place boosted moral or not along with five other factors studied earlier.

Kaur conducted a study to find out the relationship between organizational culture and employees morale in selected commercial and co-operative banks.

Billava conducted a study to check firstly the various factors affecting the level of employees morale, secondly the level of morale and thirdly level of satisfaction of the employees of the company. For this purpose the author took a sample of 20 employees. He found that the factors like social security measures, welfare facilities, salary status, bonus, health condition, shift system and recognition of work affected the employee"s morale. He found that majority of employees were happy to work in the organization and their level of morale is higher.

Wang conducted a study to find out the relationship and roles in the construction of Chunghwa Telecom employees work values and staff morale, training mechanism, performance evaluation and welfare and safety mechanism on the strategic human resource management. A questionnaire consisting of 18 questions were sent to 2300 persons and 1395 returned. After removing the unusable questionnaires, there were 1080 usable questionnaires. The author found that in the overall work values, participate decision value, reward benefit value and training and skill value could be

included in the structure of overall work morale. Apart from it, a strong relationship was found between overall work morale and work value and the structure of work morale and be included in the structure of strategic human resource.

Lalla conducted a study to examine the impact of merger on the employees of Tshwane University of Technology and how to minimize the impact by successfully managing the merger process. Data was collected from 72 respondents by using questionnaire and was analyzed by using SPSS version 13.0. The researcher concluded that mergers definitely had an impact on the employee's personal and professional perspective. Further the researcher also concluded that mergers had negative impact on job security, promotional opportunity, management relationships, performance standards, communication, relationship with colleagues etc.

Riley conducted a study in a non- profit agency (ACHIEVE) to check the problems of high employee turnover. The objectives of the study were to find out the causes that leads to maintain or terminate employment and what strategies were implemented by ACHIEVE to improve employee retention rates. Data for this study was collected from 287 employees. The researcher concluded that employee satisfaction and employee retention is a multifaceted problem and measured relationship, personal growth and system maintenance to curve the problem of high employee turnover.

Djati and Adiwijaya conducted a study to find out the relationship between employee morale and organizational commitment towards Organizational Citizenship Behavior (OCB) and OCB towards service quality performances. Data was collected from 133 respondents taken from administrative staff of 5 private universities in Surabaya – Indonesia. The researchers concluded that there was positive and significant relationship between employee morale and organizational commitment towards OCB and OCB towards service quality performance of employees.

Spangenberg conducted a study to know the level of morale at public and private sector banks and the differences in the perceptions of employees (managers and staff level) regarding the organizational culture and to find out

the relation between organizational culture and employees morale. 120 questionnaires were distributed to employees of 3 public sector and 2 private sector banks and 91 usable questionnaires were collected. The researcher concluded that morale in employees of private sector banks is higher than public sector in all five indices of employee"s morale and there were significant differences for all eight values of organizational culture in both types of banks. The findings also shown that organizational culture had positive impact on the employee"s morale.

Kube et al. conducted a field experiment to check whether employee"s performance was affected by wage cuts or wage raise. Data was collected from library to be catalogued and task was to enter description of books into an electronic data base. Data was collected in three phases in the year 2006, 2008 and 2011. The researchers concluded that wage cuts had a detrimental and persistent impact on performance whereas wage raise did not result in any productivity gains.

CHAPTER 3 - RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY is a way to systematically solving the research problems. It may be understood as a science of studying how research is done scientifically. It includes the overall research design, the sampling procedure, data collection method and analysis procedure.

3.2 RESEARCH DESIGN

A research design is a plan, structure and strategy of investigation so conceived as to obtain answers to research problems. The plan is the complete scheme or program of research. It includes an outline of what the investigator will do from writing the hypotheses and their operational implications to the final analysis of data.

In general, Research design is the conceptual structure within which research is conducted; it constitutes the blue print for the collection, measurement and analysis of data. Descriptive Research design is used in this project.

DESCRIPTIVE RESEARCH

A descriptive research attempts to describe systematically a situation, problem, phenomenon, service or program, or provides information about, say, the living conditions of a community, or describes attitudes towards an issue.

3.3 SOURCES OF DATA :

There are two major approaches to gathering data are categorized as;

1. Primary data
2. Secondary data

PRIMARY DATA

With help of the **Structured Questionnaire**, technique has been used for the collection of primary data from the respondents.

SECONDARY DATA

The secondary data has been collected from the company records, journal and various websites.

3.4. STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about employees and the second part contained the respondent's opinions about Employees.

3.5 SAMPLING TECHNIQUE

Sampling is the process of selecting a few from a bigger group to become the basis for estimating or predicting a fact, situation or outcome regarding the bigger group. Sampling design is to clearly define set of objects, technically called the universe to be studied. This research has finite set of universe and the sampling design used in the study is **PROBABILITY SAMPLING**.

SAMPLE SIZE:

Sample size of 150 was collected for the survey. The sample taken in the Organization is around 150 employees., were selected through convenience sampling method

3.6. PERIOD OF STUDY:

The study was conducted for the period of 4 month from January to April

3.7. LOCATION AND TARGET PEOPLE OF THE STUDY:

Located at SIPCOT IT Park, siruseri, Chennai. Targeted people are employees at Amtex.

3.8 TOOLS FOR ANALYSIS:

SIMPLE PERCENTAGE METHOD

The collected data is analyzed by using simple percentage method. Simple percentage analysis refers to a ratio. With the help of absolute figures it will be difficult to interpret any meaning from the collected data, but when percentages are found out then it becomes easy to find the relative difference between two or more attributes.

HYPOTHESIS ANALYTICAL TOOLS

CHI- SQUARE ANALYSIS

The collected data are statistically analyzed with chi-square test. The chi-square test is a statistical measure used in the context of sampling analysis to determine if categorical data shows dependency or the two classifications are independent. The chi-square is applied to find out the relationship between the attributes.

As a non parametric test, it can be used to determine a categorical data. It is used to make comparison between theoretical population and actual data.

ONE WAY ANOVA

ANOVA is a technique used to compare means of two or more samples, using the F distribution. This technique can be used only for numerical data. The ANOVA tests the null hypothesis that samples in two or more groups are drawn from the same population. To do this, two estimates are made of the population variance. These estimates rely on various assumptions.

The ANOVA produces an F statistic, the ratio of the variance calculated among the means to the variance within the samples. If the group means are drawn from the same population, the variance between the group means should be lower than the variance of the samples, following central limit theorem. A higher ratio therefore implies that the samples were drawn from

different populations. In one way classification the data are classified according to only one criteria.

ANALYSIS USING KARL PEARSON'S CORRELATION:

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables. The Pearson product-moment correlation coefficient is a measure of the strength and direction of association that exists between two variables measured on at least an interval scale. It is denoted by the symbol r .

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CHAPTER 4 - DATA ANALYSIS AND INTERPRETATION

TABLE NO: 4.1.1 AGE OF RESPONDENTS

S.NO	AGE	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	BELOW 20	6	4%
2	20-30	60	40%
3	30-40	48	32%
4	40-50	30	20%
5	ABOVE 50	6	4%
	TOTAL	150	100

INFERENCE:

The above table shows that 40% of respondents are between 20 to 30 age group, 32 % of respondents are between 30 to 40 age group and 20 % are between 40 to 50 age group.

CHART: 4.1.1

CHART SHOW THE AGE OF RESPONDENTS

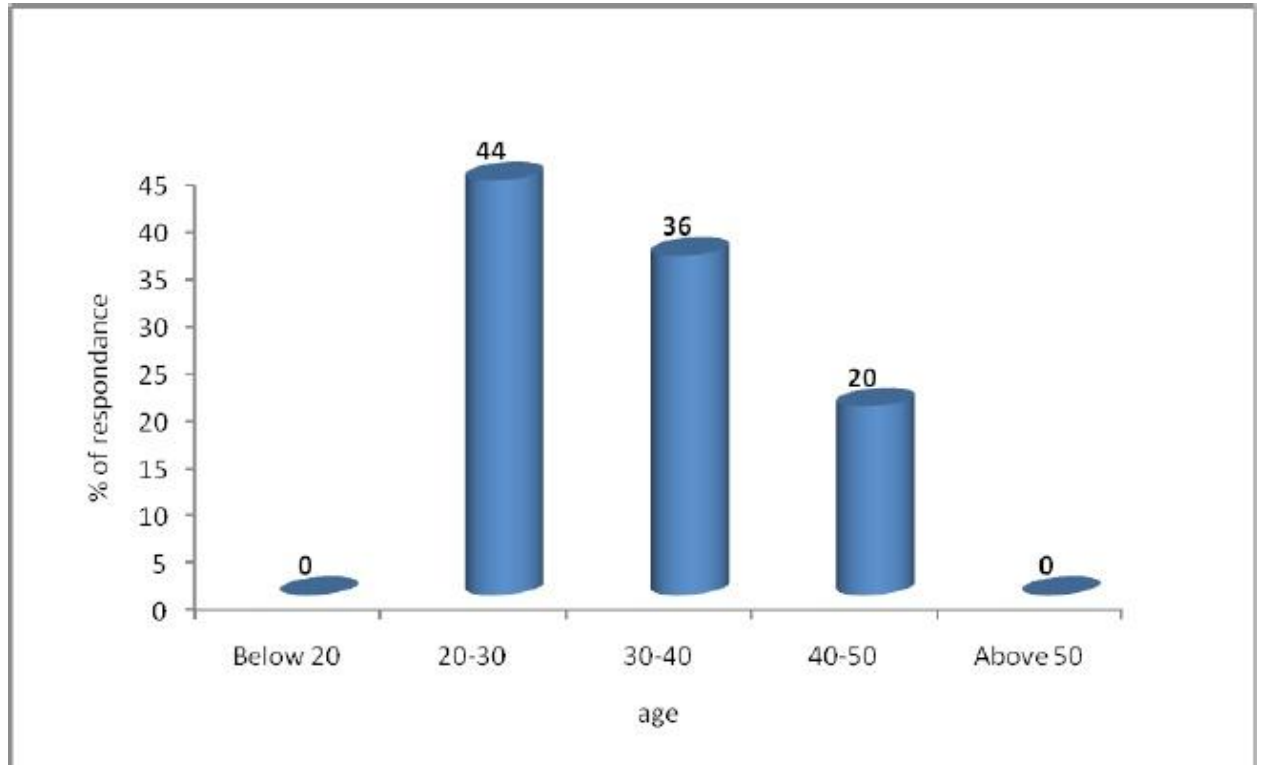


TABLE: 4.1.2 EDUCATION QUALIFICATION OF THE RESPONDENTS

S.NO	EDUCATION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	SCHOOL LEVEL	24	16%
2	DILPOMA	0	0%
3	GRADUATES	66	44%
4	POST GRADUATES	42	28%
5	PROFFESIONALS	18	12%
	TOTAL	150	100%

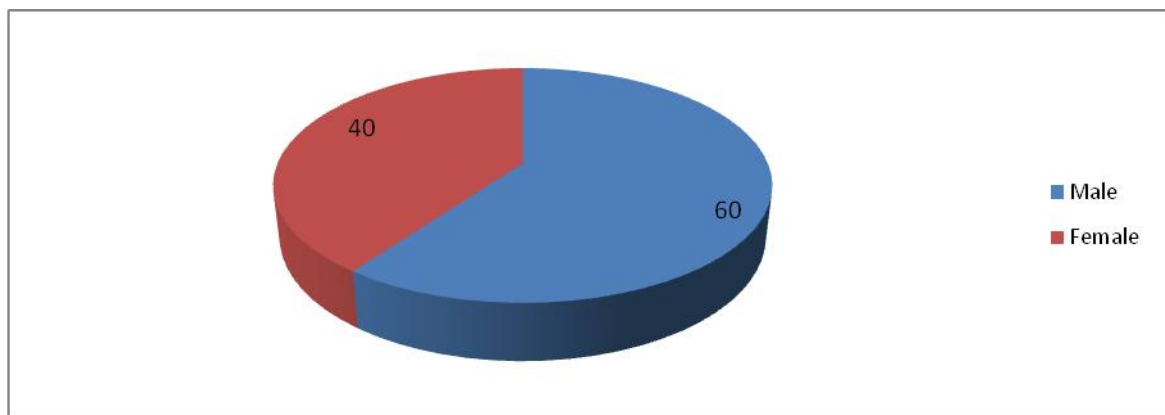
INFERNCE:

The above table shows that 44% of respondents are graduates, 28% of respondents are post graduates, 16% of respondents are school level and 12% of respondents are professionals.

CHART: 4.1.2 GENDER OF THE RESPONDENTS

Particular	No. of Respondents	% of Respondents
Male	90	60
Female	60	40
Total	150	100

CHART NO: GENDER OF THE RESPONDENTS



INFERENCE:

From the above table, it can be inferred that 60% of the respondents are Male and 40% of the respondents are female. Therefore most of the respondents are Male.

CHART: 4.1.3 CHART SHOW THE EDUCATION QUALIFICATION OF THE RESPONDENTS

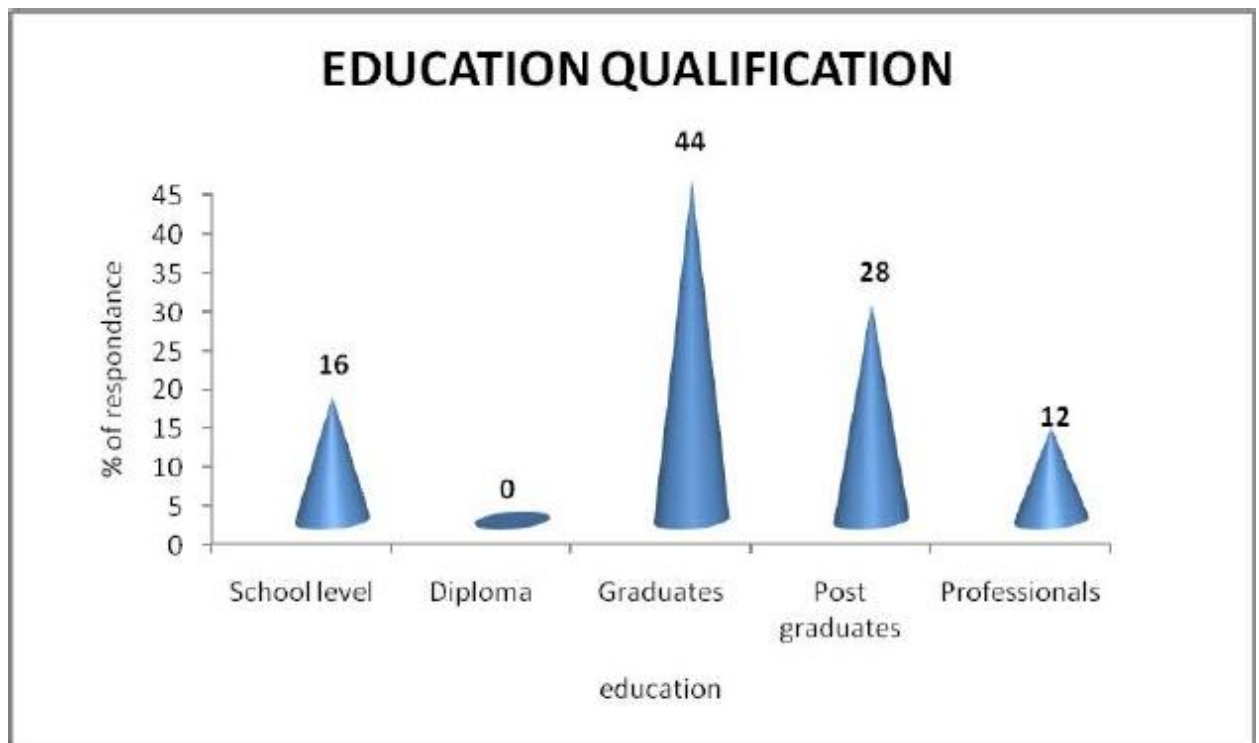


TABLE: 4.1.4 WORK EXPERIENCE OF THE RESPONDENTS

S.NO	EXPERIENCE	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
1	LESS THAN 1 YEAR	42	28%
2	1-3 YEARS	66	44%
3	3-5 YEARS	24	16%
4	5-10 YEARS	12	8%
5	ABOVE 10 YEARS	6	4%
	TOTAL	150	100%

INFERENCE:

The above table shows that 44% of respondents have 1 to 3 years of experience, 28% of respondents have less than one year of experience and 4% of respondents have above 10 years of experience.

CHART: 4.1.4 CHARTS SHOWS THE WORK EXPERIENCE OF THE RESPONDENTS

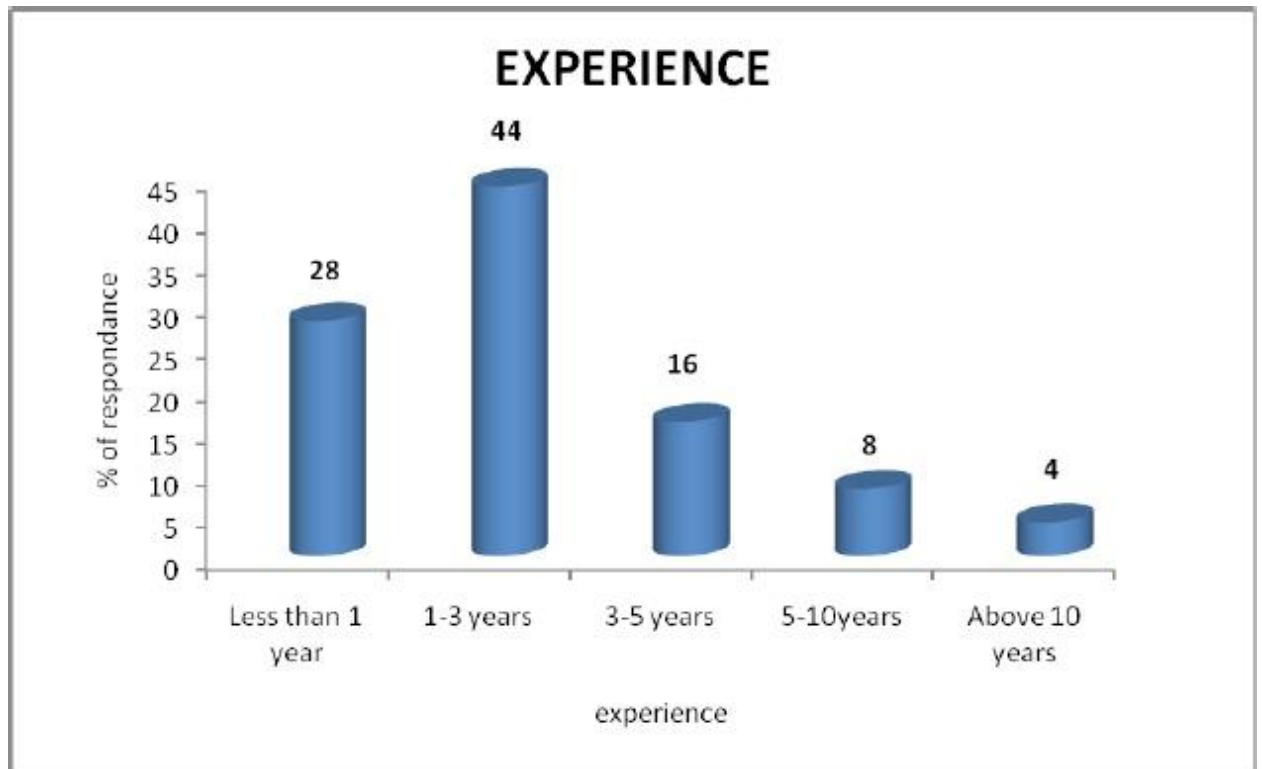


TABLE: 4.1.5 RESPONDENT OPINION ABOUT JOB SATISFICATION

S.NO	JOB SATISFICATION	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
1	HIGHLY SATISFIED	60	40%
2	SATISFIED	75	50%
3	NEUTRAL	6	4%
4	DISSATISFIED	9	6%
5	HIGHLY DISSATISFIED	0	0%
	TOTAL	150	100

INFERENCE:

The above table shows that 50% of respondents are satisfied with their job, 40% of respondents are highly satisfied with their job and 6% of respondents are dissatisfied with their job.

CHART: 4.1.5

CHART SHOW THE OPINION OF RESPONDENTS

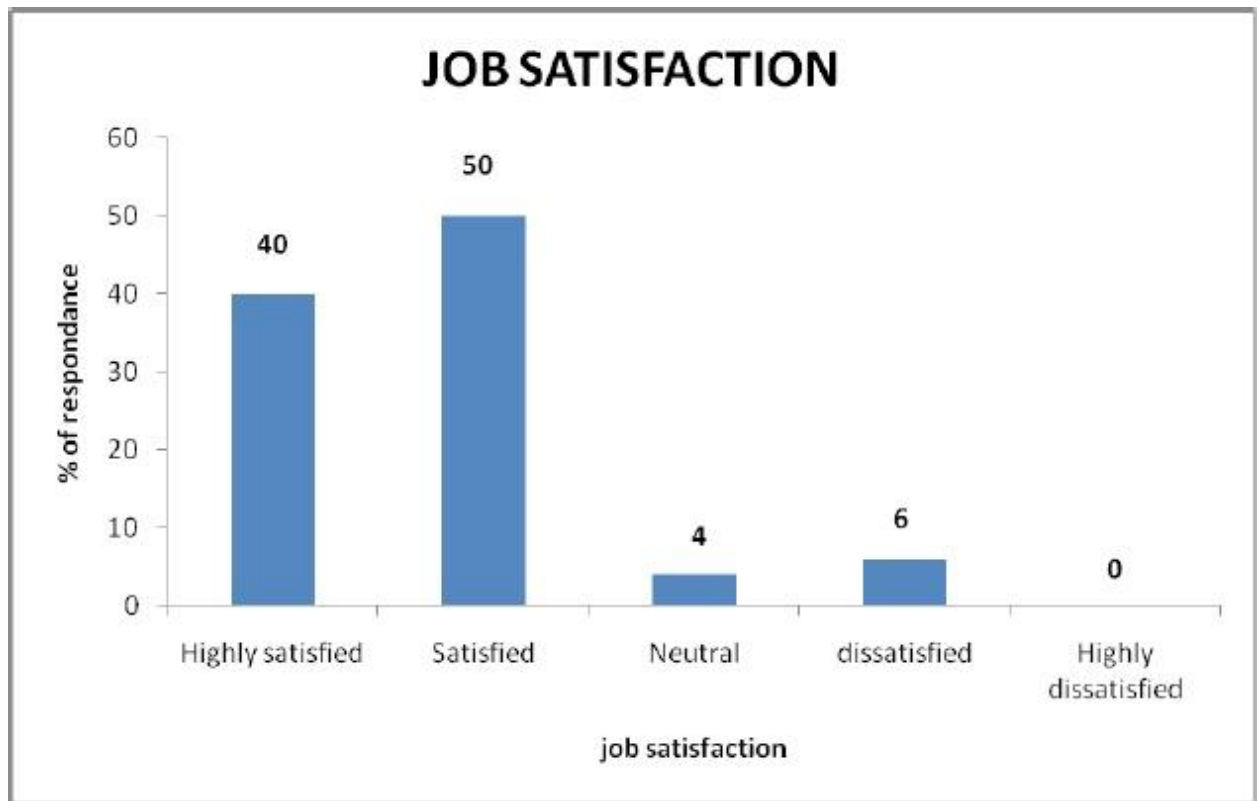


TABLE: 4.1.6 RESPONDENTS OPINION ABOUT ORGANIZATION BENEFITS

S.NO	ORGANIZATION BENEFITS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	HIGHLY SATISFIED	24	16%
2	SATISFIED	72	48%
3	NEUTRAL	36	24%
4	DISSATISFIED	12	8%
5	HIGHLY DISSATISFIED	6	4%
	TOTAL	150	100%

INFERENCE:

The above table shows that 48% are satisfied with their organization's benefits, 24% of respondents are neutral with the benefits and 4% of respondents are highly dissatisfied with the benefits.

CHART: 4. 1.6 CHART SHOW THE OPINION ABOUT ORGANIZATION BENEFITS

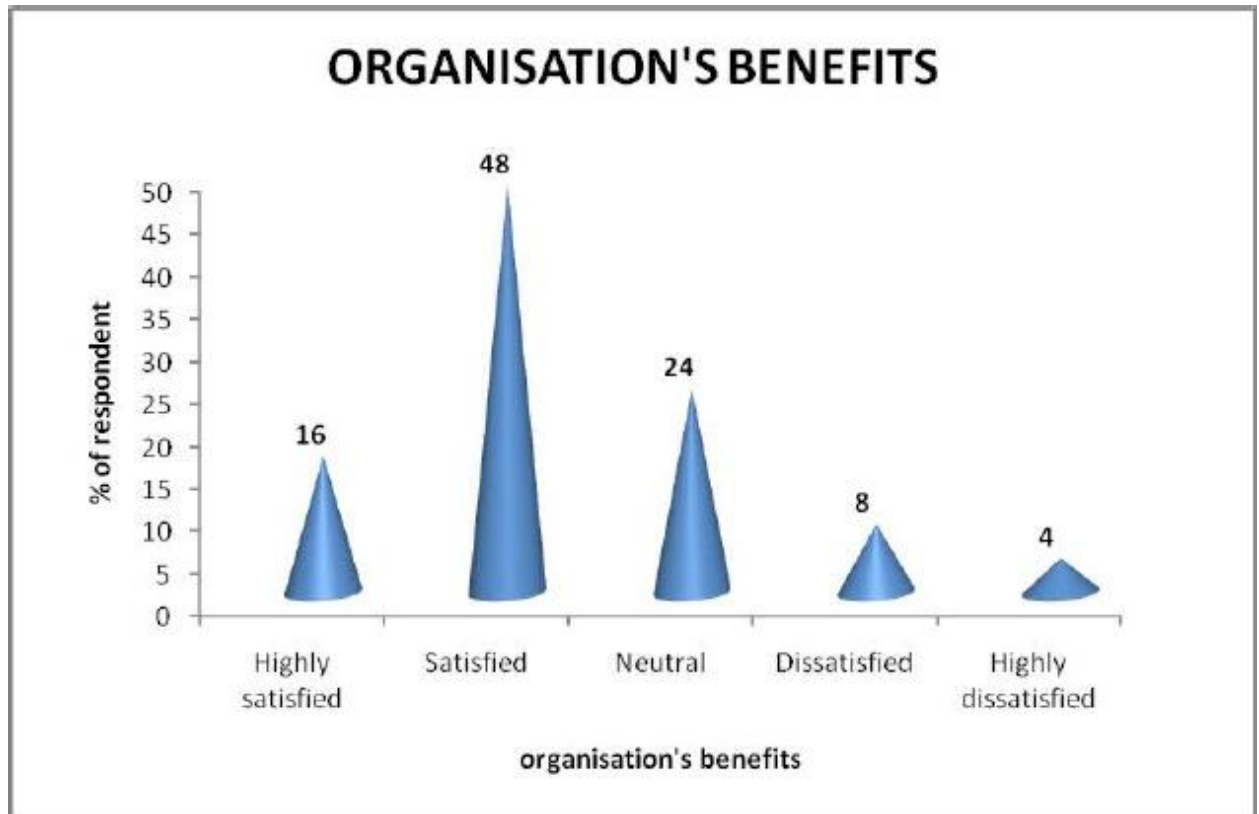


TABLE: 4.1.7 OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT

S.NO	OPPORTUNITIES	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	VERY OFTEN	39	26%
2	OFTEN	48	32%
3	SOMETIMES	33	22%
4	RARELY	12	8%
5	VERY RARELY	18	12%
	TOTAL	150	100%

INFERNCE:

The above table shows that 32% of respondents are often having opportunities for improvement and self development, 26% have very often and 12 % of respondents have rarely.

CHART: 4. 1.7 CHART SHOWS THE OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT

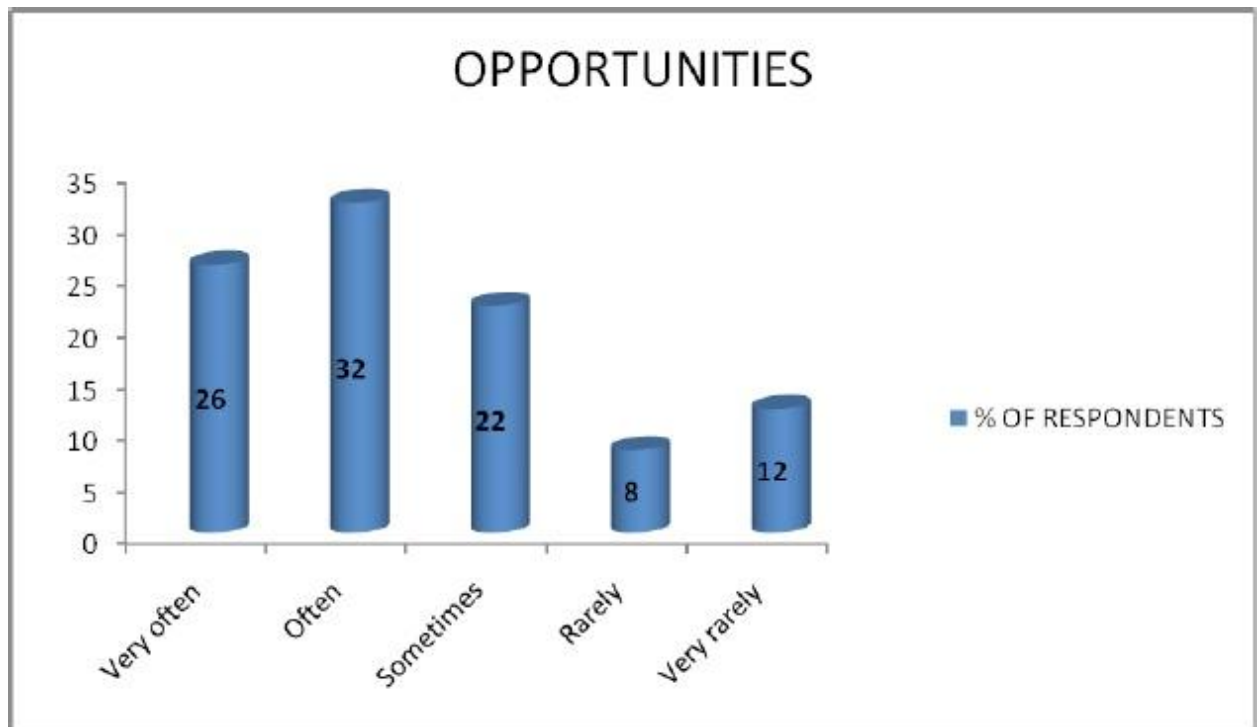


TABLE: 4. 1.8 WORK ENVIRONMENT

SO.NO	ENVIRONMENT	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
1	VERY GOOD	21	14%
2	GOOD	12	8%
3	SATISFACTORY	39	26%
4	POOR	0	0%
5	VERY POOR	78	52%
	TOTAL	150	100%

INFERENCE:

The above table shows that 26% of respondents are satisfactory with the work environment; work environment is very good for 14% of respondents but 52% of respondents are highly dissatisfied with the work environment.

TABLE 4.1.8 ANOVA CALCULATION

NULL HYPOTHESIS (Ho): The job satisfaction on work environment will differ significantly.

TOTAL (T) = 200, n = 10

Correction factor = $T^2/n = 200 \times 200 / 10 = 4000$

TOTAL SS = $\sum X_{ij}^2 - (T)^2/n = (40)^2 + (50)^2 + (4)^2 + (6)^2 + (0)^2 + (14)^2 + (8)^2 + (26)^2 + (0)^2 + (52)^2 - (200 \times 200 / 10)$

= 7802 - 4000

= 3802

SS BETWEEN = $\sum (T_j)^2 / n_j - (T)^2 / n = (100 \times 100 / 5) + (100 \times 100 / 5) - (200 \times 200 / 10)$

= 2000 + 2000 - 4000 = 0

SS WITHIN = $\sum x_{ij}^2 - \sum (T_j)^2 / n_j = 7802 - 4000 = 3802$

ANOVA TABLE

SOURCE OF VARIATION	SUM OF SQUARES (SS)	DEGREE OF FREEDOM (df)	MEAN SQUARES (ms)	F-ratio	5% F-limits
B/W SS	0	(2-1) =1	0/1 =0	0/475 =0	F(1,8) =5.3177
WITHIN SS	3802	(10-2) =8	3802/8 =475		

Interpretation:

Table value is greater than the calculated value, so the job satisfaction will differ significantly according to the work environment.

CHART: 4.1.8 CHART SHOW THE OPINION OF RESPONDENTS

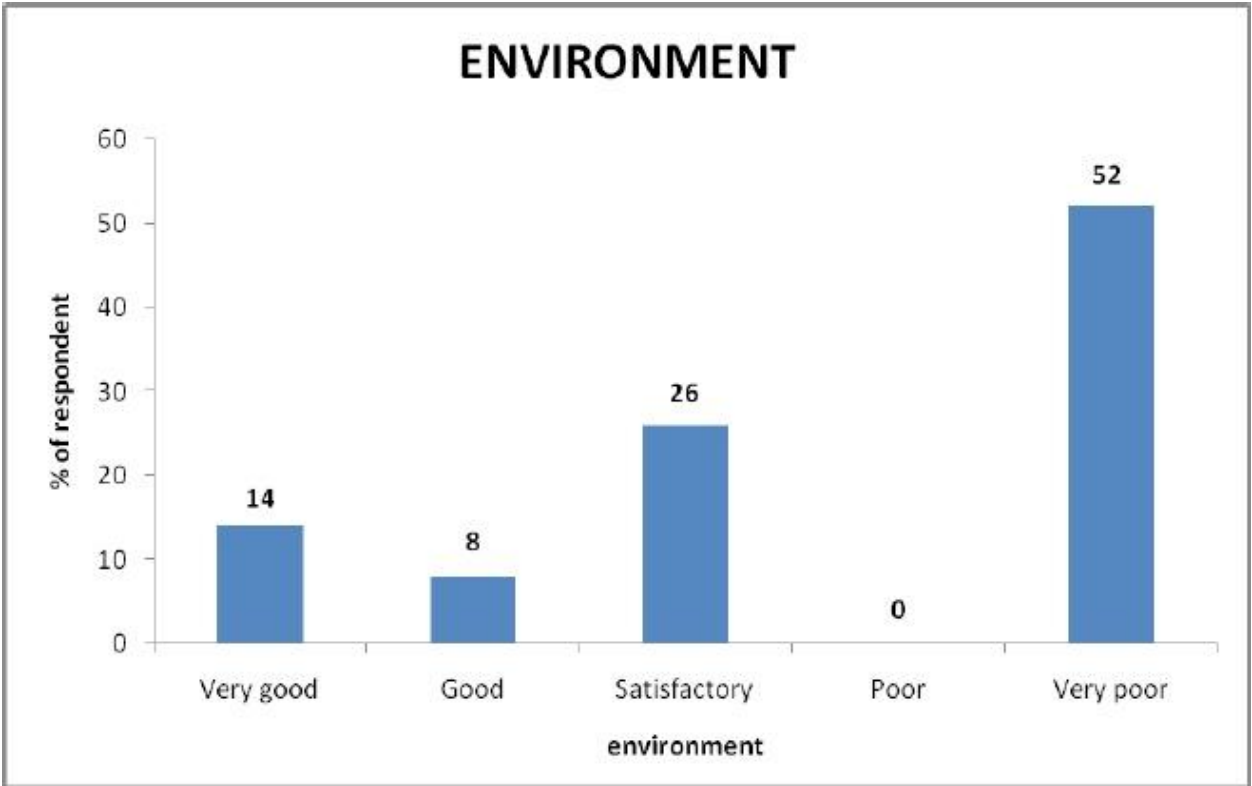


TABLE: 4.1.9 SUPERIORS AND CO-WORKERS RELATION

S.NO	OPINION	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENT
1	VERY GOOD	54	36%
2	GOOD	66	44%
3	AVERAGE	18	12%
4	POOR	12	8%
5	VERY POOR	0	0%
	TOTAL	150	100%

INFERNCE:

The above table shows that the superior and co-workers relation is good for 46% of respondents, 36% of respondents feel very good and for 8% of respondents relation is bad.

CHART: 4.1.9 CHART SHOW THE RELATIONS BETWEEN SUPERIORS AND CO-WORKERS

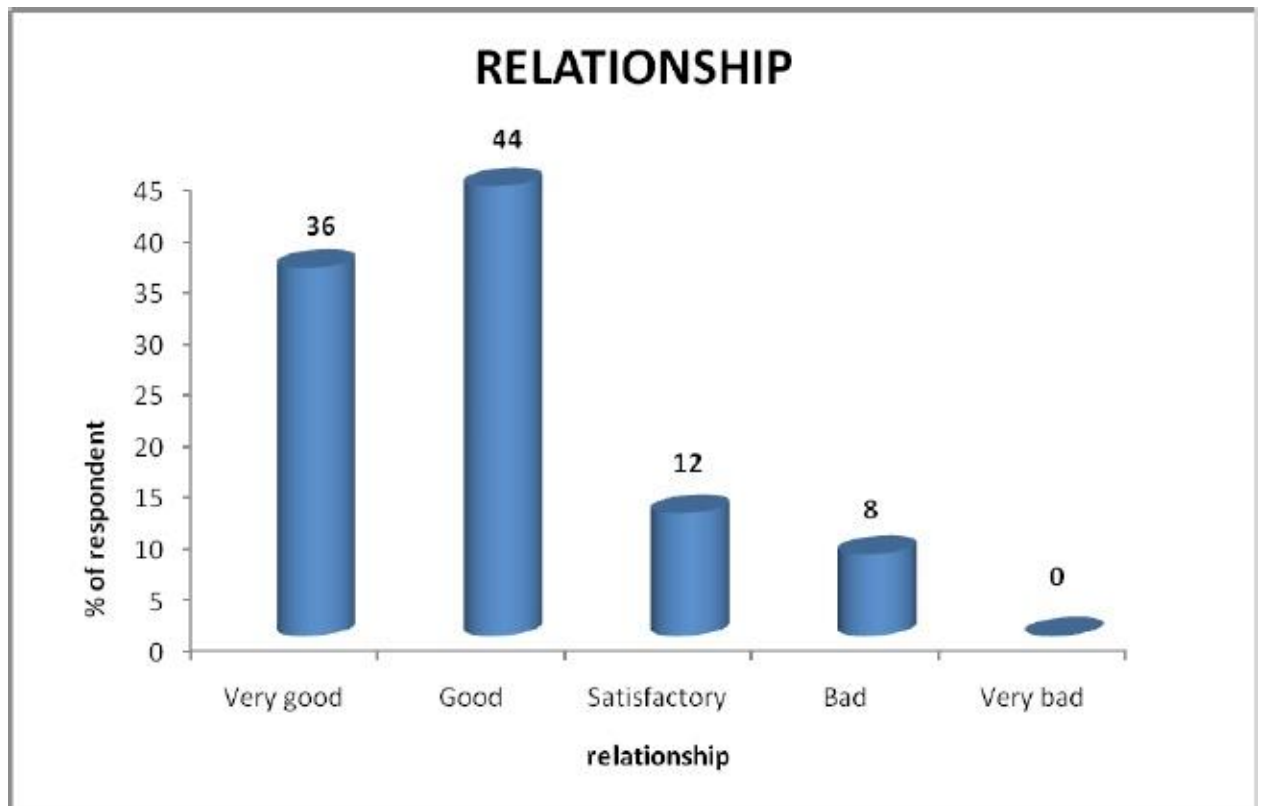


TABLE: 4.1.10 JOB RESPONSIBILITIES

S.NO	JOB RESPONSIBILITIES	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	VERY GOOD	51	34%
2	GOOD	84	56%
3	MODERATE	12	8%
4	POOR	3	2%
5	VERY POOR	0	0%
	TOTAL	150	100%

INFERENCE:

The above table shows that 56% of respondents feel that they have good job responsibilities, 34% of them have very good responsibilities and for 2% responsibility is poor.

CHART: 4.1.10 : CHART SHOWING THE JOB RESPONSIBILITIES

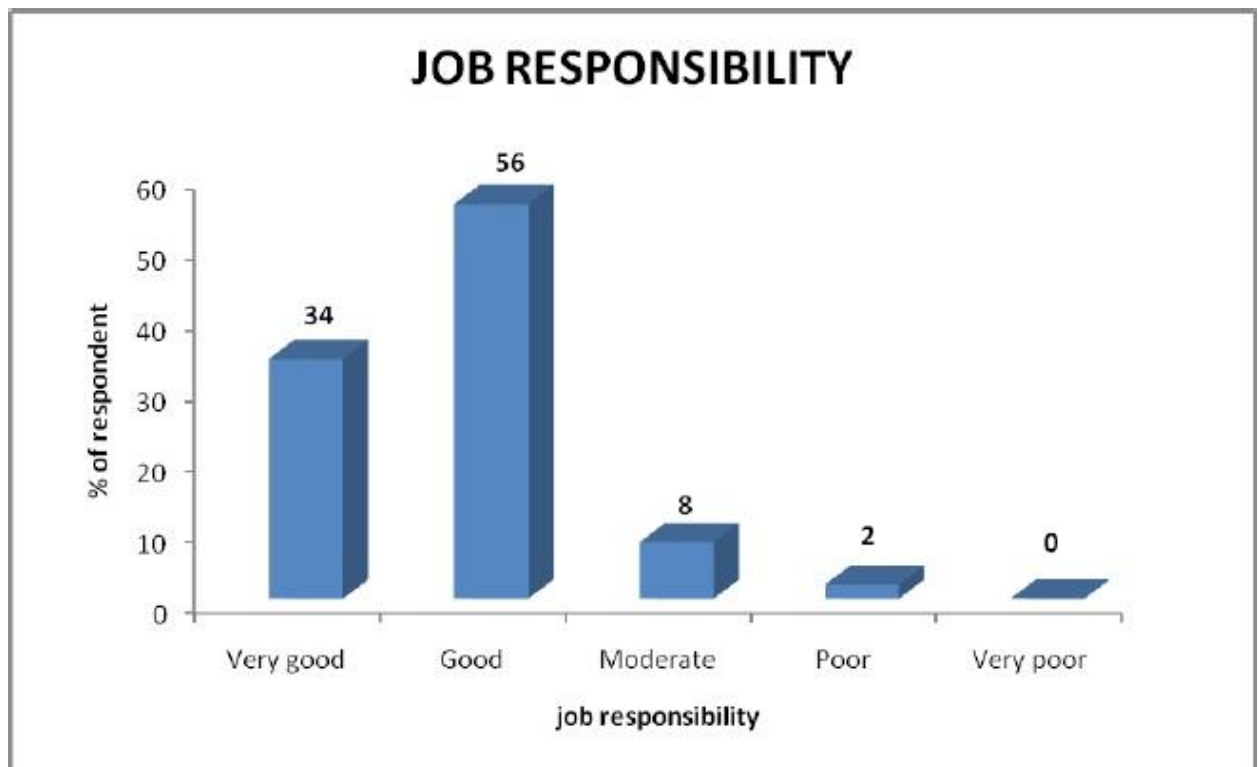


TABLE: 4:1:11 PARTICIPATIVE MANAGEMENT

S.NO	PARTICIPATIVE MANAGEMENT	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
1	STRONGLY AGREE	81	54%
2	AGREE	30	20%
3	NEUTRAL	27	18%
4	DISAGREE	12	8%
5	STRONGLY DISAGREE	0	0%
	TOTAL	150	100%

INFERENCE:

The above table shows that 54% of respondents strongly agree that they participate with management and 8% of respondents do not participate with management.

CHART: 4:1.11 :CHART SHOWING THE PARTICIPATIVE MANAGEMENT

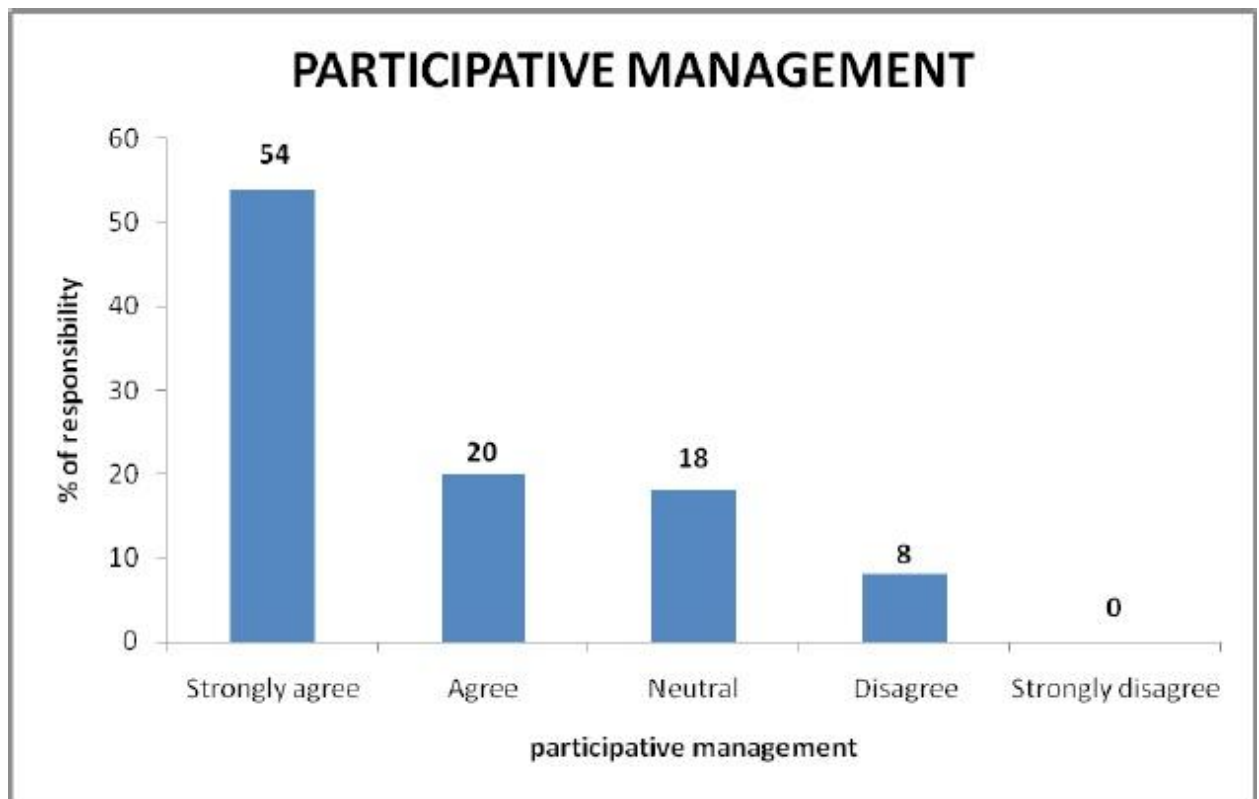


TABLE: 4.1.12: POLICES AND ADMINISTRATION PRACTICES

S.NO	POLICES & PRACTICES	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
1	STRONGLY AGREE	42	28%
2	AGREE	60	40%
3	NEUTRAL	45	30%
4	DISAGREE	3	2%
5	STRONGLY DISAGREE	0	0%
	TOTAL	150	100%

INFERNCE:

The above table shows that 40% of respondents agree with the policies and administration practices of the organization and 2% are disagreeing with the policies and administration practices.

CHART: 4.1.12 CHART SHOWING THE POLICIES AND PRACTICES

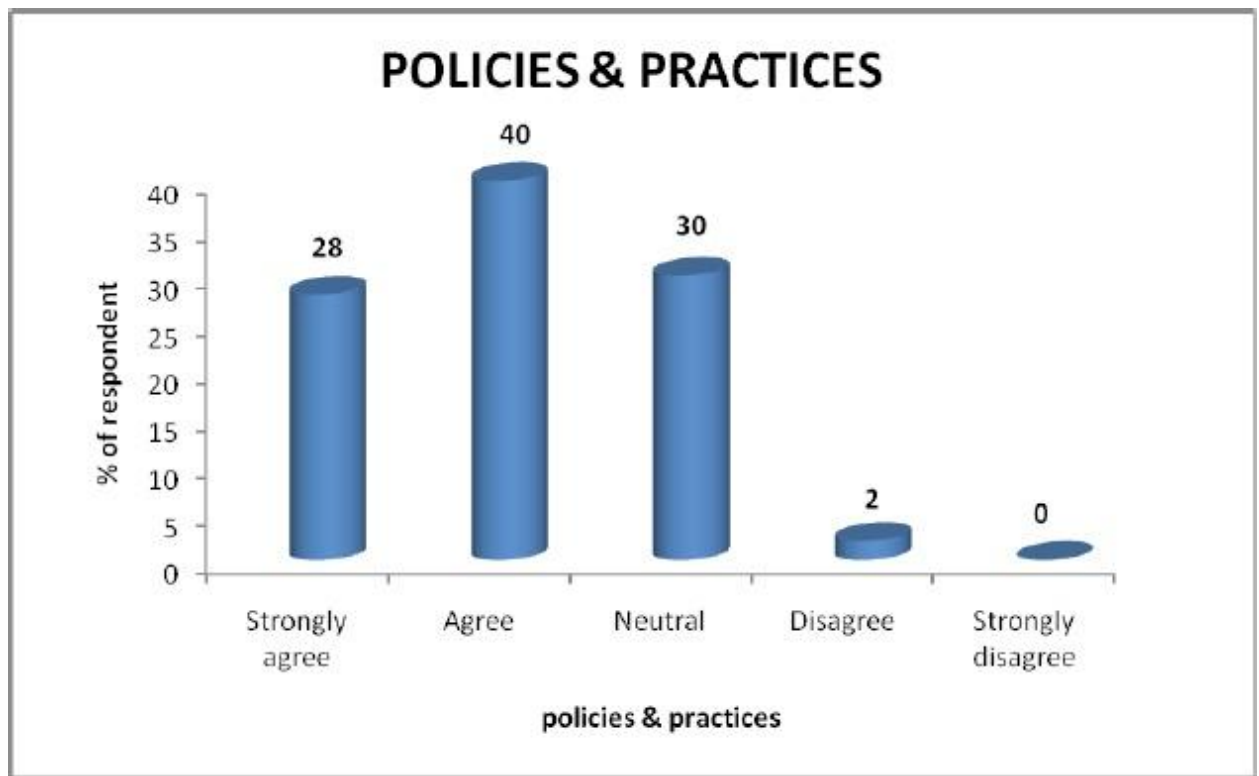


TABLE: 4.1.13: RESPONDENT OPINION ABOUT WORKLOAD

S.NO	OPINION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	OVER LOAD	36	24%
2	MODERATE	96	64%
3	UNDER LOAD	12	8%
4	OPTIMAL	6	4%
5	NO WORK	0	0%
	TOTAL	150	100%

INFERENCE:

The above table shows that for 64% of respondents the work load is moderate, for 24% it is overload and for 4% it is optimal.

CHART: 4.1.13: CHART SHOWING THE WORKLOAD OF RESPONDENTS

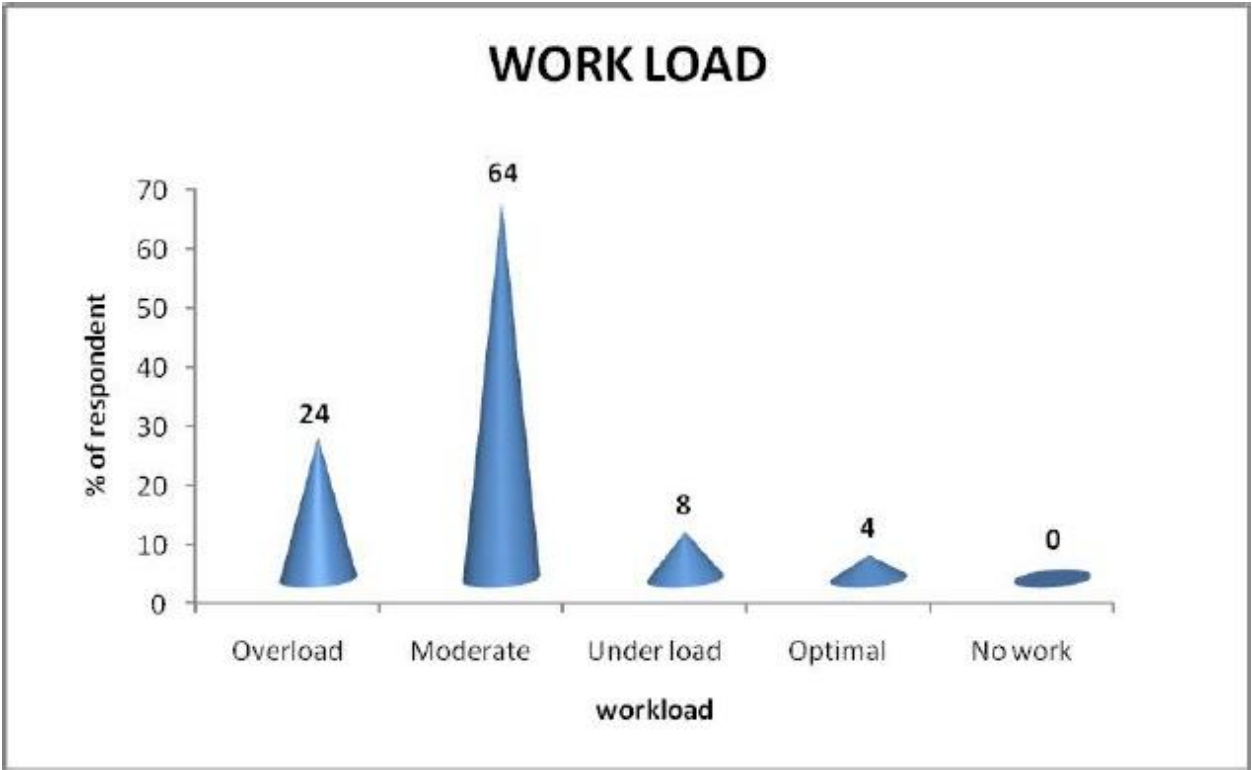


TABLE: 4.1.14: AVAILING LEAVE

S.NO	AVAILING LEAVE	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	VERY OFTEN	12	8%
2	OFTEN	18	12%
3	SOMETIMES	36	24%
4	RARELY	30	20%
5	VERY RARELY	54	36%
	TOTAL	150	100%

INFERENCE:

The above table shows that 36% of respondents avail leave very rarely, 24% avail sometimes. And 8% of respondents avail leave very often.

CHART: 4.1.14: CHART SHOWING THE OPINION OF RESPONDENTS

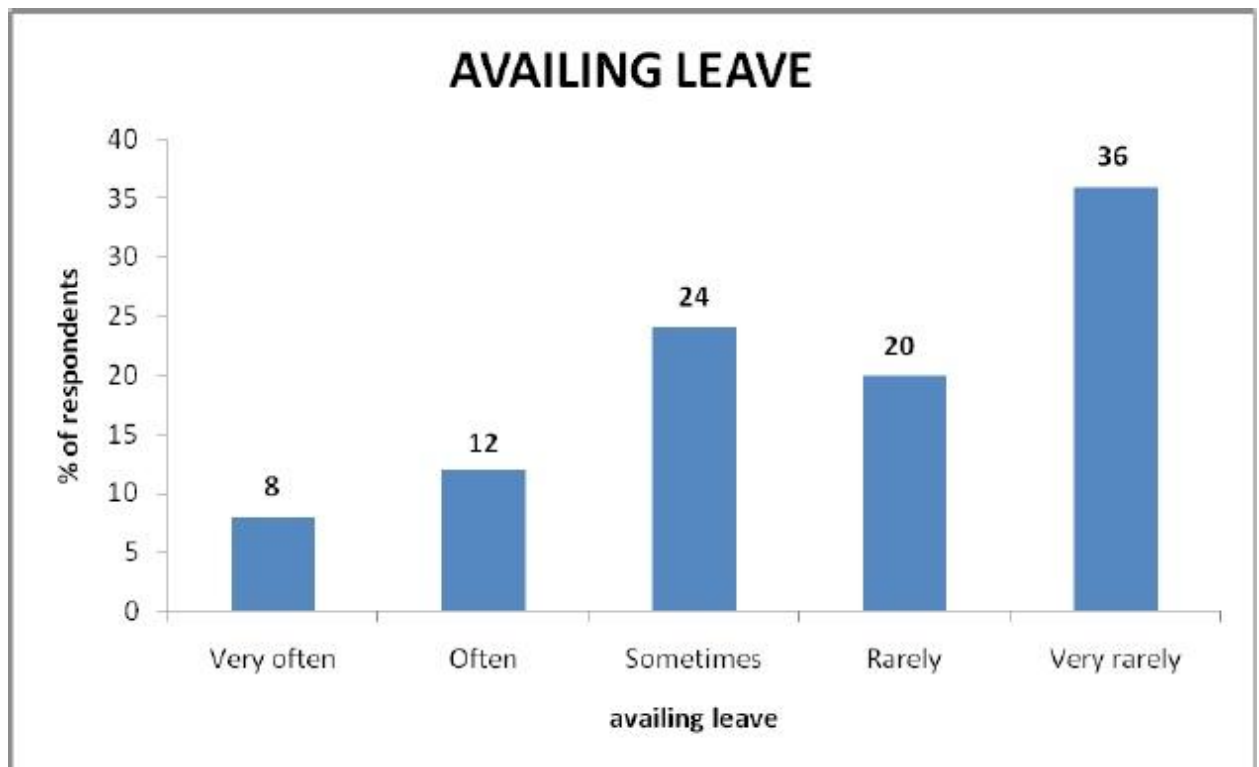


TABLE: 4.1.14: RESPONDENT OPINION ABOUT CREATIVE JOB

S.NO	OPINION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	VERY OFTEN	36	24%
2	OFTEN	75	50%
3	RARELY	33	22%
4	VERY RARE	6	4%
5	NOT AT ALL	0	0%
	TOTAL	150	100%

INFERENCE:

The above table shows that 50% of respondents often get creative jobs, 24% get very often and 4% of respondents get creative jobs very rarely.

CHART: 4.1.14: CHART SHOWING THE RESPONDENTS OPINION ABOUT CREATIVE JOB

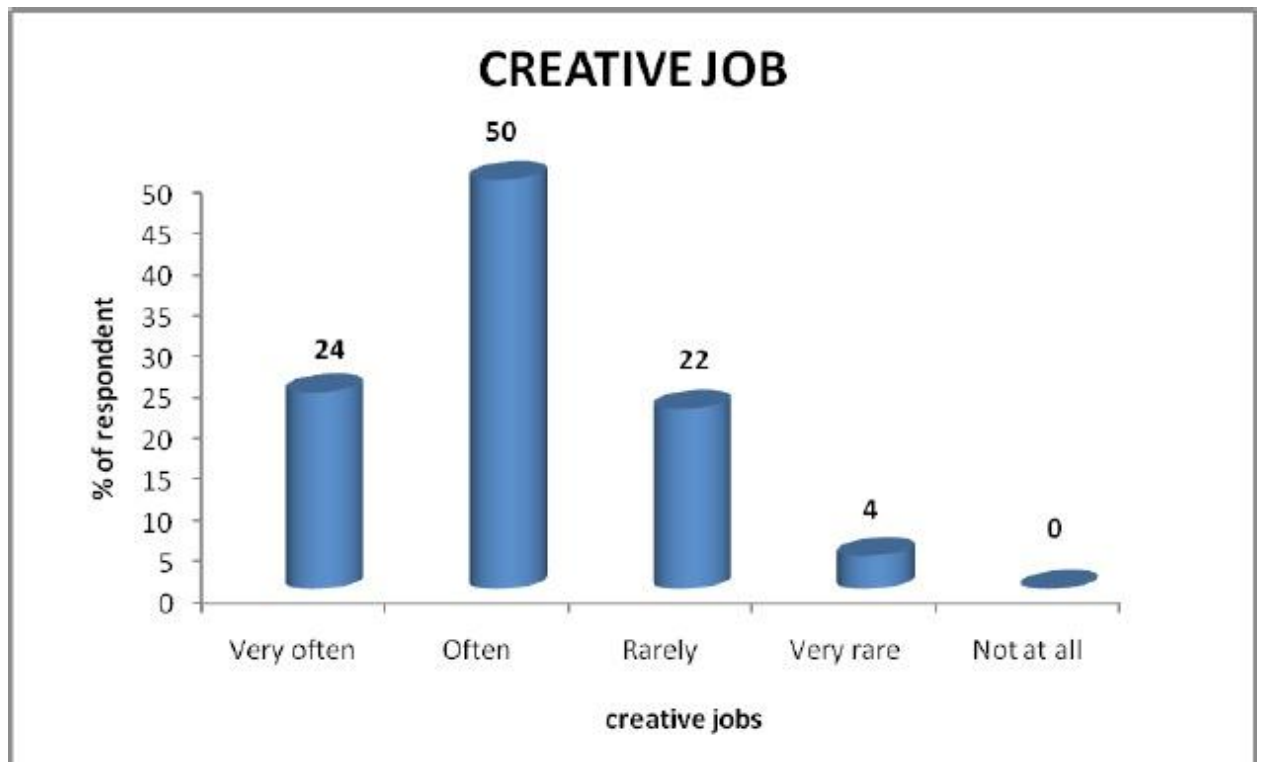


TABLE: 4.1.15 RESPONDENT OPINION ABOUT JOB CHALLENGING

S.NO	JOB CHALLENGING	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	STRONGLY AGREE	24	16%
2	AGREE	78	52%
3	NO OPINION	30	20%
4	DISAGREE	12	8%
5	STRONGLY DISAGREE	6	4%
	TOTAL	150	100%

INFERENCE:

The above table shows that 52% of the respondents agree that they use to get challenging jobs, 20% has no opinion about this and 4% of respondents are strongly disagreeing.

CHART: 4.1.15: CHART SHOWING THE RESPONDENTS OPINION ABOUT JOB CHALLENGING

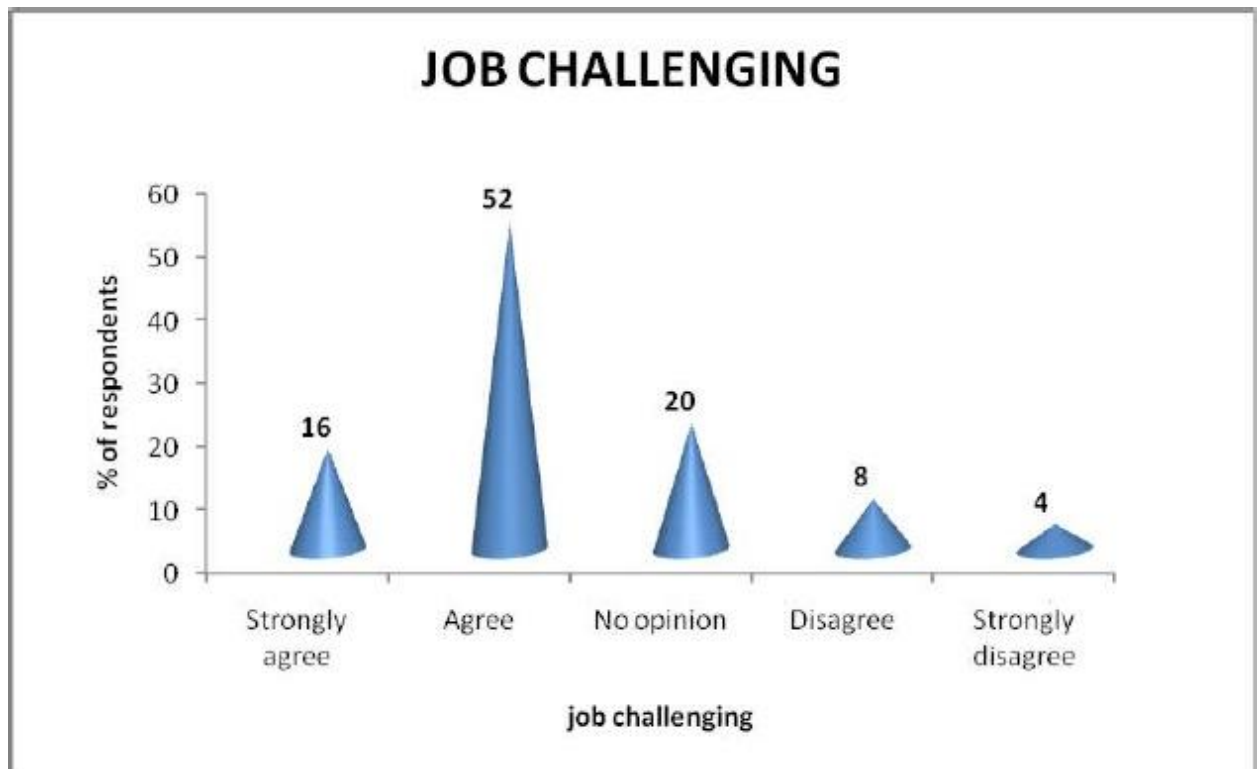


TABLE: 4.1.16 OPPORTUNITIES TO UPDATE KNOWLEDGE AND SKILLS

S.NO	OPINION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	STRONGLY AGREE	57	38%
2	AGREE	75	50%
3	NO OPINION	12	8%
4	DISAGREE	6	2%
5	STRONGLY DISAGREE	0	0%
	TOTAL	150	100%

INFERENCE:

The above table shows that 50% of respondents agree that they use to get opportunities to update knowledge and skills, 2% of respondent disagree 16.

CHART: 4.1.16: CHART SHOWING THE OPINION OF RESPONDENTS TO UPDATE KNOWLEDGE AND SKILLS

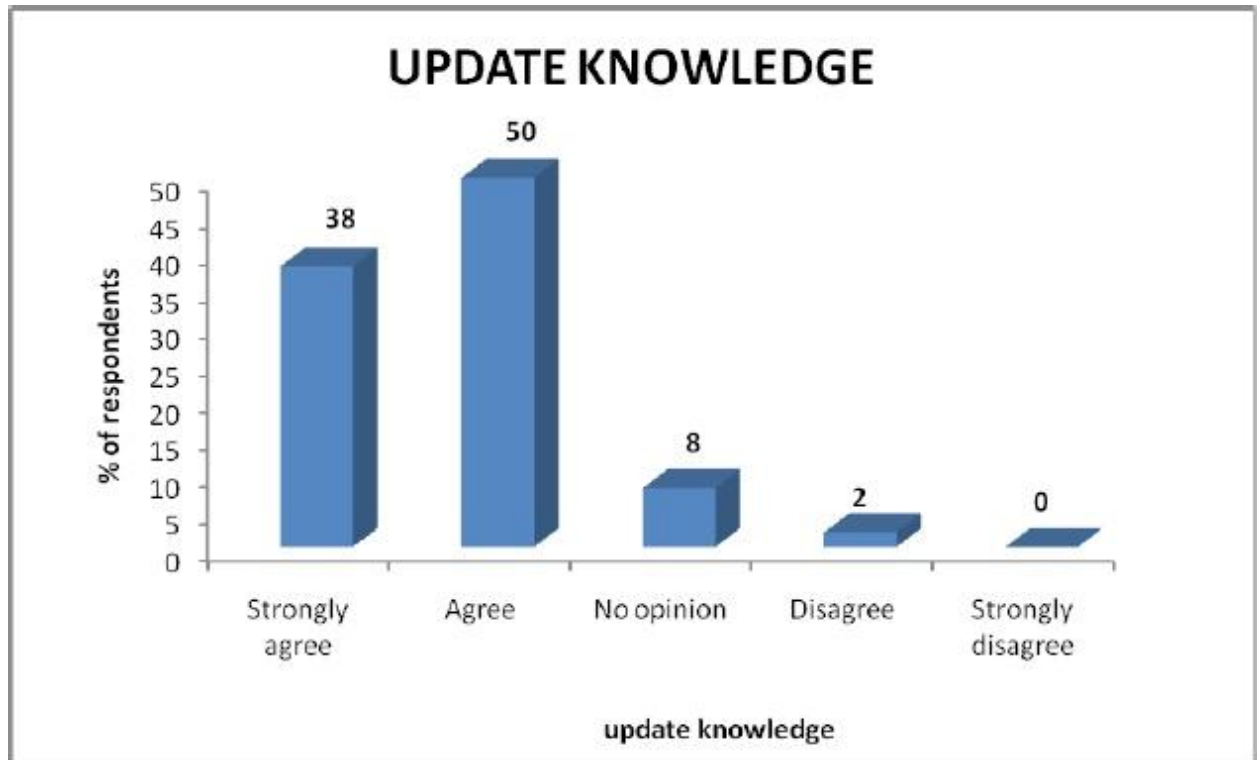


TABLE: 4.1.17: RESPONDENT OPINION ABOUT HEALTH, SAFETY, SOCIAL SERVICE

S.NO	SOCIAL ENVIRONMENT	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	HIGHLY SATISFIED	42	28%
2	SATISFIED	84	56%
3	NEUTRAL	12	8%
4	DISSATISFIED	6	4%
5	HIGHLY DISSATISFIED	6	4%
	TOTAL	150	100%

INFERENCE:

The above table shows that 56% of respondents are satisfied with the health, safety and social services and 4% of respondents are highly dissatisfied.

CHART: 4.1.17: CHART SHOW THE OPINION OF RESPONDENTS ABOUT HEALTH, SAFETY, SOCIAL SCIENCE

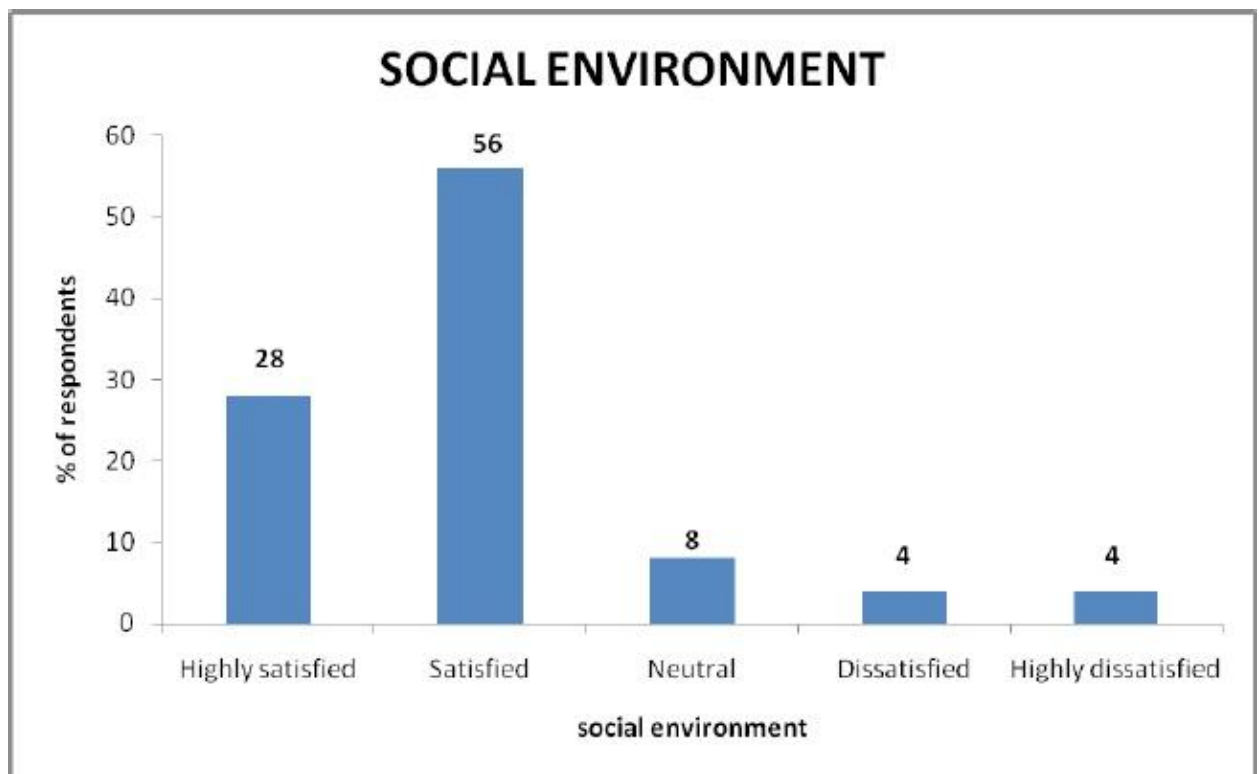


TABLE: 4.1.18: APPRECIATION FOR QUALITY OF WORK

S.NO	OPINION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
1	STRONGLY AGREE	60	40%
2	AGREE	66	44%
3	NEUTRAL	15	10%
4	DISAGREE	6	4%
5	STRONGLY DISAGREE	3	2%
	TOTAL	150	100%

INFERENCE:

The above table shows that 44% of respondents agree that they get appreciation for their work and 2% disagree that they get appreciation for their work.

**CHART: 4.1.18:CHART SHOWING THE OPINION OF RESPONDENTS
ABOUT APPRECIATION FOR QUALITY WORK**

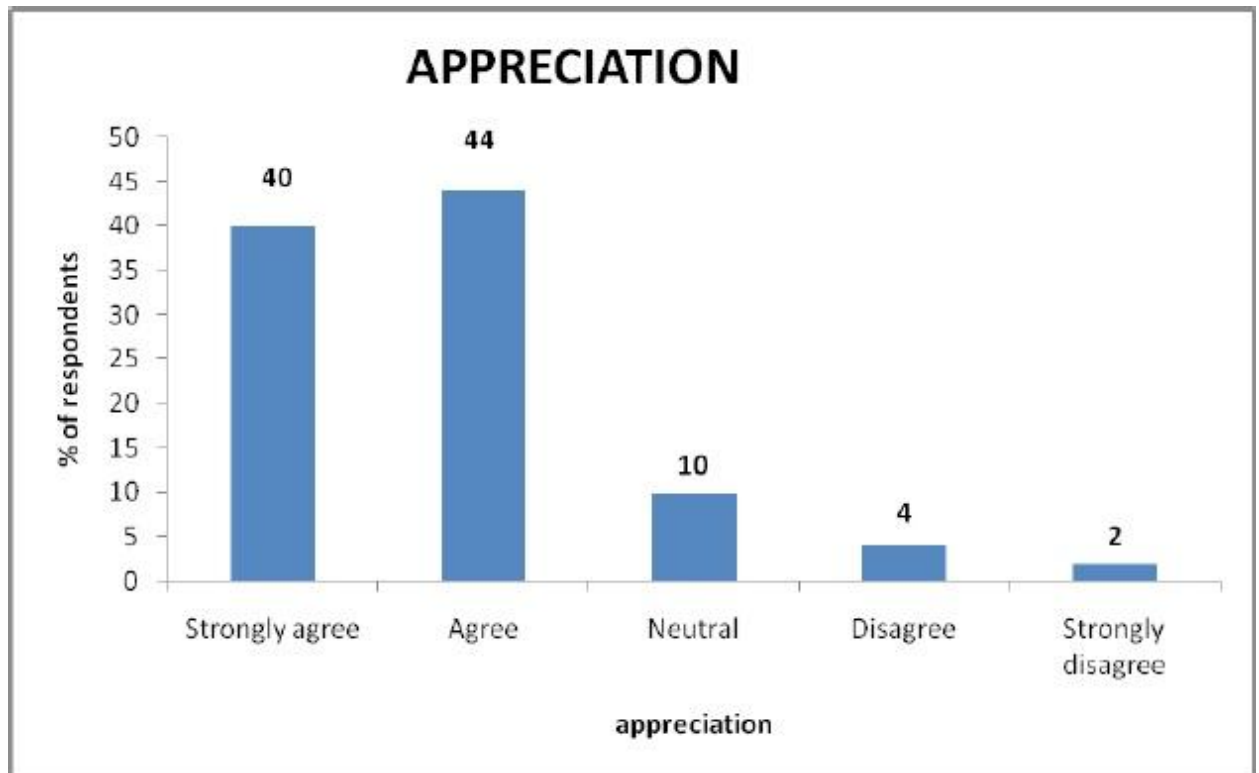


TABLE: 4.1.19: RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS

S.NO	OPINION	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
1	VERY OFTEN	30	20%
2	OFTEN	78	52%
3	RARELY	30	20%
4	VERY RARE	0	0%
5	NOT AT ALL	12	8%
	TOTAL	150	100%

INFERENCE:

The above table shows that 52% of respondents often provide suggestions to the management, 20% of respondents very often provide suggestions and 8% are not at all involved in this.

CHART: 4. 19: CHART SHOW THE OPINION OF RESPONDENTS ABOUT PROVIDING SUGGESTION

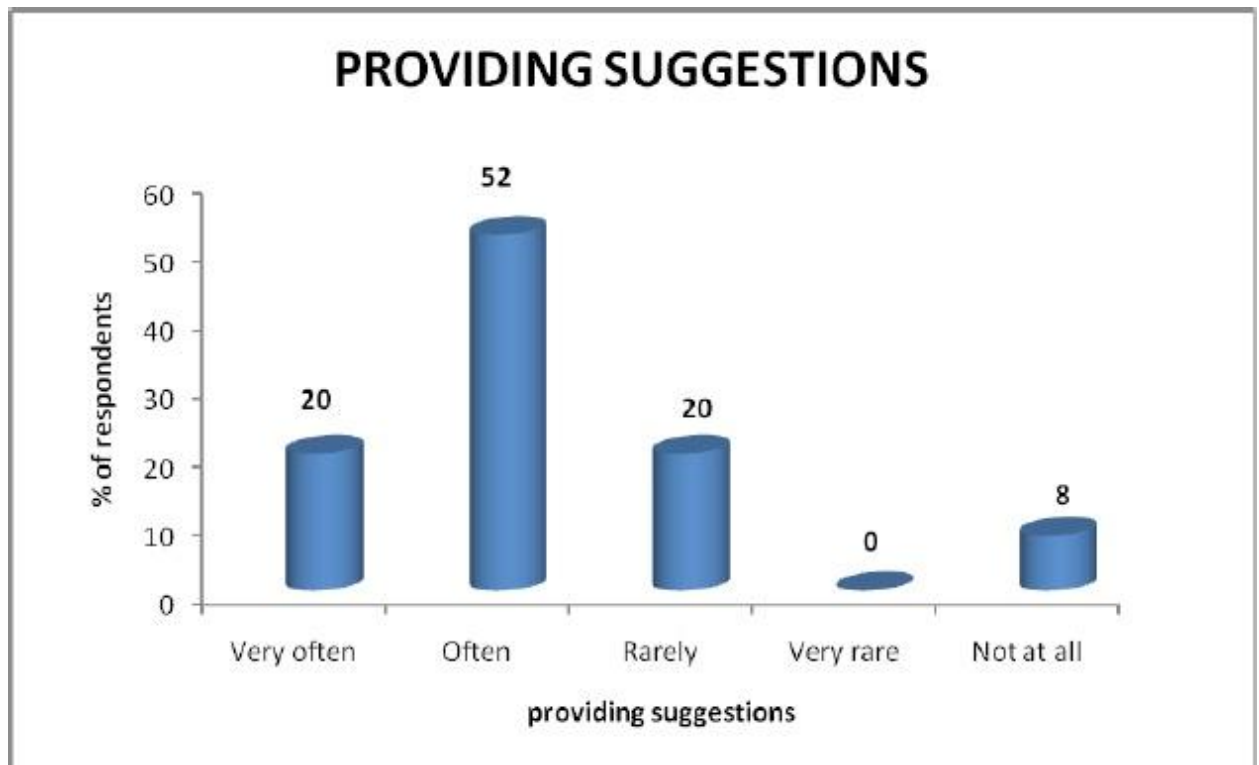


TABLE: 4.1.20: RESPONDENTS OPINION ABOUT ACCEPTANCE OF SALARY – CUTS

S.NO	OPINION	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
1	YES	42	28%
2	NO	108	72%
	TOTAL	150	100%

INFERENCE:

The above table shows that 72% of respondents will not accept salary cut and 28% of respondents will accept salary cut and will continue in same organization

CHART: 4.1.20: CHART SHOW THE OPINION OF RESPONDENTS ABOUT ACCEPTANCE OF SALARY CUT



TABLE: 4.1.21:RESPONDENTS OPINION ABOUT INVOLVEMENT IN JOB

S.NO	INVOLVEMENT IN JOB	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
1	TOTAL INVOLVEMENT	100	66%
2	SOME WHAT INVOLVEMENT	30	20%
3	LACK OF INVOLVEMENT	10	7%
4	NOT INTEREST	10	7%
	TOTAL	150	100%

INFERENCE:

The above table shows that 66% of respondents are totally involved in their job and 20% are somewhat involved.

STATISTICAL ANALYSIS

CHI-SQUARE ANALYSIS TEST I

- R/W two variables
- Age and the involvement in job of respondent
- Ho – there is no significant difference between b/w age and involvement in job
- Ha – there is single difference between age and involvement in job

O	ε	$O - \varepsilon$	$(O - \varepsilon)^2$	$(O - \varepsilon)^2 / \varepsilon$
13	8.83	4.17	17.3889	1.96
6	5	1	1	0.2
4	5	-1	1	0.2
2	6.16	-4.16	17.3056	2.80
12	9.89	2.11	4.4521	0.450
4	5.6	-1.6	2.56	0.457
8	5.6	2.4	5.76	1.028
4	6.90	-2.9	8.41	1.218
8	14.13	-6.13	37.5769	2.65
10	8	2	4	0.5
15	8	7	49	6.125
7	9.86	-2.86	8.1796	0.829
15	10.6	4.4	19.36	1.826
5	6	-1	1	0.16
3	6	-3	9	1.5
7	7.4	-0.4	0.16	0.02
5	9.54	-4.54	20.6116	2.16
5	5.4	-0.4	0.16	0.02
0	5.4	-5.4	29.16	5.4
17	6.66	10.34	106.9156	16.05
				TOTAL=45.55

$$\chi^2 = \frac{\sum (O - E)^2}{E}$$

Degree of freedom:

$$= (R-1) (C-1)$$

$$= (5-1) (5-1)$$

$$4*4 = 16$$

Level of significance: 5% $5/100 = 0.05$

Table value = 26.296

Conclusion:

Here the calculated value is higher than the table value, i.e. the table value is 26.296 and the calculated value is 45.55. So we rejected the null hypothesis. Therefore there is a different between age and job involvement.

CHART: 4.1.21 CHART SHOW THE OPINION OF RESPONDENTS ABOUT INVOLVEMENT IN JOB

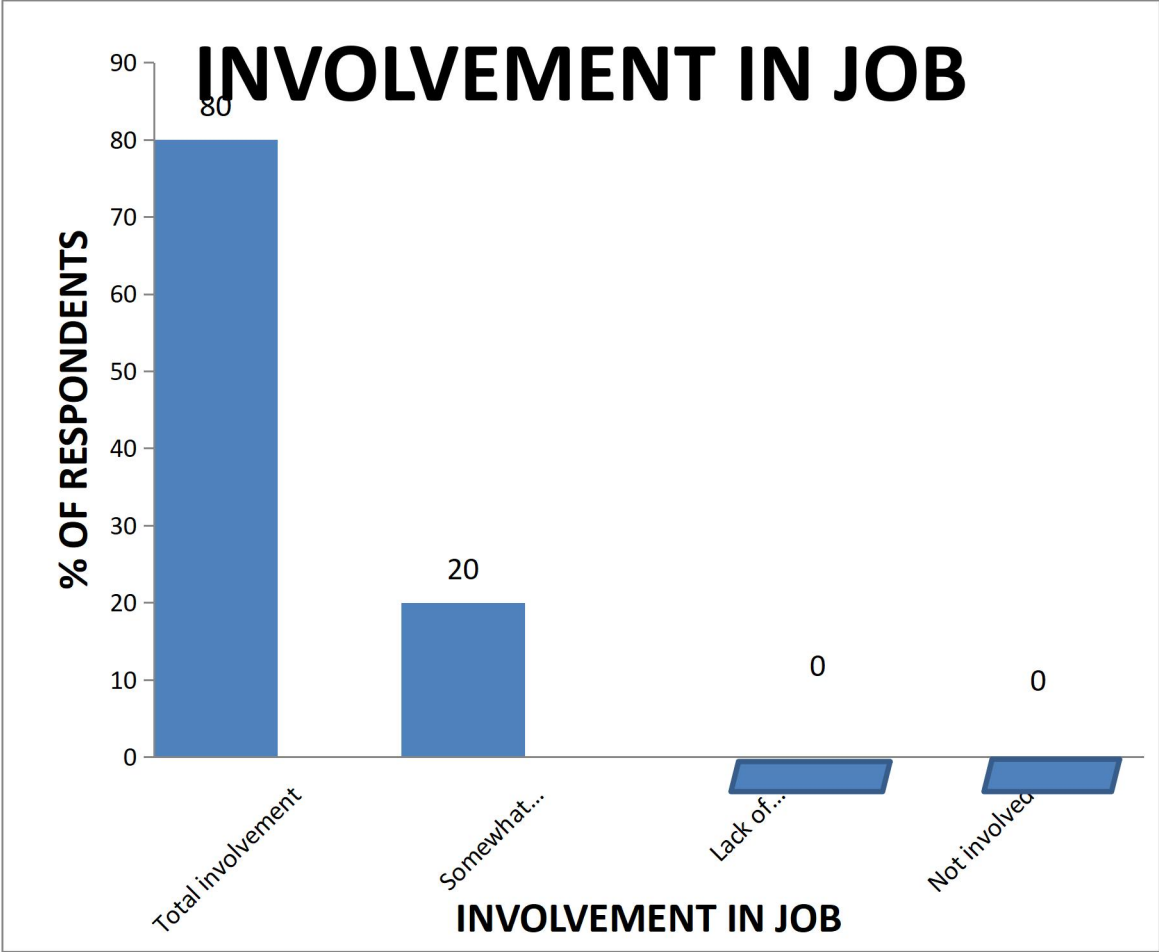


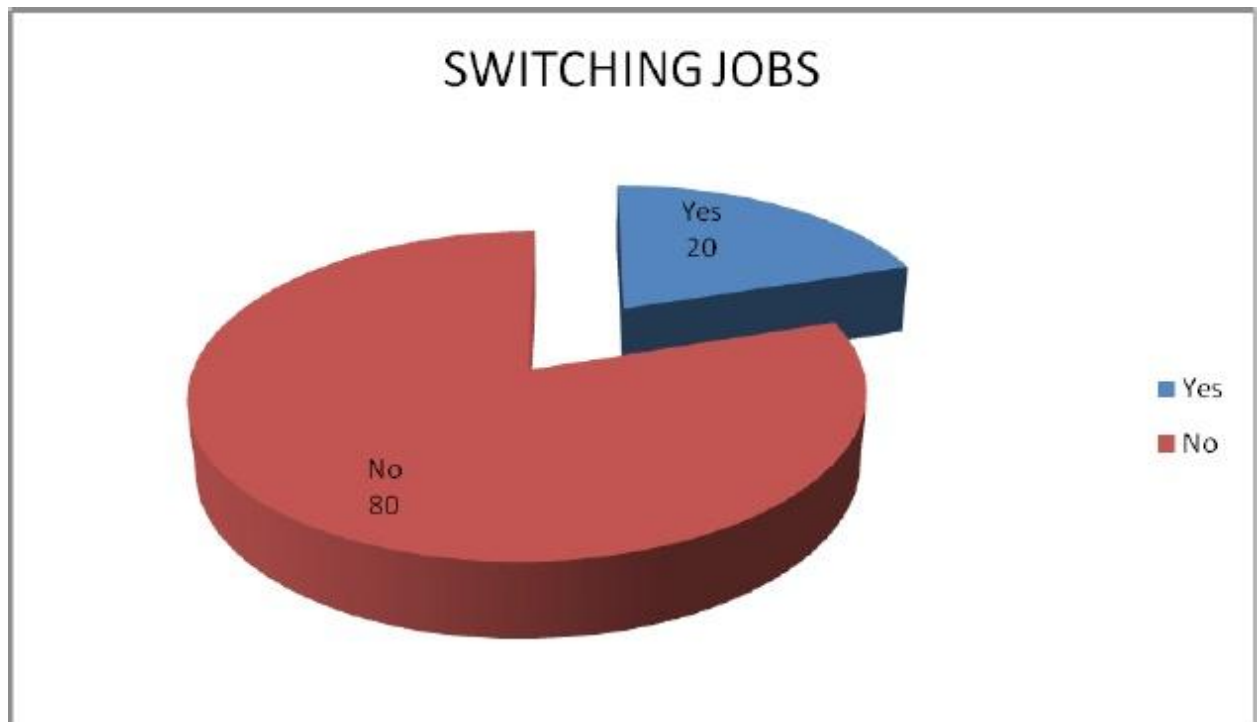
TABLE: 4.1.22 : RESPONDENTS OPINION ABOUT SWITCHING JOBS

S.NO	SWITCHING JOBS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
1	YES	30	20%
2	NO	120	80%
	TOTAL	150	100%

INFERENCE:

The above table shows that 80% of respondents will not switch their job often, but 20% of respondents may switch their job.

CHART: 4.1.22 CHART SHOW THE OPINION OF RESPONDENTS ABOUT SWITCHING JOBS



STATISTICAL TOOLS AND ANALYSIS

CHI- SQUARE TEST I – (χ^2)

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (H_0):

There is no relationship between opinion about providing suggestions and opportunities for improvement and self-development.

Alternate hypothesis (H_1):

There is relationship between respondents opinion about providing suggestions and opportunities for improvement and self-development.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS * OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT	150	100.0%	0	0.0%	150	100.0%

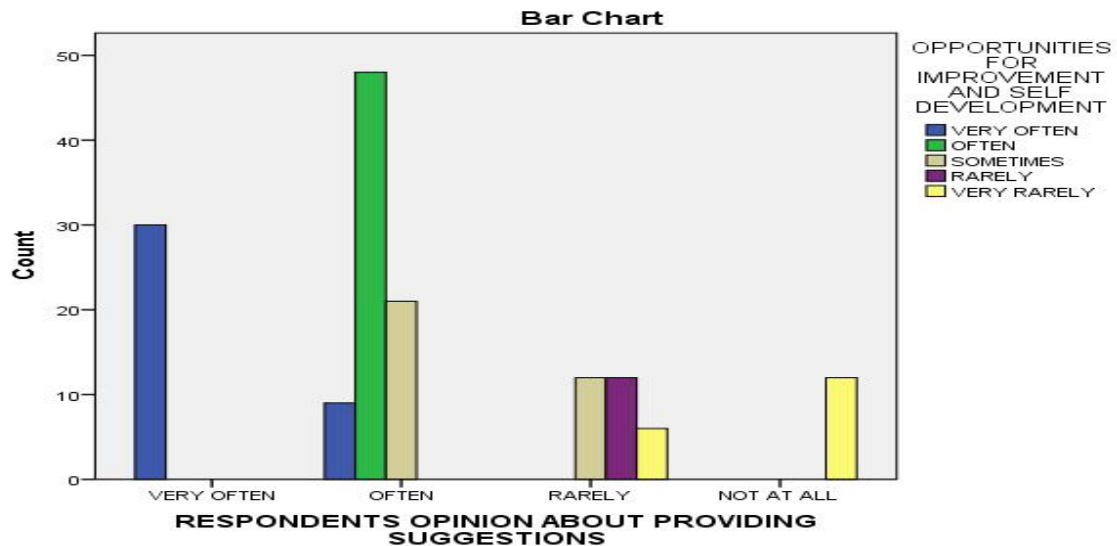
RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS * OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT Crosstabulation								
			OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT					Total
			VERY OFTEN	OFTEN N	SOME TIMES	RARE LY	VERY RARELY	
RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	VERY OFTEN	Count	30	0	0	0	0	30
		% within RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%

		% within OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT	76.9%	0.0%	0.0%	0.0%	0.0%	20.0%
		% of Total	20.0%	0.0%	0.0%	0.0%	0.0%	20.0%
	OFTEN	Count	9	48	21	0	0	78
		% within RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	11.5%	61.5%	26.9%	0.0%	0.0%	100.0%
		% within OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT	23.1%	100.0%	63.6%	0.0%	0.0%	52.0%
		% of Total	6.0%	32.0%	14.0%	0.0%	0.0%	52.0%
	RARELY	Count	0	0	12	12	6	30
		% within RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	0.0%	0.0%	40.0%	40.0%	20.0%	100.0%

		NS						
		% within OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT	0.0%	0.0%	36.4%	100.0%	33.3%	20.0%
		% of Total	0.0%	0.0%	8.0%	8.0%	4.0%	20.0%
	NOT AT ALL	Count	0	0	0	0	12	12
		% within RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
		% within OPPORTUNITIES FOR IMPROVEMENT AND SELF DEVELOPMENT	0.0%	0.0%	0.0%	0.0%	66.7%	8.0%
		% of Total	0.0%	0.0%	0.0%	0.0%	8.0%	8.0%
	Total		Count	39	48	33	12	18
			% within RESPONDENTS OPINION ABOUT PROVIDING SUGGESTIONS	26.0%	32.0%	22.0%	8.0%	100.0%

	NS						
	% within OPPORTUNI TIES FOR IMPROVEME NT AND SELF DEVELOPME NT	100.0%	100.0 %	100.0 %	100.0 %	100.0%	100. 0%
	% of Total	26.0%	32.0%	22.0%	8.0%	12.0%	100. 0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2- sided)
Pearson Chi-Square	279.204 ^a	12	.000
Likelihood Ratio	247.450	12	.000
Linear-by-Linear Association	115.351	1	.000
N of Valid Cases	150		
a. 9 cells (45.0%) have expected count less than 5. The minimum expected count is .96.			



Degree of Freedom= $(r-1) * (c-1)$

$$= 3 * 4 = 12$$

Calculated value = 279.204

Tabulated value = 21.026

$Z = Z_{cal} > Z_{tab}$

$$Z = 279.204 > 21.026$$

Hence, the Alternate hypothesis [H1] is accepted

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between opinion about providing suggestions and opportunities for improvement and self-development.

ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is a significance difference between opinion about switching jobs and appreciation for quality of work.

Alternate hypothesis (H1):

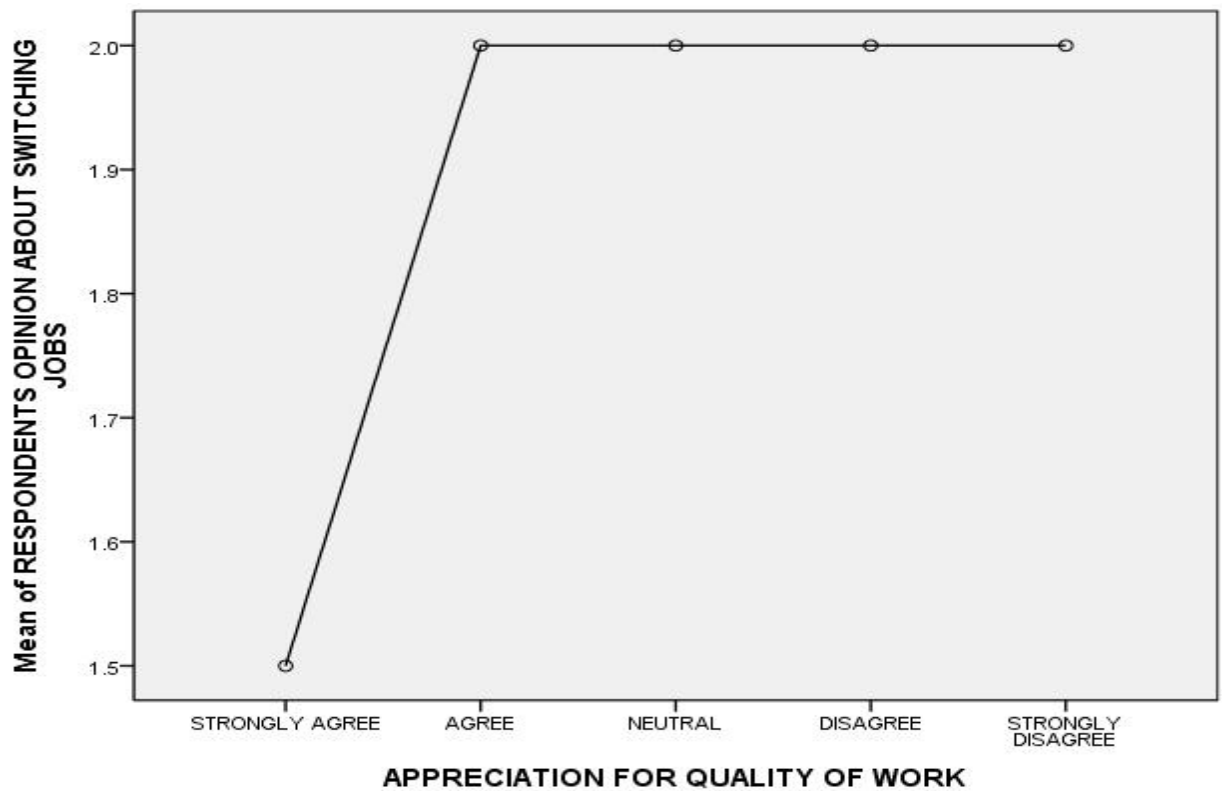
There is no significance difference between opinion about switching jobs and appreciation for quality of work.

Descriptives								
RESPONDENTS OPINION ABOUT SWITCHING JOBS								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minim um	Maxim um
					Lower Bound	Upper Bound		
STRONGLY AGREE	60	1.50	.504	.065	1.37	1.63	1	2
AGREE	66	2.00	.000	.000	2.00	2.00	2	2
NEUTRAL	15	2.00	.000	.000	2.00	2.00	2	2
DISAGREE	6	2.00	.000	.000	2.00	2.00	2	2
STRONGLY DISAGREE	3	2.00	.000	.000	2.00	2.00	2	2
Total	150	1.80	.401	.033	1.74	1.86	1	2

Test of Homogeneity of Variances			
RESPONDENTS OPINION ABOUT SWITCHING JOBS			
Levene Statistic	df1	df2	Sig.

801151524766738 56.000	4	145	.000
---------------------------	---	-----	------

ANOVA					
RESPONDENTS OPINION ABOUT SWITCHING JOBS					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	9.000	4	2.250	21.750	.000
Within Groups	15.000	145	.103		
Total	24.000	149			



Tabulated value = 2.46

Calculated value = 21.750

$$F = F_{cal} > F_{tab} \quad F = 21.750 > 2.46$$

Hence, the alternative hypothesis [H1] is accepted.

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between opinion about switching jobs and appreciation for quality of work.

ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

Null hypothesis (H0):

There is positive relationship between polices and administration practices and opinion about workload.

Alternate hypothesis (H1):

There is negative relationship between polices and administration practices and opinion about workload.

Correlations			
		POLICES AND ADMINISTRATION PRACTICES	RESPONDENT OPINION ABOUT WORKLOAD
POLICES AND ADMINISTRATION PRACTICES	Pearson Correlation	1	.798**
	Sig. (2-tailed)		.000
	N	150	150
RESPONDENT OPINION ABOUT WORKLOAD	Pearson Correlation	.798**	1
	Sig. (2-tailed)	.000	
	N	150	150
**. Correlation is significant at the 0.01 level (2-tailed).			

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

$$r = .798$$

INFERENCE:

Since r is positive, there is positive relationship between polices and administration practices and opinion about workload.

CHAPTER 5 - FINDING, SUGGESTION, AND CONCLUSION

5.1 FINDINGS

- 44% of respondents have 1 to 3 years of experience, 28% of respondents have less than one year of experience and 4% of respondents have above 10 years of experience.
- 50% of respondents are satisfied with their job, 40% of respondents are highly satisfied with their job and 6 % of respondents are dissatisfied with their jobs.
- 48% are satisfied with their organization's benefits, 24% of respondents are neutral with the benefits and 4% of respondents are highly dissatisfied with the benefits.
- 32% of respondents are often having opportunities for improvement and self development, 26% have very often and 12% of respondents have rarely.
- 26% of respondents are satisfactory with the environment, 14% of respondents are good with work environment, but 52% of respondents are highly dissatisfied with the work environment.
- The superiors and co-workers relation is good for 44% of respondents, 36% of respondents feel very good and for 8% of respondents relation is bad.
- 56% of respondents feel that they have good job responsibilities, 34% of them have very good responsibilities and for 2% responsibility is poor.
- 54% of respondents strongly agree that they participate with management and 8% of respondents do not participate with management.
- 40% of respondents agree with the policies and administration practices of the organization and 2% are disagreeing with policies and administration practices.
- For 64% of respondents the work load is moderate, for 24% it is overload and for 4% it is optimal.
- 36% of respondents avail leave rarely, 24% avail sometimes and 8% of respondents avail leave very often.

- 50% of respondents often get creative jobs, 24% get very often and 4% of respondents get creative jobs very rarely.
- 52% of the respondents agree that use to get challenging jobs, 20% has no opinion about this and 4% of respondents are strongly disagreeing.
- 50% of respondents agree that use to get opportunities to update knowledge and skills, 2% of respondent disagree.
- 44% of respondents agree that they get appreciation for their work and 2% disagree that they get appreciation for their work.
- 52% of respondents often provide suggestions to the management, 20% of respondents are very often provide suggestions and 8% are not at all involved in providing suggestions.
- 56% of respondents are satisfied with the health, safety and social services and 4% of respondents are highly dissatisfied.
- 80% of respondents will not switch their job often, but 20% of respondents may switch their job.
- 72% of respondents will not accept salary cut and 28% of respondents will accept salary cut and will continue in same organization.
- 80% of respondents are totally involved in their job and 20% are somewhat involved.

5.2 SUGGESTIONS & RECOMMENDATIONS

On the basis of study conducted in Amtex Systems about employee morale, I have come up with following suggestions

- Improving job satisfaction among employees by implementing appropriate job enhancement and enrichment techniques.
- Providing adequate compensation and appreciation for quality work.

- Creating jobs that provide opportunity for expression of creativity and competence.
- Planning and implementing training methods for self development of the work force.
- Creating opportunities that will enable the workers to participate in management related activities.
- Improving the working environmental standards to the extent that they are considered to be the best.

5.3 LIMITATIONS OF THE STUDY

Due to the time constraint the study is made only among 150 respondents

There is a chance of personal bias which affects the original data.

Cannot able to get exact information because some of the employees are reluctant to share the information.

Most of the employees were busy with their tight work and they don't want to be disturbed

5.4 CONCLUSION

The study concludes that, the Employee Morale in Amtex Systems, Chennai is found effective but not highly effective. The study on Employee Morale is highlighted so many factors which will help to the productivity of the workers.

The study was conducted among 150 workers and collected information through structured questionnaire. The study helped to findings which were related with organization to motivate its employees to a high degree, resultant morale in the organization will be equally high.

Morale in a business organization is an attitude of emotional readiness, which enables an employee to improve his productivity. When an organization motivates its employees to a high degree, resultant morale in the organization will be equally high. Motivation is the process and morale is the product. Therefore, continuous monitoring and improvement of morale is necessary for an organization.

To make the employee productivity more efficient and excellent, the company should give importance to the workers and create awareness among workers and it shall consider some of the ways and means suggested by the workers like addition of parameters such as Interpersonal skill, motivation and conducting regular training program. Steps should be taken to improve the employee productivity in the future. The suggestions of this report may help in this direction.

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ANNEXURE I - QUESTIONNAIRE

QUESTIONNAIRE ON EMPLOYEE MORALE AT AMTEX SYSTEMS

Name :

Gender :

Age : below 20/ 20-30/ 30-40/ 40-50/ above 50

Educational qualification :

☐ Diploma ☐ Graduates ☐ School level

☐ Post Graduates ☐ Professional

1. Experience:

☐ Less than 1 year ☐ 1 – 3 years ☐ 3 – 5 years

☐ 5 – 10 years ☐ Above 10 years

2. How satisfied are you with the present job?

a. Highly satisfied b. satisfied c. neutral d. Not satisfied e. highly dissatisfied

3. Your level of satisfaction with the organization's benefits. (Pay, promotion, bonus)

a. Highly satisfied b. satisfied c. neutral d. dissatisfied e. highly dissatisfied

4. How often do you get opportunities for improvement and self- development?

a. Very often b. Often c. Sometimes d. Rarely e. Very rarely

5. How is your working environment facility (resting facility, sanitary condition, ventilation & lighting, water facilities)?

a. Very good b. Good c. Satisfactory d. poor e.
Very poor

6. How is your relationship with your superiors and co-workers?

a. Very good b. Good c. Satisfactory d. Bad e.
Very Bad

7. How do you rate your job responsibilities?

a. very good b. Good c. Moderate d. Poor e. Very
poor

8. Do you have the independence to express your views or ideas to superiors?

a. Strongly agree b. Agree c. Neutral d. Disagree e.
Strongly Disagree

9. Are you comfortable with the policies and administrative practices of the company?

a. Strongly agree b. Agree c. Neutral d. Disagree e.
Strongly Disagree

10. How do you feel about your workload?

a. Overload b. Moderate c. Under load d. Optimal e. no
work

11. How often you avail leave?

a. very often b. often c. rarely d. very rare e. not at
all

12. Does your job allow you to be creative?

a. very often b. often c. rarely d. very rare e. not at
all

13. Is the job is challenging enough?

a. Strongly agree b. Agree c. No. opinion d. Disagree e.
Strongly Disagree

14. Does job provide opportunities to update your knowledge and skills?

a. Strongly agree b. Agree c. No. Opinion d. Slightly Disagree e.
Strongly Disagree

15. Does the Top management appreciate your quality work?

a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly
disagree

16. Does the company take your suggestion for the improvement of the
company?

a. very often b. often c. rarely d. very rare e. not at all

17. Your level of satisfaction with the parameters like health, safety and
social service.

a. Highly satisfied b. satisfied c. neutral d. Not satisfied e. highly
dissatisfied

18. If the company is at loss,

i) Will you switch over jobs?

a. Yes b. No

ii) Will you accept to get less salary and continue?

a. Yes b. No

19. My involvement with my job

a. Total involvement b. Somewhat involvement c. Lack of involvement.
d. not interested

ANNEXURE II- BIBLIOGRAPHY

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