

**A STUDY ON EMPLOYEE SATISFACTION AT
RAMESH FLOWERS PRIVATE LIMITED, TUTICORIN.**

Submitted in partial fulfillment of the requirements for the award of
BACHELOR OF COMMERCE

by

MALAISELVI .M

Register No 41740019



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

CATEGORY-1 UNIVERSITY BY UGC

**Accredited with Grade "A++" by NAAC (12B Status by UGC) Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI – 600 119**

April 2024



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **Ms. MALAISELVI .M (41740019)** who has done the Project work entitled "**A STUDY ON EMPLOYEE SATISFACTION**" **AT RAMESH FLOWERS PRIVATE LIMITED, TUTICORIN** under our Supervision from January 2024 to March 2024.

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Submitted for Viva voice Examination held on _____

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PROJECT CERTIFICATE

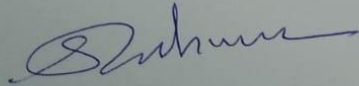
TO WHOM SO EVER IT MAY CONCERN

This is to certify that Ms.MALAISELVI M (Reg # 41740019), as a student of B.Com - III Year, Sathyabama Institute Science and Technology, Chennai has successfully completed from 05th February 2024 to 22nd March 2024 her Project – “Employee Satisfaction” in our company.

She has been found sincere and hard working to the best of our knowledge & satisfaction during her tenure over here.

We wish her Success for her future endeavours.

With Regards
For Ramesh Flowers Private Ltd.,



Subramanian S
Sr.Manager-HR Ethics & Compliance

DECLARATION

I MALAISELVI M (41740019) hereby declare that the Project entitled "A STUDY ON EMPLOYEE SATISFACTION" done by me under the guidance of Dr. VELUMONI D (Internal) and Mr. Subramanian S (External) at RAMESH FLOWERS PRIVATE LIMITED., A-62{A} Sipcot Industrial Complex. Therku Veerapandiapuram P.O, Tuticorin-628002 is submitted in Partial Fulfillment of the requirement for the award of Bachelor of Commerce.

DATE: 2.5.2024

PLACE: CHENNAI

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to The Board of Management of Sathyabama Institute of Science and Technology for their encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my thanks to **Dr. Bhuvaneshwari G.**, Dean, school of **Management Studies** and **Dr. Palani A.**, Head of Department, 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 gratitude to my Project report Guide **Dr. VELUMONI**, for her 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.

MALAISELVI M

ABSTRACT

Employees satisfaction refers to one's feelings towards employee. If the employees are fulfilled (or) the employees get higher than what he/ she feels satisfied. The main objective of this paper are, to identify the relationship with their supervisors and co-workers. In this study 108 numbers of respondents have been taken sample. Percentage analysis, chi square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees. The organization should consider on the relationship, supervisors and give opportunity for new employees.

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CHAPTER I

INTRODUCTION

1.1 EMPLOYEE SATISFACTION

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

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

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

FACTORS DETERMINING EMPLOYEES SATISFACTION

- Factors affecting jobs are the main factors of job satisfaction, which may be challenging work, reward systems, working conditions, colleagues, learning and personality. Skill variety autonomy and significance are challenging tasks, which provide maximum satisfaction to employees.

- Working conditions influence employee's level of satisfaction. Under conducive working condition, people prefer to work hard while in an adverse atmosphere
- People avoid work. Working condition not only include physicals of the work but also the working relationships in the organization.
- Fairness in promotion, unbiased attitude of management, responsibilities and social status are the factors that are said to be providing satisfaction to employees.
- The relationship between the employees and the managers have an important bearing on job satisfaction

1.2 COMPANY PROFILE

Ramesh Flowers Private Limited is located in Tuticorin established in 1982 by Mr. Singhwi an entrepreneur technocrat. It is one of the floriculture industries. It exports the dry flowers, plant product, potpourri and flower arrangement, and many more made by natural botanical. They are the leading company in export trade. Now they commit the quality assurance process for the event of applying ISO 9000: 2000 certificate and environment care. It holds 40% market share of the total exports of dried flowers from India.

It is government recognized trading house and a 100% export-oriented unit

It has export and import relation with more than 30 countries around the world.

It is a branch officers are in Madhya Pradesh and Calcutta.

It is a largest exporter of dry flower product international market Asia situated around 75 acres of land. Walmart, IKEA is the main customer for this company.

It had a separate MIS system like Navision entry system.

It has a yearly turnover of 60 crores and it is aiming for 100 crores in future.

It is registered under the SIPCOT industry

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1.3 INDUSTRY PROFILE

India is blessed with a diversity of agro climatic conditions prevailing in the different regions in the country. A wide range of climatic and seraphic conditions in the Indian sub-continent ensures that it is ideally suited to produce almost all the ornamental

crops throughout the year. Cut flowers and ornamental plants an important role in the floriculture industry. Currently, floriculture is recognized as a lucrative profession. During the eighth five-year plan, the government of India has considered floriculture as an extreme focus segment item. The demand for flowers in the world market is growing at around 15 percent each year. Floriculture in India is being viewed as a high growth industry. Commercial floriculture is becoming important from the export angle. The liberalization of industrial and trade policies paved the way for development of export oriented material of cut flowers. The government of India offers tax benefits to new export oriented floriculture companies in the form of income-tax holidays and exemption from certain import duties. Agriculture and processed food products export development authority (APEDA), responsible for export promotion and development of floriculture in India, grants subsidies for establishing cold storage, pre cooling units, refrigerated vans and green houses, and airfreight subsidy to exports.

The domestic floriculture industry was facing stiff competition from African countries. Kenyan floriculture companies can sell below Indian prices, as they have to pay 50 percent less freight cost. Rise in air traffic from India has not resulted in reduction of freight cost. Government help is needed to reduce freight charges. The APEDA, with the help of the union commerce ministry, is setting up five market-cum-auction centers across the country. The centers are Mumbai, Bangalore, Noida and Kolkata, Karnataka is the leader in floriculture, accounting for 75% of India's total flower production. Returns from floricultural products were estimated at RS.205crores, which including RS. 105 Corers from traditional and Rs.100 Corers from modern flowers. The data collected by National Horticultural board. The total business of floriculture products in India in 2005 was RS 8174 lakhs while it increased to RS. 10117 Lakhs by April, in 2006.

There were more than 300 export oriented units in India. More than 50% of the floriculture units are based in south zone mainly in, Karnataka, Andhra Pradesh, and Tamil Nadu. Also west Bengal, Maharashtra, Rajasthan, have large areas under floriculture.

The domestic flower production goes on increase annually technical collaborations with foreign companies have been approved for India, in order to increased total share in the floriculture world trade

1.4 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES

To conduct an empirical study on employee satisfaction with reference to Ramesh flowers private limited.

SECONDARY OBJECTIVES

- To find out the percentage analysis of the respondent on employee satisfaction
- To identify the employees relational ship with their supervisors and co-workers.
- To assess the satisfaction level of employees on working conditions and environment.
- To know the security and the safety measure taken by the organization.

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1.5 SCOPE OF THE STUDY

- This study is on the impact of company policies, working conditions and on the job satisfaction of employees.
- It concentrates on the effect of factor in general and considers only the perceptual element of employees.

1.6 LIMITATIONS

- The employees hesitate to disclose the true facts in order to secure their job.
- It is very time consuming process.
- Difficulty in getting information from secondary sources.
- It was also very disappointing for me at times when the feedback given by the employees were below expectation.

CHAPTER 2

REVIEW OF LITERATURE

2.1. INTRODUCTION

Review of literature provides a deep insight on the concerned board area of study. Review of Literature is the first step in organized research work. Researcher gets to know the quantum and direction of work done till date in his\her area of research interest. It also helps a researcher in appreciating different conclusion and outcomes of the research conducted. And finally researcher can make an informed decision with regard to the research methodology which will suit to his\her research work, based on review of literature. The researchers are taking reference from any related book, article, related research paper, these, organizational report and various literatures available on the website and internet.

2.2 . LIST OF REVIEW.

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

2. Zaki (2003) Explains Lebanese non-management banking employees' work satisfaction and results. The researchers found a substantial link in terms of pay and supervision between work satisfaction and gender. Only satisfied people within

the company are willing to carry out their roles and obligations. Women workers were happy

With the salaries, while men were happier with supervision. The author himself often claims this does not matter because the self-rate is inflated, and his colleagues' success is usually underestimated.

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

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

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

6. Hawley (2008) discusses the degree and the factors impacting the teachers' happiness in the beginning. Teachers are pleased with their jobs, and academic

proficiency, race, socio-economic status, teacher's degree, and whether their mother was a teacher are the variables contributing to their work satisfaction. The teaching license plays an important part here because it demonstrates the expertise and experience that the instructor wants to be taught.

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

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

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

10. Mud or and Took son (2011) discuss the relationship between human capital administration, employee satisfaction, and attrition eventually. Monitoring, recruitment, and compensation procedures, which are the three factors of HRM

practices, are extremely counterproductive to employee satisfaction. Efficient workers lead to continuous employment and fair wages for employees. Job quality contributes directly to turnover.

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

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

13. Nir (2012) studies the importance of teachers' perceived organizational support on Job Satisfaction. There are two aspects to satisfaction, mainly intrinsic and extrinsic. Earned status and respect are extrinsic factors that play an important role in employee satisfaction. Self-efficacy, as an intrinsic factor, helps as it promotes individual self-fulfillment. When an organization value its employee's contribution

and cares about their well-being, employees are intrinsically and extrinsically satisfied.

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

15. Seniwoliba A.J. (2013), analyzed career quality satisfaction levels of teachers in the public high school in Temple Metropolis in Ghana and was found to motivate employees and contribute successfully to the achievement of job satisfaction through factors extrinsic to pay, rewards, working conditions, protection (medical and future pension benefits). In terms of worker satisfaction, the wages and working conditions are greater and organization's should still concentrate on it and take steps to enhance it by expanding. Organizations must preach fair wages for equal status.

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

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

18. Shanmugapriya. S (2016) in his study, the employees of public sector banking opined that the state banks had a sea turn in their success in analyzing determinants of job satisfaction. Moreover, the economic and financial market reforms have begun. Various factors have made India one of the world's fastest-growing economies, including opening the global markets, reforming the banking system, rising investment levels, the proactive regulatory landscape, and its demographic profile. There is no question, for a functioning financial environment, a safe banking sector is important. Indian banks have good human capital and operating technologies oriented, being the largest and most profitable domestic and global scenarios.

19. Neeraj Kumari (2016) pursued observational research on behavior and criteria in the service sector against job satisfaction. The research is done with a certain framework and observations into the life insurance scheme. Throughout the analysis, it is found that life insurance employees are usually satisfied. The researcher stresses the acts of incentives and financial advantages, and personal recognition, which has a dominant function to play, factors such as the company's goals, the reputation and credibility of the company, sustainability with the role, and the personality of the employee. The researcher further suggested that managers take care of recruiting and personnel decisions to make a constructive contribution to the human resource to effectively aware of the organization's future needs.

CHAPTER 3

RESEARCH METHODOLOGY

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis.

3.1: RESEARCH DESIGN

- The research design used for this study is of the descriptive type. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group..

3.2: PERIOD OF STUDY

- This study on employee satisfaction was conducted during the period of Jan 2024 to March 2024.

3.3: SAMPLE SIZE

- The sample size of this study is 108

3.4: DATA COLLECTION

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

PRIMARY DATA

- In this study primary data were collected through personnel interview using questionnaire.

SECONDARY DATA

Secondary data for this study was collected from.

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

3.5: QUESTIONNAIRE

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

3.6: TOOLS USED FOR ANALYSIS

- Percentage Analysis are used as statistical tools for the analysis.

3.7: GRAPHICAL REPRESENTATION OF DATA

- Graphical Representation tool such as Bar Graphs and Pie charts have been used for the data analysis

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

TABLE 4.1.1 showing age of the respondent.

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

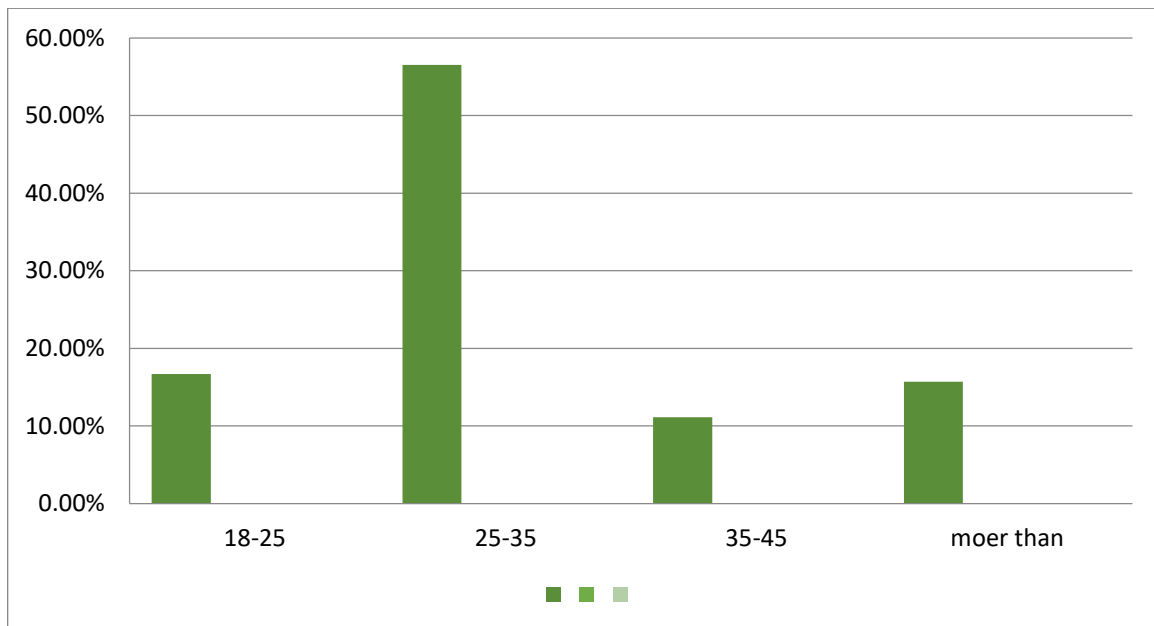


CHART 4.1.1 showing age of the respondent.

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

TABLE 4.1.2 showing gender of the respondent.

GENDER	NO OF RESPONDENT	PERCENTAGE
Male	88	81.5
Female	20	18.5
Total	108	100

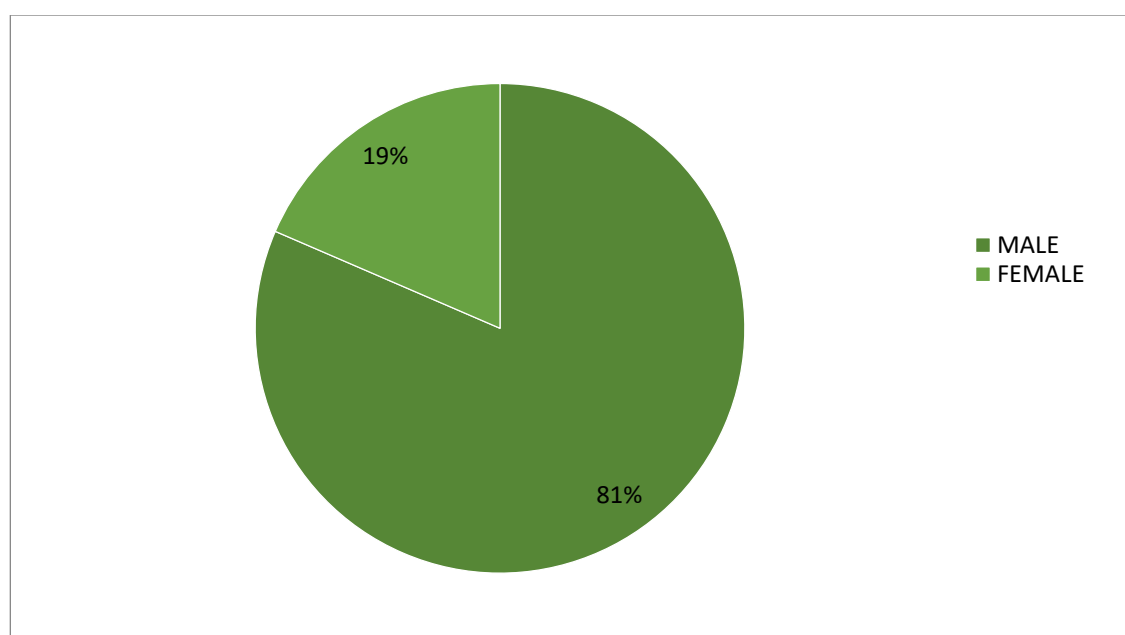


CHART 4.1.2 showing gender of the respondent.

INTERPRETATION:

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

TABLE 4.1.3 showing marital status of the respondent

GENDER	NO.OF.RESPONDENT	PERCENTAGE
Married	63	58.3
Unmarried	45	41.7
TOTAL	108	100

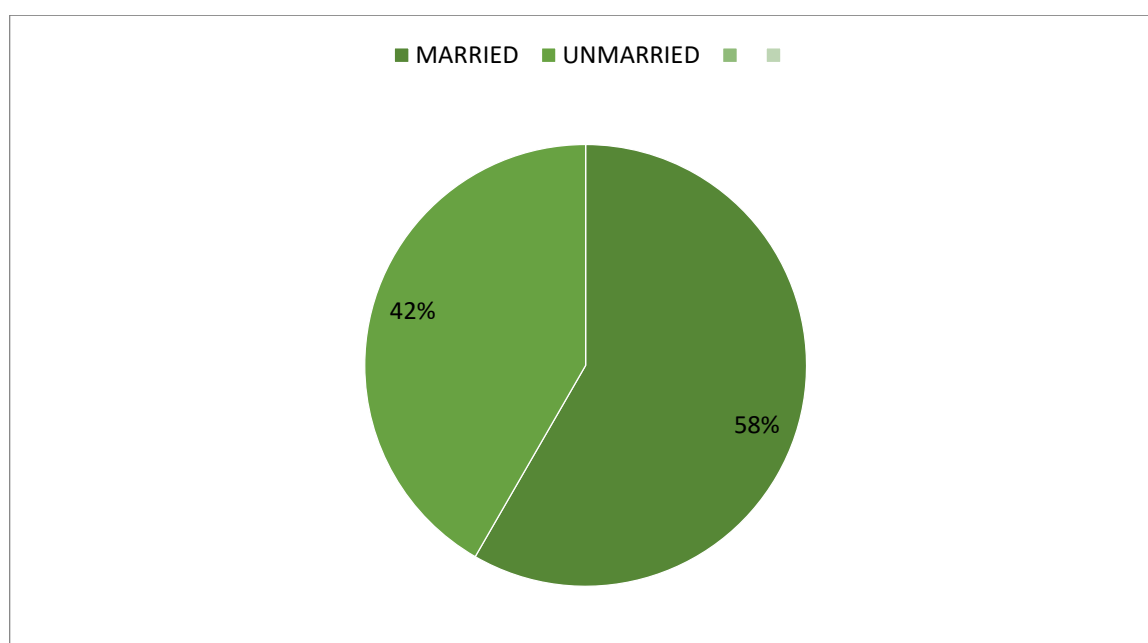


CHART 4.1.3 showing marital status of the respondent

INTERPRETATION:

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

TABLE 4.1.4 showing level of Satisfaction

LEVEL OF SATISFACTION	NO OF RESPONDENT	PERCENTAGE
Highly satisfied	101	93.5
Medium satisfied	4	3.7
Less satisfied	3	2.8
Satisfied	0	0
Total	108	100

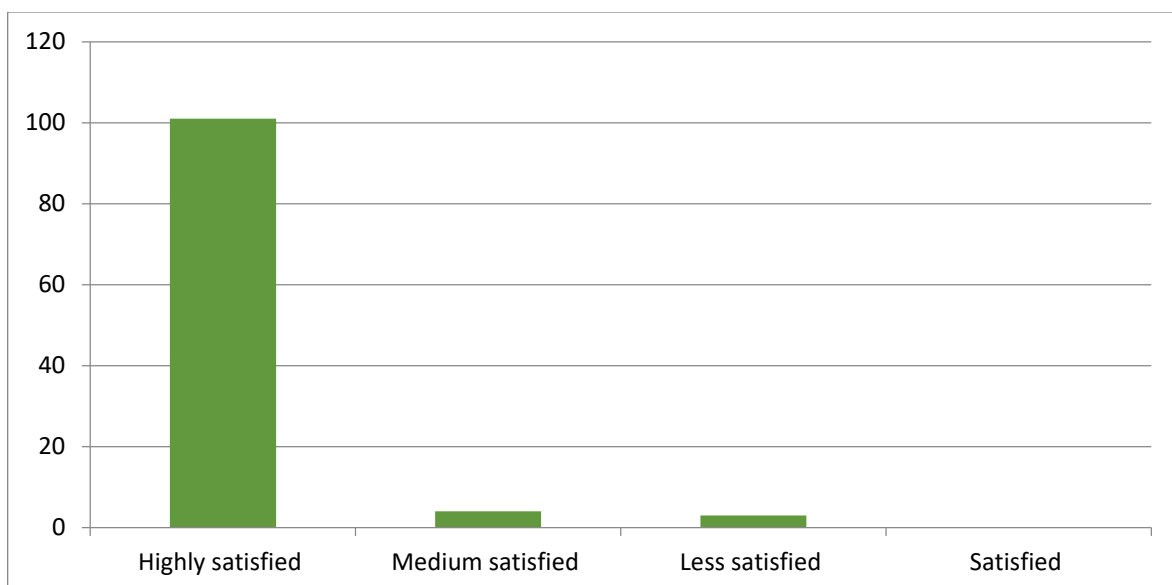


CHART 4.1.4 showing level of Satisfaction

INTERPRETATION:

From the above table and graph it is inferred that 93.5% of employees are highly satisfied, 3.7% of employees are medium satisfied and 2.8% are low satisfied, 0% of employees are satisfied. It has been analyzed that majority of the employees are showing medium satisfaction

TABLE 4.1.5 showing the experience of respondent

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
3-5 Years	25	23.1
5-10 Years	39	36.1
Less than 3 year	19	17.6
More than 10	25	23.1
Total	108	100

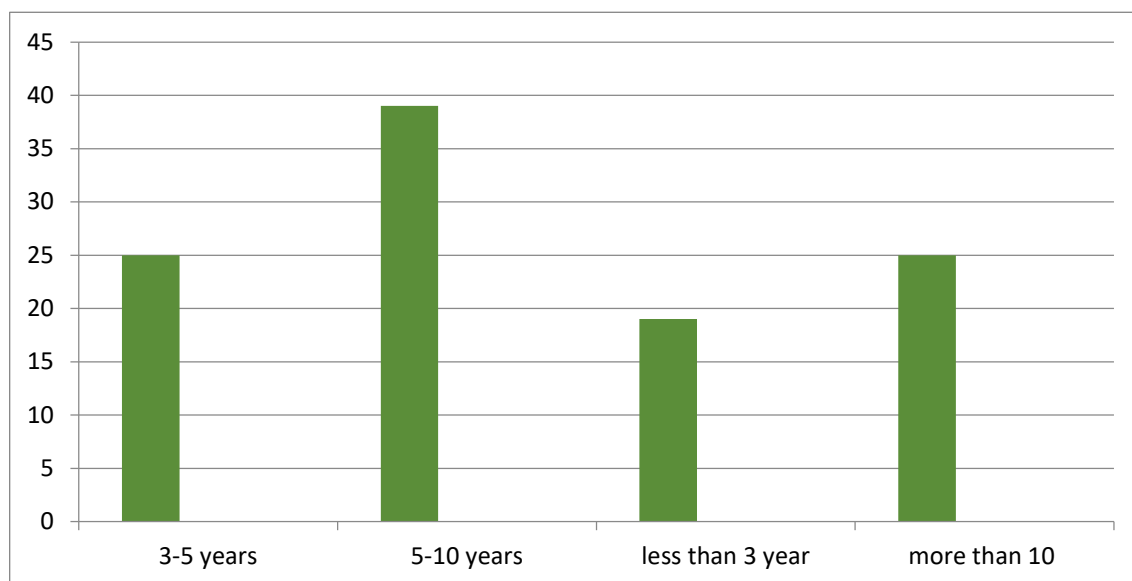


CHART 4.1.5 showing the experience of respondent

INTERPRETATION:

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

TABLE 4.1.6 showing the company culture

PARTICULARS	NO OF RESPONDENT	PERCENTAGE
Yes	89	82.4
No	19	17.6
Total	108	100

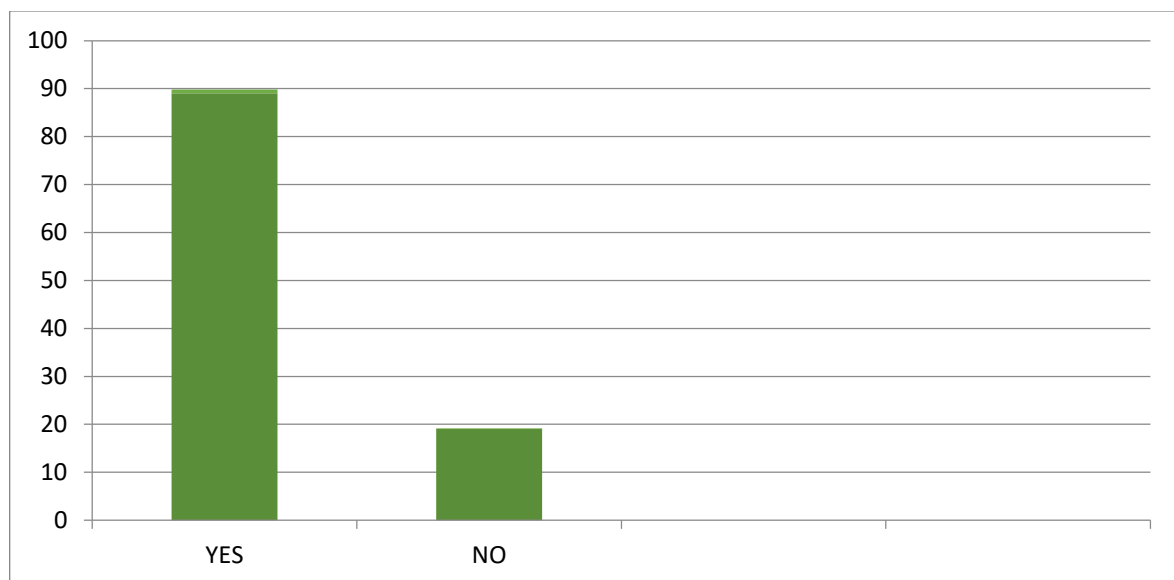


CHART 4.1.6 showing the company culture

INTERPRETATION:

From the above table 82.4% of the respondents are selected yes and 17.6% of the respondents are selected no.

TABLE 4.1.7 showing the hours of work

PARTICULARS	NO. OF. RESPONDENTS	PERCENTAGE
6 Hours	3	2
7 Hours	4	3.7
8 Hours	39	36.1
9 Hours	63	58.3
Total	108	100

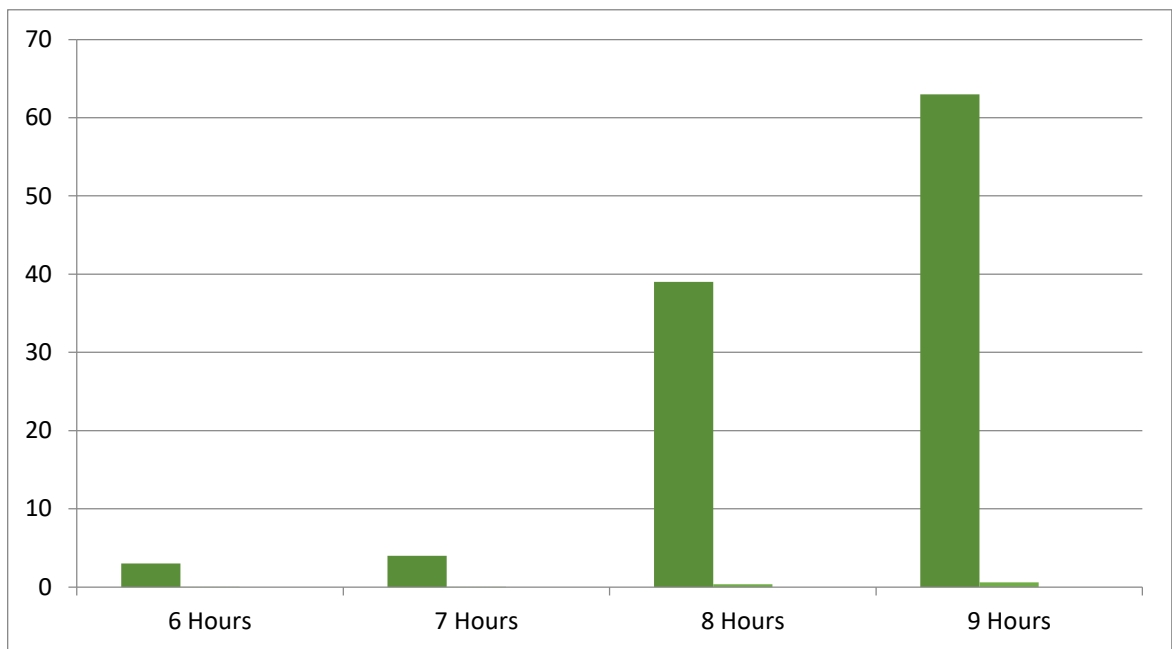


CHART .4.1.7 showing the hours of work

INTERPRETATION:

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

TABLE 4.1.8 showing whether they are happy with their job

PARTICULARS	No of respondents	Percentage
Yes	108	100%
May be	0	0%
No	0	0%
Total	108	100

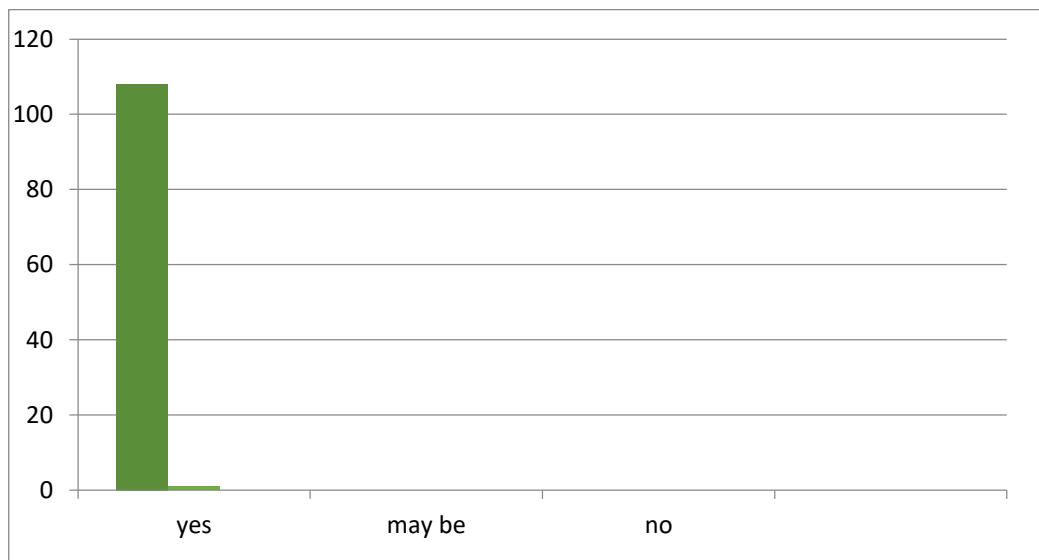


CHART .4.1.8 showing whether they are happy with their job

INTERPRETATION:

All the respondents are happy with their job.

TABLE 4.1.9 showing the strong relationship with co-workers

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Yes	94	87
No	14	37
Total	108	100

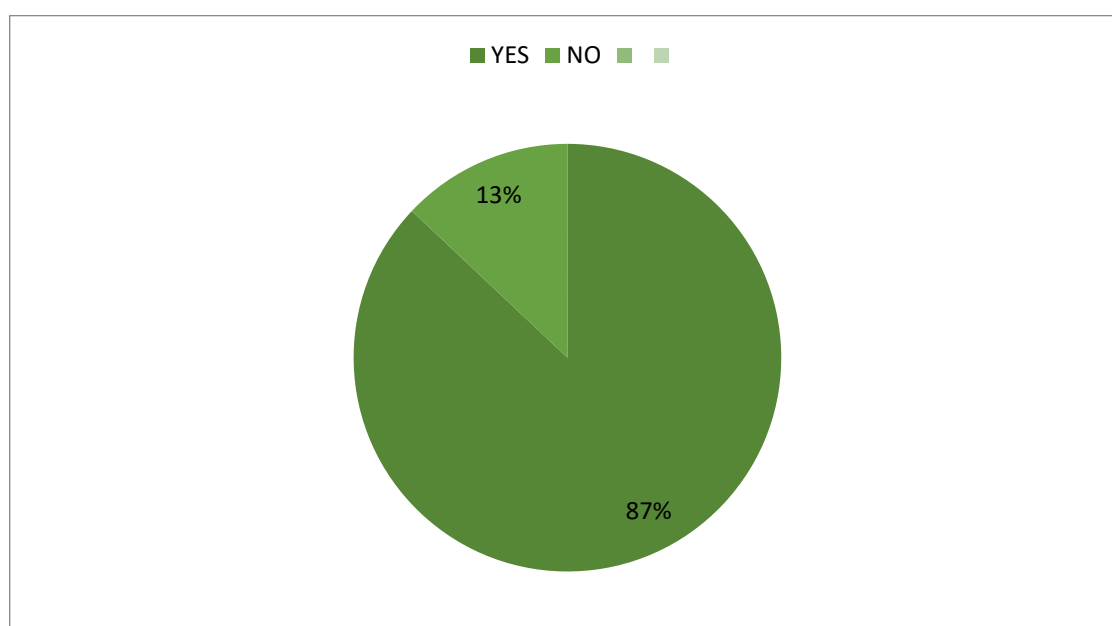


CHART .4.1.9 showing the strong relationship with co-workers

INTERPRETATION:

From the above table 87% of the respondents are selected

Yes and 13% of the respondent are selected No.

TABLE 4.1.10 showing the relationship with the manager

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Friendly	48	44.4
Take initiative	4	3.7
Share the credit	17	15.7
None of these	39	36.1
Total	108	100

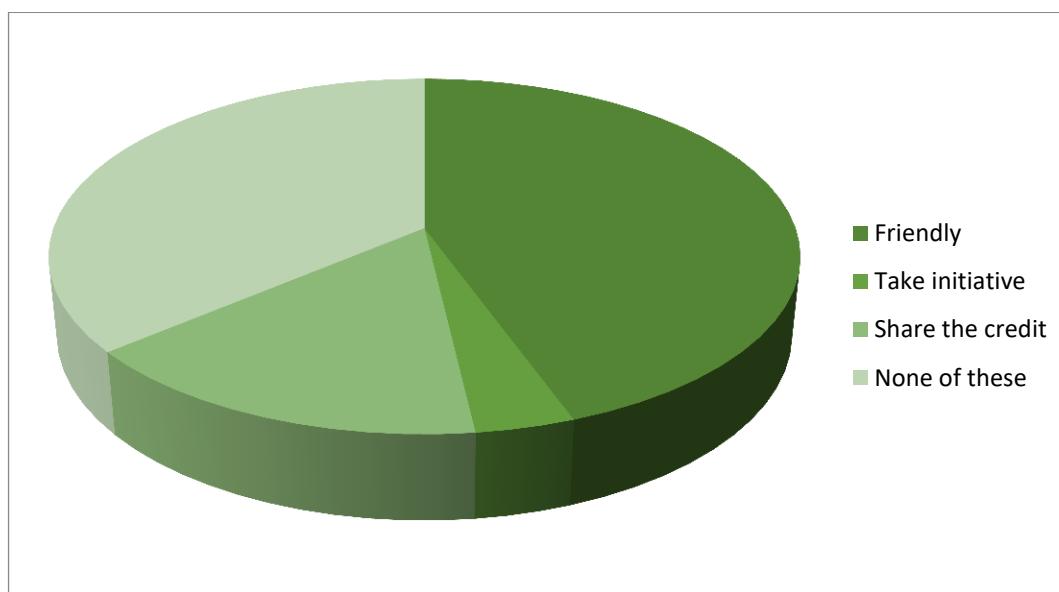


CHART.4.1.10 showing the relationship with the manager

INTERPRETATION:

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

TABLE 4.1.11 showing whether your company provides transport service

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Yes	91	84.3
No	17	15.7
Total	108	100

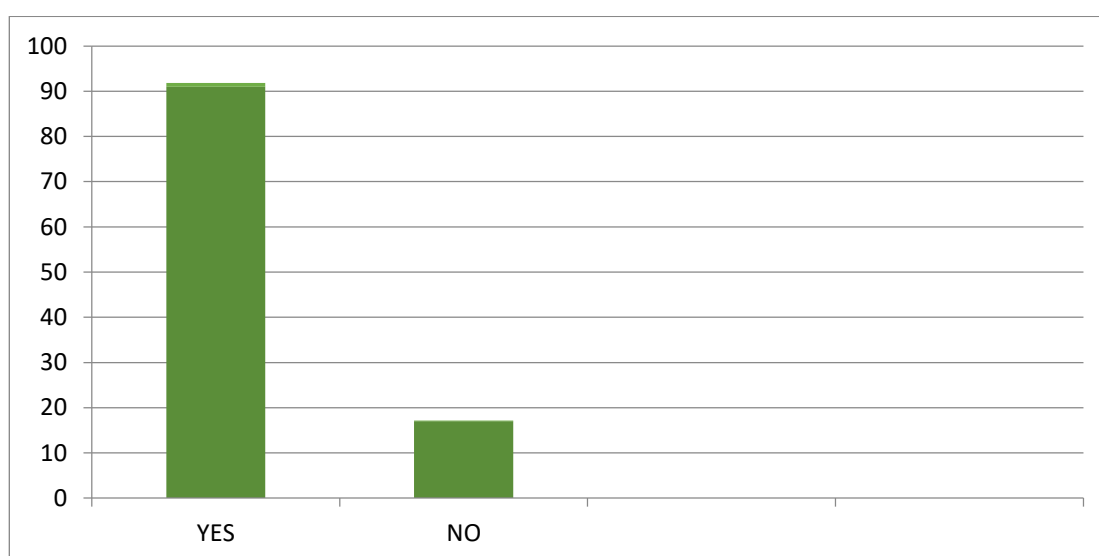


CHART.4.1.11 showing whether your company provides transport service

INTERPRETATION:

From the above table 84.3% of the respondents are selected yes and 15.7% of the respondents are selected no.

TABLE 4.1.12 showing the personal growth of the company

PARTICULARS	NO Of RESPONDENTS	PERCENTAGE
Mental growth	57	52.8
Social growth	16	14.8
Emotional growth	17	15.7
Psychological growth	18	16.7
Total	108	100

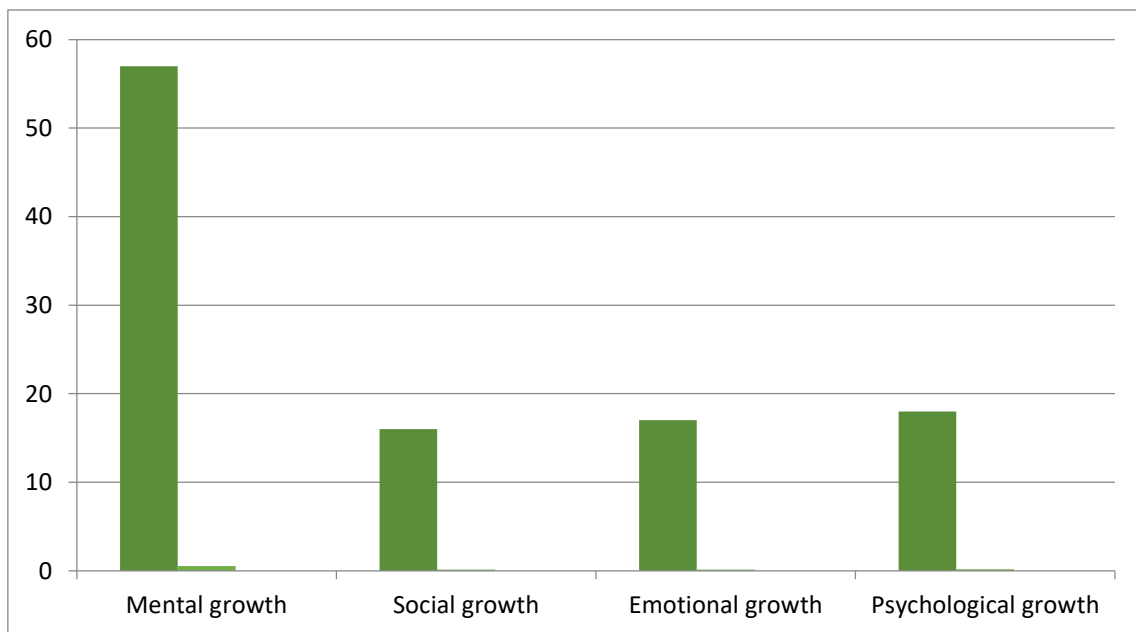


CHART.4.1.12 showing the personal growth of the company

INTERPRETATION:

From the above table 52.8% of the respondents are selected mental growth and 14.8% of the respondents are selected Social growth and 15.7% of the respondent are selected Emotional growth and 16.7% of the respondents are selected Psychological growth.

TABLE 4.1.13 showing the number of years in the company

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1-3 Years	30	27.8
4-6 Years	26	24.1
Less than a year	32	29.6
More than 6 year	20	18.5
Total	108	100

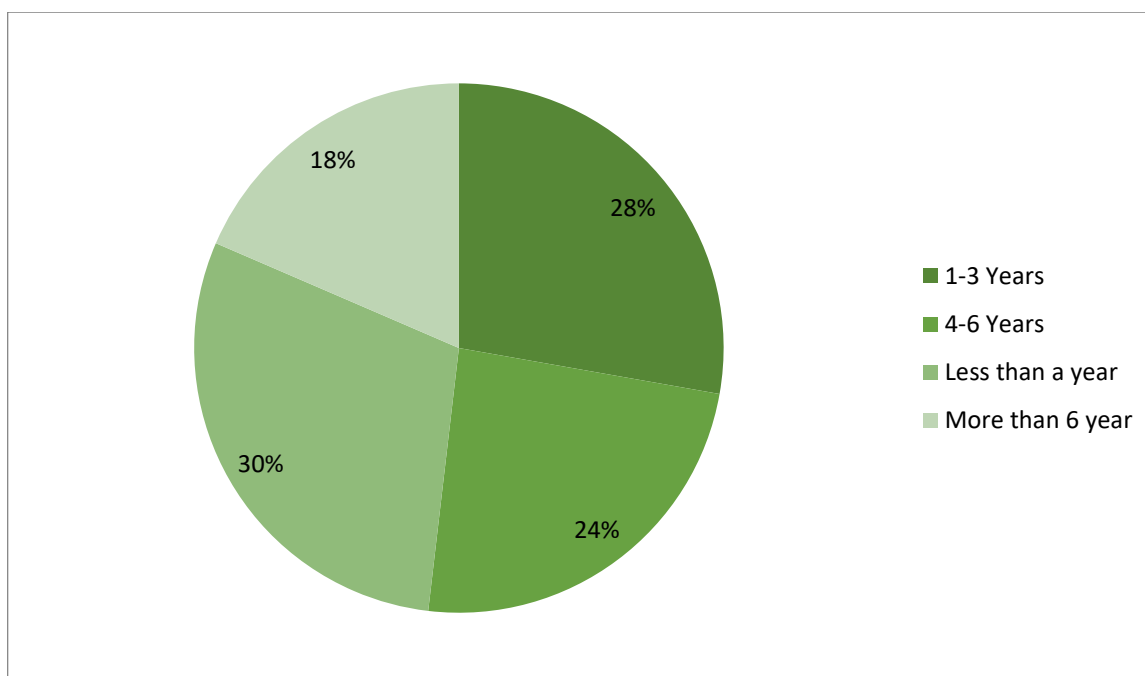


CHART.4.1.13 showing the number of years in the company

INTERPRETATION:

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

TABLE 4.1.14 showing the health benefits available

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Yes	45	41.7
Somewhat	11	10.2
No	43	39.8
None of these	9	8.3
Total	108	100

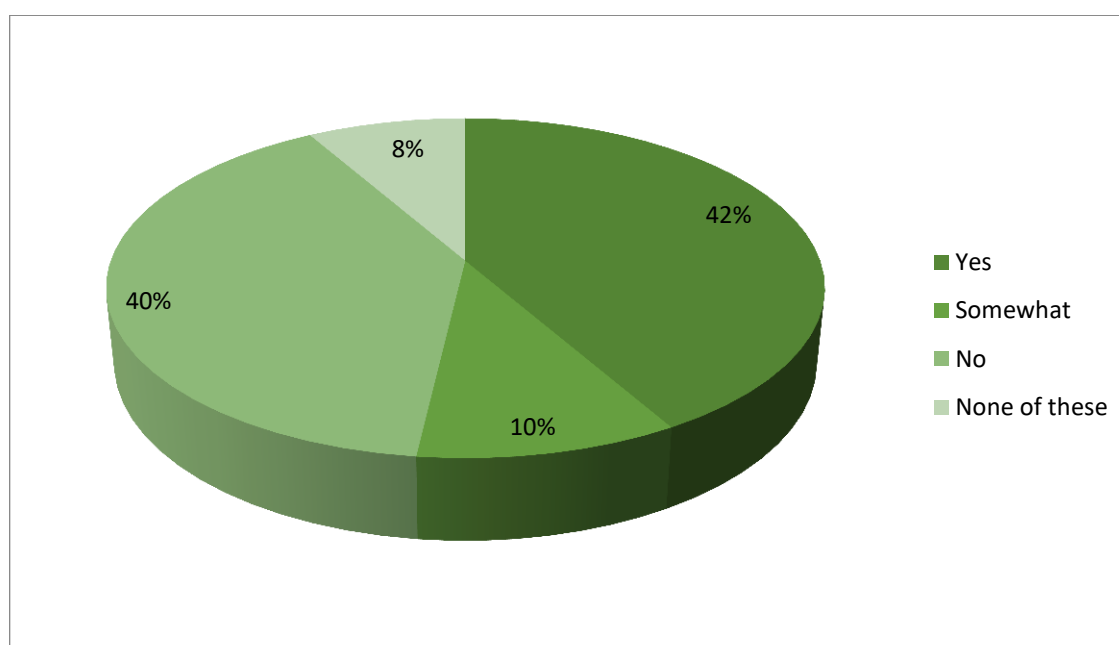


CHART.4.1.14 showing the health benefits available

INTERPRETATION:

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

TABLE 4.1.15 showing the sense benefits available

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Slightly	8	7.4
Moderately	52	48.1
Very	27	25
Not at all	21	19.4
Total	108	100

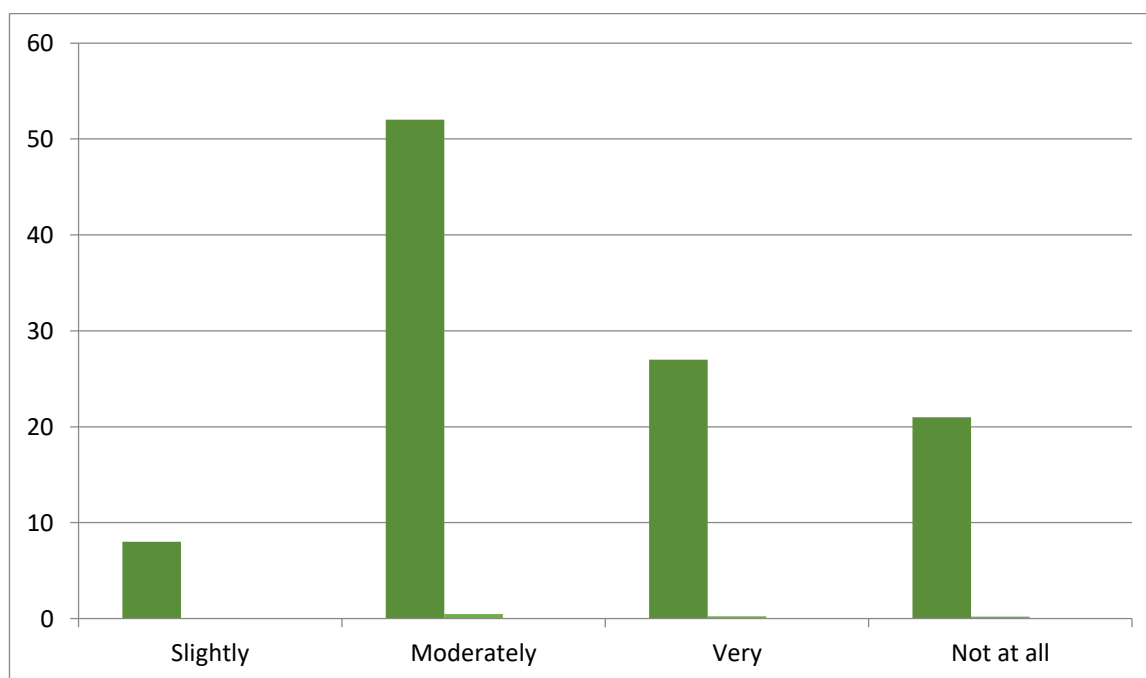


CHART.4.1.15 showing the sense benefits available

ITRPRETATION:

From the above table 7.4% of the respondents are selected slightly and 48.1% of the respondents are selected moderately and 25% of the respondents are selected Very and 19.4% of the respondents are selected Not at all.

TABLE 4.1.16 showing the awareness of all HR policies

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Yes	80	74.1
No	28	25.9
Total	108	100

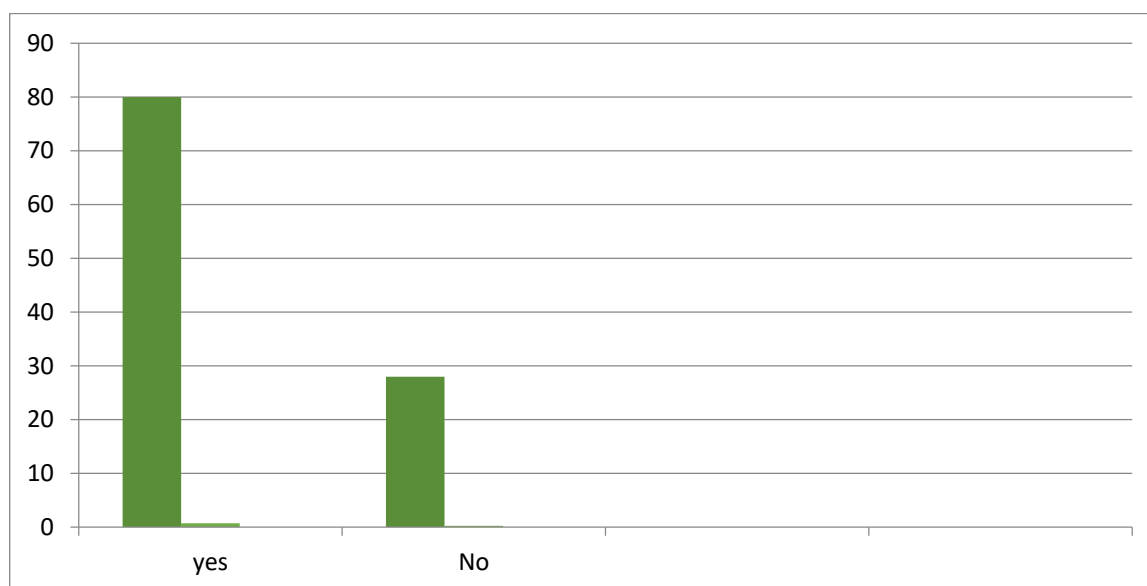


CHART 4.1.16 showing the awareness of all HR policies

INTERPRETATION:

From the above table 74.1% of the respondents are selected yes and 25.9% of the respondents are selected.

TABLE 4.1.17 showing the canteen facility

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Yes	108	100
No	0	0
Total	108	100

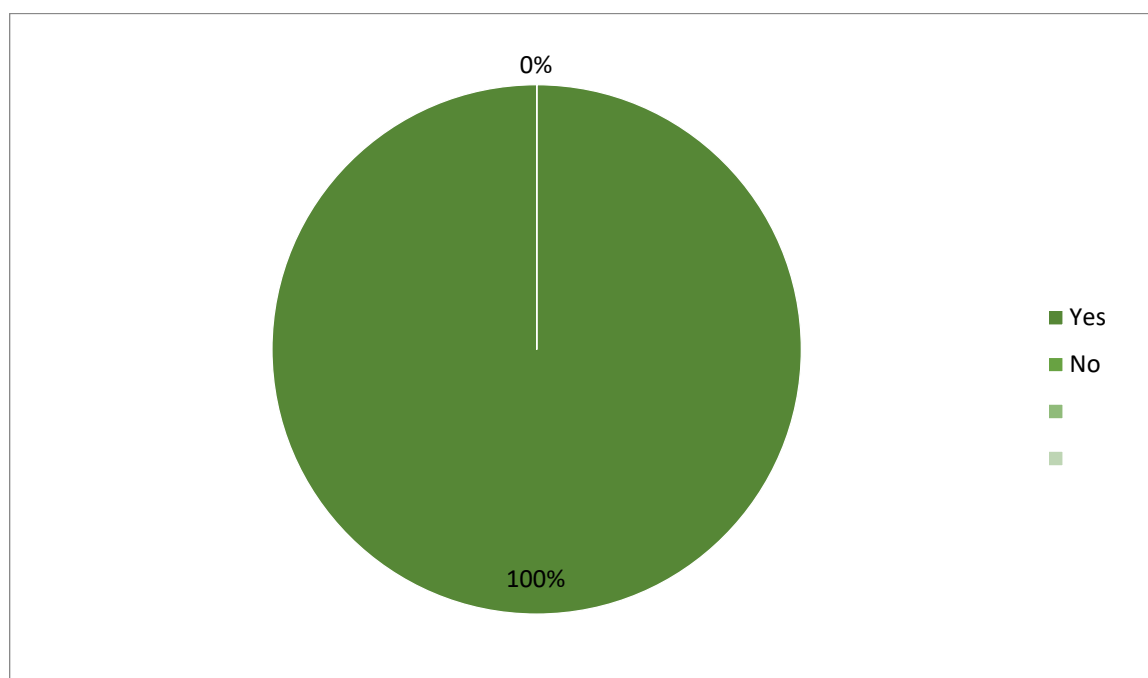


CHART. 4.1.17 showing the canteen facility

INTERPRETATION:

From the above table 100% of the respondents are selected yes.

TABLE 4.1.18 showing the transparency of the management

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
25%	10	9.3
50%	69	63.9
More than 50%	29	26.9
Less than 25%	0	0
Total	108	100

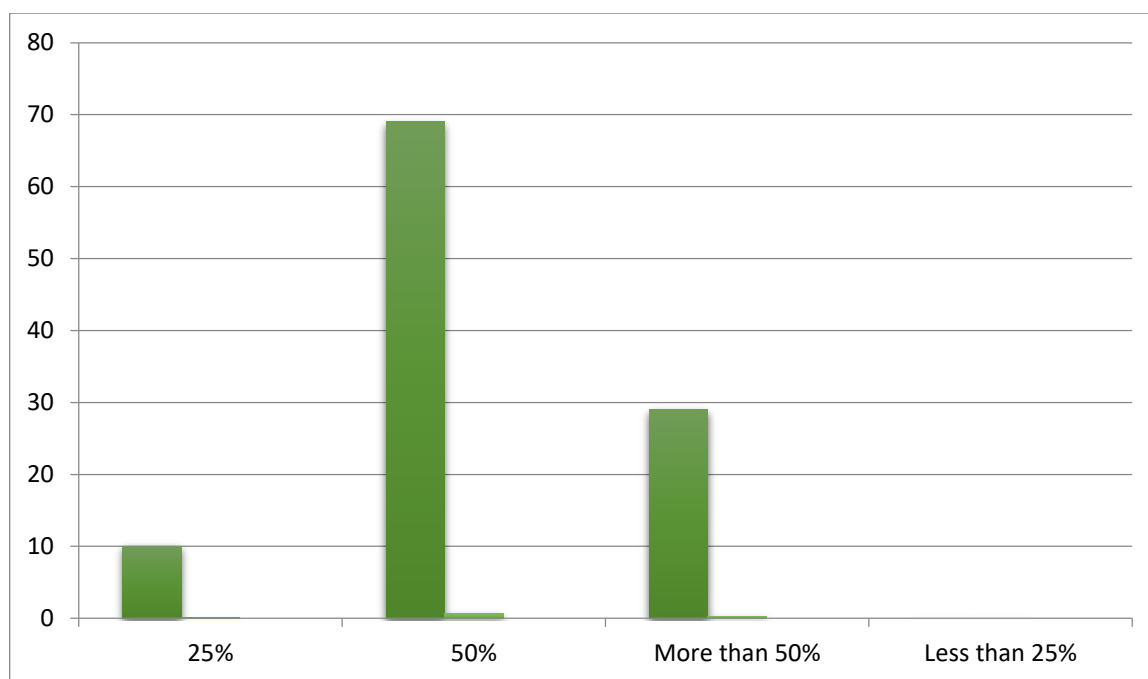


CHART. 4.1.18 showing the transparency of the management

INTERPRETATION:

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

TABLE 4.1.19 showing the value of contribution

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Agree	88	81.5
Disagree	20	18.5
Total	108	100

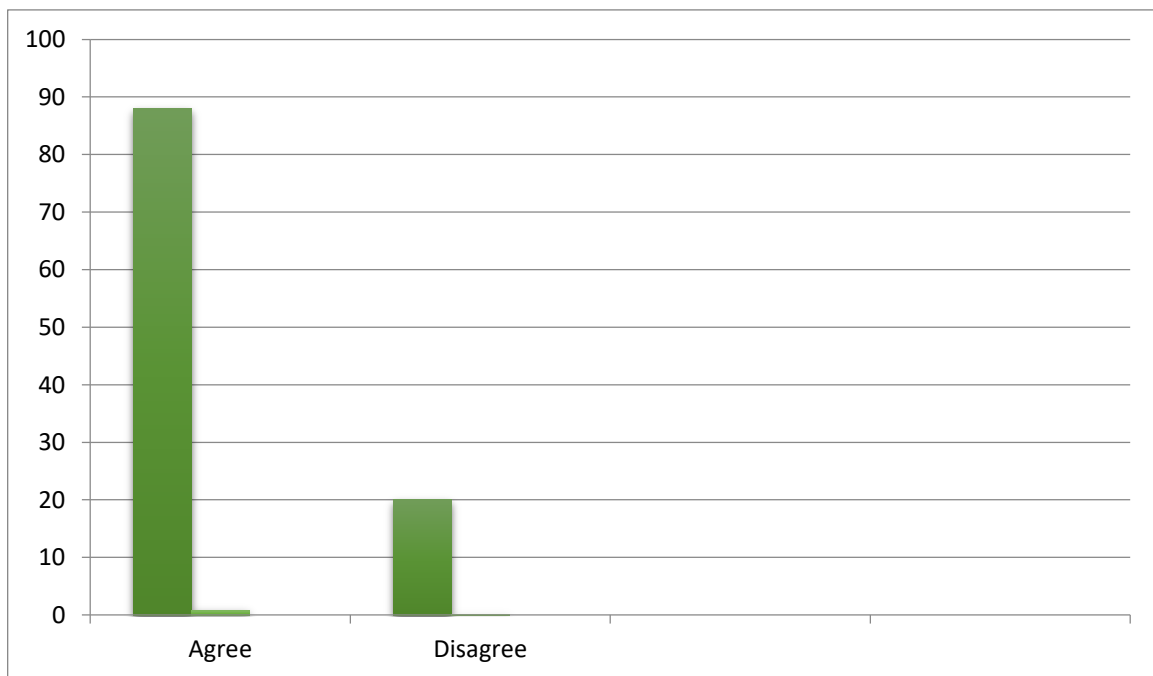


CHART. 4.1.19 showing the value of contribution

INTERPRETATION:

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

TABLE 4.1.20 showing whether the superiors communicate company news effectively and in a timely manner

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Week in work	9	8.3
Daily team work	42	38.9
Self-activity	13	12
All of these	44	40.7
Total	108	100

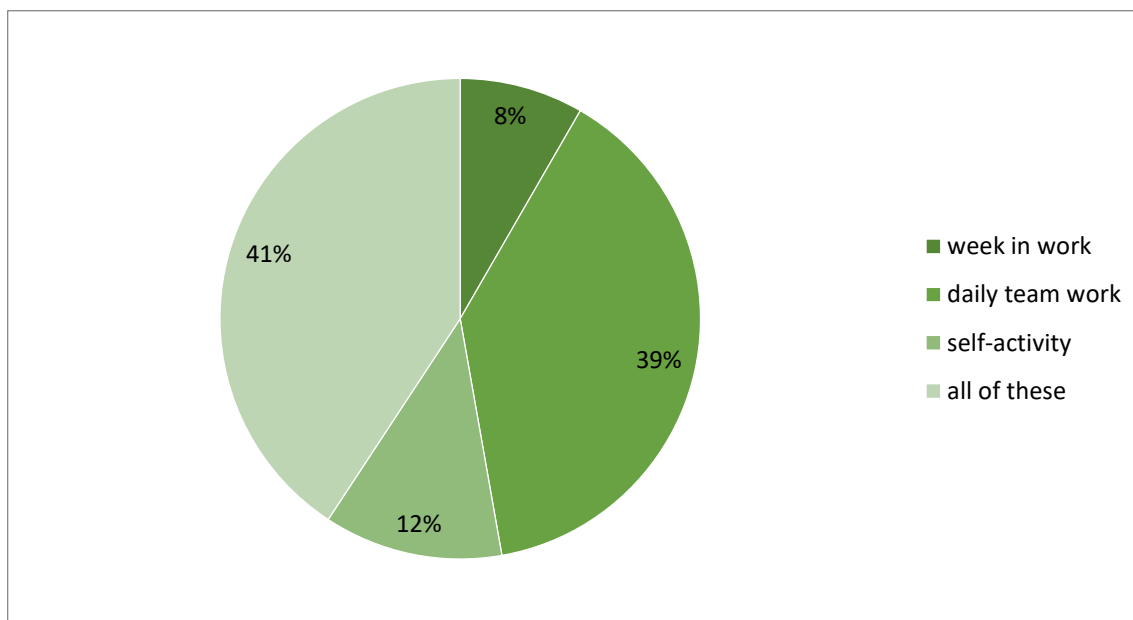


CHART.4.1.20 showing whether the superiors communicate company news effectively and in a timely manner

INTERPRETATION: From the above table 8.3% of the respondent are selected Week in Week and 38.9% of the respondent are selected Daily team work and 12% of the respondent are selected self-activity and 40.7% of the respondent are selected All of these.

CHAPTER 5

FINDINGS

5.1. FINDINGS

- Majority of the respondent are from 25-35 years of age.
- Majority of the respondent are male.
- Majority of the respondent are from married
- Majority of the respondent are voted for highly satisfied.
- Majority of the respondent have 5-10 years of experience.
- Majority of the respondent said yes.
- Majority of the respondent works for 9 hours.
- Majority of the respondent voted for yes.
- Majority of the respondent have strong relationship with co-workers.
- Majority of the respondent voted for friendly.
- Majority of the respondent said yes.
- Majority of the respondent said mental health.

- Majority of the respondent have worked for 1-3 years.
- Majority of the respondent said they have health benefits.
- Majority of the respondent voted moderately.
- Majority of the respondent voted for yes.
- Majority of the respondent voted for yes.
- Majority of the respondent voted for 50%.
- Majority of the respondent voted for agree.
- Majority of the respondent voted for all of these.

CHAPTER 6

SUGGESTIONS AND CONCLUSION

6.1. SUGGESTIONS

The feedback from the employees reveals that they are not satisfied with their remuneration. They are medium satisfied with “company policy and activities” and they are highly satisfied with all other factors. The current level of employee satisfaction measured is significantly high in the organization. Based on the statistical analysis performed with the data collected via questionnaires the following suggestions were given to the organization. Management should give adequate remuneration to its employees. It will be helpful in achieving the goals and objectives of the organization. To get better response from employees the management should mostly concentrate on promotional aspects based on merit and seniority. Employee satisfaction index should be calculated periodically in order to spot any early sign of dip in the satisfaction levels of the employees. Regular feedbacks need to be given by the Human Resource Department on the ESI values of each employee to the department head for better tracking and controlling. Human resource department needs to conduct one on one review with employees whose ESI scores are reducing to arrest attrition effectively. To make the employees satisfied management may provide “Best Employee Award” or some appreciation by the department heads.

6.2. CONCLUSION

People are the most important asset of any organization. We tend to spend an inordinate amount of time and energy focusing on customer experience, without giving enough thought to employee satisfaction. Yet employee satisfaction is paramount because it will determine the success or failure of any organization. Moreover, satisfied employees are more motivated and hardworking than dissatisfied ones. Collectively, these individuals achieve higher levels of job performance, which in turn increases organizational productivity and profitability. Employees who are satisfied and motivated perform better, leading to improvement in the quality of their work. In return, these productivity and profitability gains will allow the organization to provide more rewards to its employees. That is, treating employees as a valuable asset for organizations provides a win-win foundation for both employees and organizations. Therefore, the first priority of an organization “knowledge management should be to manage the employee satisfaction level. From a managerial perspective, it is crucial to know what factors influence employee satisfaction. However, this is not an easy task because human nature is very complex. Failure to do this would increase employee frustration and result in poor performan

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APPENDIX:

A STUDY ON EMPLOYEE SATISFACTION

QUESTIONNAIRE:

1. Name of the respondent _____

2. Age of the respondent _____
 - A) 18- 25
 - B) 25- 35
 - C) 35- 45
 - D) More than 45

3. Gender of the respondent
 - A) Male
 - B) Female

4. Marital status
 - A) Married
 - B) Unmarried

5. Number of Respondents and Level of Satisfaction
 - A) Highly satisfied
 - B) Medium satisfied

C) Less satisfied

D) Satisfied

6. How much experience do you have?

A) 3-5 years

B) 5-10 years

C) Less than 3 years

D) More than 10 years

7. Do you enjoy your company culture?

A) Yes

B) No

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

A) 5 Hours

B) 6 Hours

C) 8 Hours

D) 9 Hours

9. Are you happy with your job?

A) Yes

B) May be

C) No

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

A) Yes

B) No

11. How is your relationship with your manager

- A) Friendly
- B) Take initiative
- C) Share the credit
- D) None of these

12. Whether your company provides transport services

- A) Yes
- B) No

13. What is your personal growth in your company

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

14. How many years have you been in this company

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

15. Do you have a health benefits that are available to you through the city

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

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

- A) Slightly
- B) Moderately
- C) Very

D) Not at all

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

A) Yes

B) No

18. Is the company provides a canteen

A) Yes

B) No

19. How transparent do you feel the management is

A) 25%

B) 50%

C) More than 50%

D) Less than 25%

20. Do you feel valued for your contributions?

A) Agree

B) Disagree

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

A) Week in Week

B) Daily team work

C) Self Activity

D) All of these

