

A STUDY ON JOB SATISFACTION OF THE EMPLOYEES WITH REFERENCE TO YAZAKI INDIA PRIVATE LIMITED

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

PREETHIKA S

Register No: 41410237



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**

MAY 2023



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)

Accredited "A" Grade by NAAC | 12B Status by UGC | Approved by AICTE

www.sathyabama.ac.in

BONAFIDE CERTIFICATE

SCHOOL OF MANAGEMENT STUDIES

This is to certify that this Project Report is the bonafide work of **PREETHIKA S 41410237** who carried out the project entitled "**A Study on Job Satisfaction of The Employees with Reference to Yazaki India Private Limited**" under my supervision from January 2023 to March 2023.

Dr.M. John Britto MBA.,Ph.D.

Internal guide

External Guide

Dr. BHUVANESWARI. G, MBA, M.Phil., Ph.D.

Dean – School of Management Studies

SCHOOL OF MANAGEMENT STUDIES
SATHYABAMA
INSTITUTE OF SCIENCE AND TECHNOLOGY
(Deemed to be University)
Jeppiaar Nagar, Rajiv Gandhi Sala:
Chennai-600 119

Submitted for Viva voce Examination held on 05/05/2023

Internal Examiner

External Examiner

DECLARATION

I **PREETHIKA S (41410237)** hereby declare that the Project Report entitled “**A STUDY ON JOB SATISFACTION OF THE EMPLOYEES WITH REFERENCE TO YAZAKI INDIA PRIVATE LIMITED**” done by me under the guidance of **DR. JOHN BRITTO** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE: 05/05/2023

PLACE: Chennai



PREETHIKA S

ACKNOWLEDGEMENT

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

I convey my sincere thanks to **Dr. G. Bhuvaneswari, Dean - School of Management Studies** and **Dr. A. Palani, Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr. JOHN BRITTO** for his valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

PREETHIKA.S

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	I
	LIST OF TABLES	ii
	LIST OF CHARTS	iv
	LIST OF ABBREVIATION	vi
1	INTRODUCTION	
	1.1. Introduction	1
	1.2. Industry Profile	4
	1.3. Company Profile	9
	1.4. Objectives of the study	11
	1.5. Statement of the problem	11
	1.6. Need of the study	12
	1.7. Scope of the study	12
2	REVIEW OF LITERATURE	
	2.1 Review of Literature	13
3	RESEARCH METHODOLOGY	
	3.1 Research Design	24
	3.2. Sources of data collection	24
	3.3. Sample Design	24

	3.4. Statistical Tools for Analysis	25
	3.5. Limitations of Study	25
	DATA ANALYSIS AND INTERPRETATION	
4	4.1 Percentage Analysis	26
	4.2. CHI SQUARE	49
	4.3. CORRELATION ANALYSIS	51
	FINDINGS, SUGGESTIONS AND CONCLUSION	
5	5.1. Findings of the Study	53
	5.2. Suggestions & Recommendations	55
	5.3. Conclusions	56
	REFERENCES	57
	ANNEXURE- QUESTIONNAIRE	61

ABSTRACT

Job satisfaction represents one of the most complex areas when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. There is a considerable impact of the employee's perceptions for the nature of his work and the level of overall job satisfaction. Financial compensation also has a great impact on the overall job satisfaction of employees.

Job satisfaction refers to one's feelings towards one's job. If the employees' expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will be increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 125 no of respondents have been taken as sample. Percentage analysis, weighted average, chi-square 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.

LIST OF TABLES

TABLE NO.	PARTICULARS	PAGE NO.
4.1	Age of The Respondents	26
4.2	Gender of The Respondents	27
4.3	Experience of The Respondents	28
4.4	Working in This Organization	29
4.5	Overview of Job Role	30
4.6	Worked Valued by This Organization	31
4.7	Our Term Performance	32
4.8	Approachable And Easy Work with Employees	33
4.9	New Employee Organization	34
4.10	Organization Provides Attractive Opportunity for Training and Development	35
4.11	Vision and Goals This Organization	36
4.12	Health Advantage of The Workers and families	37
4.13	Working Hours of the organization	38
4.14	Health and Safety Regulation at Work	39
4.15	Training and Development in Organization	40
4.16	Training Sessions	41
4.17	Job Training Method	42
4.18	Employee Engagement	43
4.19	The Program is Highly Effective and Found it Energizing for Future	44

4.20	Materials of The Company	45
4.21	The End of The Week I Felt Like a Member of The Team	46
4.22	Received Feedback Based on Assessing Me That I Can Use to Guide My Professional	47
4.23	Sufficient Duration	48
4.24	Performance in The Organization	49
4.25	Pay Roll Policies	50
4.2	Chi-Square test	51
4.3	Correlations	52

LIST OF CHARTS

TABLE NO.	PARTICULARS	PAGE NO.
4.1	Age of The Respondents	26
4.2	Gender of The Respondents	27
4.3	Experience of The Respondents	28
4.4	Working in This Organization	29
4.5	Overview of Job Role	30
4.6	Worked Valued by This Organization	31
4.7	Our Term Performance	32
4.8	Approachable And Easy Work with Employees	33
4.9	New Employee Organization	34
4.10	Organization Provides Attractive Opportunity for Training and Development	35
4.11	Vision and Goals This Organization	36
4.12	Health Advantage of The Workers and families	37
4.13	Working Hours of the organization	38
4.14	Health and Safety Regulation at Work	39
4.15	Training and Development in Organization	40
4.16	Training Sessions	41
4.17	Job Training Method	42
4.18	Employee Engagement	43
4.19	The Program is Highly Effective and Found it Energizing for Future	44

4.20	Materials of The Company	45
4.21	The End of The Week I Felt Like a Member of The Team	46
4.22	Received Feedback Based on Assessing Me That I Can Use to Guide My Professional	47
4.23	Sufficient Duration	48
4.24	Performance in The Organization	49
4.125	Pay Roll Policies	50

LIST OF ABBREVIATION

S.NO	ABBREVIATION	EXPANSION
1	HRM	Human Resource Management
2	ECM	Electromagnetic Compatibility
3	GM	General Motors
4	CWIS	Core Welfare Shelf Survey Package
5	CIN	Corporate Identification Number
6	BIH	Bosnia and Herzegovina

CHAPTER I

INTRODUCTION

1.1 INTRODUCTION OF THE STUDY:

Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's goals and objectives. Human resource management is a function in organizations designed to maximize employee performance in service of their employer's strategic objectives. Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's strategic goals and objectives. Human resource management in a function in organizations designed to maximize employee performance in service of their employer's strategic objectives.

HR departments and units in organizations are typically responsible for a number of activities, including employee recruitment, training and development. Performance appraisal, and rewarding. HR is also concerned with industrial relations, that is, the balancing of organizational practices with regulations arising from collective bargaining and government laws. HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactions work such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labour relations, and diversity and inclusion.

Satisfaction refers to the level of fulfilment of one's needs, wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets. Employee satisfaction is a measure of how happy workers are with their job and working environment. It is sure that there may be many factors affecting the organizational effectiveness and one of them is the employee satisfaction. Having good relationships with the colleagues, high salary, good working conditions, training and education opportunities, career developments or any other benefits may be related with the increasing of employee satisfaction. Many measures support that employee

satisfaction is a factor in employee motivation, employee goal achievement and positive employee morale in the work place. Employee health and safety has seen as one of the important measures of performances of an organization. The changes in the work life of employees and changes in the business environment internal as well as external has brought tremendous transformation in the organizational behaviour. Globalization, Technology and other work-design factors have forced organizations to focus on employee safety and health. Organizations have set standard measures to take care of the employees professional and personal careers.

Job Satisfaction is the favourable or unfavourable with which the employee views his work. It expenses the amount of agreement between one's expectations of the job and the rewards that the job provides.

MEANING AND DEFINITION OF JOB SATISFACTION:

Job Satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. There are a variety of factors that can influence a person's level of job satisfaction; some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, and the job itself.

Job Satisfaction is the favourable or unfavourable with which the employee views his work. It expresses the amount of agreement between one's expectations of the job and the rewards that the job provides.

Job Satisfaction is a part of life satisfaction. The nature of one's environment of job is an important part of life as job satisfaction influences one's general life satisfaction. Thus, it is the result of various attitudes proposed by an employee. In a narrow sense, these attitudes are related to the job under condition with such specific factors such as wages, supervision of employment, conditions of work, social relation on the job, prompt settlement of grievances and fair treatment by employer. However, a more comprehensive approach requires that many factors as employee's age, health, temperament, desire and level of aspiration should be considered. Further his family relationship, social recreational outlets, activity in the organizations etc., contribute ultimately to job satisfaction.

The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups.

HISTORY OF JOB SATISFACTION:

Research on job satisfaction began in earnest in the early 1930s and was heavily influenced both by the economic and employment crises of the depression and by the new developments in attitude measurement (e.g., work by Thurstone and Likert, in particular). The economic situation provided an important reason for studying employee 'morale' while the advances in attitude scaling provided an approach to the task, even if that approach was not often followed rigorously.

Finally, after a period of theoretical and empirical quiescence, the 1990s saw psychology's renewed interest in affective states thereby making its way to the study of work experience. In some ways this helped work psychology come full circle to the initial interests of Herzberg (1932) or Fisher and Hanna (1931), broadening discussions of work experience beyond the confines of satisfaction. More importantly for satisfaction research, the interest in affect helped bring clarity to the construct of satisfaction, positioning it as an attitude or evaluative judgment, influenced by but not equivalent to affective states. Important overarching discussions of this were presented by Weiss and Propazine (1996) with the presentation of Affective Events Theory (AET) and then in more detail by Weiss (2002). Now, as indicated earlier, job satisfaction is one of a number of psychological constructs used to understand the subjective experiences of workers. A thorough history of the research on job satisfaction can be found in Weiss and Brief (2001).

CAUSES OF JOB SATISFACTION:

- Pay influences job satisfaction only to a point.
- After about 40,000 a year, there is no relationship between amount of pay and job satisfaction.
- Personality can influence job satisfaction.
- Negative people are usually not satisfied with their jobs.

FACTORS OF INFLUENCING JOB SATISFACTION:

SUPERVISION:

To a worker, Supervision is equally a strong contributor to the job satisfaction as well as to the job dissatisfaction. The feeling of workers towards his supervision are usually similar to his feeling towards the company. The role of supervisor is a focal point for attitude formation. Bad supervision results in absenteeism and labour turnover. Good supervision results in higher production and good industrial relations.

CO-WORKERS:

Various studies have traced this factor as a factor of intermediate importance. One's association with others has frequently been motivated as a factor in job satisfaction. Certainly, this seems reasonable because people like to be near their friends. The workers derive satisfaction when the co-workers are helpful, friendly and co-operative.

PAY & FINANCIAL REWARDS:

Job Satisfaction is impacted by an employee's views about the fairness of the company wage scale as well as the current compensation she may be receiving. Companies need to have a mechanism in place to evaluate employee performance and provide salary increases to top performances. Opportunities to earn special incentives, such as bonuses, extra paid time off or vacations, also bring excitement and higher job satisfaction to the workplace. Studies also show that most of the workers felt satisfied when they are paid more adequately to the work performed by them. The relative importance of pay would probably be a changing factor in job satisfaction or dissatisfaction.

Age has also been found to have a direct relationship to level of job satisfaction of employees. In some groups job satisfaction is higher with increasing age, in other groups job satisfaction is lower and in other there is no difference at all.

WORKING CONDITIONS:

The result of various studies shows that working condition is an important factor. Good working atmosphere and surroundings help in increasing the production of industry. Working conditions are more important to women workers than men.

OPPORTUNITY FOR ADVANCEMENT:

Employees are more satisfied with their current job if they see a path available to move up the ranks in the company and be given more responsibility and along with it higher compensation. Many companies encourage employees to acquire more advanced skills that will lead to the chance of promotion. Companies often pay the cost of tuition for employees taking university course.

WORKLOAD AND STRESS LEVEL:

Dealing with a workload that is far too heavy and deadlines that are impossible to reach can cause job satisfaction to erode for even the most dedicated employee. Falling short of deadlines results in conflict between employees and supervisors and raises the stress level of the workplace. Many times, this environment is caused by ineffective management and poor planning. The office operates in a crisis mode because supervisors do not allow enough time for employees to perform their assigned tasks effectively or because staff levels are inadequate.

Safety in the workplace means having an environment free from injury and hazards. Proper processes and procedures will allow employees to work without worrying about the safety. Safety and Health is the main concern for the employees in the power generation plants. Minor may also cause irreversible hazards. Hence, the malfunctions in day-to-day activities should be checked in every function.

Safety and welfare measures are inevitable to any organization where workers are involved. An organization's responsibility to its employees extends beyond the payment of wages for their services. The employee's safety and welfare on and off the job within the organization is a vital concern of the employer. Welfare helps to improve employee retention and creating positive image for longer time period. It helps to motivate to improve morale of the employees. Some of the facilities and services which fall within the purview of labour welfare like adequate canteen facilities, accommodation arrangements, recreational facilities, medical facilities and transportation. Providing a safe and healthy environment is a pre-requisite for any productive effort.

SAFETY OF EMPLOYEES:

Fencing of machinery-All dangerous and moving parts of machinery shall be securely fenced. Screws, bolts and teeth shall be completely encased to prevent danger. Work near machinery in motion-Lubrication or other adjusting operation on moving machinery shall be done only by a specially trained adult male worker. Employment of young person on dangerous machines-No young person shall be allowed to work on any dangerous machines (so prescribed by the state government) unless he is sufficiently trained or is working under the supervision of knowledgeable person. Device for cutting off power-Suitable device for cutting of power in emergencies shall be provided.

WELFARE OF EMPLOYEES:

There shall be separate and adequately screened washing facilities for the use of male and female employees. There shall be suitable places provided for clothing not worn during working hours and for the drying of wet clothing. There shall be suitable arrangement for all workers to sit for taking rest if they are obliged to work in an standing position. There shall be provided the required number of first-aid boxes or cupboard (at the rate of one for every 350 workers) equipped with the prescribed contents readily available during the working hours of the factory. The State Government may make rules requiring that in any specified factory employing more than 500 employees a canteen shall be provided and maintained by the occupier for the use of the employee. There shall be provided sufficiently lighted and ventilated lunch room if the number of employees ordinarily employed is more than 350.

According to **Webster's New Collegiate Dictionary**, a **motive** is "something (a need or desire) that causes a person to act." Motivate, in turn, means "to provide with a motive," and motivation is defined as "the act or process of motivating."

Thus, **motivation** is the act or process of providing a motive that causes a person to take some action. In most cases motivation comes from some need that leads to behaviour that results in some type of reward when the need is fulfilled. This definition raises a couple of basic questions. The performance that employers look for in individuals rests on ability, motivation, and the support individuals receive; however, motivation is often the missing variable.

Motivation is the desire within a person causing that person to act. People usually act for one reason: to reach a goal. Thus, motivation is a goal directed drive, and it seldom occurs in a void. The words *need*, *want*, *desire*, and *drive* are all similar to *motive*, from which the word *motivation* is derived. Understanding motivation is important because performance, reaction to compensation, and other HR concerns are related to motivation.

MOTIVATION DEFINED:

Internal and external factors that stimulate desire and energy in people to be continually interested in and committed to a job, role, or subject, and to exert persistent effort in attaining a goal.

- (1) Intensity of desire or need,
- (2) Incentive or reward value of the goal, and
- (3) Expectations of the individual and of his or her significant others.

Many contemporary authors have also defined the concept of motivation. Motivation has been defined as: the psychological process that gives behaviour purpose and direction (Kreitner, 1995); a predisposition to behave in a purposive manner to achieve specific, unmet needs (Buford, Bedeian, & Lindner, 1995); an internal drive to satisfy an unsatisfied need (Higgins, 1994); and the will to achieve (Bedeian, 1993). For this paper, motivation is operationally defined as the inner force that drives individuals to accomplish personal and organizational goals.

"Psychological forces that determine the direction of a person's behaviour in an organization, a person's level of effort and a person's level of persistence." G. Jones and J. George from the book "Contemporary Management."

FEATURES OF EMPLOYEE MOTIVATION:

- Motivation is an act of managers
- Motivation is a continuous process
- Motivation can be positive or negative
- Motivation is goal oriented
- Motivation is complex in nature
- Motivation is an art
- Motivation is a system oriented
- Motivation is different from job satisfaction

MERITS- EMPLOYEE JOB SATISACTION:

- Sets people management priorities for CEO
- Detects potential problem areas early
- Evaluates success of policies and practices
- Makes employees feel involved and cared about
- Customer and employee satisfaction are liked.

DEMERITS- EMPLOYEE JOB SATISFACATION:

- Managers could get lost in data
- Inaction could destroy credibility
- Periodic change could paralyze company
- Employee may not revel innermost feelings
- Too general in scope to affect individuals.

1.2 INDUSTRY PROFILE



Wiring harness is an assembly of cables or wires which transmit signals or electrical power. Voltage drop and electromagnetic compatibility (EMC) are two critical features of automobile wiring harness. EU requires that the content of 6 substances including lead, mercury and cadmium in automobile wiring harness must fall into RoHS compliance. Major auto manufacturers usually maintain close and stable cooperation with professional manufacturers of wiring harness for it is a critical spare part that affects electrical performance of the whole vehicle. The global market of auto wiring harness is monopolized by 4 major manufacturers that take over 75% of the market shares. Most manufacturers in Japan inherit fine techniques from cable production in the past. In addition, enterprises like Sumitomo Group can reduce costs by taking advantage of existing upstream mineral.

Yazaki Corporation and Sumitomo Group started to develop dedicated high voltage (HV) wiring harness for auto manufacturers in Japan in the 1980s. In the 1990s, Delphi initiated the development of HV wiring harness for General Motors (GM). The integrated production system of HV wiring harness in Japan and the U.S. is constantly testified and improved in practice.

As the leading enterprise of connectors in China, Shenzhen Deren Electronic Co., Ltd. purchased the auto connector and wiring harness business of CAEG, a listed enterprise in Singapore, and became the shareholder of THB Group in 2012. As the largest manufacturer of auto wiring harness and connectors in China, THB Group provides wiring harness for FAW- Volkswagen Automobile Co. Ltd., Shanghai GM and numerous domestic auto manufacturers. Meanwhile, Shenzhen Gaorun Science and Technology Co., Ltd., jointly established by Shenzhen Deren Electronic Co., Ltd., and Kromberg & Schubert Group, entered the high-end market of auto wiring harness. Kromberg & Schubert Group is one of Germany's largest manufacturers of auto wiring harness as well as the supplier for German auto manufacturers such as Volkswagen and BMW.

The production volume of vehicles was 22.1168 million in China in 2013. According to CRI, the demand for auto wiring harness exceeded 1.4 billion while the market size surpassed USD10 billion.

It is estimated that China will remain the fastest growing economy in the world in the coming years. Therefore, the production volume of vehicles will continue to rise while that of new energy vehicles exhibits strong momentum for growth.

1.3 COMPANY PROFILE

"A Corporation in Step with the World" and "A Corporation Needed by Society" as our corporate policy, we are committed to being environment-friendly in every aspect of our business. We have developed and produced a long line of eco-friendly and energy saving products, starting with the world's first solar thermal powered air conditioning system in 1974, to the world's first wood biomass energy air conditioning system in 2008.

Yazaki Corporation is dedicated to caring for the environment, making a contribution to society and inspiring trust in all our stakeholders.

Yazaki Wiring Technologies India Private Limited- CHENNAI

Yazaki Wiring Technologies India Private Limited was registered on 29 October, 1998. Yazaki Wiring Technologies India Private Limited's Corporate Identification Number (CIN) is U63031TN1998PTC051285, Registration Number is 051285.

Their registered address on file is D-7, Industrial Estate Maraimalai Nagar, Kancheepuram - 603209, Tamil Nadu, India.

Yazaki Wiring Technologies India Private Limited currently have 5 Active Directors / Partners: Seshagirirao, Ramanayya Patri, Zafer Uran Zaman, Takanobu Fujino, Naokili, Vijaya Maheshwari, and there are no other Active Directors / Partners in the company except these 5 officials.

Yazaki Wiring Technologies India Private Limited is currently in Active Status.

YAZAKI GLOBAL CUSTOMER:

AMERICA	EUROPE	JAPAN, ASIA
          	       	     

WIRING HARNESS:

- Wiring harness
- Electronic device systems
- Battery cables
- High tension cables
- Optical Network



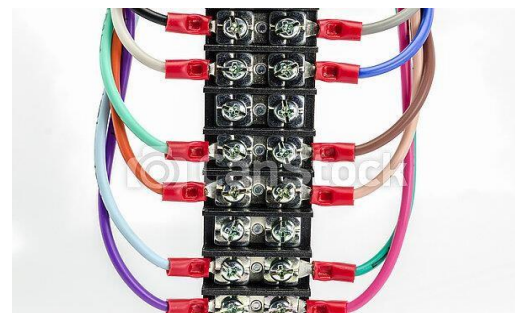
INSTRUMENTS:

- Combination meters
- Tachographs, Taxi meters
- Clock displays
- Switches
- Electronic modules, clock springs



COMPONENTS:

- Junctions
- Terminal connectors
- Optical connector
- Grommets



VISION & MISSION:**MISSION:**

It is the mission of “YAZAKI WIRING TECHNOLOGIES INDIA” to be recognized as the “BEST IN CLASS” supplier of Electrical / Electronic Distribution system, components and Instrumentation. We want to be the benchmark for these products on a global basis and the company of choice for both customers and individuals.

VISION:**EMPLOYEES:**

People are our most valuable asset, we need their skills, performance and creativity to make our success possible. We value team spirit, open and honest communication. We shall create a work place where everyone can share a sense of ownership for YAZAKI's Success by creating an atmosphere of working as ONE TEAM.

GOOD COMMUNICATION:

Management has to ensure the flow of essential information within their field of responsibility. All managers shall regularly inform about the company performance and plans.

CUSTOMER FOCUS:

Customer satisfaction is the foundation for good business results. We shall deliver superior value to all our customers through world class performance, expressed by cost-leadership, technology, reliability and quality of service.

INTEGRITY:

We shall conduct our business objectives in a socially responsible manner and maintain compliance with all legal and ethical requirements. We encourage every YAZAKI employee and our supplier to follow these principles.

YAZAKI HISTORY:

- 1929-YAZAKI founded by MR. SADAMI YAZAKI
- CHAIRMAN: YASUHIKO YAZAKI
- PRESIDENT & CEO: SHINJI YAZAKI
- World headquarters in Susono, Japan
- Privately Owned
- Top market share in Global Wiring Harness
- An established workforce in excess of 200,000 employees
- 154 affiliate companies across 38 countries in 421 locations

1.4 PRODUCT PROFILE

Wiring Harness for automobile industries.

CUSTOMERS:



Company Name	YAZAKI WIRING TECHNOLOGIES INDIA PRIVATE LIMITED
Cin	U63031TN1998PTC051285
Registration No.	051285
Address	D-7, Industrial Estate maraimalai Nagar, Kancheepuram - 603209, Tamil
Company Status	Active

HISTORY OF YWTI:

In 1999:

- M plant
- Started on October 29th 1999 in Maraimalai Nagar

In 2009:

- B plant
- On 2009 Second plant B was launched at E8 in Maraimalar Nagar.

In 2009:

- K plant

- On September 2009 Third plant-K was launched at Kattur, Urapakkam.

MILESTONES ACHIEVED BY YAZAKI (INDIA):

- **2004-** Achieved ISO/TS 16949:2009 certification
- **2008-** Won FIRST PLACE in QCC competition (Europe Level) held in YAZAKI Morocco
- **2011- Won** SECOND PLACE in QCC competition (Europe Level) held in YAZAKI- Turnkey
- **2011-** New Project DAIMLER added to Portfolio
- **2012-** Won EXCELLENCE AWARD in QCC competition (global Level) held in YAZAKI- Japan
- **2012-** Recertified in ISO/TS 16949:2009

1.5 NEED OF THE STUDY

Organisation is one of the inevitable part of business & management. The study of the organisation Structure, Management process, functions, etc., are significant as far as present- day trend is concerned tile industry and business is vast growing one.

Provides information about the performance ranks, basis on which decision regarding salary fixation, confirmation, promotion, transfer and demotion are taken.

- For Good Industrial Relations
- Create Organisational Commitment
- Meeting with Changing Environment
- Change in Political Philosophy
- Enhanced Pressure on Employees
- Meeting Research and Development Requirements

1.6 OBJECTIVES OF THE STUDY:

PRIMARY OBJECTIVE:

The primary objectives are to study of Organizational climate employee motivation and jobsatisfaction.

SECONDARY OBJECTIVE:

- To measure the level of employee satisfaction towards their jobs
- To study the training and development programmes
- To analyse the company's working environment
- To study the level of satisfaction of employees regarding safety measures.
- To analyse the employees relation with employees and superiors
- To Analyse if the level of satisfaction is different among the various categories of employees and departments.
- To suggest measures to improve safety and welfare measures provided to employees that would help us

TECHNIQUES:

- Monetary
- Job based
- Leadership styles
- Group based
- Sensitivity Training.

POSITIVE:

- Positive and credit for work done
- A sincere concern for the subordinates
- Competition
- Participation pride
- Delegation of authority
- Appreciation
- Pay (wages)

1.7 SCOPE OF THE STUDY

The scope of the study is that by analysing the job satisfaction of the employees, then organization further improve themselves with more benefits and facilities to overcome the drawback and improve the performance level of employees.

Is to create conditions in which people are willing to work with zeal, initiative, interest and enthusiasm with a high moral satisfaction personal as well as group. Motivation, as well creates feeling or responsibility and loyalty. This ultimately results indiscipline.

MOTIVATION:

Is to create condition in which people willing to work with zeal, initiative, interest and enthusiasm with a high moral satisfaction personal as well as group. Motivation, as well creates feeling or responsibility and loyalty. This ultimately results indiscipline. **(A job description is an essential part of the job)**

SATISFACTION:

As the level of contentment employees feel with their Job. This goes beyond their satisfaction with team members/manager, satisfaction with organisational policies, and the impact of their job on employee's personal lives.

CHAPTER II

REVIEW OF LITERATURE:

INTRODUCTION TO HUMAN RESOURCES:

An organization is made up of four resources, namely men, material, money and machinery. Of these, the first one is living one and the other three are non-living i.e, non-human. It is the human or people that make use of non-human resources. Hence, people are the most significant resources in an organization. It is man who makes all the difference in organizations. According to Peter F. Drucker, "man, of all the resources available to man, can grow and develop". Human resources are heterogeneous in the sense that they differ in personality, perception, emotions, values, attitudes, motives and modes of thoughts.

JOB SATISFACTION:

Meaning and Definition of Job Satisfaction:

Employee satisfaction is a function of perceived performance and expectations. It is a person's feeling of pleasure or disappointment resulting from comparing a product's outcome to his/her expectations. If the performance falls short of expectations, the employee is dissatisfied and if it matches the expectations, the employee is satisfied.

- Job satisfaction is defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience".
- "Job satisfaction is defined as the amount of overall positive effect (or feelings) that individuals have towards their jobs.
- "Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely you will experience high job satisfaction. If you dislike your job intensely, you will experience job dissatisfaction".
- "Job satisfaction is the favourableness or unfavourableness with which employees view their work.

Job satisfaction can be measured based on morale, opinion, attitude, work climate, and quality of work life.

Dimensions of Job satisfaction:

There are three important dimensions to job satisfaction:

- Job satisfaction refers to one's feeling towards one's job. It can only be inferred but not seen.
- Job-Satisfaction is often determined by how well outcomes meet or exceed expectations. Satisfaction in one's job means increased commitment in the fulfilment of formal requirements. There is greater willingness to invest personal energy and time in job performance.
- The terms job satisfaction and job attitudes are typically used interchangeably. Both refer to effective orientations on the part of individuals towards their work roles which they are presently occupying. Positive attitudes towards the job are conceptually equivalent to job satisfaction and negative attitudes towards the job indicate job dissatisfaction.

Rizwan Qaiser Danish, Umae draz, Hafizyasir Ali (2015). The purpose of this empirical study is to observe the impact of organizational climate on job satisfaction and organizational commitment in study of 179 teachers from different colleges and universities of Punjab, Pakistan. Descriptive statistics and regression analysis are used to explain variations in job satisfaction and organizational climate. The results suggest that the organizational climate has considerable impact on job satisfaction as well as on organizational commitment.

In 2013, Zijaba Rahimi analyzed the importance and impact of different dimensions of organizational climate that influence the JS. Employees motivation and performance in Bosnia and Herzegovina (BiH). The Paper reveals that employees with higher organizational hierarchy have positive response towards the organizational climate.

Aguinis et al. (2013) stated that monetary rewards can be very powerful determinant of employee motivation and achievement which, in turn, can advance to important returns in terms of firm-level performance.

Lockley (2012) on the other hand, addresses the same issue focusing on cross cultural difference between employees in particular. Namely, culture can be explained as knowledge, pattern of behaviour, values, norms and traditions shared by members of a specific group (Kreitner and Cassidy, 2012) and accordingly, cross cultural difference is perceived to be a major obstruction in the way of successful employee motivation.

Wickramasinghe (2016) investigated the level of job satisfaction experienced by IT graduates employed full-time offshore outsourced IT firms in Sri Lanka, the demographic characteristics that predict job satisfaction, perceptions towards IT jobs in outsourced IT firms, turnover and job search intentions. Using a clustered random sample of 122 respondents who filled in a questionnaire and a Pearson Correlation Coefficient, he established that gender and tenure are significant in job satisfaction measures.

Bang (2015) examined the moderating role of age in the relationships between leader-member exchange dimensions and job satisfaction and between job satisfaction and intention to stay among volunteers in non-profit sports organizations. Using a clustered random sample of 214 volunteers in 22 non-profit sports organizations and a moderated hierarchical regression analysis, he established that age moderated the relationship between professional respect and job satisfaction such that it was stronger for younger volunteers, and job satisfaction had a greater positive influence on intention to stay for older rather than younger volunteers.

Herzberg's theory explains that there were intrinsic and extrinsic motivation that affect job satisfaction (Franczukowska 2021). Precious studies also suggest managers to use Herzberg's theory to better understand the factors that could increase job satisfaction and affect the work (Denton & muatgi 2016).

One way to define satisfaction may be to say that it is the end state of feeling. The word "end" emphasizes the fact that the feeling is experienced after a task is accomplished. Oran activity has taken place whether it is highly individualistic effort of writing a book or a collective Endeavour of constructing a building. These activities may be minute or large. But in all cases, they satisfy a certain need. The feeling could be positive or negative depending upon whether need is satisfied or not & could be a function of the effort of the individual on one hand & on the other the situational opportunities available to him.

This can be better understood by inking example of a foreman in an Engineering industry. He has been assigned the task to complete a special order by a certain, deadline. Person may experience positive job satisfaction because he has been chosen to complete the task. It gives him a special status and feeling that he has been trusted and given a special task, he likes such kind of rush job and it may get him extra wages. The same could be the sources of his dissatisfaction if he does not like rush work, has no need for extra wages. Each one of these variables led to an end state of feeling called satisfaction.

The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction has been closely related with many

organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Researchers have attempted to identify the various components of job satisfaction, measures the relative importance of each component of job satisfaction and examine what effects these components have on employee's productivity.

Sinha (2017) defines job satisfaction a reintegration of affect produced by individual's perception of fulfilment of his needs in relation to his work & the situations surrounding it'. Spector (2018) refers to job satisfaction in terms of how people feel about their jobs and different aspects of their jobs. Ellickson and Logsdon (2002) support this view by defining jobsatisfaction as the extent to which employees like their work. Schermerhom (2017) defines jobsatisfaction as an affective or emotional response towards various aspects of an employee's work. CR Reilly (2018) defines job satisfaction as the feeling that a worker has about his job or a general attitude towards work or a job and it is influenced by the perception of one's job

J.P. Wanous and E.E. Lawler (2016) refers job satisfaction is the sum of job facet satisfaction across all facets of a job. Abraham Maslow (2016) suggested that human need a from a five- level hierarchy ranging from physiological needs, safety, belongingness and love, esteem to self-actualization. Based on Maslow's theory, job satisfaction has been approached by some researchers from the perspective of need fulfilment (Kuhlen, Worf, Conrad etc..)

According to frame (2018) work condition are defined as an employee's work place, work instruments, the work itself, the organization policy, and organizational rules. Arnold and Feldman (2017) promoted factors such as temperature, lighting, ventilation, hygiene, noise, working hours, and resources as part of working conditions. Australian Journal of Business and Management Research

Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depends on the expectation what is the job supply to an employee (Hussami, 2008). Lower convenience costs, higher organizational and social and intrinsic reward will increase job satisfaction (Mulinge and Mullier, 1998; Willem et al., 2007). Job satisfaction is complex phenomenon with multi facets (Fisher and Locke, 1992; Xie and Johos, 2000); it is influenced by the factors like salary, working environment, autonomy, communication, and organizational commitment (Lane, Esser, Holte and Anne, 2010; Vidal, Valle and Aragón, 2007; Fisher and Locke, 1992; Xie and Johns, 2000).

REGARDING EMPLOYEE MOTIVATION:

One of the most important functions of management is to create willingness amongst the employees to perform in the best of their abilities. Therefore, the role of a leader is to arouse interest in performance of employees in their jobs. In a complex and dynamic environment, leader of the organization used to create the environment in which employee feel trusted and are empowered to take decisions in the organization which leads to enhance motivation level of employee and ultimately organizational performance are enhanced. Fredrick W Taylor was one of the first theorists to attempt to understand employee motivation. His theory of scientific management, also referred to as Taylorism, analyses the productivity of the workforce.

Taylor's basic theory of motivation is that workers are motivated by money. He viewed employees not as individuals, but as pieces of a larger workforce; in doing so his theory stresses that giving employee's individual tasks, supplying them with the best tools and paying them based on their productivity was the best way to motivate them.

Taylor's theory developed in the late 2000s and can still be seen today in industrial engineering and manufacturing industries. In the mid-1920s another theorist, Elton Mayo, began studying the workforce. His study of the Hawthorne Works, lead him to his discovery of the Hawthorne effect. The Hawthorne effect is the idea that people change their behaviour as a reaction to being observed.

Mayo found that employee's productivity increased when they knew they were being watched. He also found that employees were more motivated when they were allowed to give input on their working conditions and that input was valued.

Smith and Rupp stated that performance is a role of individual motivation, organizational strategy, and structure and resistance to change, is an empirical role relating motivation in the organization.

Likewise, advancement of human resources through rewards, monetary incentives, and organizational behaviour modification has generated a large volume of debate in the human resource and sales performance field. According to Orpen better the relationship between mentors and mentees in the formal mentoring program, the more mentees are motivated to work hard and committed to their organization.

Likewise, **Malina and Selto** conducted a case study in one corporate setting by using balancescore card (BSC) method and found out that organizational outcomes would be greater if employees are provided with positive motivation (2017).

The establishment of operations-based targets will help the provision of strategic feedback by allowing the evaluation of actual performance against the operations-based targets. Goal directed behaviour and strategic feedback are expected to enhance organizational performance. Kunz and Pfaff stated no substantive reason to fear an undermining effect of extrinsic rewards on intrinsic motivation (2018).

Decoene and Bruggeman in their study developed and illustrated a model of the relationship between strategic alignment, motivation and organizational performance in a BSC context and find that effective strategic alignment empowers and motivates working executives (2019).

Leaders motivate people to follow a participative design of work in which they are responsible and get it together, which make them responsible for their performance. Monetary rewards can be a very powerful determinant of employee motivation and achievement. **Garg and Rastogi** identified the key issues of job design research and practice to motivate employees' performance and concluded that a dynamic managerial learning framework is required to enhance employees' performance to meet global challenges.

Vuori and Okkonen stated that motivation helps to share knowledge through an intra-organizational social media platform which can help the organization to reach its goals and objectives (2012). Den and Verburg found the impact of high performing work systems, also called human resource practices, on perceptual measures of firm performance (2004).

Ashmos and Duchon recognizes that employees have both a mind and a spirit and seek to find meaning and purpose in their work, and an aspiration to be part of a community, hence making their jobs worthwhile and motivating them to do at a high level with a view to personal and social development (2019)

There are differences for various researches in measuring employee job satisfaction (yucel, 2012),

In their research, **Ezzat & Ehab (2018) and Luz et al., (2018)** evaluate the returns that measured by satisfaction of salaries and promotions, employee's level of comfort with colleagues and superiors and the amount of tasks assigned to the employee. Another factors that affect job satisfaction is emphasis on the influence of leadership style. As such, employees are expected to develop high quality relationship between supervisors and employees, so it is expected that a more positive emotional state will increase satisfaction and will create employee happiness (franczukowska et al., 2021). In dealing with the complexities of job satisfaction and motivation employees with appropriate policies (be Bear et al., 2016)

FLOW OF MOTIVATION:

1. Early Career

- Training
- Monetary Incentives
- Job security
- Recognition
- Appreciation
- Job Transfer

2. Mid-Career

- Monetary Incentives
- Achievement
- Promotion
- Appreciation
- Job Satisfaction

3. Late Career

- Achievement
- Recognition
- Opportunities
- Job satisfaction

MOTIVATION THEORY:

The idea of motivation is not straightforward; rather, it refers to a wide variety of influences, including drives, wants, needs, wishes, and other wishes. Managers are responsible for motivating employees by creating an atmosphere inside their organisations that encourages employees to participate. The sequence of needs, wants, and gratifications is oversimplified in certain ways. According to Maslow's theory, human wants may be organised into a hierarchy, with psychological demands being the lowest level and spiritual fulfilment constituting the highest level (the need for self-actualisation). There are two different groups of components that may serve as a source of inspiration, in accordance with Herzberg's two factor hypothesis. One set contains dissatisfiers, which are associated with the duties and responsibilities of the employment. According to Vroom's expectation theory of motivation, individuals are driven to attain a goal if they believe that the objective is valuable and if they can perceive that the behaviours they are engaging in will help them achieve the goal (Robbins, 1998; Robert and Hunt, 1991).

According to Mullins (2005), McGregor argued in his book *The Human Side of Enterprise* that the style of management used is a function of the manager's attitudes towards human nature and behaviour at work. In his book, he put forward two suppositions called Theory X and Theory Y, both of which are based on assumptions about work and people. Mullins (2005) cited McGregor's argument (Mullins, 2005).

CHAPTER III

RESEARCH METHODOLOGY

METHODOLOGY:

The data are collected through a small 10-Page questionnaire, called the Core Welfare Indicators Questionnaire (CWIQ). The questionnaire and data software constitute an off-the-shelf survey package developed by the World Bank to produce standardised monitoring indicators of welfare. The questionnaire is purposively concise and is designed to collect information on household demographics, employment, education, health and nutrition as well as utilisation and satisfaction with social services. Questionnaires are scan able with interviewer's shading bubbles and writing numbers later recognised by the scanning software. The data system is fully automated allowing the results to roll out within weeks of the fieldwork.

3.1.1 RESEARCH DESIGN:

A research design is the specifications of methods and procedures for acquiring the information needed. It is an overall operational pattern or framework of the project that stipulates the information to be collected. The researcher has adopted descriptive research design. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group.

DESCRIPTIVE RESEARCH:

- Descriptive research design is a scientific method which involves observing and describing the behaviour of a subject without influencing it in any way.
- This research used a descriptive survey design of data collection. The descriptive survey highlights an accurate depiction of the respondent's behaviours, opinions, beliefs and abilities.

SAMPLE SIZE:

- The method adopted here is simple random sampling method. A simple random sampling is one where each item in the universe has an equal chance of known opportunity of being selected.
- A sample size of 110 is undertaken for the study.

3.1.2 DATA SOURCES:**PRIMARY DATA:**

- Primary data plays an important role where research is being carried out for the first time. This is the data, which is collected after interacting with people through the use of interviews and questionnaire forms. Primary data is inferred by statistical analysis and has a clear and precise structure.
- Naturally, it enhances the value of the research study and this ensures accurate and precise findings. However, along with involving long periods of time, primary data collection proves to be a cumbersome exercise. After interacting with the selected sample of people from a population interview, personal reports must be prepared.
- According to Polite and Hungler (2009), some reports and information can also be gleaned from personal written communication sources like diaries, autobiographies, photographs among others. For any research study, both, the primary and secondary data play fundamental parts. On both levels the researcher carried out data collection in the case of this one. through sources such as literature, archives and other sources mentioned earlier secondary data was sourced, through questionnaires the primary data was collected.
- The researcher used the questionnaire as the main form of data collection and the information from these questionnaires were termed primary data, aimed at measuring the consumers' preferences and purviews.

SECONDARY DATA:

- As the name suggests, this data is collated from the existing sources of information such as archive papers, company records, research material, periodicals, books on the topic, among others. After examining the secondary sources in detail, one can build one's inferences from the collated secondary data.
- The importance of the secondary data lies in the comparison of information that is made possible when the primary data has been collated using the secondary data as the base. Since it involves using the available sources such as academic journals, newspapers, articles, and the Internet—yielding an ocean of information—collecting secondary data is not a tedious affair unlike primary data collection.
- However, ample time and dependable sources of information are required when formulating this kind of research methodology. Once this is obtained, it is imperative to classify secondary data for the purpose of examining certain details relevant to the research.

3.1.3 RESEARCH INSTRUMENTS:

The research instrument that is used in this study is structured questionnaire. A questionnaire consists of a set of questions presented to the respondents for their answers. The researcher has used questionnaire as the instrument of research, to collect the information.

3.1.4 ANALYTICAL TOOLS:

Human Resource Management Research is used to evaluate HR practices and performance. Research is a systematic and scientific process of collecting information, analyzing the information and drawing conclusions for decision-making. At times the research may be advanced, relying on sophisticated designs and statistics. But whether information is rigorous or not, research seeks to improve the performance.

- ❖ Simple percentage Analysis
- ❖ Chi-square test
- ❖ One-way Anova
- ❖ Correlatio

SIMPLE PERCENTAGE ANALYSIS:

Simple percentage analysis deals with the demographic factors of the respondents” Age, Gender and Experience.

In this research the tools such as Simple percentage analysis, chi square, weighted average method, and correlation are used for data analysis.

Formula for percentage analysis:

$$\text{Percentage analysis} = \frac{\text{No. of respondents}}{\text{Total No. of Respondents}} * 100$$

CHI-SQUARE:

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1900. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$\chi^2 = \sum (O_i - E_i)^2 / E_i$ with $(n - 1)$ degrees of freedom. Where, O_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit. $\chi^2 = \sum (O_i - E_i)^2 / E_i$

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

PROCEDURE OF CHI SQUARE:

Step 1: Define the Hypothesis

Null Hypothesis (Ho): There is no significant relationship between the variables.

Alternate hypothesis (Hi): There is significant relationship between the variables.

Step 2: Specific the value of significance (- 5%)

Step 3: With the sample data find out the Chi-Square value using the formula. $X^2 = \sum \frac{(O_i - E_i)^2}{E_i}$

Step 4: Calculate the degree of freedom $[df = (r-1) (c-1)]$

Step 5: Calculate the table value of Chi-Square using the value of significance and degree of freedom.

Step 6: Compare the Chi-Square value and table value.

Step 7: If Chi-square value is greater than the table value of Chi-Square reject H_0 else accept it

ONE-WAY ANOVA:

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. 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 populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

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 .

$$r = \frac{N\sum xy - \sum x \sum y}{\sqrt{N\sum x^2 - (\sum x)^2} \sqrt{N\sum y^2 - (\sum y)^2}}$$

3.1.5 LIMITATIONS:

- The data have been collected from the present employees only. So, it may vary in the future.
- The duration of the study is limited. So, it may not be able to cover the entire the scope.

CHAPTER IV

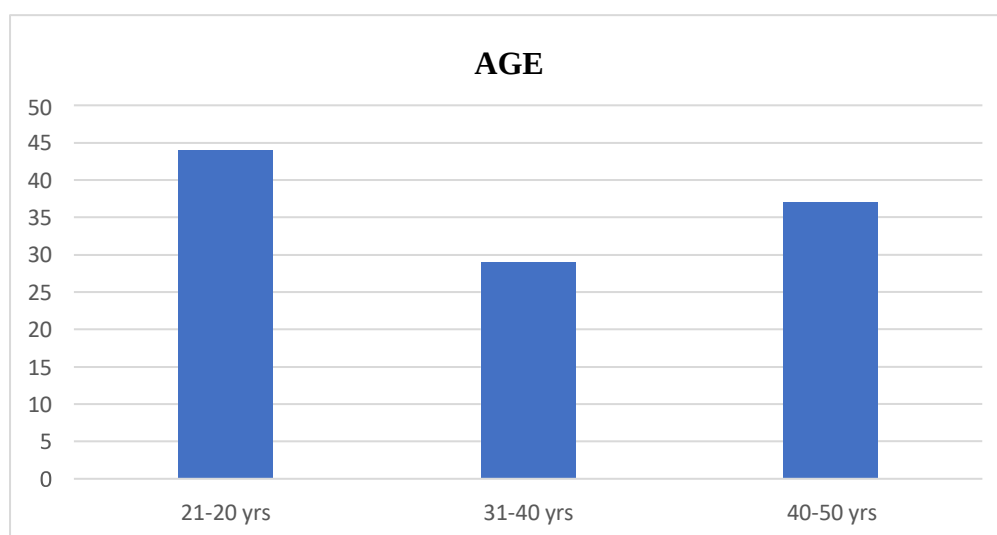
DATA ANALYSIS AND INTERPRETATION

DISTRIBUTION OF RESPONDENTS ON THE BASIS OF AGE

TABLE-4.1.1

Particulars	Respondents	Percentage
21-30 yrs	44	40.0
31-40 yrs	29	26.0
41-50 yrs	37	34.0
Total	110	100.0

EXHIBIT- 4.1.1 AGE GROUP



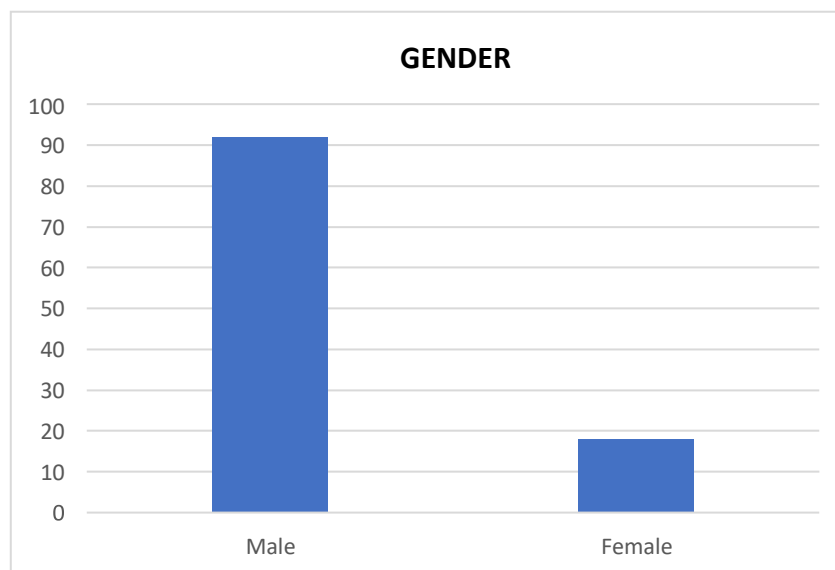
INFERENCE

From the above table it is found that 40% of the respondents belong to the age group of 21-30 years, 26% of the respondents belong to the age group of 31-40 years and 34% of the respondents belong to the age group of 41 years and above.

**DISTRIBUTION OF RESPONDENTS ON THE BASIS OF
GENDERTABLE- 4.1.2 GENDER**

Gender	Respondents	Percentage
Male	92	84.0
Female	18	16.0
Total	110	100.0

EXHIBIT- 4.1.2GENDER



INFERENCE

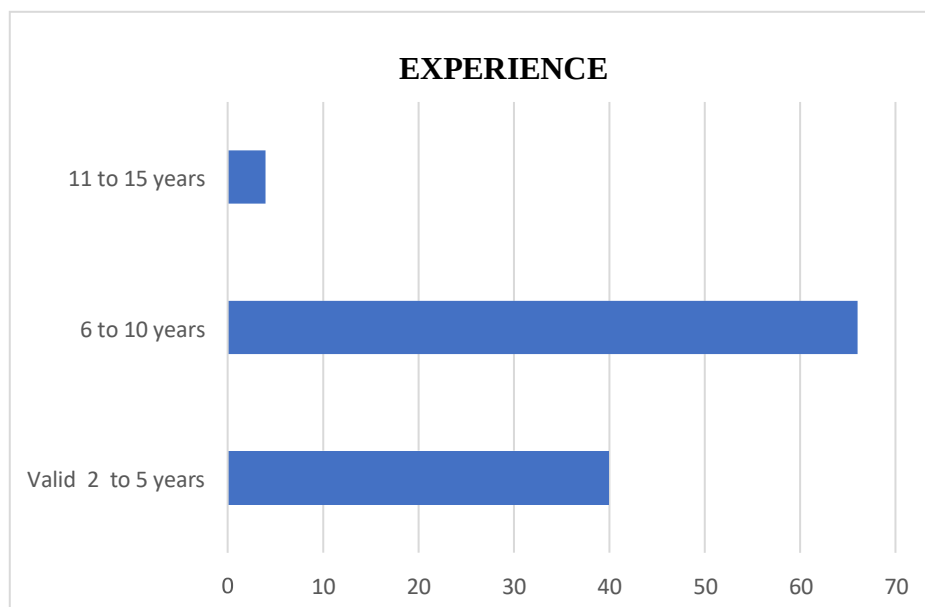
From the above table it is found that 84% of the respondent's male and 16% of the respondent's female.

DISTRIBUTION OF RESPONDENTS ON THE BASIS OF EXPERIENCE

TABLE- 4.1.3 EXPERIENCE

Particulars	Frequency	Percent
Valid 2 to 5 years	40	36.0
6 to 10 years	66	60.0
11 to 15 years	4	4.0
Total	110	100.0

EXHIBIT- 4.1.3 EXPERIENCE

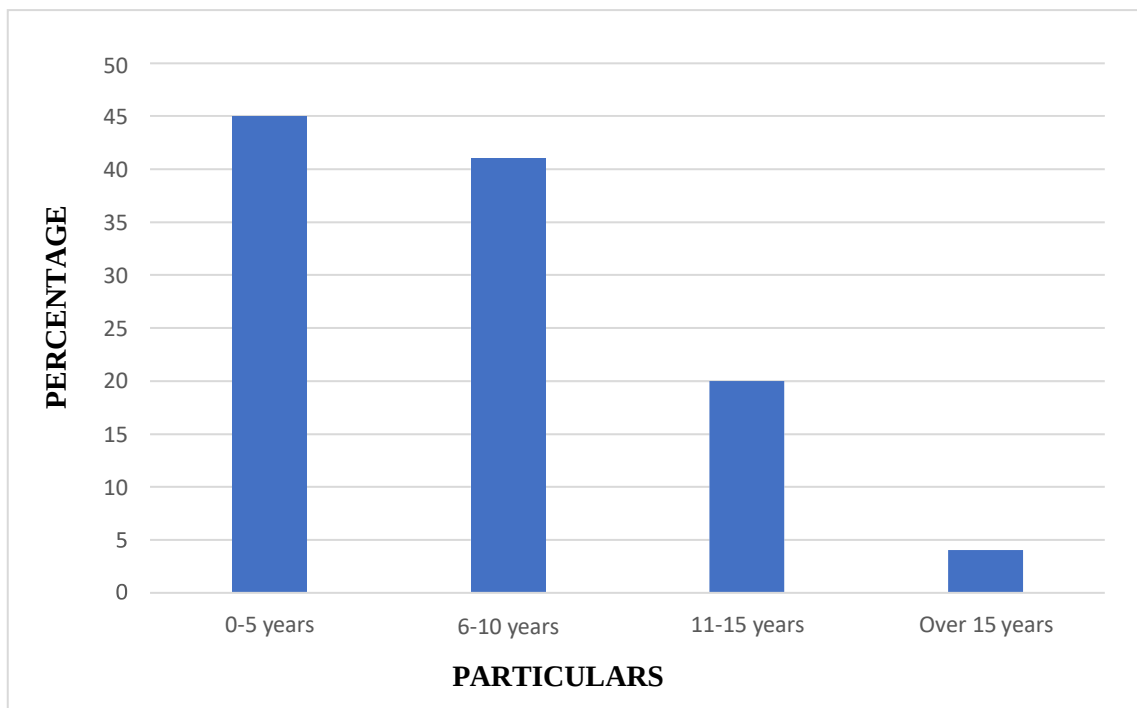


INFERENCE

From the above table it is found that 36% of the respondents belong to 2 to 5 years of experience, 60% of the respondents belong to 6 to 10 years of experience and 4% of the respondents belong to 11 to 15 years & above of experience.

TABLE: 4.1.4 WORKING IN THIS ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	0-5 years	45	41
2	6-10 years	41	37
3	11-15 years	20	15
4	Over 15 years	4	7
	TOTAL	110	100

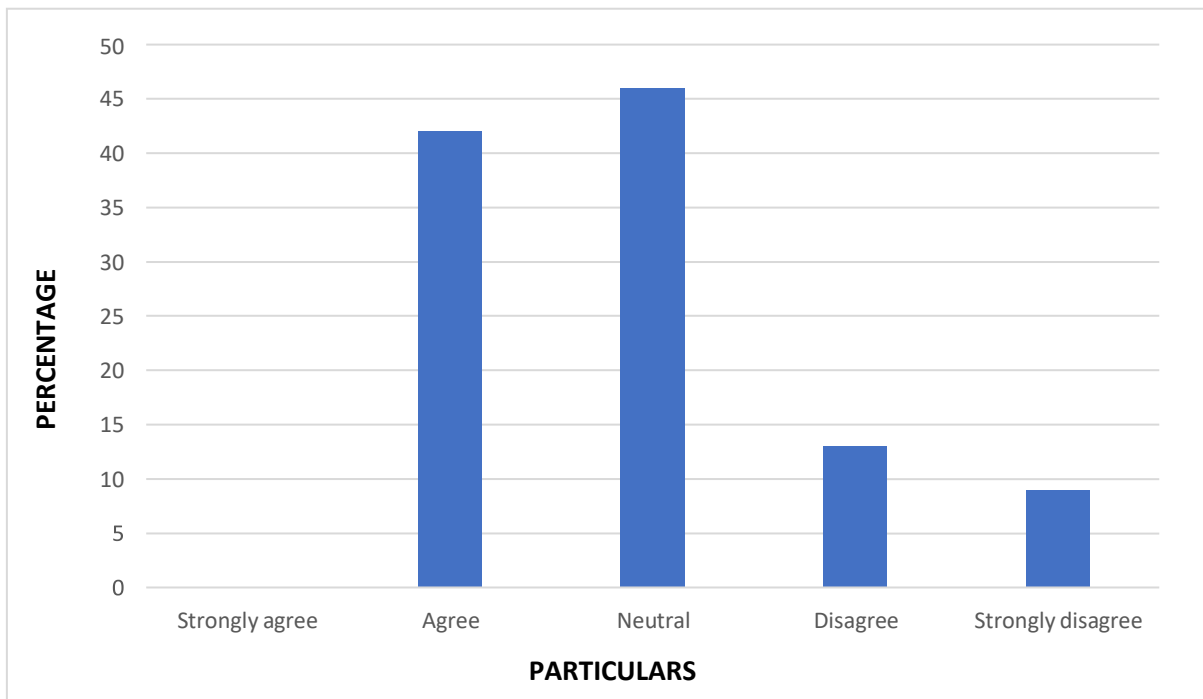


INTERPRETATION:

From the above table it can be interpreted that 41% of the respondents are 0 to 5 years are working in this organizations.

TABLE: 4.1.5 OVERVIEW OF JOB ROLE

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	42	38
3	Neutral	46	42
4	Disagree	13	12
5	Strongly disagree	9	8
	TOTAL	110	100

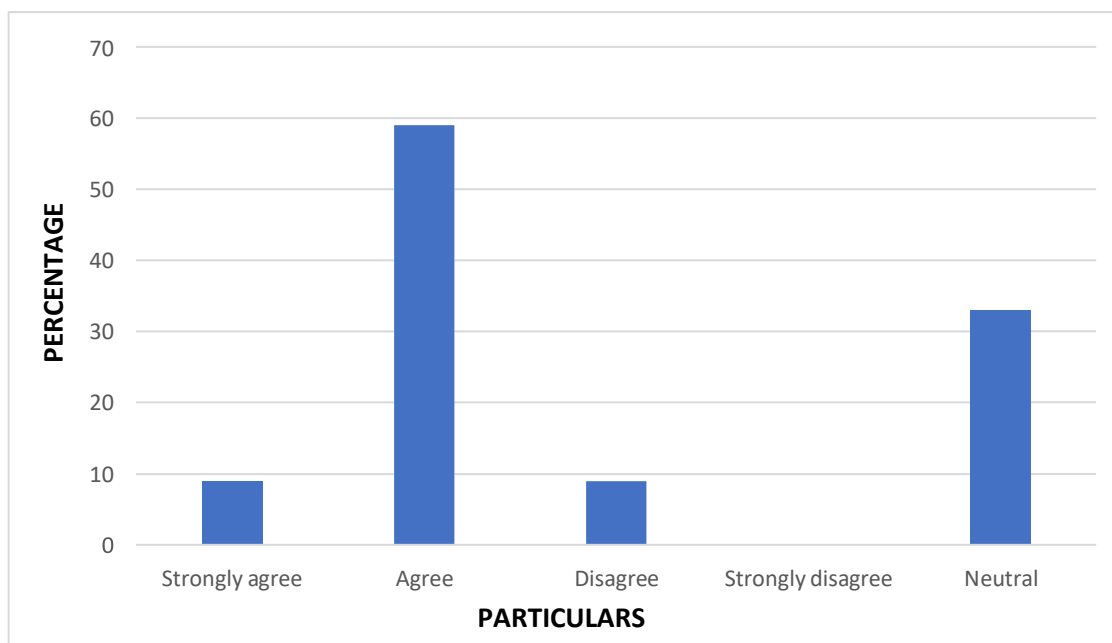


INTERPRETATION

From the above table it can be interpreted that 42% of the respondents Your role within the organizations.

TABLE: 4.1.6 WORKED VALUED BY THIS ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	9	8
2	Agree	59	54
3	Disagree	9	8
4	Strongly disagree	0	0
5	Neutral	33	30
	TOTAL	110	100

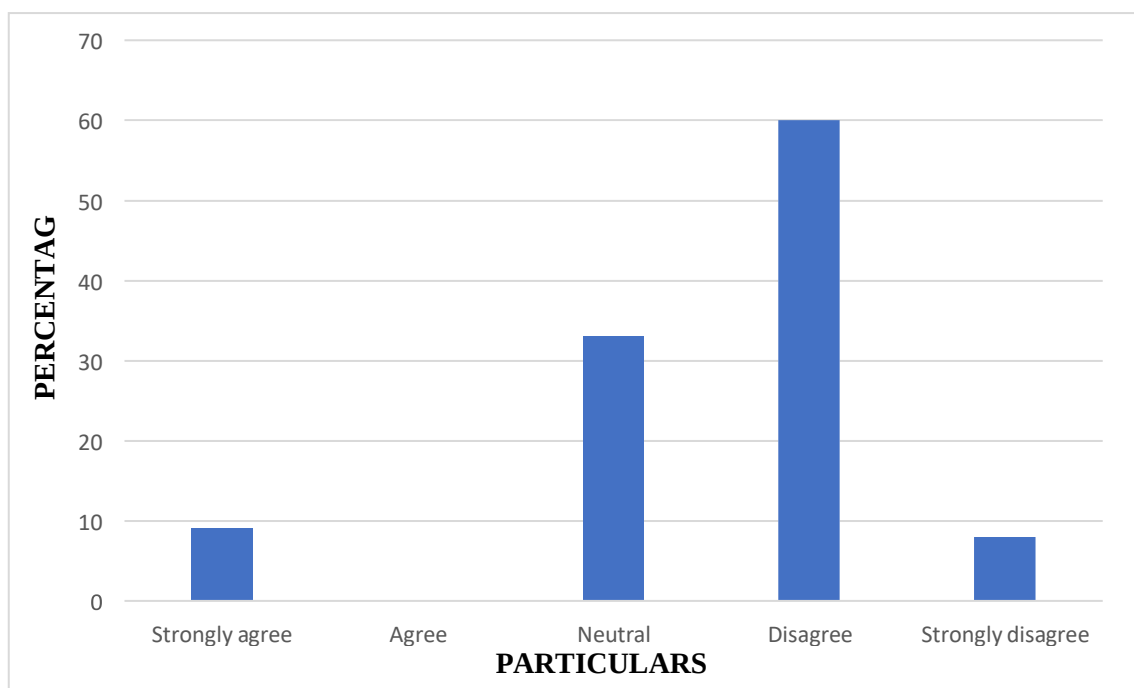


INTERPRETATION:

From the above table it can be interpreted that 54% of the respondents My work is valued by this organizations.

TABLE: 4.1.7 OUR TERM PERFORMANCE

S.NO	PARTICUALRS	RESPONDENTS	PERCENTAGE
1	Strongly agree	9	8
2	Agree	0	0
3	Neutral	33	30
4	Disagree	60	55
5	Strongly disagree	8	7
	TOTAL	110	100

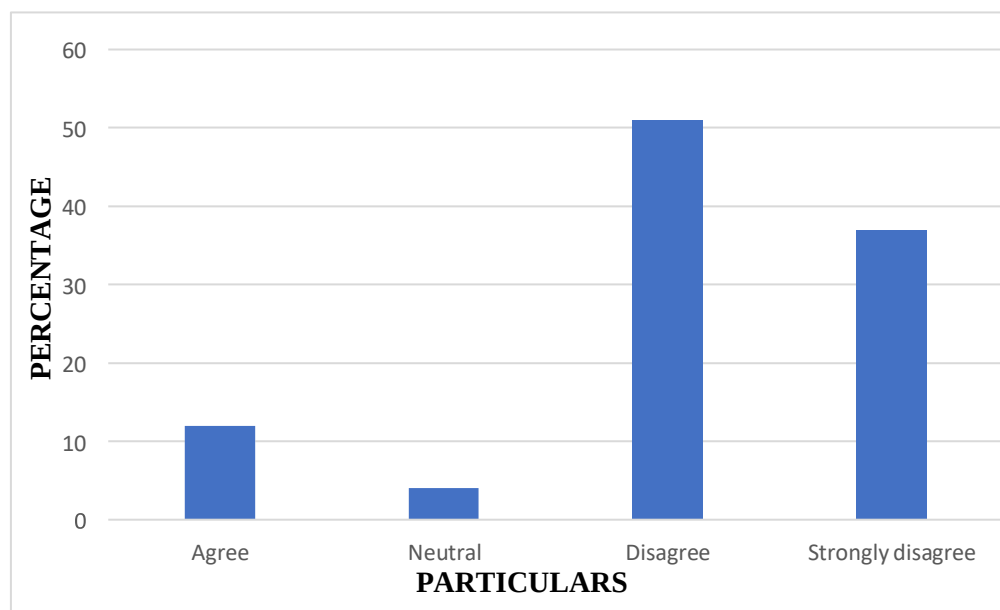


INTERPRETATION:

From the following table it can be interpreted that 55% of the respondents feel that theses high expectations for our term's performance.

TABLE: 4.1.8 APPROACHABLE AND EASY WORK WITH EMPLOYEES

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	6	35
2	Agree	12	11
3	Neutral	4	4
4	Disagree	51	22
5	Strongly disagree	37	28
	TOTAL	110	100

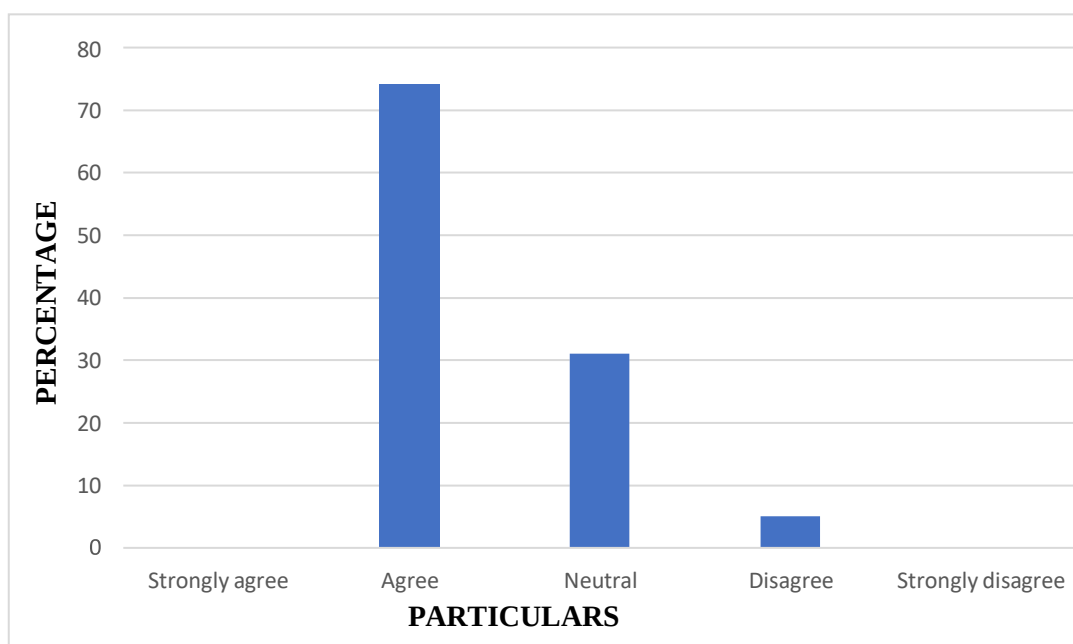


INTERPRETATION:

From the above table it can be interpreted that 35% of the respondents strongly agree that is approachable and easy to take.

TABLE: 4.1.9 NEW EMPLOYEE ORGANIZATION

S.NO	PARTICUALRS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	74	67
3	Neutral	31	28
4	Disagree	5	5
5	Strongly disagree	0	0
	TOTAL	110	100

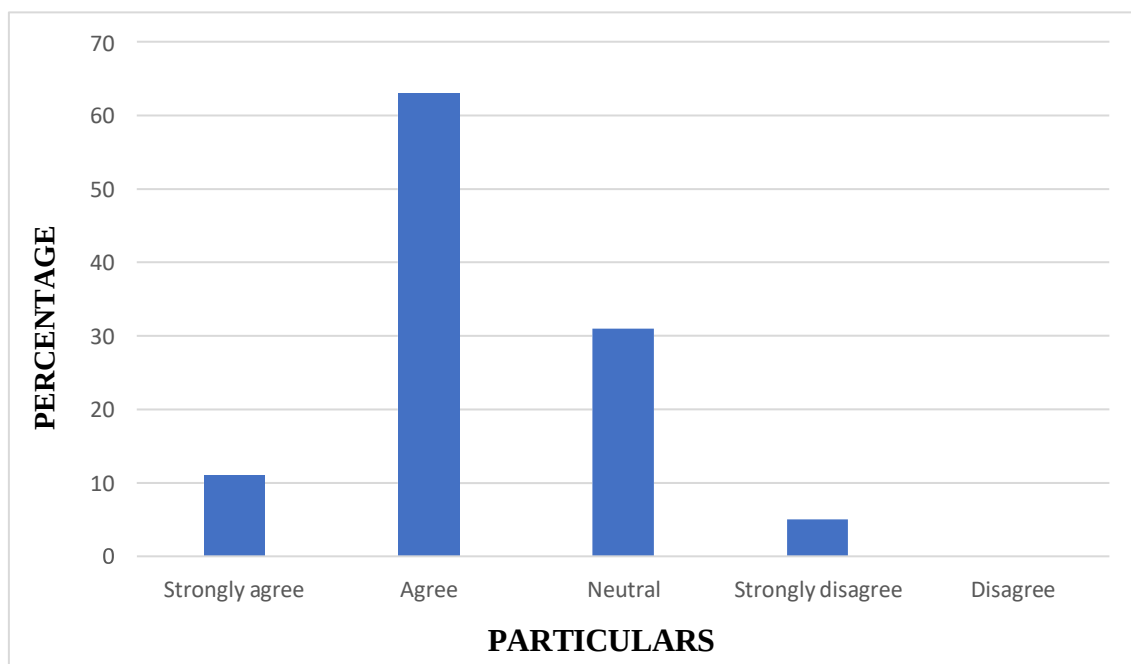


INTERPRETATION:

From the above table it can be interpreted that 67% of the respondents agreed that induction program provides warm and sincere welcome to the new employee of the organization.

**TABLE: 4.1.10 ORGANIZATION PROVIDES ATTRACTIVE OPPORTUNITY FOR
TRAINING AND DEVELOPMENT**

S.NO	PARTICULARS	RESPONDENT	PERCENTAGE
1	Strongly agree	11	10
2	Agree	63	57
3	Neutral	31	28
4	Strongly disagree	5	5
5	Disagree	0	0
	TOTAL	110	100

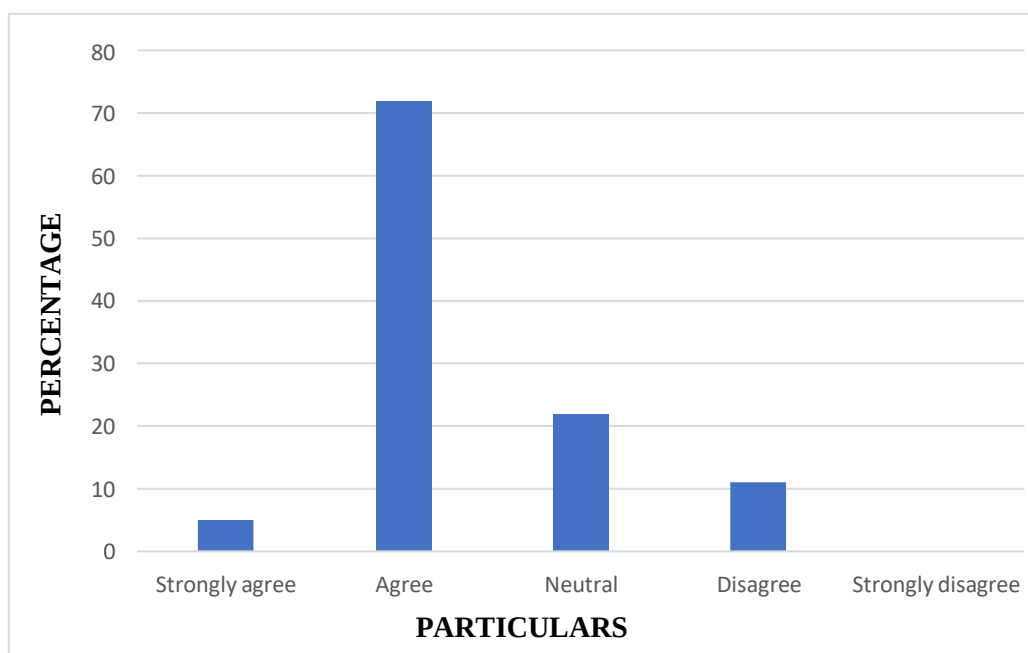


INTERPRETATION:

From the above table it can be interpreted that 57% of the respondents agreed that this organization provides attractive opportunity for training and development.

TABLE: 4.1.11 VISION AND GOALS OF THIS ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	5	5
2	Agree	72	65
3	Neutral	22	20
4	Disagree	11	10
5	Strongly disagree	0	0
	TOTAL	110	100

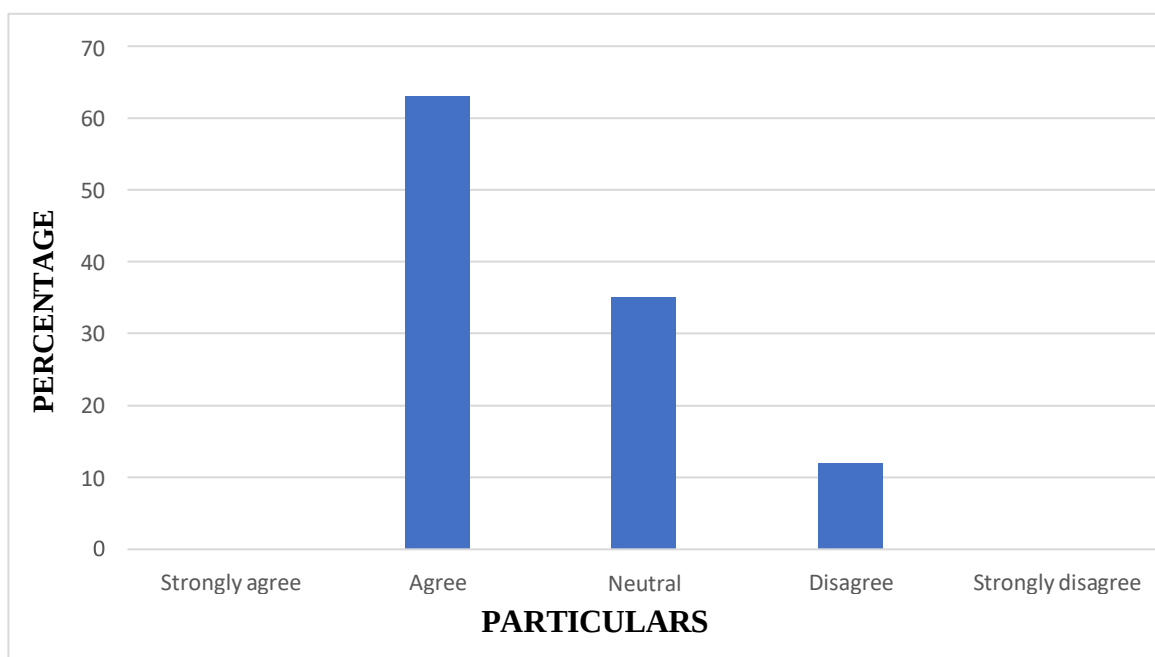


INTERPRETATION:

Form the above table it can be interpreted that 65% of the respondents agreed that Vision and Goals of this organization are important to me personally.

TABLE: 4.1.12 HEALTH ADVANTAGE OF THE WORKERS & FAMILIES

S.NO	PARTICULARS	RESPONDENT	PERCENTAGE
1	Strongly agree	0	0
2	Agree	63	57
3	Neutral	35	32
4	Disagree	12	11
5	Strongly disagree	0	0
	TOTAL	110	100

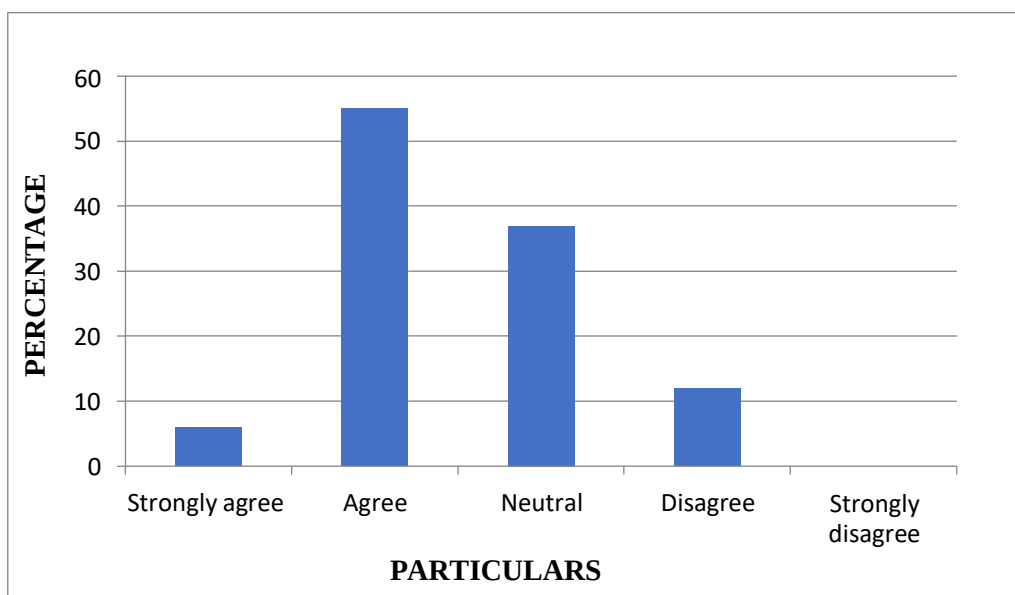


INTERPRETATION:

From the above table it can be interpreted that 57% of the responded agreed that inductionrate of the health advantage gave by the organization to the workers and their families.

TABLE: 4.1.13 WORKING HOURS OF THE ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	6	5
2	Agree	55	50
3	Neutral	37	34
4	Disagree	12	11
5	Strongly disagree	0	0
	TOTAL	110	100

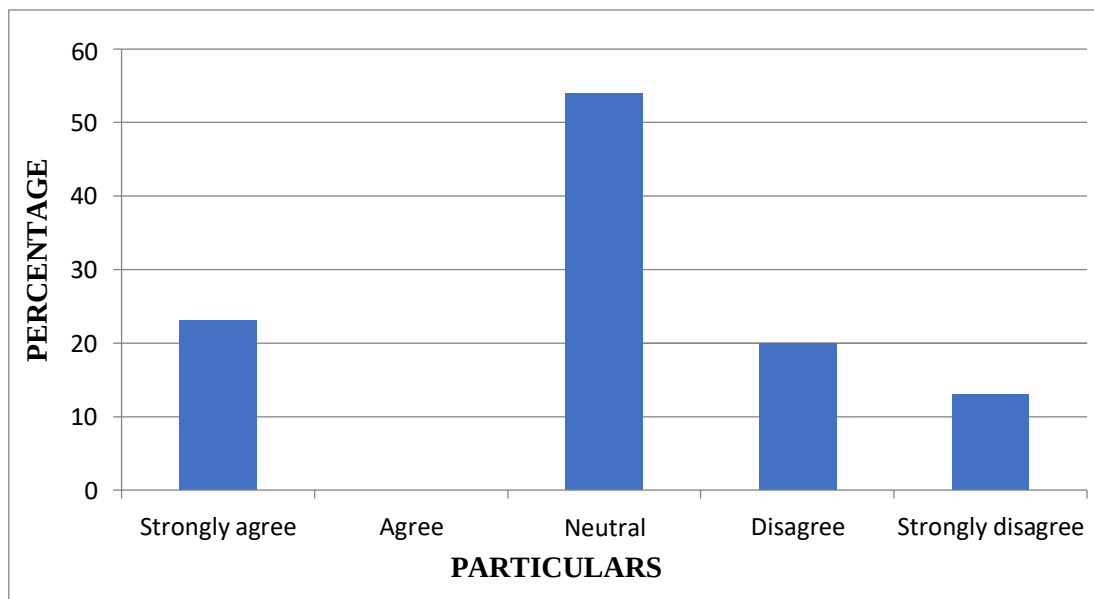


INTERPRETATION:

From the above table it can be interpreted that 50% of the respondents agreed that rate the working hours of the organization.

TABLE: 4.1.14 HEALTH AND SAFETY REGULATION AT WORK

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	23	21
2	Agree	0	0
3	Neutral	54	49
4	Disagree	20	18
5	Strongly disagree	13	12
	TOTAL	110	100

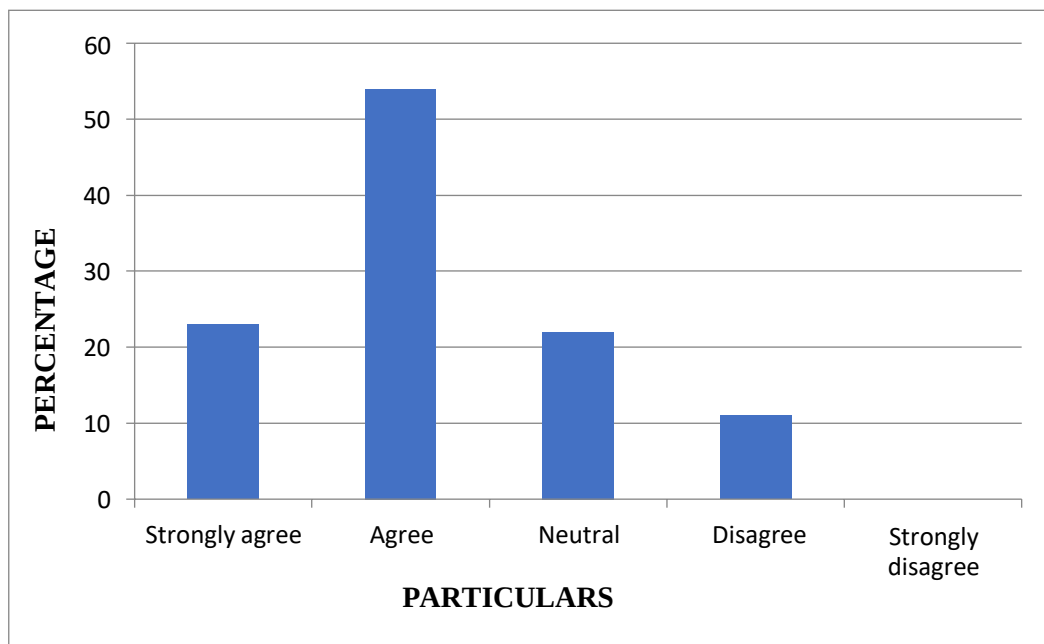


INTERPRETATION:

From the above table it can be interpreted that 49% of the respondents feel that I am clear about health and safety regulations at work.

TABLE: 4.1.15 TRAINING & DEVELOPMENT IN ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	23	21
2	Agree	54	49
3	Neutral	22	20
4	Disagree	11	10
5	Strongly disagree	0	0
	TOTAL	110	100

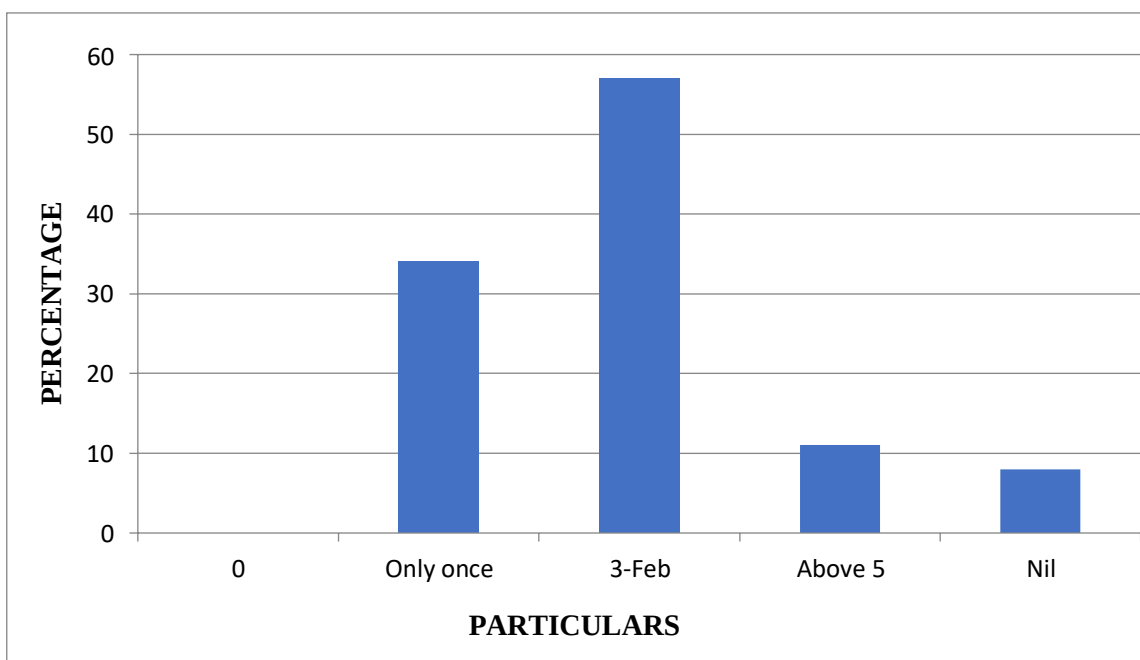


INTERPRETATION:

From the above table it can be interpreted that 49% of the respondents agreed with the organizations considers training as a part of organization strategy. Do you agree with this statement.

TABLE: 4.1.16 TRAINING SESSIONS

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	0	0	0
2	Only once	34	31
3	2-3	57	52
4	Above 5	11	10
5	Nil	8	7
	TOTAL	110	100

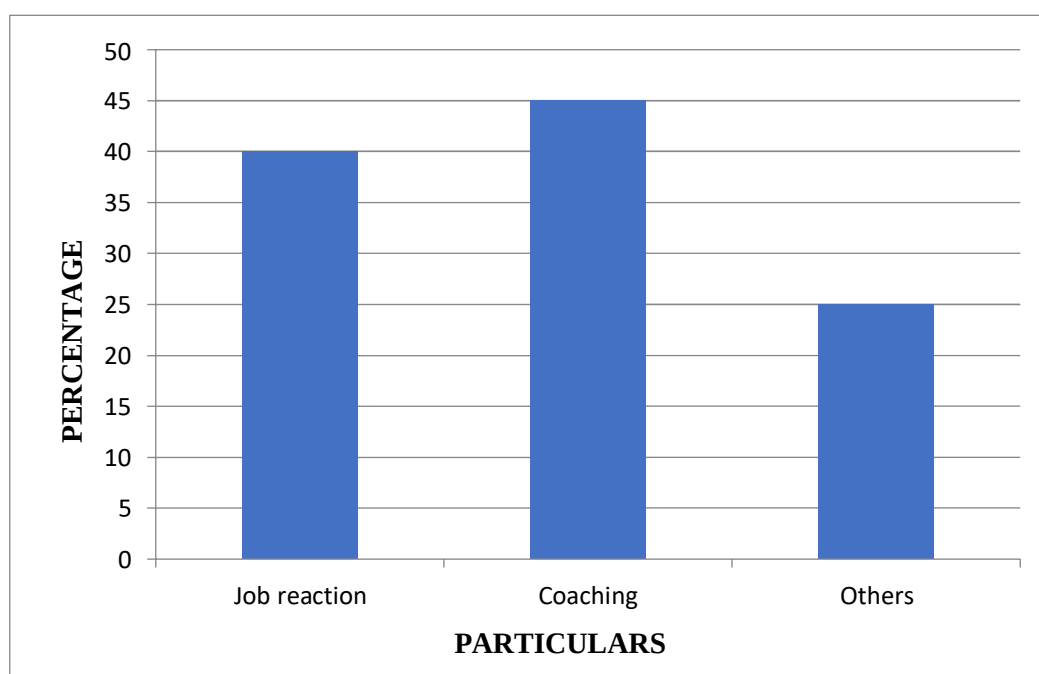


INTERPRETATION:

From the following table it can be interpreted that 52% of the respondents 2-3 trainingsessions you have been attended.

TABLE: 4.1.17 JOB TRAINING METHOD

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Job reaction	40	40
2	Coaching	45	40
3	Others	25	20
	TOTAL	110	100

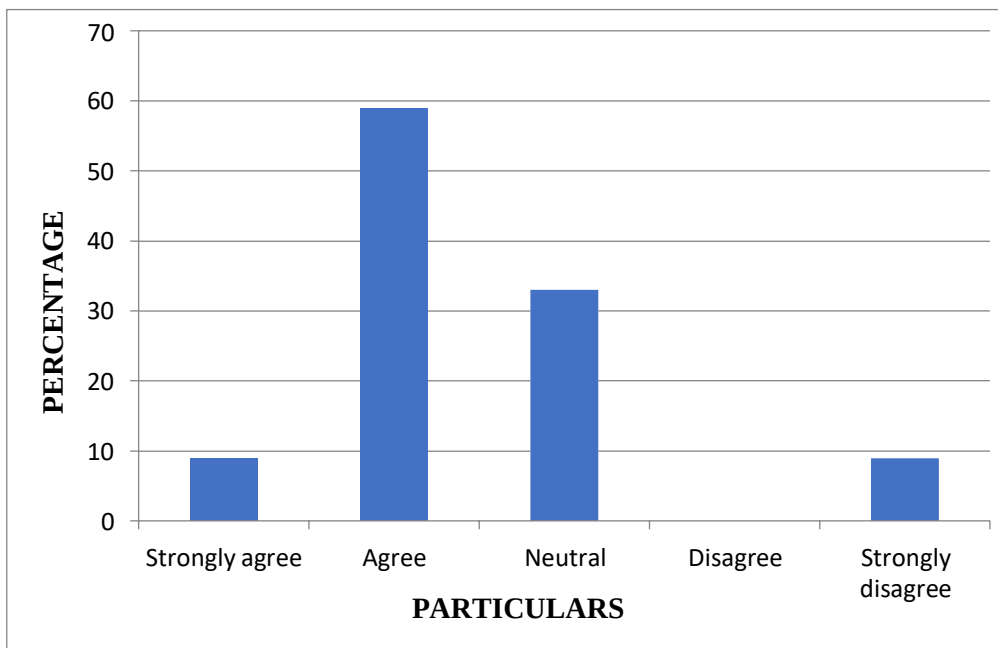


INTERPRETATION:

From the above table it can be interpreted that 40% of the Job training method themfrom the following method which method you had undergone.

TABLE: 4.1.18 EMPLOYEE ENGAGEMENT

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	9	8
2	Agree	59	54
3	Neutral	33	30
4	Disagree	0	0
5	Strongly disagree	9	8
	TOTAL	110	100

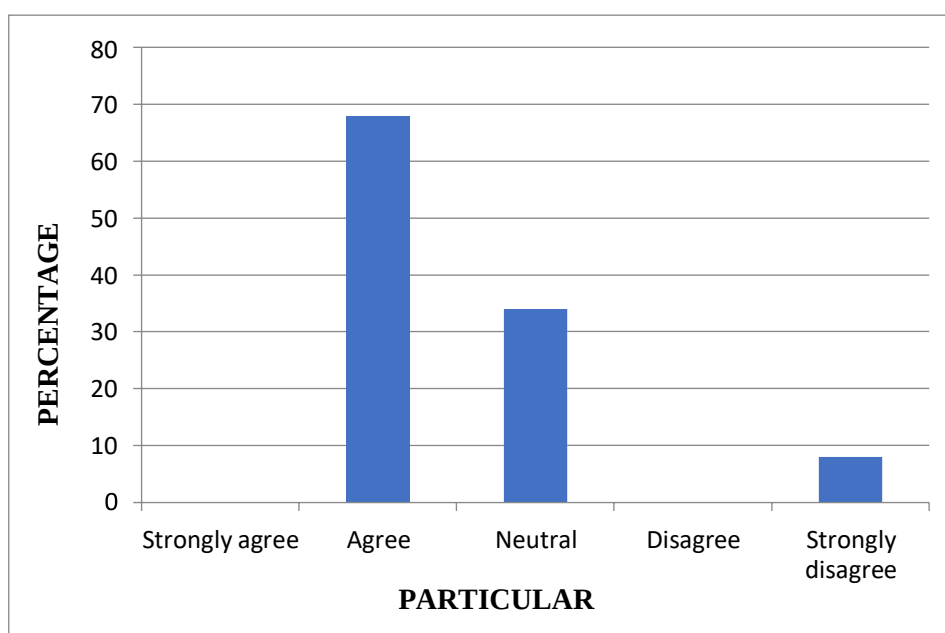


INTERPRETATION:

From the above table it can be interpreted that 54% of the agreed that the employee engagement.

TABLE: 4.1.19 FUTURE ENHANCMENT

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	68	62
3	Neutral	34	31
4	Disagree	0	0
5	Strongly disagree	8	7
	TOTAL	110	100

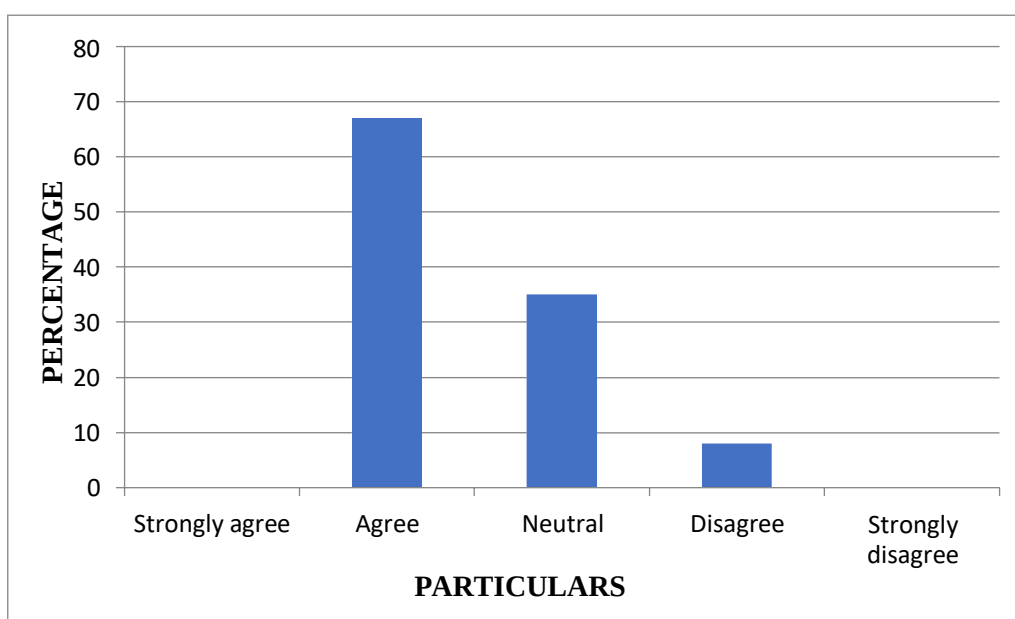


INTERPRETATION:

From the above table it can be interpreted that 62% of the respondents agrees that induction program is highly effective and found it energizing for future.

TABLE: 4.1.20 MATERIALS OF THE COMPANY

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	67	61
3	Neutral	35	32
4	Disagree	8	7
5	Strongly disagree	0	0
	TOTAL	110	100

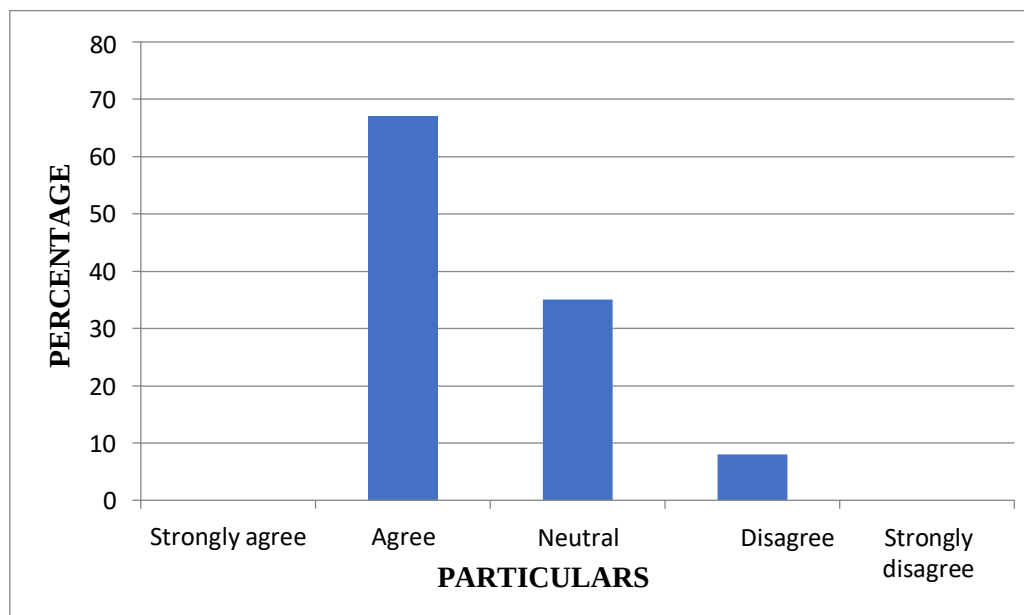


INTERPRETATION:

From the above table it can be interpreted that 61% of the respondents agreed that the initial study material is enough to understand the company procedures.

TABLE: 4.1.21 MEMBER OF TEAM

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	67	61
3	Neutral	35	32
4	Disagree	8	7
5	Strongly disagree	0	0
	TOTAL	110	100

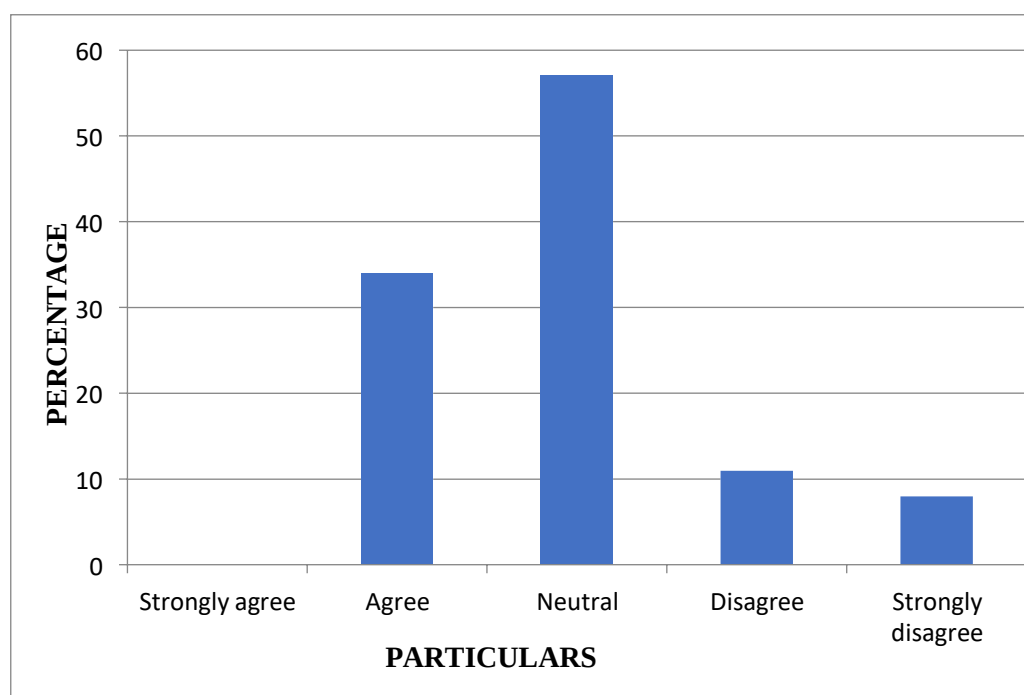


INTERPRETATION:

From the above table it can be interpreted that 61% of the respondents agreed that the end of the week they felt like a member of the “TEAM”

TABLE: 4.1.22 FEEDBACK

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	34	31
3	Neutral	57	52
4	Disagree	11	10
5	Strongly disagree	8	7
	TOTAL	110	100

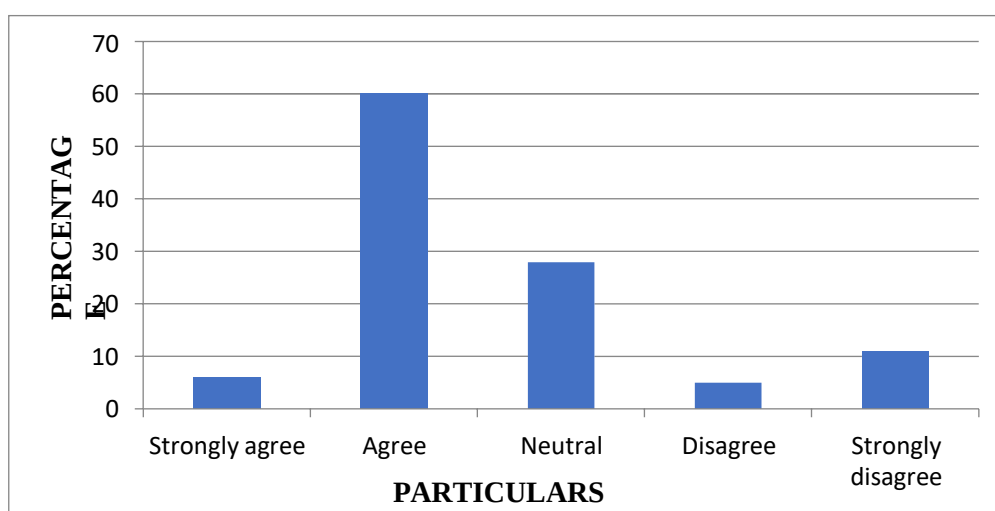


INTERPRETATION:

From the above table it can be interpreted that 52% of the respondents say that they received feedback based on assessment and guidance for professional development.

TABLE: 4.1.23 SUFFICIENT DURATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	6	5
2	Agree	60	55
3	Neutral	28	25
4	Disagree	5	5
5	Strongly disagree	11	10
	TOTAL	110	100

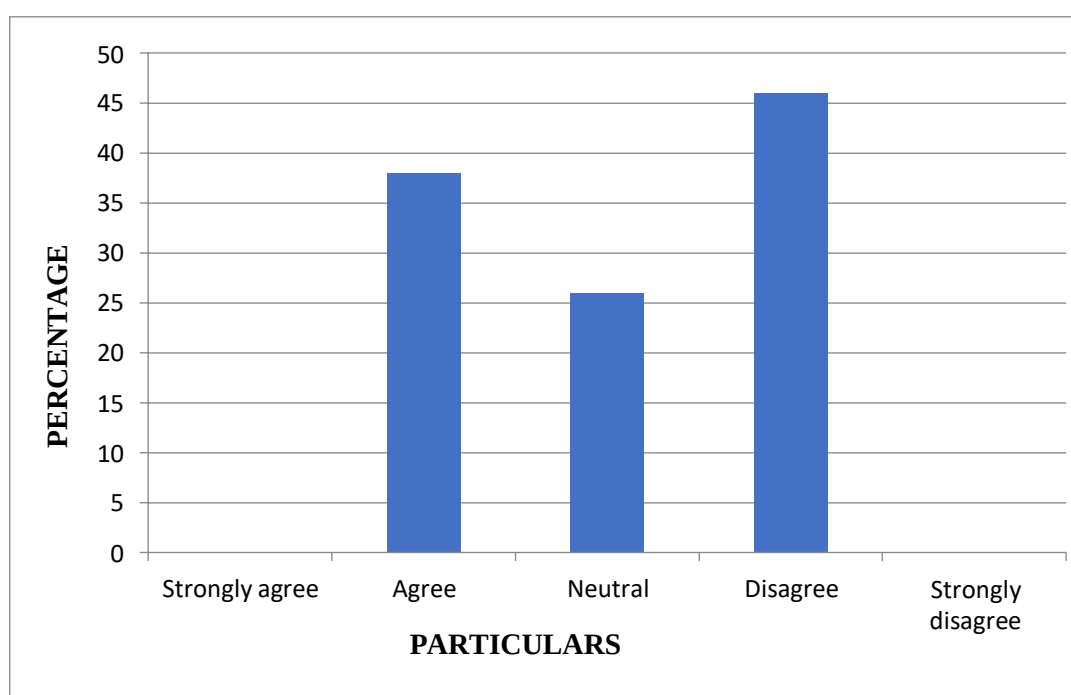


INTERPRETATION:

From the above table it can be interpreted that 55% of the respondents agree that duration of the program was sufficient.

TABLE: 4.1.24 PERFORMACE IN THE ORGANIZATION

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	0	0
2	Agree	38	31
3	Neutral	26	22
4	Disagree	46	40
5	Strongly disagree	0	0
	TOTAL	110	100

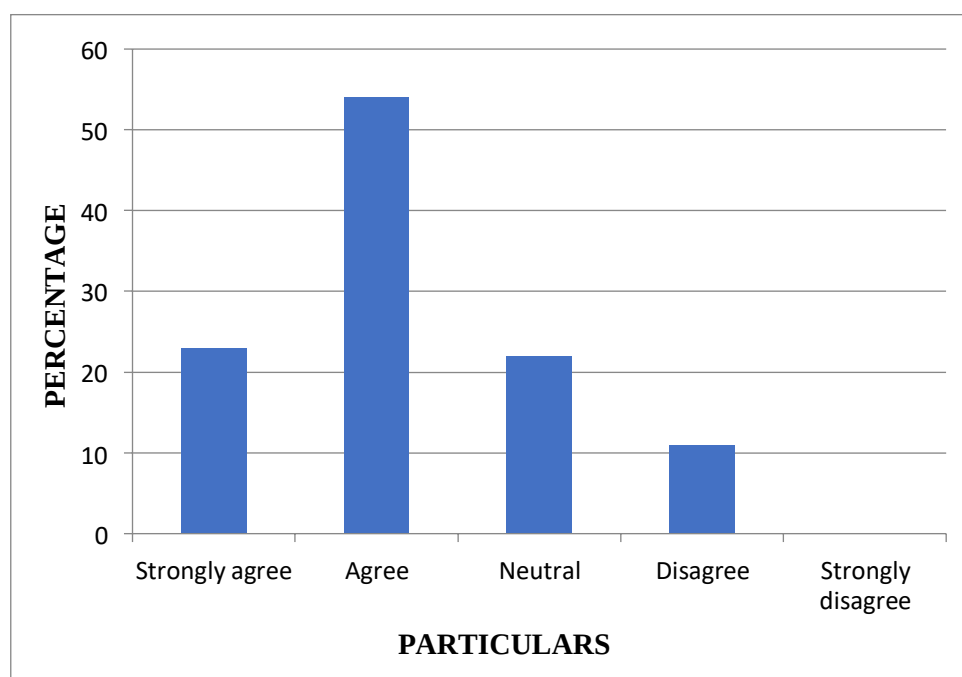


INTERPRETATION:

From the above table it can be interpreted that 40% of the respondents disagreed that after undergoing the induction program, they were able to perform their duty in the organization.

TABLE: 4.1.25 PAY ROLL POLICIES

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Strongly agree	23	21
2	Agree	54	49
3	Neutral	22	20
4	Disagree	11	10
5	Strongly disagree	0	0
	TOTAL	110	100



INTERPRETATION:

From the above table it can be interpreted that 49% of the respondents agreed with Office hours, dress code, sick leave and other policies were explained and also payroll policies were also on first days of the induction program.

4.2 CHI-SQUARE:

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 (Ho):

There is no significant relationship between gender and overall service satisfaction.

Alternative Hypothesis:

There is a significant relationship between gender and overall service satisfaction.

TABLE NO: 6.1 & 6.3 COMPARING AGE & EXPERIENCE

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
EXPERIENCE * AGE	110	100.0%	0	0.0%	110	100.0%

EXPERIENCE * AGE

Crosstabulation Count

		AGE			Total
		21-30 yrs	31-40 yrs	41-50 yrs	
EXPERIENCE	'2-5 yrs	27	17	8	52
	6 - 10 yrs	15	15	10	40
	11-15 yrs	8	3	7	18
	Total	50	35	25	110

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.150 ^a	4	.188
Likelihood Ratio	6.208	4	.184
Linear-by-Linear Association	2.789	1	.095
N of Valid Cases	110		

a. 1 cells (11.1%) have expected count less than 5. The minimum expected count is 4.09.

INTERPRETATION:

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between the Age and the Experience.

4.3 ONE-WAY ANOVA:

Null Hypothesis (Ho):

There is no significant relationship between gender and overall service satisfaction.

Alternative Hypothesis:

There is a significant relationship between gender and overall service satisfaction.

TABLE NO: 6.1 & 6.3 COMPARING AGE & EXPERIENCE

Descriptives

EXPERIENCE

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
21-30 yrs	50	1.62	.753	.106	1.41	1.83	1	3
31-40 yrs	35	1.60	.651	.110	1.38	1.82	1	3
41-50 yrs	25	1.96	.790	.158	1.63	2.29	1	3
Total	110	1.69	.739	.070	1.55	1.83	1	3

ANOVA

EXPERIENCE

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.351	2	1.175	2.201	.116
Within Groups	57.140	107	.534		
Total	59.491	109			

INTERPRETATION:

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between the Age and the Experience.

4.4 Age CORRELATION:

Null Hypothesis (Ho):

There is no significant relationship between gender and overall service satisfaction.

Alternative Hypothesis:

There is a significant relationship between gender and overall service satisfaction.

TABLE NO: 6.1 & 6.3 COMPARING AGE & EXPERIENCE:

Correlation S			
		AGE	EXPERIENCE
AGE	Pearson Correlation	1	.160
	Sig. (2-tailed)		.095
	N	110	110
EXPERIENCE	Pearson Correlation	.160	1
	Sig. (2-tailed)	.095	
	N	110	110

INTERPRETATION:

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between the and the Experience.

CHAPTER V

5.1 FINDINGS

- ❖ 40% of the respondents belong to the age group of 21-30 years.
- ❖ 84% of the respondent's male.
- ❖ 60% of the respondents belong to 6 to 10 years of experience.
- ❖ 41% of the respondents are 0 to 5 years are working in this organizations.
- ❖ 42% of the respondents Your role within the organizations.
- ❖ 54% of the respondents My work is valued by this organizations.
- ❖ 55% of the respondents feel that the sets high expectations for our term's performance.
- ❖ 35% of the respondents strongly agree that is approachable and easy to take.
- ❖ 67% of the respondents agreed that induction program provides warm and sincerewelcome to the new employee of the organization.
- ❖ 57% of the respondents agreed that this organization provides attractive opportunityfor training and development.
- ❖ 65% of the respondents agreed that Vision and Goals of this organization are importantto me personally.
- ❖ 57% of the responded agreed that induction rate of the health advantage gave by theorganization to the workers and their families.
- ❖ 50% of the respondents agreed that rate the working hours of the organization.
- ❖ 49% of the respondents feel that I am clear about health and safety regulations at work.
- ❖ 49% of the respondents agreed with the organizations considers training as a part oforganization strategy. Do you agree with this statement.
- ❖ 52% of the respondents 2-3 training sessions you have been attended.
- ❖ 40% of the Job training method them from the following method which method youhad undergone.
- ❖ 54% of the agreed that the employee engagement.
- ❖ 62% of the respondents agrees that induction program is highly effective and found itenergizing for future.
- ❖ 61% of the respondents agreed that the initial study material is enough understand thecompany procedures.
- ❖ 61% of the respondents agreed that the end of the week they felt like a

member of the “TEAM” 52% of the respondents say that they received feedback based on assessment and guidance for professional development.

- ❖ 55% of the respondents agrees that duration of the program was sufficient.
- ❖ 40% of the respondents disagreed that after undergoing the induction program, they were able to perform their duty in the organization.
- ❖ 49% of the respondents agreed with Office hours, dress code, sick leave and other policies were explained and payroll policies were also on first days of the induction program.

5.2 SUGGESTIONS

- The management should provide more incentives, which would enhance the job satisfaction of the work.
- The organization should implement promotion policy based on effective performance in the company.
- The management should improve status and recognition of job.
- The management should make immediate decisions to the grievances.
- The management should provide compensation without delay which would lead to jobsatisfaction and higher moral of the employees.
- The supervisors must be concerned more on the employee's problems and should giveimmediate solutions.
- Interpersonal relationship among the employees must be encouraged and this can be implemented by assigning team work among the members other than the jobs they perform.

3.5 CONCLUSION

The present study has produced some important results that have implications for both research and practice.

Job satisfaction is a positive approach about one's job resulting from an evaluation of its characteristics, Job satisfaction represents an attitude rather than behaviour. They believe that satisfied employees are more productive than dissatisfied has been a basic tenet. A person with a high level of job satisfaction holds positive feeling about the job. When people weak of employee attitudes it does not mean job satisfaction.

It is very tough job for hr department to ensure job satisfaction among staff. Employees will not be just happy with pay cheque, a good position and prestige.

They also want a constant feeling of well being, demand better work & family life balance and look to the organization for fulfilling even their community needs. These highlighted expectations result in dissatisfaction and finds true job happiness remains an unfulfilled dream all the job hopping not with stand.

Thus, the overall job satisfaction of employees at Yazaki India Pvt Ltd is very high. The employees at Yazaki India Pvt Ltd have a very good high regard and respect towards the company's image and future of the organization.

APPENDIX
QUESTIONNAIRE ON JOB SATISFACTION

1. Age

- a) 21-30 yrs b) 31-40 yrs c) 41-50 yrs

2. Gender

- a) Male b) Female

3. Experience

- a) Valid 2 to 5 yrs b) 6 to 10 yrs c) 11 to 15 yrs

4. How long you are working in this organization?

- a) 0-5 yrs b) 6-10 yrs c) 11-15 yrs d) over 15 yrs

5. Your role within the organization?

- a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

6. My work is valued by this organization?

- a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

7. Sets high expectations for Our term's performance? (My Supervisor)

- a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

8. Is Approachable and Easy to take (My supervisor)

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

9. The program provides warm and sincere welcome to the new employee of the organization

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

10. This organization provides attractive opportunity for training & development? (Myorganization)

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

11. Vision & Goals of this organization are important to me personally?(My organization)

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

12. How do you rate the health advantages gave by the organization to the workers and theirfamilies? (Safety)

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

13. How do you rate the working hours of the organization? (safety)

- a) Strongly Disagree b) Disagree c) Neutral
- d) Strongly agree e) Agree

14. am clear about health and safety regulations at work (Safety)

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

15. Yours organization considers Training as a part of organization strategy. Do you agree with this statement (Training & development)

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

16. How many training sessions you have been attended? (Training & development)

a) 0 b) Only once c) 2-3 d) Above 5 e) Nil

17. If you trained under on-the-job training method then from the following method which method you had undergone? (Training & development)

a) Job reaction b) Coaching c) Others

18. Employee Engagement:

I like the type of work that I do a) Strongly Disagree b) Disagree

I believe my job is secure c) Neutral d) Strongly disagree

Overall, I am very satisfied with my employer e) Disagree

19. You feel that the program is highly effective and found it energizing for future.

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

20. The initial study material provided is enough to understand the company procedures.

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

21. the end of the week I felt like a member of the "TEAM"

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

22. I have received feedback based on assessing me that I can use to guide my professional development.

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

23. Duration of the Job training program was sufficient

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

24. After undergoing the training program, you were able to perform your duty in the organization.

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

25. Office hours, dress code, sick leave & other policies were explained and also payroll policies were also cover on first days of the training program.

a) Strongly Disagree b) Disagree c) Neutral

d) Strongly agree e) Agree

BIBLIOGRAPHY

- ❖ Austin, T. (2011). Relationship between nurse leader emotional intelligence and registered UISE job satisfaction. (Doctoral dissertation, The University of Texas School of Nursing at Houston). Dissertation Abstracts International, 72(11). (University Microfilms AAT 3476664) In E-Library only.
- ❖ Meeusen, V. C. H., Brown-Mahoney, C., Dam, K. Van, Van Zundert, A. A. J., & Knape, J.T- A. (2010, July). Personality dimensions and their relationship with job satisfaction amongst Dutch nurse anaesthetists. Journal of Nursing Management, 18(5), 573-581. In E-Library.
- ❖ Engstrom, M. C., Boozer, R. W., Maddox, E. N., & Forte, M. (2010, November). Psychological type, emotional intelligence, and the work outcomes of job satisfaction and organizational commitment. Journal of Psychological Type, 70(11), 123-133.
- ❖ Bohrer, V. C. (2007). A study of the relationships between leader emotional intelligence (EI) ability and demographic, performance, job satisfaction measures, and MBTIL type in the United States (U.S.) intelligence community (Doctoral dissertation, Webster University, 2007). Dissertation Abstracts International, 68(05), A. (University Microfilms No AAT 3268881)
- ❖ Long, J. L. (2006). Relationships between personality type, job satisfaction, and job performance in the Mississippi State University Extension Service (Doctoral dissertation, Mississippi State University, 2006). Dissertation Abstracts International, 67(03), 815A. (University Microfilms No. AAT 3211242)
- ❖ Edio-Korleski, M. P. (2005). First-erm Air Force medical service corps officers: Relationship between MBTI and initial occupational placement to predict job satisfaction. Unpublished manuscript.

- ❖ Thomas, A, Buboltz, W. C., & Winkelspecht, C.S- (2004). Job characteristics and Personality as predictors of job satisfaction: Organizational Analysis, 12(2), 205-219. In E-Library.
- ❖ Houghton, A (2004 December 11). Understanding personality type: The whole type, and how it relates to job satisfaction. BMJ Career Focus, 239, 241-242. Retrieved June 6, 2010, from <http://careers.bmj.com/careers/advice/>
- ❖ Edie-Korleski, M. P. (2004). First-term Air Force medical service corps officers: Relationship between MBTI and initial occupational placement to predict job satisfaction (Doctoral dissertation, University of North Texas, 2004). Dissertation Abstracts International, 65(08), 3055A (University Microfilms No. AAT 3144984)
- ❖ Hull, D.R. (2004). Relationships between personality type and job satisfaction in professional academic advisors (Doctoral dissertation, Arizona State University, 2004). Dissertation Abstracts International, 65(02), 428A. (University Microfilms No. AAT3123571)
- ❖ Thompson, C. L. (2003). Personality types of school administrators and perceived Levels of job satisfaction differentiated by administrative level. Unpublished doctoral dissertation, Aurora University, Illinois.
- ❖ Jackson, C. C. (2002). Careers in crisis: The relationship between person-environment fit and job satisfaction (Doctoral dissertation, Florida Atlantic University, 2001). Dissertation Abstracts International 62(10), 4828B. (University Microfilms No. AAT 3029068)
- ❖ Clack, G. B. (2002). Is personality related to doctors' specialty choice and job satisfaction? Doctoral dissertation, University of London, England.

- ❖ Thomas, A, Buboltz, W. C., & Winkelspecht, C.S- (2004). Job characteristics and Personality as predictors of job satisfaction: Organizational Analysis, 12(2), 205-219. In E-Library.
- ❖ Clack, G. B. (2002). Is personality related to doctors' specialty choice and job satisfaction? Doctoral dissertation, University of London, England.
- ❖ Clack, G. B. (2001, June). Implications of type of medical students for medical education and practice; United Kingdom data on type and medical specialty choice and type and physician job satisfaction. In M. H. Mc Caulley & C. R. Martin (Chairs), The MBTT's links to medicine: Type and health care, Symposium conducted at APT-XIV, the Fourteenth Biennial International Conference of the Association for Psychological Type, Minneapolis, MN.
- ❖ Hardigan, P. C., Cohen, S. R. & Carvajal, M. J. (2001). Linking job satisfaction and career choice with personality styles: An exploratory study of practicing pharmacists. Journal of Psychological Type, 57, 30-35.

WEBSITES:

www.slideeshare.com

www.scribd.com

A STUDY ON JOB SATISFACTION OF THE EMPLOYEES WITH REFERENCE TO YAZAKI INDIA PRIVATE LIMITED

Ms. S. PREETHIKA, B.COM., MBA.,
School of Management studies, Sathyabama Institute of Science and Technology Chennai, Tamilnadu, South
India

Dr.M. John Britto, MBA. Ph.D.,

Assistant Professor, Sathyabama Institute of Science and Technology Chennai,
Tamilnadu, South India

ABSTRACT

Job satisfaction represents one of the most complex areas when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. There is a considerable impact of the employee's perceptions for the nature of his work and the level of overall job satisfaction. Financial compensation also has a great impact on the overall job satisfaction of employees.

[KEY WORDS:- satisfaction, performance, employees, organization.]

INTRODUCTION

Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's goals and objectives. Human resource management is a function in organizations designed to maximize employee performance in service of their employer's strategic objectives. Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's strategic goals and objectives. Human resource management is a function in organizations designed to maximize employee performance in service of their employer's strategic objectives.

INDUSTRY PROFILE

Yazaki Corporation and Sumitomo Group started to develop dedicated high voltage (HV) wiring harness for auto manufacturers in Japan in the 1980s. In the 1990s, Delphi initiated the development of HV wiring harness for General Motors (GM). The integrated production system of HV wiring harness in Japan and the U.S. is constantly testified and improved in practice.

COMPANY PROFILE

A Corporation in Step with the World" and "A Corporation Needed by Society" as our corporate policy, we are committed to being environment-friendly in every aspect of our business. We have developed and produced a long line of eco-friendly and energy saving products, starting with the world's first solar thermal powered air conditioning system in 1974, to the world's first wood biomass energy air conditioning system in 2008. Yazaki Corporation is dedicated to caring for the environment, making a contribution to society and inspiring trust in all our stakeholders.

REVIEW OF LITERATURE

Rizwan Qaiser Danish, Umae draz, Hafizyasir Ali (2015). The purpose of this empirical study is to observe the impact of organizational climate on job satisfaction and organizational commitment in study of 179 teachers from different colleges and universities of Punjab, Pakistan. Descriptive statistics and regression analysis are used to explain variations in job satisfaction and organizational climate. The results suggest that the organizational climate has considerable impact on job satisfaction as well as on organizational commitment.

In 2013, Zijaba Rahimi'c analyzed the importance and impact of different dimensions of organizational climate that influence the JS. Employees motivation and performance in Bosnia and Herzegovina (BiH). The Paper reveals that employees with higher organizational hierarchy have positive response towards the organizational climate.

Aguinis et al. (2013) stated that monetary rewards can be very powerful determinant of employee motivation and achievement which, in turn, can advance to important returns in terms of firm-level performance.

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

The primary objectives is to study of Organizational climate employee motivation and job satisfaction.

SECONDARY OBJECTIVE:

- To measure the level of employee satisfaction towards their jobs
- To study the training and development programmes
- To analyse the company's working environment
- To study the level of satisfaction of employees regarding safety measures.

METHODOLOGY

RESEARCH DESIGN:

A research design is the specifications of methods and procedures for acquiring the information needed. It is an overall operational pattern or framework of the project that stipulates the information to be collected. The researcher has adopted descriptive research design. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group

DATA SOURCES

PRIMARY DATA:

Primary data is collected by using questionnaire.

SECONDARY DATA

Secondary data is also used in the study for understanding the concepts from journals and websites.

SAMPLE DESIGN

- The method adopted here is simple random sampling method. A simple random sampling is one where each item is the universe as an equal chance of known opportunity of being selected.
- A sample size is a sub group of population, but in customer satisfaction we could not able to define a population size. So, we have simple random sampling method.

STATISTICAL TOOL

CHI-SQUARE:

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

ONE-WAY ANOVA:

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. 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 populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

AREA OF RESEARCH:

SAMPLE SIZE:

The data is collected from 110 respondents, who are employees of yazaki india private limited.

PERIOD OF STUDY:

The period of study is from January 2023 to April 2023.

HYPOTHESIS QUESTIONS

CHI-SQUARE TEST:

Null Hypothesis (Ho): There is no significant relationship between the variables.

Alternate hypothesis (Hi): There is significant relationship between the variables.

LIMITATIONS

- The data have been collected from the present employees only. So it may vary in the future.
- The duration of the study is limited. So it may not be able to cover the entire the scope'

DATA ANALYSIS:

COMPARING AGE & EXPERIENCE:

Correlations

		AGE	EXPERIENCE
AGE	Pearson Correlation	1	.160
	Sig. (2-tailed)		.095
	N	110	110
EXPERIENCE	Pearson Correlation	.160	1
	Sig. (2-tailed)	.095	
	N	110	110

INTERPRETATION:

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between Experience

CHI-SQUARE:

Null Hypothesis (Ho):

There is no significant relationship between gender and overall service satisfaction.

Alternative Hypothesis:

There is a significant relationship between gender and overall service satisfaction.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.150 ^a	4	.188
Likelihood Ratio	6.208	4	.184
Linear-by-Linear Association	2.789	1	.095
N of Valid Cases	110		

1 cells (11.1%) have expected count less than 5. The minimum expected count is 4.09. **INTERPRETATION:**

Since the value is less than 0.05, we accept the alternate hypothesis and reject the null hypothesis. Hence, there is a significant relationship between the Age and the Experience.

SUMMARY OF FINDINGS:

- ❖ 40% of the respondents belong to the age group of 21-30 years.
- ❖ 84% of the respondent's male.
- ❖ 60% of the respondents belong to 6 to 10 years of experience.
- ❖ 41% of the respondents are 0 to 5 years are working in this organizations.
- ❖ 42% of the respondents Your role within the organizations.
- ❖ 54% of the respondents My work is valued by this organizations.
- ❖ 55% of the respondents feel that the sets high expectations for our term's performance.
- ❖ 35% of the respondents strongly agree that is approachable and easy to take.
- ❖ 67% of the respondents agreed that induction program provides warm and sincere welcome to the new employee of the organization.
- ❖ 57% of the respondents agreed that this organization provides attractive opportunity for training and development.
- ❖ 65% of the respondents agreed that Vision and Goals of this organization are important to me personally.

CONCLUSION

The present study has produced some important results that have implications for both research and practice. Job satisfaction is a positive approach about one's job resulting from an evaluation of its characteristics. Job satisfaction represents an attitude rather than behaviour. They believe that satisfied employees are more productive than dissatisfied has been a basic tenet. A person with a high level of job satisfaction holds positive feeling about the job. When people weak of employee attitudes it does not mean job satisfaction.

REFERENCE:

WEBSITES:

www.slideeshare.com

www.scribd.com

- ❖ Hardigan, P. C., Cohen, S. R. & Carvajal, M. J. (2001). Linking job satisfaction and career choice with personality styles: An exploratory study of practicing pharmacists. *Journal of Psychological Type*, 57, 30-35.
- ❖ Clack, G. B. (2001, June). Implications of type of medical students for medical education and practice; United Kingdom data on type and medical specialty choice and type and physician job satisfaction. In M. H. McCauley & C. R. Martin (Chairs), *The MBTT's links to medicine: Type and health care*, Symposium conducted at APT-XIV, the Fourteenth Biennial International Conference of the Association for Psychological Type, Minneapolis, MN.

