

A STUDY ON THE IMPACT OF HR CLIMATE AND JOB SATISFACTION OF EMPLOYEES IN INDIAFILINGS PVT LIMITED

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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Register no - 41410037



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

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MAY 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **AROCKIA SHARON 41410037** who carried out the project entitled "**A STUDY ON THE IMPACT OF HR CLIMATE AND JOB SATISFACTION OF EMPLOYEES IN INDIAFILINGS PVT LIMITED**" under my supervision from January 2023 to March 2023.

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DECLARATION

I **AROCKIA SHARON (41410037)** hereby declare that the Project Report entitled “**A study on the impact of HR climate and job satisfaction of employees in Indiafilings Pvt Limited**” done by me under the guidance of **DR. R. TAMILSELVAN M.Com.,MBA.,M.Phil.,B.Ed.,Ph.D.** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 05/05/2023

PLACE: Chennai



AROCKIA SHARON

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ABSTRACT

The implementation and integration of human resources climate, employee satisfaction and job performance are critical issues for any Organization. The concept 'Human resources climate' is seen as an indication of the degree to which the employee's demands and expectations towards the organizations are met. Many initiatives in job satisfaction are instituted, but most fail to meet any or most of their objectives. An argument is presented that quality initiatives without understanding an HR climate are always prone to failure. Employees being one of the key elements in the operation of a business have to be given much importance in order for them to perform well whereby the company grows. Keeping this background in mind a critical study on the HR climate impact and job satisfaction in Indiafilings Pvt Limited has been conducted. Indiafilings is a finance based company that aims at providing premium services at affordable prices. The company has been in business for a decade, it is necessary for the change in the organization on working patterns as well as in the culture in order to reduce the attrition rate. HR climate has a direct impact on the job satisfaction which directly affects the productivity of the company due to which it is important and a need for the study. The organizations that can successfully retain their human resources have an advantage over organizations that cannot. Regardless of individual industry, the turnover of employees makes it difficult to secure a workforce and costs companies enormous expenses to recruit, hire and train new personnel. There has been a long-standing interest in the study of the human resources climate among organizational researchers. The vital outcomes such as productivity and profitability has been related to a climate of satisfaction in the workplace. Job satisfaction along with the human resources climate plays a vital role in retaining the employees by enhancing their commitment towards the organization. The purpose of this study is to examine employees' perception about HR climate impact in relation to job satisfaction in Indiafilings Pvt Limited.

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**A STUDY ON THE IMPACT OF HR CLIMATE AND JOB
SATISFACTION OF EMPLOYEES IN INDIAFILINGS PVT LIMITED**

CHAPTER 1 – INTRODUCTION

1.1 INTRODUCTION

Human resources are undoubtedly the most challenging and dynamic capital in an organization. HR climate is the best tool which helps employees to acquire the required competencies for improving work life balance that would enable them to enhance their productivity for better organizational performances. Ongoing and implacable social, economy and technology changes have encouraged in researching the need for an HR climate in an organization to reduce the attrition and to increase the job satisfaction level. A major challenge for Indiafilings Pvt Limited in this era of competition seems to be 'survival and sustainability'. The constantly two changing technologies and intensive competitions have led the company to signify the vitality of human resources. The company is searching for the most competent human resources in order to recruit and retain them for the successful growth and development of their organization. This research has undertaken to study and analyze the HR Climate impact in Indiafilings Pvt Limited and also to study the relationship of HR Climate and Job satisfaction existing in it. The main purpose of the project is to experiment the HR Climate which is very important for all the organizations.

1.2 INDUSTRY PROFILE

Finance is a broad term that describes activities associated with banking, leverage or debt, credit, capital markets, money, and investments. Basically, finance represents money management and the process of acquiring needed funds. Finance also encompasses the oversight, creation, and study of money, banking, credit, investments, assets, and liabilities that make up financial systems. The strategic use of financial instruments is key to the success of every business. For every entrepreneur or business activity, finance (capital and funds) are required as without it the entrepreneur cannot function. Financial trends also define the state of the economy on a global level, so central banks can plan appropriate monetary policies. In the modern age, for every entrepreneur or business activity, finance are required, as without it the entrepreneur cannot function finance is the lifeblood of all economic activities. Finance activities take place in financial systems at various scopes, thus the field can be roughly divided into personal, corporate, and public finance.

1.3 STATEMENT OF THE PROBLEM

It is necessary for the change in the organization on working patterns as well as in the culture in order to attain better job satisfaction for the employees. A major challenge for Indiafilings Pvt Limited in this era of competition are survival and sustainability and reduction of the attrition rate. The HR climate has a direct impact on the job satisfaction which, in turn, directly affect the increase or decrease of the productivity. This study takes a critical look at the organization with respect to the technology availability, development initiatives on technological infrastructures and management decision-making practices on investments.

1.4 OBJECTIVES OF THE STUDY

Primary Objective

- The main aim of this study is to measure the level of job satisfaction of the employees persisting in the organization.

Secondary Objective

- To critically review the impact between HR climate on job satisfaction of the employees of the organization.
- To suggest measures of providing a better HR climate.

1.5 NEED FOR THE STUDY

Today, the industries in India find itself facing competition in an increasingly unstable and unpredictable environment, brought by globalization and liberalization of the domestic market. Many international and private players have entered India, keeping in mind the availability of resources in this geography and the potential of the market in the region. This study is an attempt at understanding the relationship between HR climate and employee's job satisfaction in Indiafilings.

1.7 SCOPE OF THE STUDY

This study gives a brief idea of the HR climate in the organization and job satisfaction of the employees. A great deal of understanding about the HRD concepts has evolved in our industrial undertakings, but the impact of HRD in private organization is yet to be examined and acknowledged. This research is an attempt to study and critically review the relationship between the HR climate and job satisfaction and subsequently the impact of developmental climate on job satisfaction of the individuals in the organization.

CHAPTER 2 – REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Khan, A. and Ahmad, M. (2020) this study explores the mediating role of employee engagement in the relationship between HR climate and job satisfaction among employees in private companies. The results suggest that employee engagement partially mediates the relationship between HR climate and job satisfaction.

Hong, H. and Lee, J. (2020) this study investigates the impact of HR climate on job satisfaction and employee engagement among employees in small and medium-sized enterprises. The findings show that HR climate has a significant positive effect on job satisfaction and employee engagement.

Shen, H., Huang, L., and Wu, J. (2021) this study examines the mediating role of psychological empowerment in the relationship between HR climate, organizational justice, and job satisfaction. The results indicate that HR climate has a direct impact on job satisfaction, and this relationship is mediated by psychological empowerment.

Shao, R., Wang, W., and Shao, Y. (2022) this study investigates the moderating role of organizational justice in the relationship between HR climate and job satisfaction among employees in private companies. The findings suggest that organizational justice moderates the relationship between HR climate and job satisfaction, and the positive effect of HR climate on job satisfaction is stronger when organizational justice is high.

Chang, Y. and Huang, Y. (2020) this study investigates the relationship between HR climate, employee empowerment, and job satisfaction in the Taiwanese hospitality industry. The results show that HR climate has a direct positive effect on employee empowerment and job satisfaction, and employee empowerment partially mediates the relationship between HR climate and job satisfaction.

Zhu, Z., Chen, J., and Zhao, J. (2020) this study examines the mediating role of employee engagement in the relationship between HR climate, job satisfaction, and turnover intention among employees in Chinese private enterprises. The findings indicate that employee engagement partially mediates the relationship between HR climate and

job satisfaction, and fully mediates the relationship between job satisfaction and turnover intention.

Alnassar, A., Al-Sultan, M., and Alnasser, S. (2021) this study investigates the impact of HR practices and HR climate on job satisfaction among employees in Saudi private companies. The results suggest that both HR practices and HR climate have a positive effect on job satisfaction, with HR climate having a stronger effect.

Kim, J., Lee, J., and Kim, H. (2022) this study explores the mediating role of organizational support in the relationship between HR climate and job satisfaction among employees in small and medium-sized enterprises. The results indicate that HR climate has a direct positive effect on job satisfaction, and this relationship is partially mediated by organizational support.

Wang, W., Li, L., and Liang, Y. (2022) this study investigates the mediating role of psychological empowerment in the relationship between HR climate and job satisfaction, as well as the moderating role of perceived organizational support in this relationship among employees in Chinese private firms. The results show that psychological empowerment partially mediates the relationship between HR climate and job satisfaction, and perceived organizational support moderates the relationship between HR climate and psychological empowerment.

Li, Y., Li, X., and Feng, J. (2022) this study explores the mediating role of psychological contract fulfillment in the relationship between HR climate and job satisfaction among employees in Chinese high-tech companies. The findings indicate that HR climate has a significant positive effect on both psychological contract fulfillment and job satisfaction, and psychological contract fulfillment fully mediates the relationship between HR climate and job satisfaction.

Njoroge, J. W. and Onditi, A. M. (2020) this study investigates the relationship between HR climate and job satisfaction among employees in the manufacturing sector in Kenya. The results suggest that HR climate has a significant positive effect on job satisfaction.

Idrees, M., Iqbal, S., and Hafeez, S. (2021) this study examines the mediating role of employee engagement in the relationship between HR climate and job satisfaction among

employees in Pakistani private organizations. The results indicate that HR climate has a direct positive effect on job satisfaction, and this relationship is partially mediated by employee engagement.

Rasheed, S. and Al-Qaimari, F. (2021) this study examines the impact of HR climate on job satisfaction and organizational commitment among employees in the banking sector in Oman. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Yu, L., Li, Y., and Li, Y. (2022) this study explores the mediating role of employee voice behavior in the relationship between HR climate and job satisfaction among employees in Chinese high-tech firms. The results indicate that HR climate has a direct positive effect on job satisfaction, and this relationship is partially mediated by employee voice behavior.

Zeng, X., Liao, J., and Zhang, H. (2022) this study investigates the mediating role of perceived HR climate and employee empowerment in the relationship between high-performance work systems and job satisfaction among employees in China. The results suggest that high-performance work systems have a positive effect on job satisfaction, and this relationship is partially mediated by perceived HR climate and employee empowerment.

Kim, Y., Joo, B. K., and Lee, J. H. (2022) this study compares the impact of HR climate on job satisfaction and turnover intention among employees in the hotel industry in South Korea and the United States. The findings suggest that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention in both countries.

Ali, S., Bhat, G. A., and Shah, A. H. (2022) this study examines the impact of HR climate on job satisfaction and organizational commitment among employees in the hospitality sector in India. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Ibrahim, S., Hasan, H., and Abadi, M. T. (2023) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in the oil and gas

sector in Saudi Arabia. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Ye, L., Cai, Z., and Wang, Z. (2021) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in China's private sector. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Dhawan, A. (2020) this study investigates the impact of HR climate on job satisfaction and organizational citizenship behavior among employees in the Indian IT sector. The results indicate that HR climate has a significant positive effect on both job satisfaction and organizational citizenship behavior.

Lavelle, J. J., McMahon, G., and Garavan, T. N. (2020) this study examines the impact of HR climate on job satisfaction and organizational citizenship behavior among employees in Irish SMEs. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational citizenship behavior.

Li, Z., Li, Y., and Li, X. (2021) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in Chinese private enterprises. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Javed, M., Raza, S. A., and Sajjad, F. (2020) this study examines the impact of HR climate on job satisfaction and organizational citizenship behavior among employees in Pakistan's private sector. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational citizenship behavior.

Kumar, R., and Singh, R. (2021) this study examines the impact of HR climate on job satisfaction and turnover intention among employees in the Indian private sector. The findings suggest that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Cho, Y. J., and Kim, S. H. (2022) this study examines the impact of HR climate on job satisfaction and innovative work behavior among employees in South Korea's private

sector. The findings suggest that HR climate has a significant positive effect on both job satisfaction and innovative work behavior.

Al-Ahmadi, H., and Hassan, A. B. (2022) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in the United Arab Emirates' private sector. The findings suggest that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Gul, S., and Javed, M. (2022) this study investigates the impact of HR climate on job satisfaction and organizational commitment among employees in Pakistani private companies. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Yildirim, A., and Balaban, M. (2020) this study investigates the effect of HR climate on job satisfaction among employees in Turkish five-star hotels. The results suggest that HR climate has a significant positive effect on job satisfaction.

Kim, J. H., and Han, B. H. (2020) this study examines the effect of HR climate on job satisfaction and turnover intention among employees in the hotel industry. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Rahman, S. S., and Kumar, S. A. (2020) his study investigates the impact of HR climate on job satisfaction and turnover intention among employees in Indian private companies. The findings suggest that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Choi, S. B., Lee, Y., and Kim, H. W. (2021) this study examines the effect of HR climate on job satisfaction and turnover intention among employees in the airline industry. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Du, P., Zhang, Q., and Zhou, Y. (2021) this study investigates the effect of HR climate on job satisfaction and turnover intention among employees in Chinese private companies. The results suggest that HR climate has a significant positive effect on job

satisfaction and a significant negative effect on turnover intention, and job embeddedness mediates the relationship between HR climate and job satisfaction.

Noor, A., and Muhammad, A. (2021) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in the Pakistani private sector. The findings suggest that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Almamun, M. and Islam, M. (2023) his study examines the mediating role of organizational justice in the relationship between HR climate and job satisfaction among employees of private healthcare organizations in Bangladesh. The results suggest that HR climate has a direct positive effect on job satisfaction, and this relationship is partially mediated by organizational justice.

Al-Hosaini, F. A. and Al-Musalli, R. I. (2020) this study examines the impact of HR climate on job satisfaction among employees in Saudi Arabia. The results indicate that HR climate has a significant positive effect on job satisfaction.

Ullah, M. I., Ullah, I., and Ahmed, I. (2020) this study investigates the impact of HR climate on job satisfaction among employees in the banking sector of Pakistan. The results suggest that HR climate has a significant positive effect on job satisfaction.

Noor, S. and Rehman, S. (2021) this study investigates the effect of HR climate on job satisfaction among employees in the telecommunications sector in Pakistan. The results suggest that HR climate has a significant positive effect on job satisfaction.

Rasheed, S. and Al-Qaimari, F. (2021) this study examines the impact of HR climate on job satisfaction and organizational commitment among employees in the banking sector in Oman. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Khan, A., Mir, A., and Khan, S. A. (2022) this study examines the impact of HR climate on job satisfaction among employees in the healthcare sector in Pakistan. The results indicate that HR climate has a significant positive effect on job satisfaction.

Tariq, M., Rasheed, A., and Umer, F. (2022) this study investigates the mediating role of perceived organizational support in the relationship between HR climate and job satisfaction among employees in the banking sector in Pakistan. The results suggest that HR climate has a direct positive effect on job satisfaction, and this relationship is partially mediated by perceived organizational support.

Ibrahim, S., Hasan, H., and Abadi, M. T. (2023) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in the oil and gas sector in Saudi Arabia. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

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Zhou, X., and Gao, H. (2020) this study examines the impact of HR climate on job satisfaction and organizational commitment among employees in China's private sector. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Chen, C., and Sun, J. (2021) this study examines the impact of HR climate on job satisfaction and organizational commitment among employees in China's private enterprises. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Fang, X., and Huang, J. (2020) this study investigates the impact of HR climate on job satisfaction and creativity among employees in China's private sector. The results indicate that HR climate has a significant positive effect on both job satisfaction and creativity.

Roy, R., and Shahid, S. (2020) this study examines the impact of HR climate on job satisfaction and work engagement among employees in Bangladesh's private sector. The findings suggest that HR climate has a significant positive effect on both job satisfaction and work engagement.

Al-Emadi, M. A., and Kamal, M. H. (2020) this study investigates the impact of HR climate on job satisfaction and organizational commitment among employees in Qatar's private sector. The results indicate that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

Xie, Y., and Pan, Y. (2021) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in China's private sector. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Yasin, G., and Alotaibi, M. (2021) this study investigates the impact of HR climate on job satisfaction and turnover intention among employees in Saudi Arabia's private sector. The results indicate that HR climate has a significant positive effect on job satisfaction and a significant negative effect on turnover intention.

Al Kandari, A. A., and Al Muzaini, Y. A. (2021) his study examines the impact of HR climate on job satisfaction and organizational commitment among employees in Kuwait's private sector. The findings suggest that HR climate has a significant positive effect on both job satisfaction and organizational commitment.

CHAPTER 3 – RESEARCH METHODOLOGY

3.1 RESEARCH

Research is a creative and systematic work undertaken to increase the stock of knowledge. It involves the collection, organization and analysis of evidence to increase understanding of a topic, characterized by a particular attentiveness to controlling sources of bias and error. These activities are characterized by accounting and controlling for biases in research project may be an expansion on past work in the field. To test the validity of instruments, procedures, or experiments, research may replicate elements of prior projects or the project as a whole.

The research methodology used in this data is based on primary and secondary data. The research information gathered in this study is based on the data from various sources such as newspapers, magazine and questionnaire. The research focuses on finding the problems faced by employees and HR and the perception towards the changing practices of HR climate.

3.2 DEFINITION OF RESEARCH

Research is defined as the creation of new knowledge and/or the use of existing knowledge in a new and creative way so as to generate new concepts, methodologies and understandings. This could include synthesis and analysis of previous research to the extent that it leads to new and creative outcomes.

3.3 RESEARCH DESIGN

Research design refers to the overall strategy utilized to carry out research that defines a logical plan to tackle established research question(s) through the collection, interpretation, analysis, and discussion of data. The type of design chosen for this study is descriptive research.

3.4 DESCRIPTIVE RESEARCH

Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It can answer what, where, when and how questions, but not why questions. A descriptive research design can use a wide variety of research

methods to investigate one or more variables. Descriptive research is an appropriate choice when the research aim is to identify characteristics, frequencies, trends, and categories. It is useful when not much is known yet about the topic or problem. Before you can research why something happens, you need to understand how, when and where it happens. There are three ways a researcher can go about doing a descriptive research project, and they are

Observational: defined as a method of viewing and recording the participants.

Case study: defined as an in-depth study on an individual or group of individuals.

Survey: defined as a brief interview or discussion with an individual about a specific topic. In this project the survey method is opted.

3.5 SAMPLING METHOD

Sampling is the selection of a subset (a statistical sample) of individuals from within a statistical population to estimate characteristics of the whole population. Statisticians attempt for the samples to represent the population in question. Two advantages of sampling are lower cost and faster data collection than measuring the entire population. In survey sampling, weights can be applied to the data to adjust for the sample design, particularly in stratified sampling. Results from probability theory and statistical theory are employed to guide the practice. In business and medical research, sampling is widely used for gathering information about a population.

3.6 SAMPLE SIZE

The sample were collected using primary data and secondary data, in primary data the sample size target is 100 and 72 samples were collected.

3.7 TARGET RESPONDENTS

Target respondents are the employees of the company Indiafilings.

3.8 METHOD OF DATA COLLECTION

Primary data (questionnaire) and secondary data (newspaper, magazine) are the two methods used for data collection.

PRIMARY DATA

Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc. Primary data are usually collected from the source—where the data originally originates from and are regarded as the best kind of data in research. The sources of primary data are usually chosen and tailored specifically to meet the demands or requirements of particular research. Also, before choosing a data collection source, things like the aim of the research and target population need to be identified.

SECONDARY DATA

Secondary data is the data that has already been collected through primary sources and made readily available for researchers to use for their own research. It is a type of data that has already been collected in the past. A researcher may have collected the data for a particular project, then made it available to be used by another researcher. The data may also have been collected for general use with no specific research purpose.

QUESTIONNAIRE

Questionnaire is the tool used for the collection of primary data. The questionnaire was simple with accuracy and completeness which directs the questioning process and promotes clear and proper recording. The Questionnaire was divided into two sections, First part was designed to know the general information about employees and the second part contained the respondent's opinions about job satisfaction.

STRUCTURE OF QUESTIONNAIRE

There are two broad types of questions open ended or open questions, and closed ended or closed questions. Open questions enable respondents to answer as they wish. Closed questions provide respondents with a list of options from which they choose.

3.9 ANALYTICAL TOOLS

The tools used for testing hypothesis are one way Anova and Correlation, both the analysis was done in SPSS.

CHAPTER 4 – DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 Age of the respondents

OPTIONS	RESPONDENTS	PERCENTAGE
20 – 25	51	70.8%
25 – 30	19	26.4%
30 – 35	2	2.8%

Interpretation:

From the above table, the number respondents between the ages of 20 – 25 is 70.8%, number of respondents between the ages 25 – 30 is 26.4% and number of respondents between the age 30 – 35 is 2.8%.

Chart 4.1.1

Age

72 responses

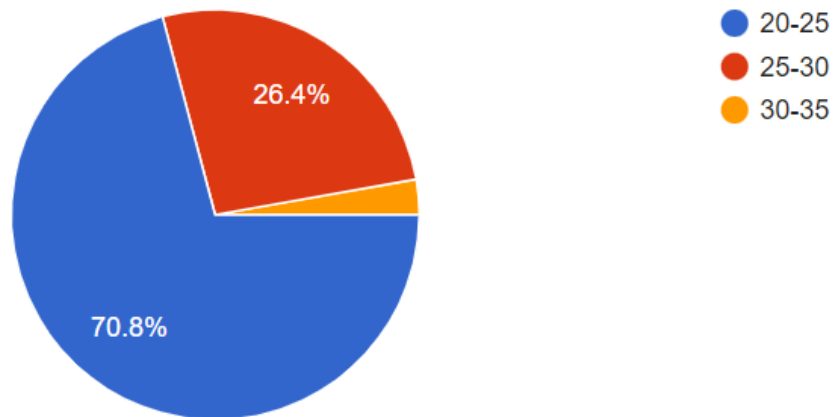


TABLE 4.1.2 Gender of the respondents

OPTIONS	RESPONDENTS	PERCENTAGE
Male	33	45.8%
Female	39	54.2%

Interpretation:

From the above table, the number of male respondents is 45.8% and number of female respondents is 54.2%.

Chart 4.1.2

Gender

72 responses

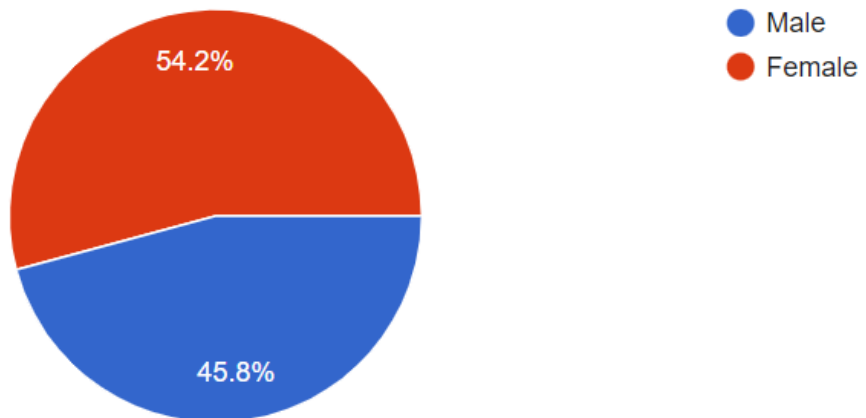


TABLE 4.1.3 Educational qualification of the respondents

OPTIONS	RESPONDENTS	PERCENTAGE
UG	23	31.9%
PG	47	65.3%
DIPLOMA	2	2.8%

Interpretation:

From the above table, the number of respondents who are under graduates is 31.9%, number of respondents who are post graduates is 65.3% and number of respondents who are diploma is 2.8%.

Chart 4.1.3

Educational Qualification

72 responses

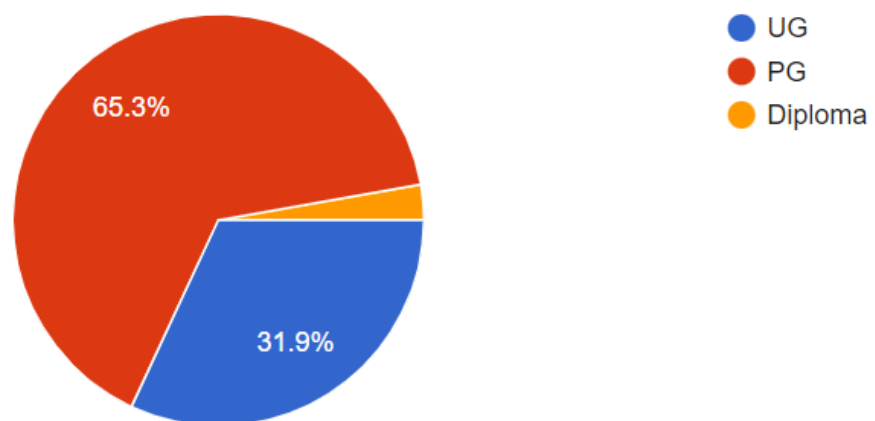


Table 4.1.4 Income of the respondents

OPTIONS	RESPONDENTS	PERCENTAGE
15000 - 20000	29	40.3%
20000 - 25000	31	43.1%
25000 - 30000	12	16.7%

Interpretation:

From the above table, the number of respondents who earn 15000 – 20000 is 40.3%, number of respondents who earn 20000 – 25000 is 43.1% and number of respondents who earn 25000 – 30000 is 16.7%.

Chart 4.1.4

Income

72 responses

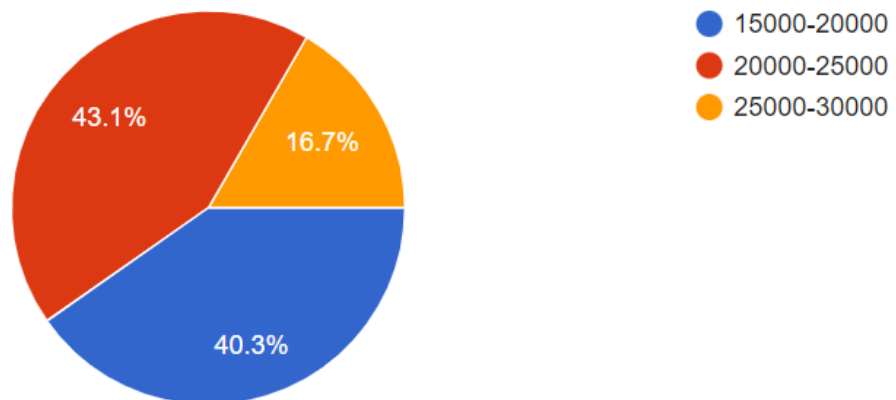


Table 4.1.5 Occupation of the respondents

OPTIONS	RESPONDENTS	PERCENTAGE
Student/Intern	26	36.1%
Employee	46	63.8%

Interpretation:

From the above table, the number of respondents who are student/intern is 36.1% and the number of respondents who are employees is 63.8%.

Chart 4.1.5

Occupation

72 responses

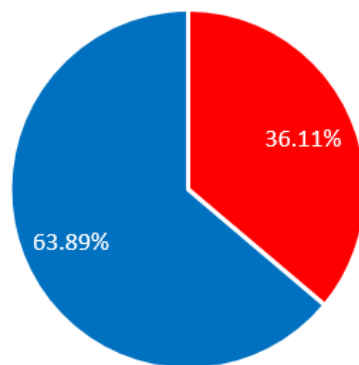


Table 4.1.6 Does the company offer a comprehensive benefits package?

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	16	22.2%
Agree	33	45.8%
Neutral	16	22.2%
Disagree	7	9.7%
Strongly Disagree	0	0%

Interpretation:

From the above table, 22.2% of the respondents strongly agreed, 45.8% of the respondents agreed, 22.2% of the respondents stayed neutral, 9.7% of the respondents disagreed and 0% of the respondents strongly disagreed

Chart 4.1.6

Does the company offer a comprehensive benefits package?

72 responses

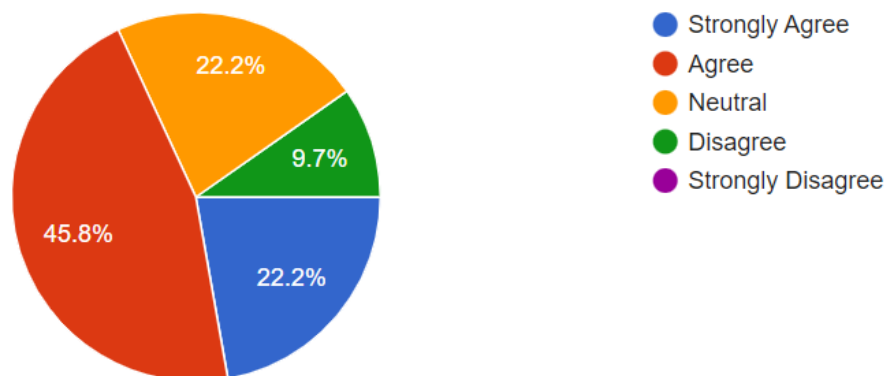


Table 4.1.7 Is the benefits offered by the company better than other companies?

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Disagree	8	11.1%
Disagree	4	5.6%
Neutral	28	38.9%
Agree	27	37.5%
Strongly Agree	5	6.9%

Interpretation:

From the above table, 6.9% of the respondents strongly agreed, 37.5% of the respondents agreed, 38.9% of the respondents stayed neutral, 5.6% of the respondents disagreed and 11.1% of the respondents strongly disagreed.

Chart 4.1.7

Is the benefits offered by the company better than other companies?

72 responses

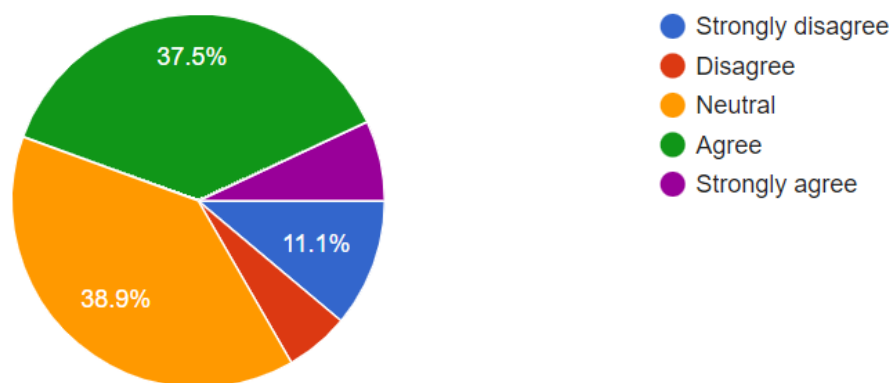


Table 4.1.8 Do you feel you that you contribute to the company's goals?

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly Agree	18	25.0%
Agree	39	54.2%
Neutral	13	18.1%
Disagree	2	2.8%
Strongly Disagree	0	0%

Interpretation:

From the above table, the number of respondents who strongly agree for the statement is 25.0%, number of respondents who agree for the statement is 54.2%, number of respondents who stayed neutral for the statement is 18.1%, number of respondents who disagree to the statement is 2.8% and number of respondents who strongly disagree for the statement is 0%.

Chart 4.1.8

Do you feel you that you contribute to the company's goals?

72 responses

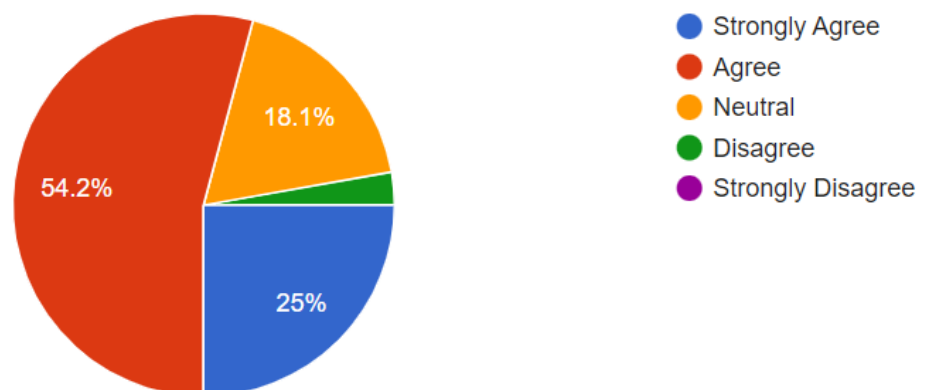


Table 4.1.9 Do you think that work is distributed evenly across your team?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	45	62.5%
No	13	18.1%
Maybe	14	19.4%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 62.5%, number of respondents who said no to the statement is 18.1% and number of respondents who said maybe to the statement is 19.4%.

Chart 4.1.9

Do you think that work is distributed evenly across your team?

72 responses

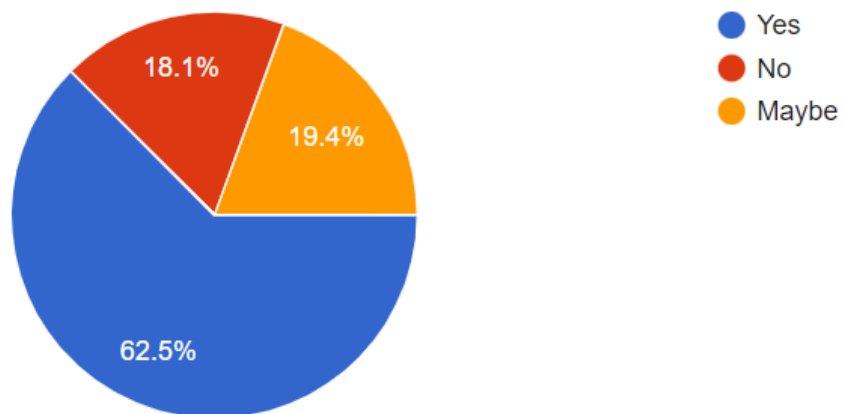


Table 4.1.10 how often are your complaints and grievances being taken care of?

OPTIONS	RESPONDENTS	PERCENTAGE
Frequently	40	55.6%
Rarely	28	38.9%
Not at all	4	5.6%

Interpretation:

From the above table, the number of respondents who said frequently is 55.6%, number of respondents who said rarely is 38.9% and number of respondents who said not at all is 5.6%.

Chart 4.1.10

How often are your complaints and grievances being taken care of?

72 responses

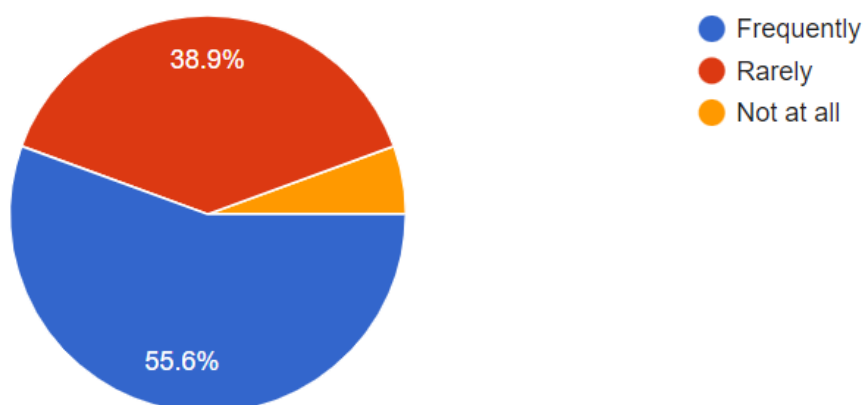


Table 4.1.11 Have you ever faced grievance related to Performance Appraisal Process?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	42	58.3%
No	12	16.7%
Maybe	18	25.0%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 58.3%, number of respondents who said no the statement is 16.7% and number of respondents who said maybe is 25.0%.

Chart 4.1.11

Have you ever faced grievance related to Performance Appraisal Process?

72 responses

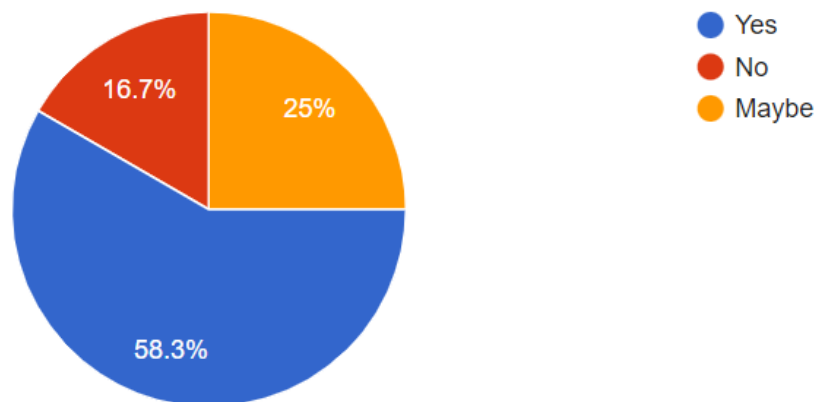


Table 4.1.12 Does the company offer attractive salary packages?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	39	54.2%
No	15	20.8%
Maybe	18	25.0%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 54.2%, number of respondents who said no to the statement is 20.8% and number of respondents who said maybe to the statement is 25.0%.

Chart 4.1.12

Does the company offer attractive salary packages?

72 responses

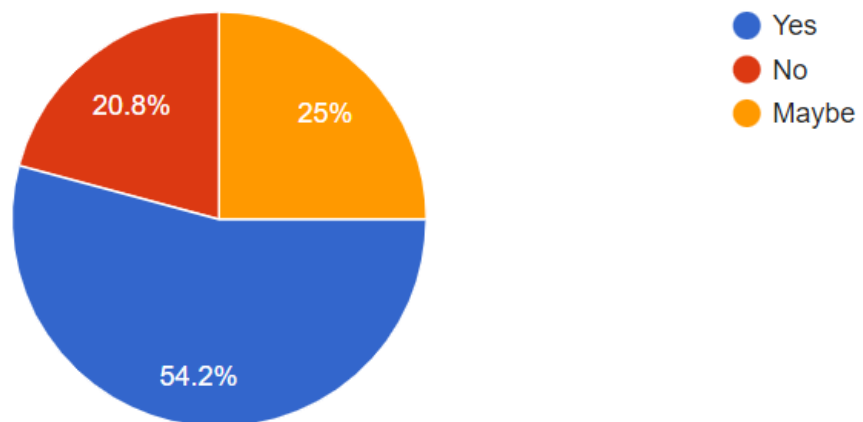


Table 4.1.13 Are you satisfied with the package that you're currently earning?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	45	62.5%
No	12	16.7%
Maybe	15	20.8%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 62.5%, number of respondents who said no to the statement is 16.7% and number of respondents who said maybe to the statement is 20.8%.

Chart 4.1.13

Are you satisfied with the package that your currently earning?

72 responses

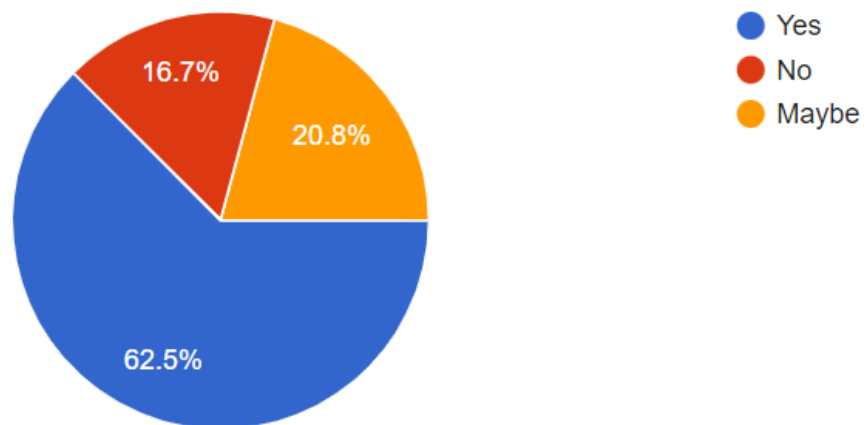


Table 4.1.14 Do you feel that you are rewarded fairly for the work that you do?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	40	55.6%
No	12	16.7%
Maybe	20	27.8%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 55.6%, number of respondents who said no the statement is 16.7% and number of respondents who said maybe to the statement is 27.8%.

Chart 4.1.14

Do you feel that you are rewarded fairly for the work that you do?

72 responses

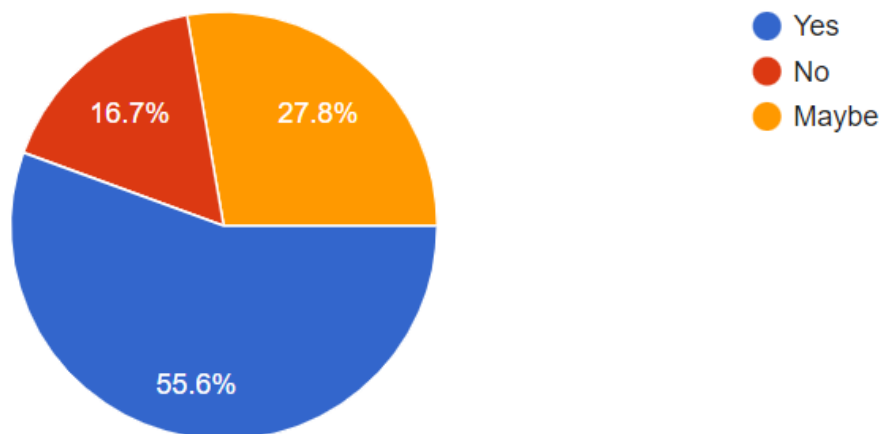


Table 4.1.15 Do you have enough time to complete the tasks assigned to you?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	41	56.9%
No	14	19.4%
Maybe	17	23.6%

Interpretation:

From the above table, the number of respondents who said yes to the statement is 56.9%, number of respondents who said no to the statement is 19.4% and number of respondents who said maybe to the statement is 23.6%.

Chart 4.1.15

Do you have enough time to complete the tasks assigned to you?

72 responses

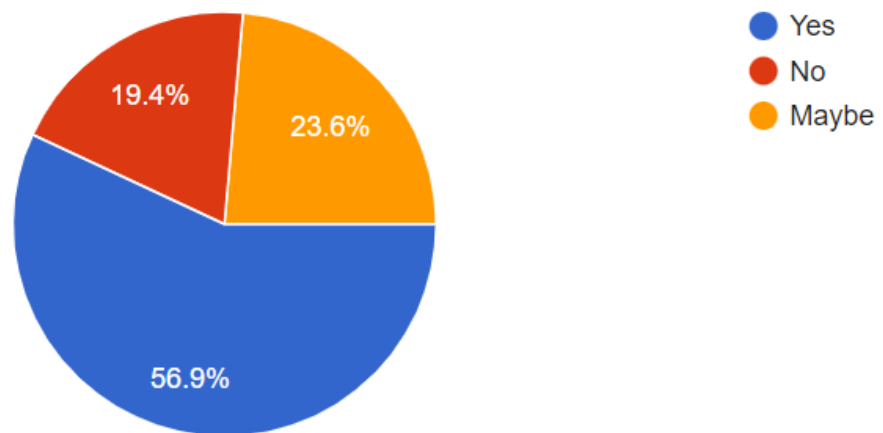


Table 4.1.16 on a scale of Excellent to poor, how would you rate your overall employment with our company?

OPTIONS	RESPONDENTS	PERCENTAGE
Excellent	37	51.4%
Neutral	33	45.8%
Poor	2	2.8%

Interpretation:

From the above table, the number of respondents who said excellent to the statement is 51.4%, number of respondents who stayed neutral to the statement is 45.8% and number of respondents who said poor to the above statement is 2.8%.

Chart 4.1.16

On a scale of Excellent to poor, how would you rate your overall employment with our company?

72 responses

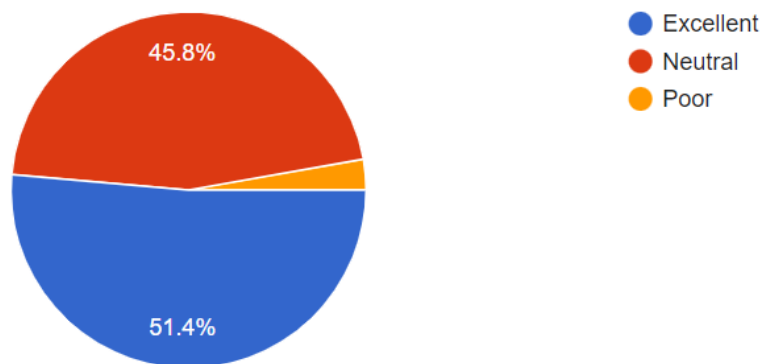


Table 4.1.17 would you refer others who are seeking employment to the company?

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	38	52.8%
No	13	18.1%
Maybe	21	29.2

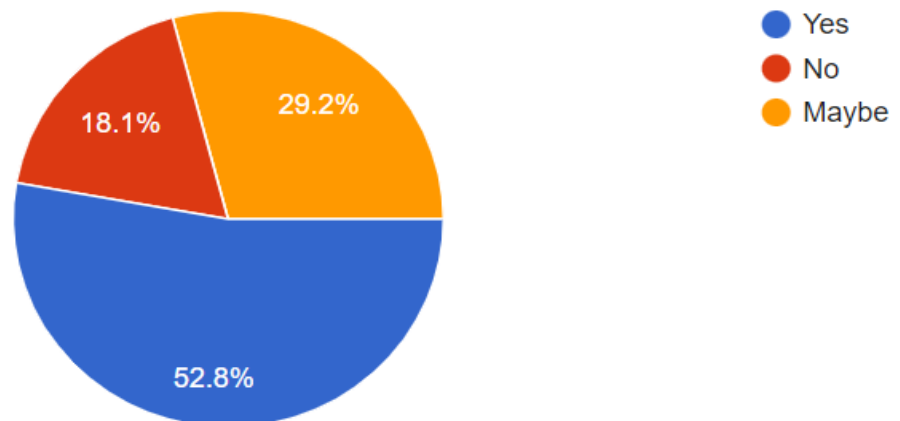
Interpretation:

From the above table, the number of respondents who said yes to the statement is 52.8%, number of respondents who said no to the statement is 18.1% and number of respondents who said maybe to the statement is 29.2%.

Chart 4.1.17

Would you refer others who are seeking employment to the company?

72 responses



HYPOTHESIS TESTING

4.2 ONE WAY ANOVA

Oneway

[DataSet1]

ANOVA

Does the company offer a comprehensive benefits package?

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	9.821	3	3.274	4.690	.005
Within Groups	47.457	68	.698		
Total	57.278	71			

Interpretation:

Since the significance value is (.005) is more than 0.05, the null hypothesis is accepted and the alternative hypothesis is rejected. Thus, there is a significant difference between whether the company offer a comprehensive benefits package and contribution to the company goals.

Correlation

H₀ - There is no significant relationship between whether work is evenly distributed across the team and faced grievances related to performance appraisal

H₁ – There is a significant relationship between whether work is evenly distributed across the team and faced grievances related to performance appraisal

Correlations

[DataSet4]

Correlations			
		Do you think that work is distributed evenly across your team?	Have you ever faced grievance related to Performance Appraisal Process?
Do you think that work is distributed evenly across your team?	Pearson Correlation	1	.383**
	Sig. (2-tailed)		.001
	N	72	72
Have you ever faced grievance related to Performance Appraisal Process?	Pearson Correlation	.383**	1
	Sig. (2-tailed)	.001	
	N	72	72

**. Correlation is significant at the 0.01 level (2-tailed).

Interpretation:

Since P value is higher (.383) than 0.05, then we accept the null hypothesis and reject the alternative hypothesis. There is no significant relationship between whether work is evenly distributed across the team and faced grievances related to performance appraisal.

CHAPTER 5 – FINDINGS, SUGGESTION AND CONCLUSION

5.1 FINDINGS OF THE STUDY

- Majority (70.8%) of the respondents are aged 20 – 25.
- Majority (54.2%) of the respondents are female.
- Majority (65.3%) of the respondents post graduates.
- Majority (43.1%) of the respondents earn 20000 – 25000.
- Majority (63.8%) of the respondents are permanent employees of the company.
- Majority (45.8%) of the respondents agree that the company offers a comprehensive benefits package.
- Majority (38.9%) of the respondents stayed neutral about if the company offers better than other companies.
- Majority (54.2%) of the respondents agree they contribute to the company's goals.
- Majority (62.5%) of the respondents said yes work is evenly distributed across their team.
- Majority (55.6%) of the respondents said their complaints and grievances were taken care of.
- Majority (58.3%) of the respondents said they faced grievances related to performance appraisal.
- Majority (54.2%) of the respondents said the company offers attractive salary packages.
- Majority (62.5%) of the respondents said they are satisfied with what they currently earn.
- Majority (55.6%) of the respondents they are fairly rewarded for the work they do.
- Majority (56.9%) of the respondents they have enough time to complete the tasks assigned to them.
- Majority (51.4%) of the respondents said their overall experience with the company is excellent.
- Majority (52.8) of the respondents said they will refer the company to anyone seeking employment.

5.2 SUGGESTIONS

The management can develop a good chain of communications like newsletter and sharing of new ideas and information among co-workers and sharing of ideas encourages employees to share their ideas which will also help in the development of the company as a whole.

The top level management can take initiatives and empower the employees to take decisions and the leaders should be effective in allocating resources and maximizing the potential of others in the company.

The management needs to change the strategy of their performance appraisal system as most of the employees faced issues related to this system.

5.3 LIMITATIONS OF THE STUDY

- The study is confined to Chennai district only.
- The study is based upon the hr. climate and job satisfaction of employees at Indiafilings.
- The data collected to analyze the study is primary data.

5.4 CONCLUSION

HR Climate is an integral part of the organizational climate. Consequently, in Indiafilings there exists a good HR climate which is ideally synchronized with the job satisfaction of its employees. Further, the employees have responded in a positive and favorable manner and ultimately, it is suggested that the organizations can introduce fair employee welfare programs and reward systems to improve employee satisfaction levels and subsequently gain advantage from the satisfied workers to increase productivity.

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APPENDIX

1) Name

2) Age

a) 20 – 25

b) 25 – 30

c) 30 – 35

3) Gender

a) Male

b) Female

4) Educational Qualification

a) UG

b) PG

c) Diploma

5) Income

a) 15000 – 20000

b) 20000 – 25000

c) 25000 – 30000

6) Occupation

a) Student/Intern

b) Employee

7) Does the company offer a comprehensive benefits package?

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

8) Is the benefits offered by the company better than other companies?

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

9) Do you feel you that you contribute to the company's goals?

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

10) Do you think that work is distributed evenly across your team?

- a) Yes
- b) No

c) Maybe

11) How often are your complaints and grievances being taken care of?

a) Frequently

b) Rarely

c) Not at all

12) Have you ever faced grievance related to Performance Appraisal Process?

a) Yes

b) No

c) Maybe

13) Does the company offer attractive salary packages?

a) Yes

b) No

c) Maybe

14) Are you satisfied with the package that your currently earning?

a) Yes

b) No

c) Maybe

15) Do you feel that you are rewarded fairly for the work that you do?

a) Yes

b) No

c) Maybe

16) Do you have enough time to complete the tasks assigned to you?

- a) Yes
- b) No
- c) Maybe

17) On a scale of Excellent to poor, how would you rate your overall employment with our company?

- a) Excellent
- b) Neutral
- c) Poor

18) Would you refer others who are seeking employment to the company?

- a) Yes
- b) No
- c) Maybe

CHAPTER 5 – FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS OF THE STUDY

