

A STUDY ON EMPLOYEE SATISFACTION AT KPS STEELS PRIVATE LIMITED

Submitted in partial fulfilment of the requirements for the award of

Bachelor of Commerce

by

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SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

CATEGORY-1 UNIVERSITY BY UGC

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **YASHWANTH.L (41740338)** who carried out the Project entitled "**A STUDY ON EMPLOYEE SATISFACTION AT KPS STEELS PRIVATE LIMITED, REDHILLS**" under my supervision for a period of 3 months from February 2024 to April 2024.

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01 FEBRUARY 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. YASHWANTH.L** (Reg NO: 41740338) studying **B.COM General 3rd year** student of **SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY** has been permitted to do the **INTERNSHIP AND PROJECT ON EMPLOYEE SATISFACTION SURVEY** starting from **1st FEBRUARY 2024** to **2nd APRIL 2024**

With Regards

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DECLARATION

I **YASHWANTH.L (41740338)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE SATISFACTION AT KPS STEELS PRIVATE LIMITED, REDHILLS**” done by me under the guidance of **Dr. K. KAAVYA** (Internal) and **MR. KARTHIK** (External) at “**KPS STEELS PRIVATE LIMITED, REDHILLS**” is submitted in partial fulfilment of the requirements for the award of Bachelor of Commerce in General.

DATE:

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YASHWANTH.L

SIGNATURE OF THE CANDIDATE

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YASHWANTH.L

ABSTRACT

The project examined **“A STUDY ON EMPLOYEE SATISFACTION AT KPS STEELS PRIVATE LIMITED, REDHILLS”**. The objective of the Study is to understand the employee satisfaction carried out by the company. The Strategies used by the organization to retain their loyal employees and to attract new talents inside and outside the organization. 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 is, to identify the relationship with their supervisors and coworkers. In this study 101 numbers of respondents have been taken sample. 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-1

INTRODUCTION

1.1 MEANING OF EMPLOYEE SATISFACTION

Employee satisfaction is frequently used to describe an individual's attitude toward specific aspects of their overall work environment. While "job" refers to a specific task, "job satisfaction" encompasses broader concepts related to human needs and their fulfilments through work. It is rooted in an individual's perception of how well their job meets various needs, often summarized by the adage, "A happy employee is a productive employee." Given that people spend a significant portion of their lives in the workplace, Employee satisfaction holds immense importance. It not only influences an employee's professional life but also impacts their general well-being, as contentment at work often translates to happiness in personal life. Research suggests that highly satisfied workers experience better physical and mental health. Although it's debatable which is the cause and which is the effect, there exists a correlation between Employee satisfaction and overall well-being.

Employee satisfaction is essential for any employee's overall well-being and can have a significant impact on their productivity and success in the workplace. A happy workforce is a productive workforce, and employers who prioritize Employee satisfaction are likely to see positive results in employee engagement, retention, and business success. In this blog post, we'll explore the importance of Employee satisfaction and how it benefits your business.

Employees who are satisfied with their jobs are more likely to be productive and motivated. They are also more likely to take pride in their work and go the extra mile to achieve their goals. Happy employees are also more likely to be creative and innovative, which can lead to improved business outcomes

Employees who are satisfied with their jobs are more likely to stay with the company for the long term. This can help reduce employee turnover rates and save businesses money on recruitment and training costs. Happy employees are also more likely to recommend their company to others, which can help attract top talent

1.1.2 FACTORS DETERMINING EMPLOYEE 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 employees' 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 has an important bearing on job satisfaction

1.2 INDUSTRY PROFILE

Structural steel is a category of steel used for making construction materials in a variety of shapes. Many structural steel shapes take the form of an elongated beam having a profile of a specific cross section. Structural steel shapes, sizes, chemical composition, mechanical properties such as strengths, storage practices, etc., are regulated by standards in most industrialized countries. Most structural steel shapes, such as I-beams, have high second moments of area, which means they are very stiff in respect to their cross-sectional area and thus can support a high load without excessive sagging. Steel is an alloy made up of iron with typically a few tenths of a percent of carbon to improve its strength and fracture resistance compared to other forms of iron. Many other elements may be present or added. Stainless steels that are corrosion- and oxidation resistant need typically an additional 11% chromium. Because of its high tensile strength and low cost, steel is used in buildings, infrastructure, tools, ships, trains, cars, machines, electrical appliances, and weapons. Iron is the base metal of steel. Depending on the temperature, it can take two crystalline forms (allotropic forms): body-centred cubic

and face-centred cubic. The interaction of the allotropes of iron with the alloying elements, primarily carbon, gives steel and cast iron their range of unique properties. In pure iron, the crystal structure has relatively little resistance to the iron atoms slipping past one another, and so pure iron is quite ductile, or soft and easily formed. In steel, small amounts of carbon, other elements, and inclusions within the iron act as hardening agents that prevent the movement of dislocations.

1.3 COMPANY PROFILE

KPS STEELS PVT LTD

KPS Steels is a future-ready steel construction solutions provider that specializes in the design, manufacturing and installation of light to heavy & complex steel structures & Pre-Engineered Buildings (PEBs). KPS Steel offers one of the most comprehensive Pre-engineered steel buildings-PEB product portfolios, with applications in major market segments including heavy industry, infrastructure, warehouses, factories and leisure structures.

HISTORY

KPS Steels is in the erection business since 2009. But now We have constantly evolved and understood every nuance of building construction while keeping up with changing times. Over time, we have also grown to understand the construction needs of a consumer better. Our in-depth interaction with them has given us powerful insights to provide an umbrella of solutions for different sectors of the industry like Design, Manufacturing, Supply and Erection with Speed, Strength and Safety.



1.4 OBJECTIVES OF THE STUDY

- 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.
- To analyse the factors influencing Employee satisfaction within the context of the organization.
- To identify the key determinants of Employee satisfaction among employees.
- To assess the impact of organizational culture on Employee satisfaction.
- To evaluate the relationship between job design and Employee satisfaction.
- To examine the role of leadership styles in fostering job satisfaction.
- To explore the correlation between employee engagement and job satisfaction.
- To recommend strategies for enhancing Employee satisfaction to improve organizational performance.

1.5 NEEDS OF THE STUDY

- To find out the satisfaction level of employee.
- To identify important factors of the employee satisfaction and organizational commitment of the employee.
- Competitive benefits packages help attract top talent to your organization and retain existing employees. In today's job market, employees often consider benefits just as important as salary when evaluating job offers.
- Providing benefits such as health insurance, retirement plans, and paid time off can enhance employee satisfaction and morale.
- Health and Well-being: Benefits like health insurance, wellness programs, and flexible work arrangements contribute to employees' physical and mental wellbeing
- Healthy and happy employees are more likely to perform well and contribute positively to the organization.

- Offering comprehensive benefits can give your organization a competitive advantage in the job market.
- Cost Savings: While providing benefits incurs costs, it can also result in long-term savings for the organization.
- Providing these benefits ensures compliance with labour laws and regulations.

1.6 SCOPE OF THE STUDY

- Employee benefits form a crucial component of the total rewards package offered by organizations to attract, retain, and motivate employees.
- Compensation of employee benefits encompasses various elements such as health insurance, retirement plans, paid time off, bonuses, stock options, flexible spending accounts, wellness programs, etc
- Employers need to comply with legal requirements and regulations regarding the provision of employee benefits, including those mandated by labour laws, health care regulations, and retirement plan laws.
- Offering attractive employee benefits can give organizations a competitive edge in attracting top talent in the job market.
- Benefits contribute to the overall well-being of employees by providing financial security, access to healthcare, work-life balance, and opportunities for personal and professional development.
- Comprehensive benefits packages can enhance employee engagement and satisfaction, leading to higher productivity and retention rates.
- Organizations regularly evaluate the effectiveness of their benefit programs and make adjustments as needed to align with changing business needs and employee preferences.
- Effective communication and education about available benefits are crucial to ensure that employees understand and utilize them effectively.

1.7 LIMITATIONS OF THE STUDY

- Employers may have limited budgets for employee benefits, which can restrict the extent and types of benefits they can offer.
- Employers must comply with various laws and regulations governing employee benefits, which may limit their flexibility in designing compensation packages.
- Employers need to offer competitive benefits to attract and retain talent, but they may be limited by what competitors in the industry are offering
- Some benefits may not align with the culture or values of the organization, limiting their feasibility.
- Managing and administering employee benefits can be complex and costly, which may deter employers from offering certain benefits.
- Employees may have diverse preferences and needs when it comes to benefits, making it challenging for employers to design a one-size-fits-all package
- Economic conditions can impact an employer's ability to offer certain benefits, especially during times of recession or financial hardship.

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 checkability brings a solution to lower pressures and contributes to job fulfilment 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. Austin (2007): The major reasons for managers' work satisfaction in Cyprus are "self-fulfilment," "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

4. Omev (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 fulfilment. Job features play a major role, and you have the chance to use your skills. The author thus argues that organizations should concentrate more on standards of work than education.

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

6. 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.

7. 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.

8. 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 fulfil his desires, it is still appropriate. It is also noticed that it does not fulfil 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.

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

10. Ramayah (2011): evaluates whether mentoring results in work satisfaction within the Malaysian context. His results suggest that career mentoring is connected to every aspect of work satisfaction. The aspects of job satisfaction analysed 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 fulfil 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.

11. 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-fulfilment. When an organization value its employee's contribution and cares about their well-being, employees are intrinsically and extrinsically satisfied.

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

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

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. Singh & Jain (2013): Employee happiness and its impact on results were highlighted. The behaviour 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 fulfilment. Good labour practices and good working conditions also improve workers' efficiency, profitability, satisfaction, and retention.

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CHAPTER-3

RESEARCH METHODOLOGY

The data need for the study is collected from the employees, through questionnaire. Analysis and interpretation have been done by using the statistical tools and data presented through tables and charts.

3.1 RESEARCH DESIGN

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

3.2 SAMPLE DESIGN

A sample design is a definite plan for obtaining a sample from a given population. Convenience sampling method used in selected samples.

3.3 PERIOD OF STUDY

This study on employee satisfaction was conducted during the period of Feb 2024 to April 2024 which is three months.

3.4 SAMPLE SIZE

The sample size of this study is 101.

3.5 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. The questionnaire was administered to 101 employees of KPS Steels pvt ltd.

SECONDARY DATA

Secondary data for this study was collected from

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

3.6 QUESTIONNAIRE

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

3.7 TOOLS USED FOR ANALYSIS

Percentage Analysis are used as statistical tools for the analysis.

3.8: GRAPHICAL REPRESENTATION OF DATA

Graphical Representation tool such as Pie charts have been used for the data.

CHAPTER-4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

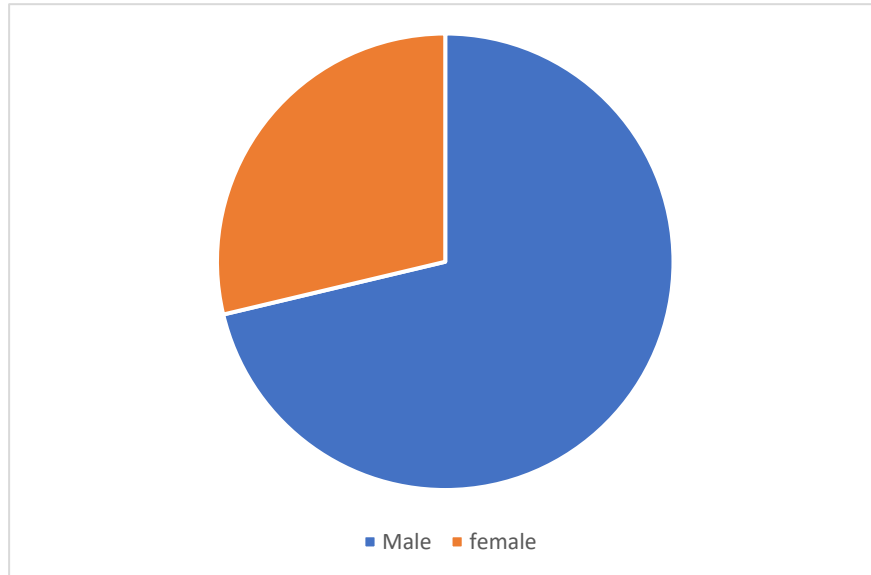


Figure 4.1.1 gender of the respondents

TABLE 4.1.1 GENDER OF THE RESPONDENTS

Gender	No of respondents	Percentage
Male	72	71.3%
female	29	28.7%
Total	101	100

INTERPRETATION

From the above table it is interpreted that 71.3% of the respondents are male and 28.7% of the respondents are females

Hence it is concluded that majority 71.3% of the respondents are male

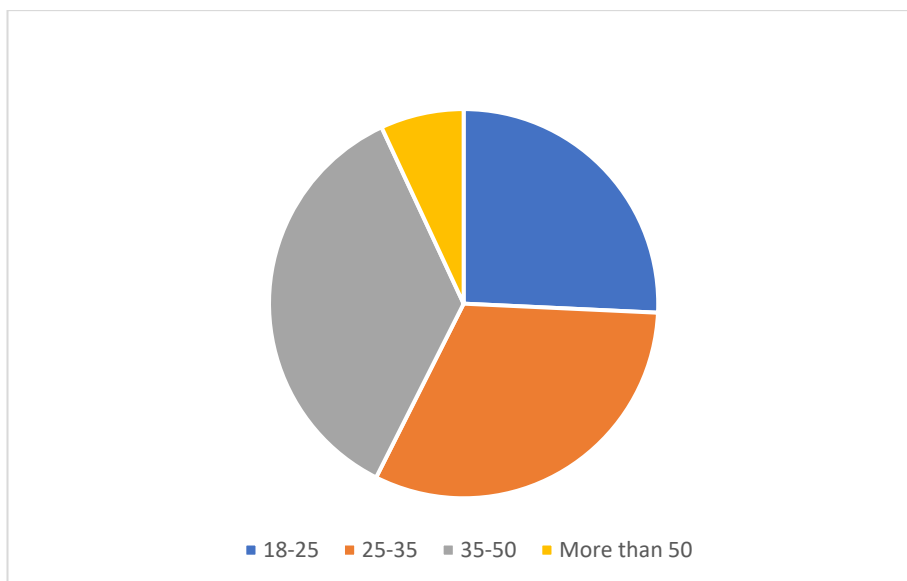


Figure 4.1.2 Age of the respondents

TABLE 4.1.2 GENDER OF THE RESPONDENTS

Age	No of respondents	Percentage
18-25	26	25.7%
25-35	32	31.7%
35-50	36	35.6%
More than 50	7	6.9%
Total	101	100

INTERPRETATION

From the above table it is interpreted that 25.7% of respondents are 18-25 and 31.7% of respondents are 25-35 and 35.6% of respondents are 35-50 and 6.9% of respondents are more than 50%

Hence it is concluded that majority 35.6% of respondents are 35-50.

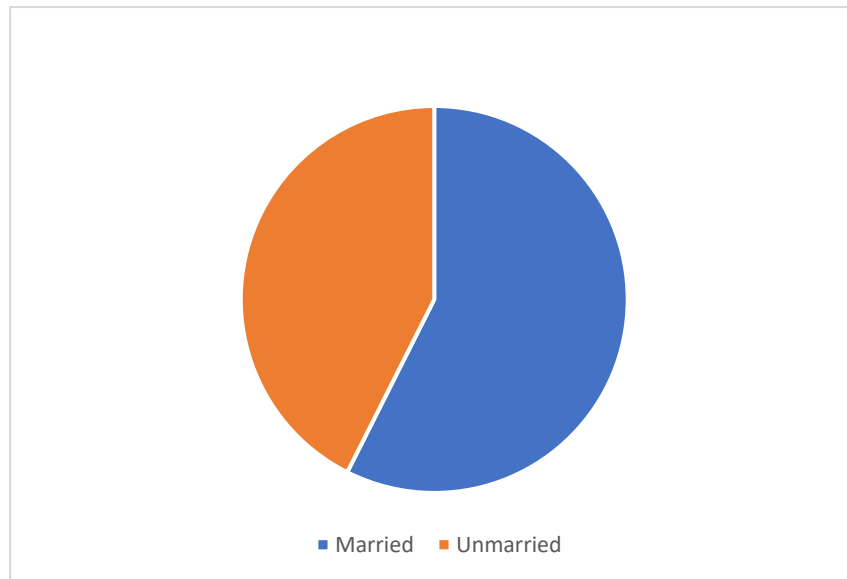


Figure 4.1.3 Marital status of the respondents

TABLE 4.1.3 MARITAL STATUS OF THE RESPONDENTS

Marital status	Respondents	Percentage
Married	58	57.4%
Unmarried	43	42.6%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 57.4% of respondents are married and 42.6% of respondents are unmarried

Hence it is concluded that Majority 57.4% of the respondents are Married.

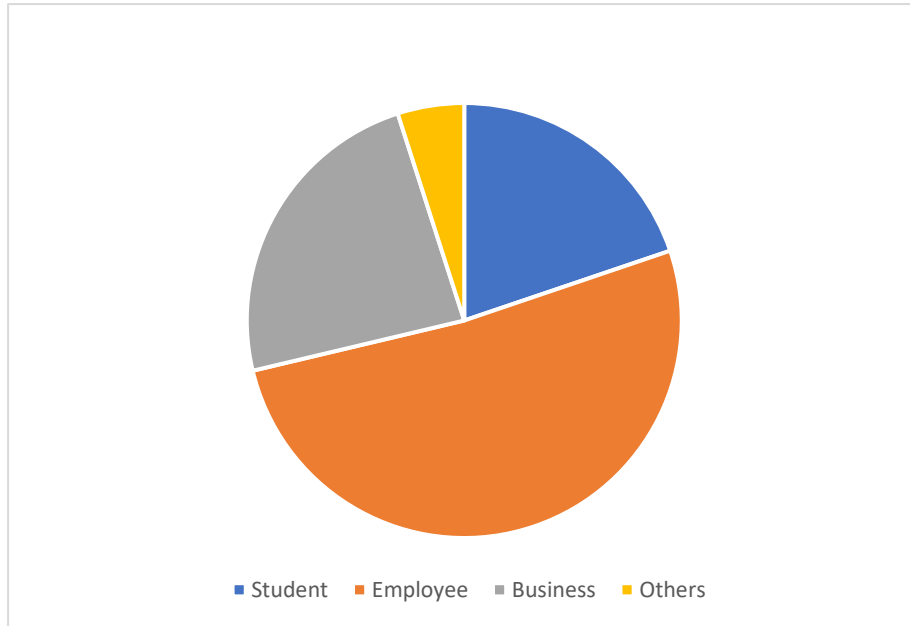


Figure 4.1.4 Occupation of the respondents

TABLE 4.1.4 OCCUPATION OF THE RESPONDENTS

Occupation	Respondents	Percentage
Student	20	19.8%
Employee	52	51.5%
Business	24	23.8%
Others	5	5%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 19.8% of respondents are student and 51.5% of respondents are employee an 23.8% of respondents are business and 5% of respondents are others. Hence it is concluded that Majority 51.5% are employees.

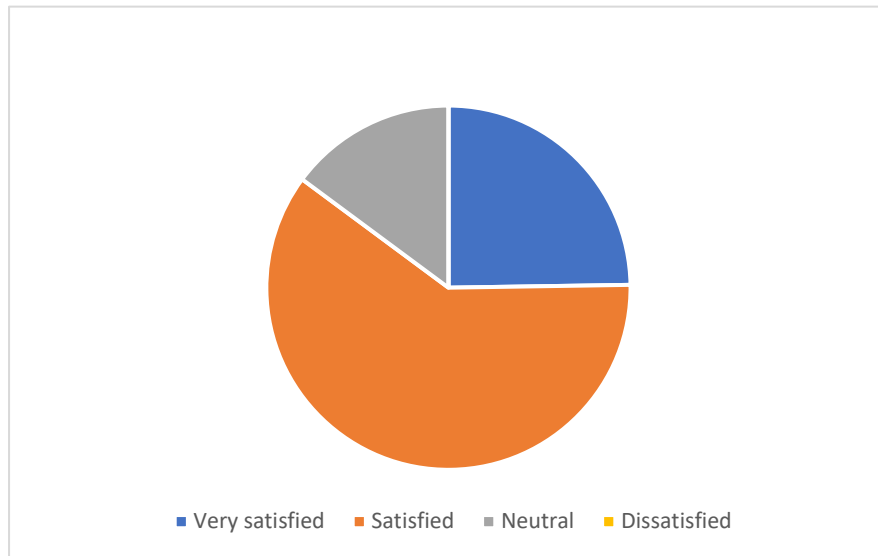


Figure 4.1.5 Satisfaction of the respondents

TABLE 4.1.5 SATISFACTION OF THE RESPONDENTS

S.no	Respondents	Percentage
Very satisfied	25	24.8%
Satisfied	61	60.4%
Neutral	15	14.9%
Dissatisfied	0	0
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 24.8% of respondents are very satisfied and 60.4% of respondents are satisfied and 14.9% of neutral and 0% of respondents are dissatisfied.

Hence it is concluded that Majority 60.4% are very satisfied with current role.

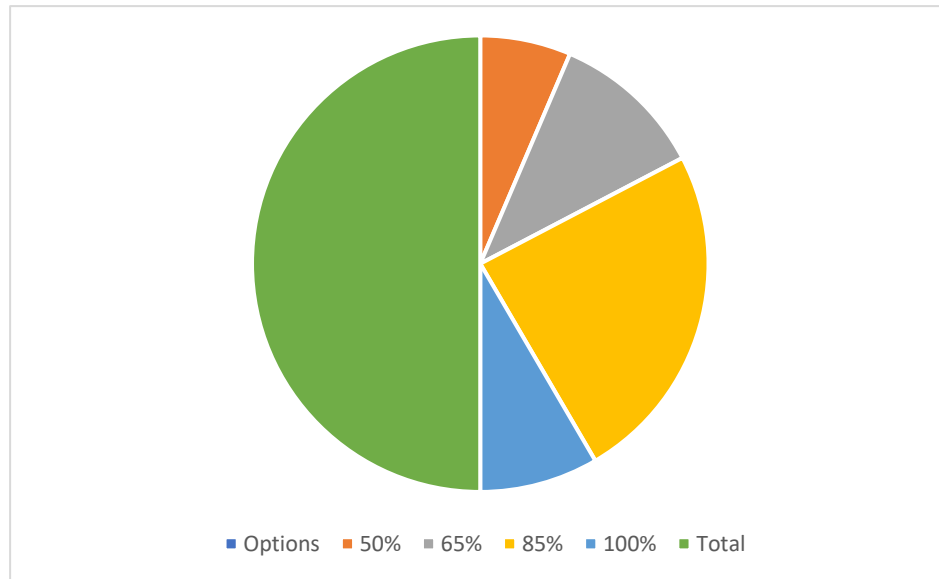


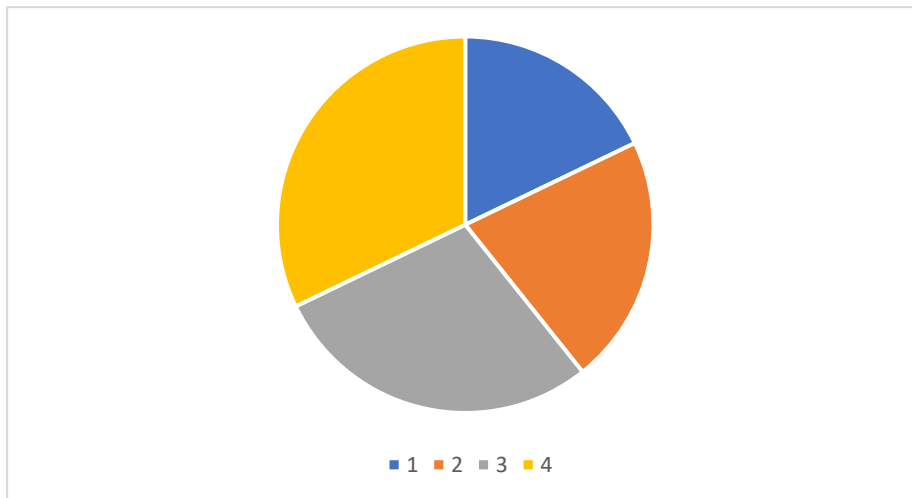
Figure 4.1.6 showing how happy employees are at work

TABLE 4.1.6 SHOWING HOW HAPPY EMPLOYEES ARE ARE AT WORK

Options	Respondents	Percentage
50%	13	12.9%
65%	22	21.8%
85%	49	48.5%
100%	17	16.8%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 12.9% of respondents are 50% happy and 21.8% of respondents are 65% happy and 48.5% of respondents are 85% happy and 16.8% of respondents are 100% happy. Hence it is concluded Majority 48.5% employees are 85% happy with their work.



**Figure 4.1.7 showing how many hours employee's work
In their company**

**TABLE 4.1.7 SHOWING HOW MANY HOURS
EMPLOYEES WORK IN THEIR COMPANY**

Options	Respondents	Percentage
5	1	1%
6	18	17.8%
8	62	61.4%
9	20	19.8%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 1% of respondents work 5 hours and 17.8% of respondents work 6 hours and 61.4% of respondents work 8 hours and 19.8% of respondents work 9 hours.

Hence it is concluded Majority 61.4% of employees work 8 hours

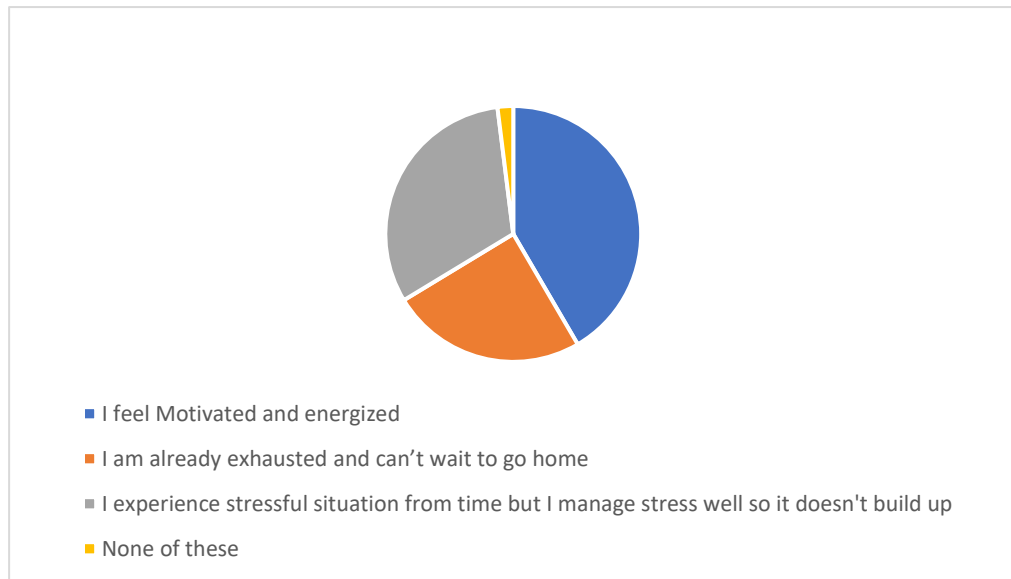


Figure 4.1.8 showing how do employees feel when they arrive at morning

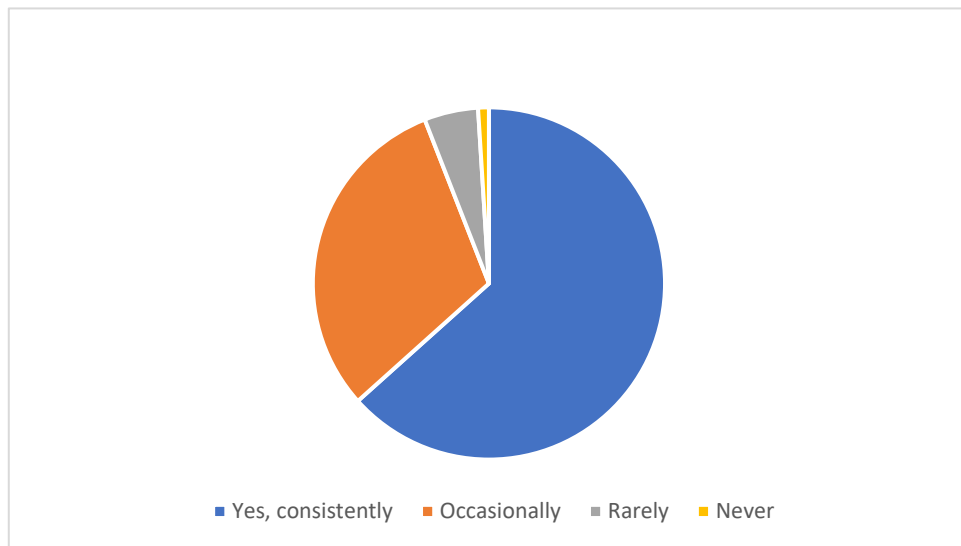
TABLE 4.1.8 SHOWING HOW DO EMPLOYEES FEEL WHEN THEY ARRIVE AT MORNING

Options	Respondents	Percentage
I feel Motivated and energized	42	41.6%
I am already exhausted and can't wait to go home	25	24.8%
I experience stressful situation from time but I manage stress well so it doesn't build up	32	31.7%
None of these	2	2%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 41.6% of respondents feel motivated and 24.8% of respondents feel exhausted and 31.7% of respondents feel stress situation and 2% of respondents feel none of these.

Hence it is concluded Majority 41.6% of respondents feel motivated.



***Figure 4.1.9 showing whether employees feel recognized for
Their contributions at work***

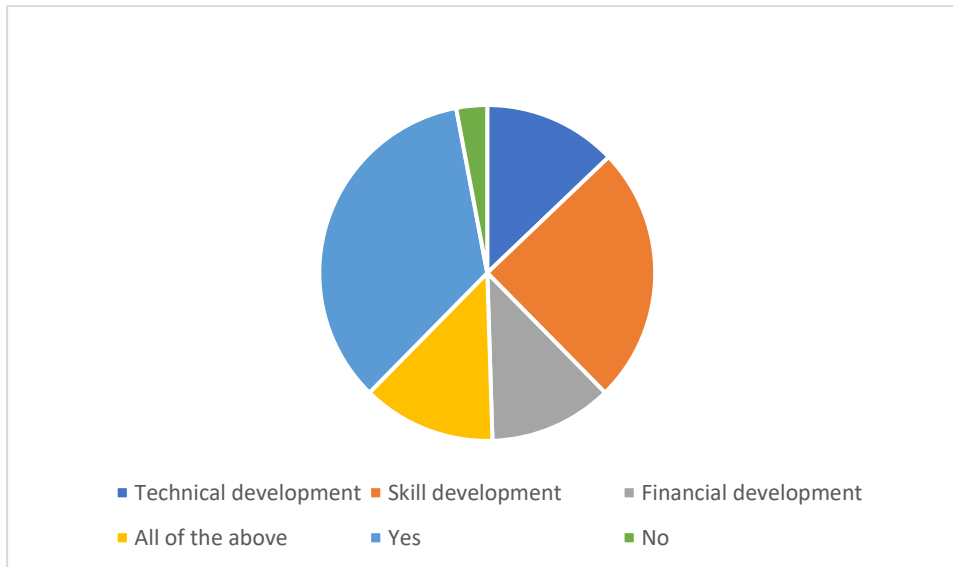
**TABLE 4.1.9 SHOWING WHETHER EMPLOYEES FEEL
RECOGNIZED FOR THEIR CONTRIBUTIONS AT WORK**

Options	Respondents	Percentage
Yes, consistently	64	63.4%
Occasionally	31	30.7%
Rarely	5	5%
Never	1	1%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 63.4% of respondents are consistently recognized and 30.7% of respondents are occasionally recognized and 5% of respondents are rarely recognized and 1% of respondents are never recognized.

Hence it is concluded that Majority 63.4% of the respondents feel consistently recognized for their contribution.



**Figure 4.1.10 showing personal development of employees
In their company**

**TABLE 4.1.10 SHOWING PERSONAL DEVELOPMENT
OF EMPLOYEES IN THEIR COMPANY**

Options	Respondents	Percentage
Technical development	13	12.9%
Skill development	25	24.8%
Financial development	12	11.9%
All of the above	13	12.9%
Yes	35	34.7%
No	3	3%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 12.9% of respondents gain Technical Development and 24.8% of respondents gain skill Development and 11.9% of Respondents gain financial development and 34.7% of respondents have Said yes to personal development and 3% said no to personal development.

Hence it is concluded that Majority 34.7% of respondents have said yes

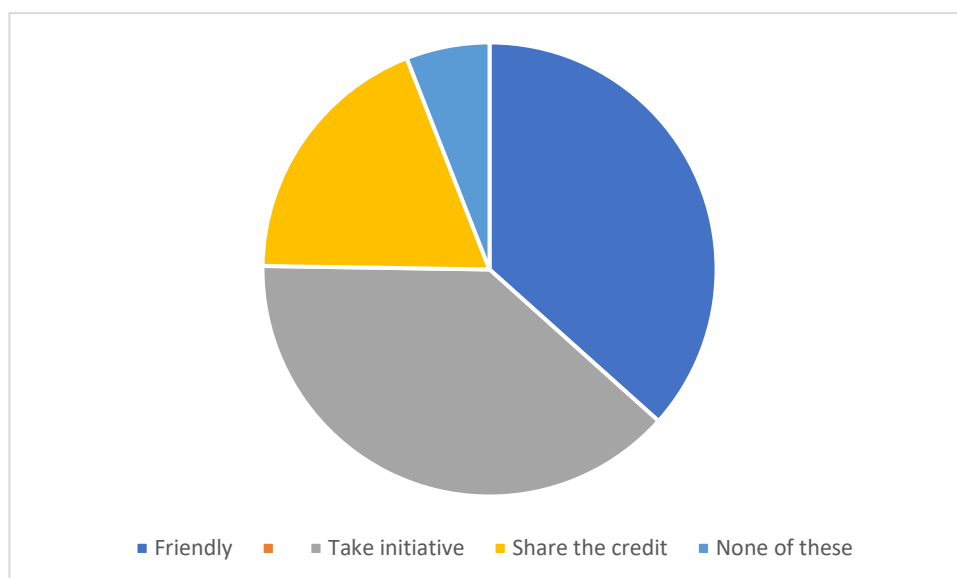


Figure 4.1.11 showing relationship of employees with managers

TABLE 4.1.11 SHOWING RELATIONSHIP OF EMPLOYEES WITH MANAGERS

Options	Respondents	Percentage
Friendly	37	36.6%
Take initiative	39	38.6%
Share the credit	19	18.8%
None of these	6	5.9%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 36.6% of respondents have Friendly relationship and 38.6% of respondents have taken initiative Relationship and 18.8% of respondents have share the credit relationship and 5.9% have none of these.

Hence it is concluded that Majority 38.6% have a take initiative relationship.

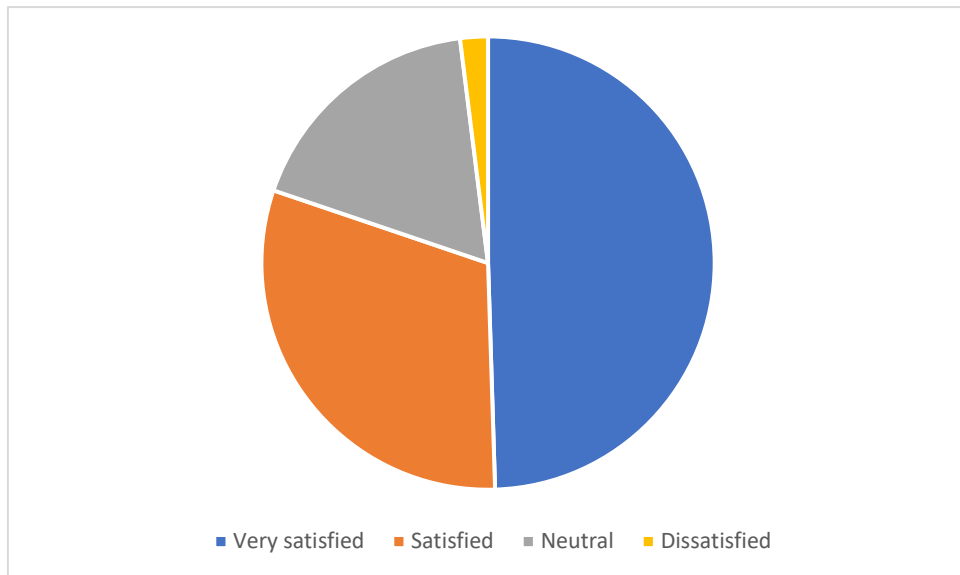


Figure 4.1.12 How satisfied are employees with the work-life Balance offered by the company

TABLE 4.1.12 HOW SATISFIED ARE EMPLOYEES WITH THE WORK-LIFE BALANCE OFFERED BY THE COMPANY

Options	Respondents	Percentage
Very satisfied	50	49.5%
Satisfied	31	30.7%
Neutral	18	17.8%
Dissatisfied	2	2%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 49.5% of respondents are very Satisfied and 30.7% of respondents are satisfied and 17.8% of Respondents are neutral and 2% are dissatisfied.

Hence it is concluded that Majority 49.5% of respondents are very satisfied with the work-life Balance

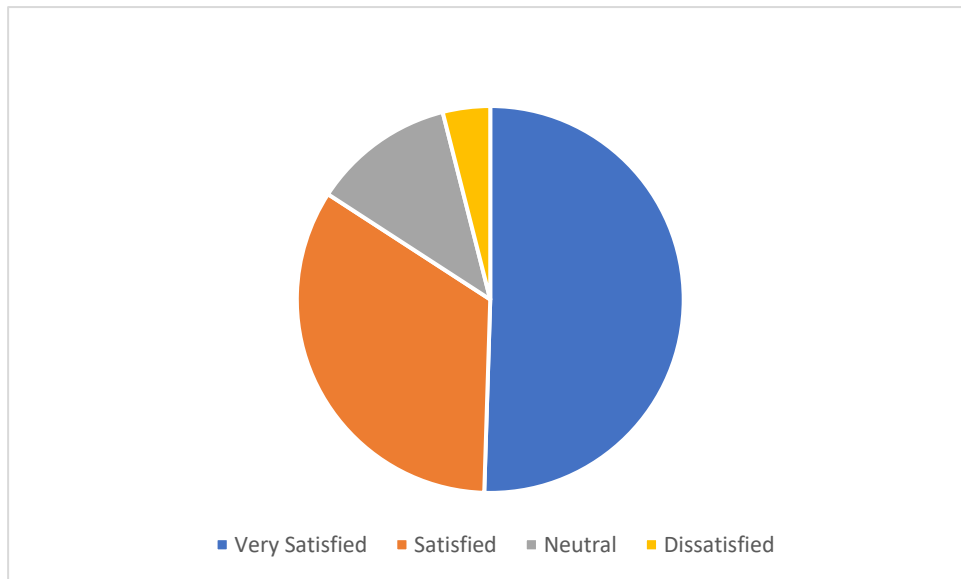


Figure 4.1.13 showing satisfied are the employees with the opportunities For Carrer advancement within the company

TABLE 4.1.13 SHOWING SATISFIED ARE THE EMPLOYEES WITH THE OPPURTUNITIES FOR CAREER ADVANCEMENT WITHIN THE COMPANY

Options	Respondents	Percentage
Very Satisfied	51	50.5%
Satisfied	34	33.7%
Neutral	12	11.9%
Dissatisfied	4	4%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 50.5% of respondents are very satisfied and 33.7% of respondents are satisfied and 11.9% of respondents are neutral and 4% of respondents are dissatisfied.

Hence it is concluded that Majority 50.5% are Very satisfied with Opportunities.

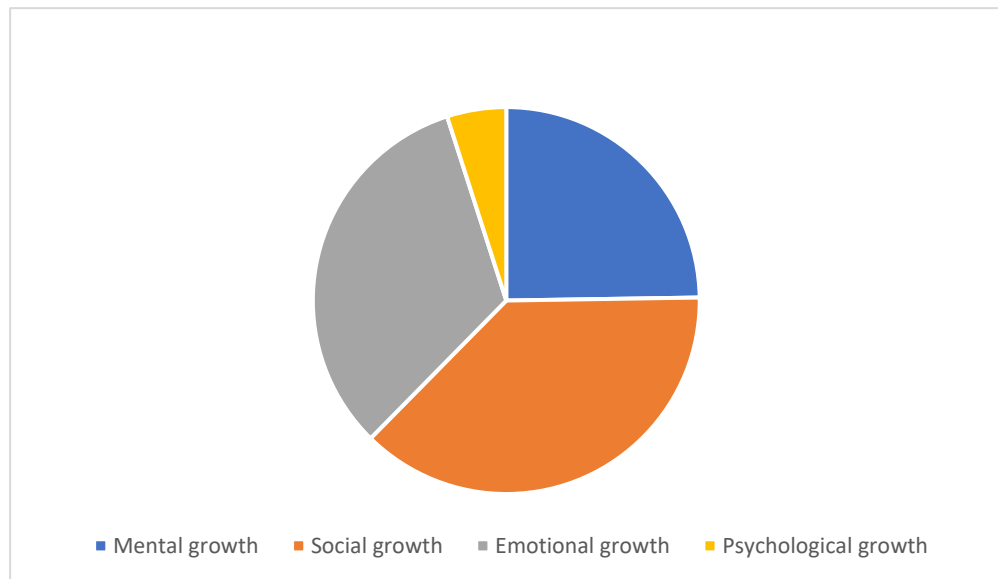


Figure 4.1.14 showing personal growth of employees in their company

TABLE 4.1.14 SHOWING PERSONAL GROWTH OF EMPLOYEES IN THEIR COMPANY

Options	Respondents	Percentage
Mental growth	25	24.8%
Social growth	38	37.6%
Emotional growth	33	32.7%
Psychological growth	5	5%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 24.8% of respondents are Selected Mental growth and 37.6% of respondents selected Social Growth and 32.7% of respondents selected Emotional growth and 5 % of respondents selected psychological growth.

Hence it is concluded that Majority 37.6% of respondents have selected Social Growth.

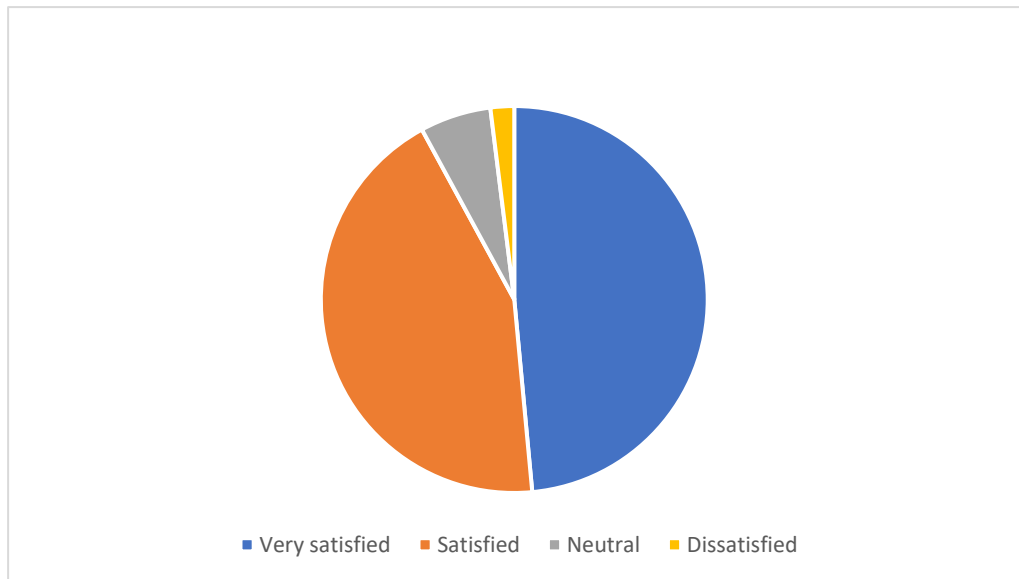


Figure 4.1.15 showing how satisfied are the employees with the physical work Environment (office space, facilities, etc.)

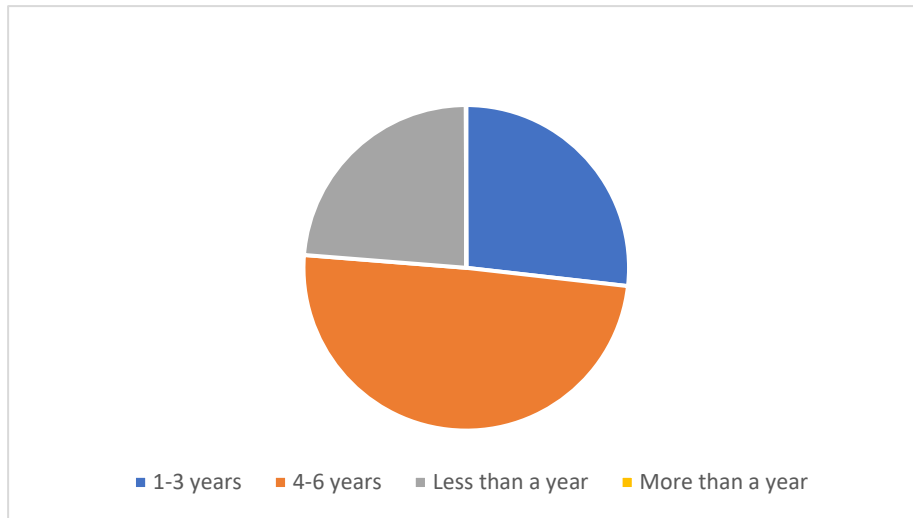
TABLE 4.1.15 SHOWING HOW SATISFIED ARE THE EMPLOYEES WITH THE PHYSICAL WORK ENVIRONMENT (OFFICE SPACE, FACILITIES, ETC.)

Options	Respondents	Percentage
Very satisfied	49	48.5%
Satisfied	44	43.6%
Neutral	6	5.9%
Dissatisfied	2	2%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 48.5% of respondents are Very satisfied and 43.6% of respondents are satisfied and 5.9% of respondents are Neutral and 2% of respondents are dissatisfied.

Hence it is concluded that Majority 48.5% of respondents are very satisfied.



**Figure 4.1.16 showing many years the employees
Have been in this company**

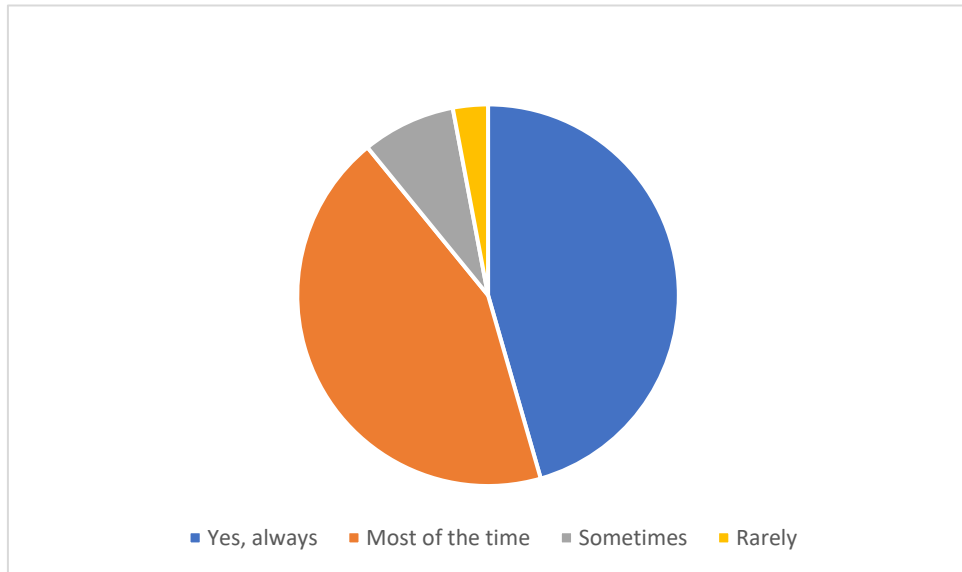
**TABLE 4.1.16 SHOWING HOW MANY YEARS THE
EMPLOYEES HAVE BEEN IN THIS COMPANY**

Options	respondents	Percentage
1-3 years	26	25.7%
4-6 years	48	47.5%
Less than a year	23	22.8%
More than a year	4	4%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 25.7% of respondents are working 1-3 years and 47.5% of respondents are working 4-6 years and 22.8% of the respondents are working less than a year and 4% of the respondents are working more than a year.

Hence it is concluded that Majority 47.5% of the respondents are working from 4-6 years.



**Figure 4.1.17 showing whether employees feel their opinion
And suggestions are valued by company**

**TABLE 4.1.17 SHOWING WHETHER EMPLOYEES FEEL
THEIR OPINION AND SUGGESTIONS ARE VALUED
BY THE COMPANY**

Options	Respondents	Percentage
Yes, always	46	45.5%
Most of the time	44	43.6%
Sometimes	8	7.9%
Rarely	3	3%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 45.5% of respondents Are Yes, always recognized and 43.6% of respondents are Most of the time recognized and 7.9% of the respondents are sometimes recognized and 3% of respondents are rarely recognized.

Hence it is concluded that Majority 45.5% of respondents are always Recognized.

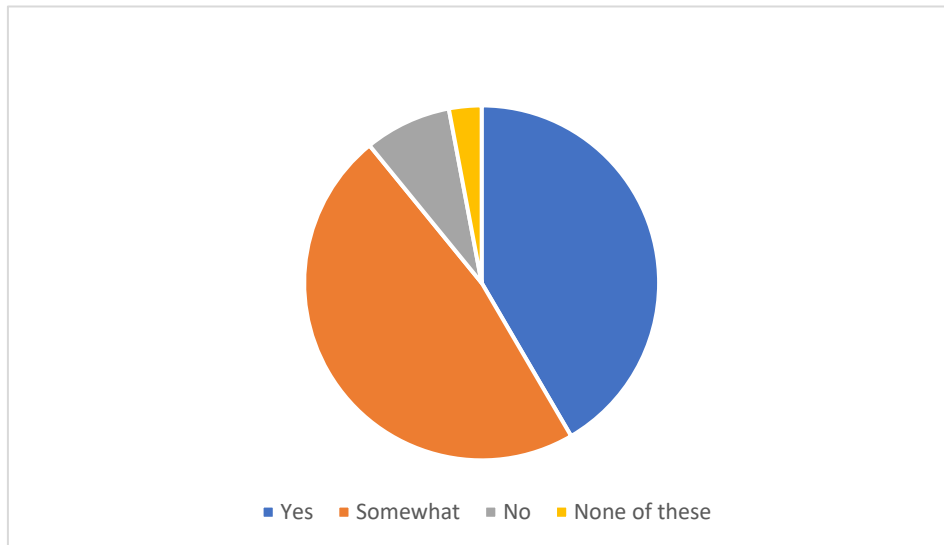


Figure 4.1.18 whether employees have health benefits that are available to them through the city

TABLE 4.1.8 WHETHER EMPLOYEES HAVE HEALTH BENEFITS THAT ARE AVAILABLE TO THEM THROUGH THE CITY

Options	Respondents	Percentage
Yes	42	41.6%
Somewhat	48	47.5%
No	8	8%
None of these	3	3%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 41.6% of respondents are selected yes and 47.5% of respondents are selected somewhat and 8% of respondents selected no and 3% of respondents selected none of these.

Hence it is concluded that Majority 47.5% are somewhat receiving health benefits.

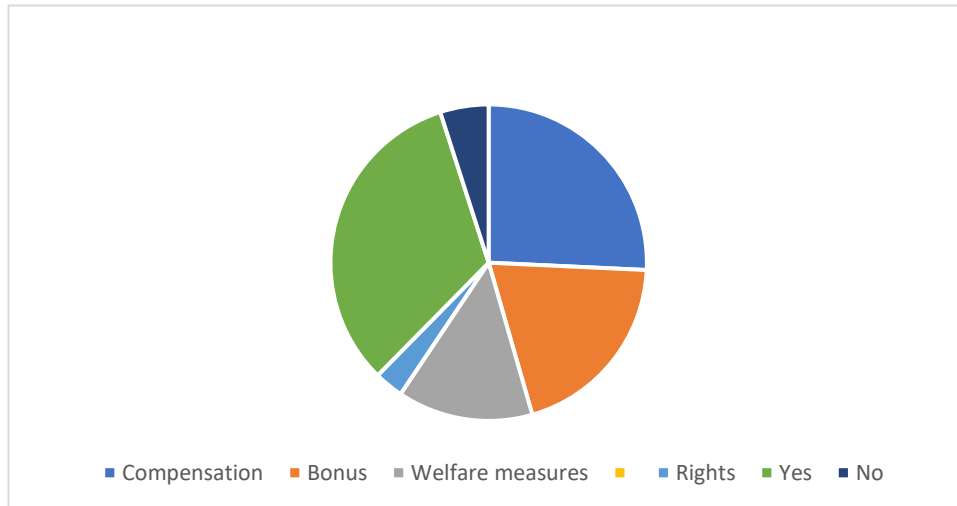


Figure 4.1.19 showing what is the main reason for industrial disputes

TABLE 4.1.19 SHOWING WHAT IS THE MAIN REASON FOR INDUSTRIAL DISPUTES

Options	Respondents	Percentage
Compensation	26	25.7%
Bonus	20	19.8%
Welfare measures	14	13.9%
Rights	3	3%
Yes	33	32.7%
No	5	5%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 25.7% of Respondents answered compensation and 19.8% of Respondents answered bonus and 13.9% of respondents answered welfare measures and 3% answered rights and 32.7% of respondents answered yes and 5% of respondents answered no

Hence it is concluded that 32.7% of respondents have said yes.

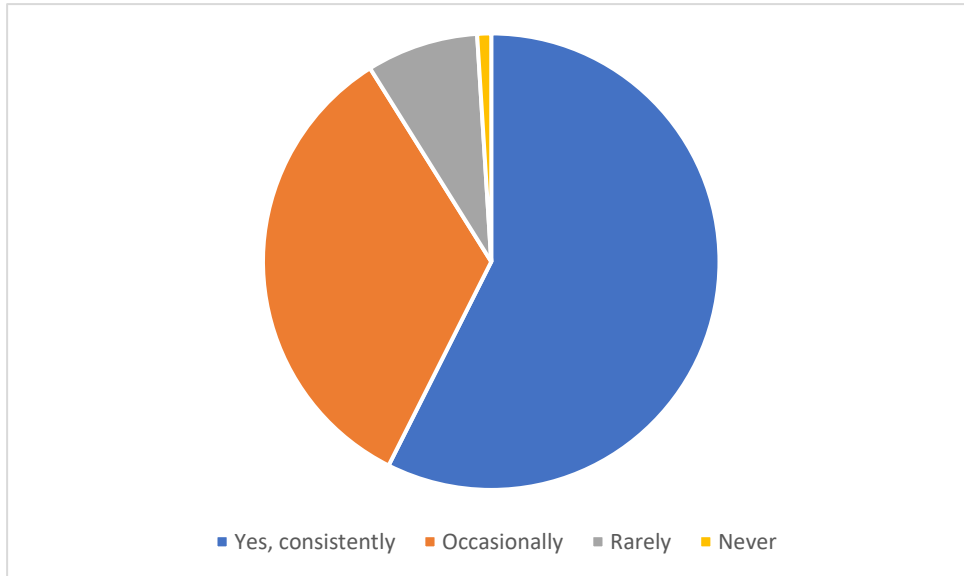


Figure 4.1.20 Whether employees are satisfied with the performance feedback they receive from their supervisors

TABLE 4.1.20 WHETHER EMPLOYEES ARE SATISFIED WITH THE PERFROMACE FEEDBACK THEY RECEIVE FROM THEIR SUPERVISORS

Options	Respondents	Percentage
Yes, consistently	58	57.4%
Occasionally	34	33.7%
Rarely	8	7.9%
Never	1	1%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 57.4% of Respondents are consistently satisfied and 33.7% of respondents are occasionally satisfied and 7.9% of respondents are rarely satisfied and 1% of respondents are never satisfied.

Hence it is concluded that Majority 57.4% of respondents are consistently satisfied.

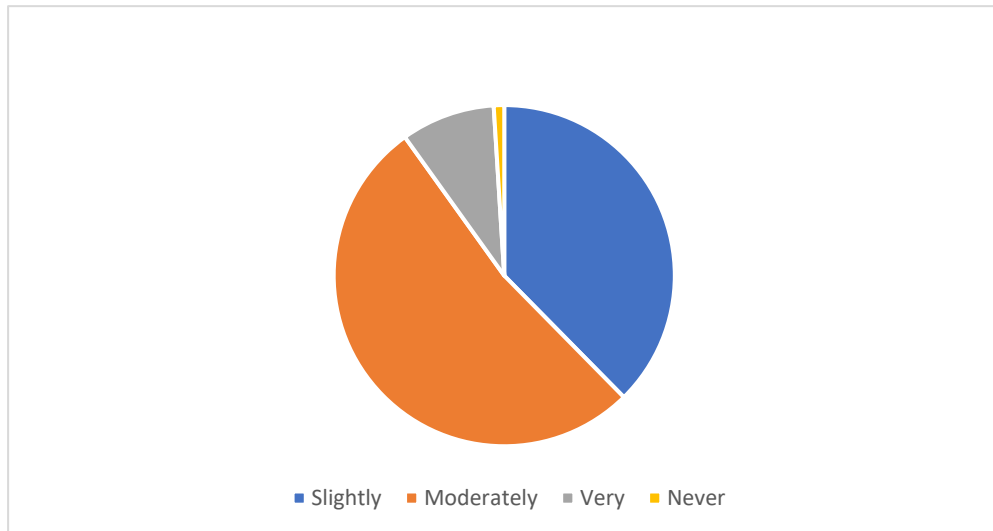


Figure 4.1.21 *Showing does your work give you a sense of accomplishment*

TABLE 4.1.21 SHOWING DOES YOUR WORK GIVE YOU A SENSE OF ACCOMPLISHMENT

Options	Respondents	Percentage
Slightly	38	37.6%
Moderately	53	52.5%
Very	9	8.9%
Never	1	1%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 37.6% of respondents answered slightly and 52.5% of respondents answered Moderately and 8.9% of respondents answered Very and 1% of respondents answered never.

Hence it is concluded that Majority 52.5% of respondents answered Moderately.

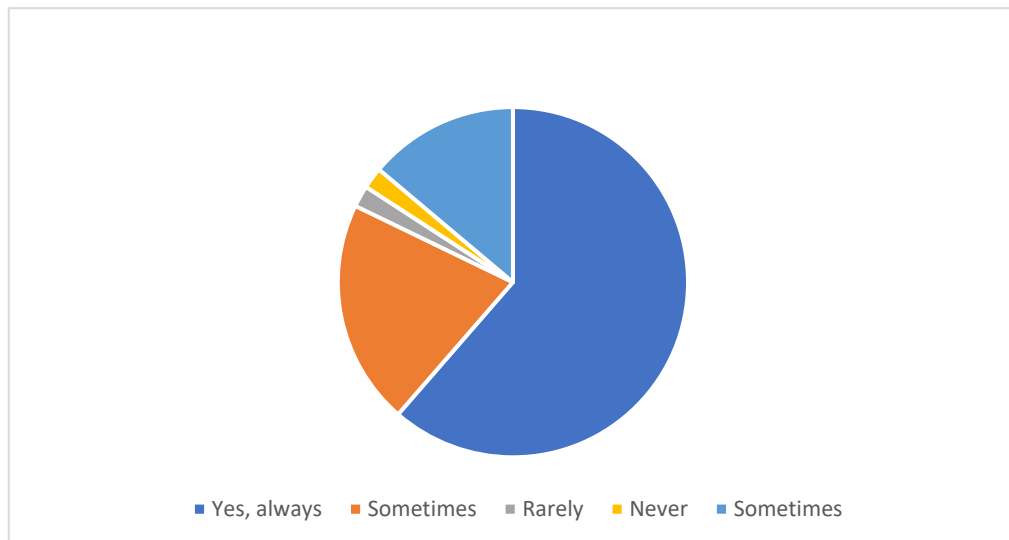


Figure 4.1.22 Do employees feel there are adequate opportunities for Recognition and rewards within the company

TABLE 4.1.22 DO EMPLOYEES FEEL THERE ARE ADEQUATE OPPURTUNITIES FOR RECOGNITION AND REWARDS WITHIN THE COMPANY

Options	Respondents	Percentage
Yes, always	62	61.4%
Sometimes	21	20.8%
Rarely	2	2%
Never	2	2%
Sometimes	14	13.9%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 61.4% of respondents answered yes, always and 20.8% of respondents answered Sometimes and 2% of respondents answered rarely and never And 13.9% of respondents answered sometimes.

Hence it is concluded that 61.4% of respondents said yes, always

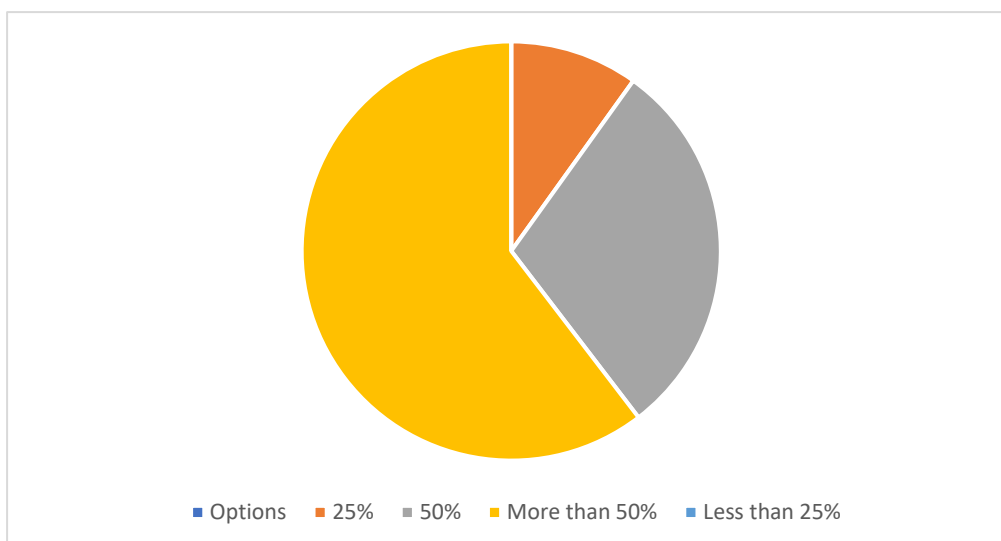


Figure 4.1.23 Showing How transparent do you feel the management is

TABLE 4.1.23 SHOWING HOW TRANSPARENT DO YOU FEEL THE MANAGEMENT IS

Options	Respondents	Percentage
25%	10	9.9%
50%	30	29.7%
More than 50%	61	60.4%
Less than 25%	0	0%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 9.9% of the respondents feel 25% and 29.7% of respondents feel 50% and 60.4% of respondents feel more than 50% and 0% of respondents feel less than 25%. Hence it is concluded that majority of respondents have answered for More than 50%.

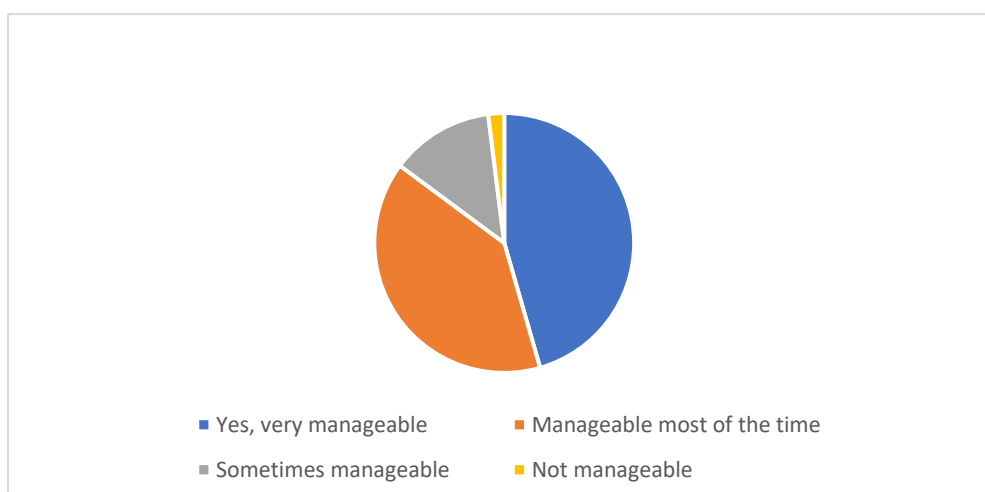


Figure 4.1.24 Showing Do employees feel their workload is manageable

TABLE 4.1.24 SHOWING DO EMPLOYEES FEEL THEIR WORKLOAD IS MANAGEABLE

Options	Respondents	Percentage
Yes, very manageable	46	45.5%
Manageable most of the time	40	39.6%
Sometimes manageable	13	12.9%
Not manageable	2	2%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 45.5% of respondents

Are Yes, very manageable and 39.6% of respondents are

Manageable most of the time and 12.9% of respondents are

Sometimes manageable and 2% are not manageable.

Hence it is concluded that Majority of respondents 45.5% are said

Yes, very manageable.

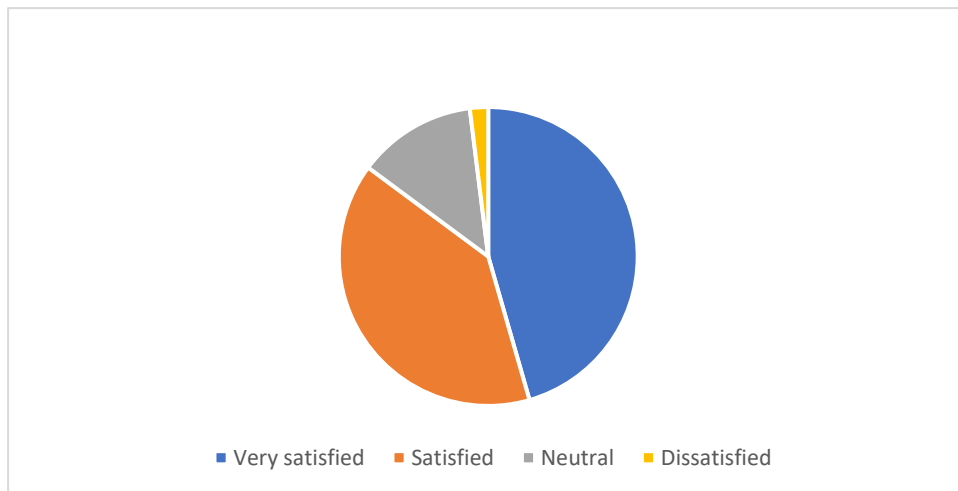


Figure 4.1.25 Showing How satisfied are employees with the overall job Security provided by the company

TABLE 4.1.25 SHOWING HOW SATISFIED ARE EMPLOYEES WITH THE OVERALL JOB SECURITY PROVIDED BY THE COMPANY

Options	Respondents	Percentage
Very satisfied	46	45.5%
Satisfied	40	39.6%
Neutral	13	12.9%
Dissatisfied	2	2%
Total	101	100%

INTERPRETATION

From the above table it is interpreted that 45.5% of respondents are Very satisfied and 39.6% of respondents are satisfied and 12.9% of Respondents are neutral and 2% of respondents are dissatisfied. Hence it is concluded that Majority 45.5% of respondents are very Satisfied.

CHAPTER-5

5.1 FINDINGS OF THE STUDY

- Majority (71.3%) of the respondent are Male and the remaining (28.7%) of the respondent are Female.
- Majority (35.6%) of the respondent are between the age of 35-50, the next highest is (31.7%) and they belong to 25- 35 after that comes (25.7%) of the respondent are the age 18-25 and (6.9%) of the respondent are more than 50.
- Majority (57.4%) of the respondent are Married and (42.6%) of the respondent are Unmarried.
- Majority (51.5%) of the respondent are Employee and next highest is (23.8%) of the respondent are in business and (19.8%) of the respondent are student and (5%) are others.
- Majority (60.4%) of the respondents are satisfied with their role and (24.8%) of the respondents are very satisfied with their role and (14.9%) of the respondent are neutrally satisfied with their role.
- Majority (48.5%) are 85% happy at their work and (21.8%) are 65% happy at their work and (16.8%) are 100% happy at their work and (12.9%) are 50% happy at their work.
- Majority (61.4%) of the respondent are selected 8 Hours and next highest is (19.8%) of the respondent are have 9 Hours work and (17.8%) of them are have 6 Hours work and (1%) of the respondent are selected Hours works.
- Majority (41.6%) of the respondent are selected that I feel motivated and energized while arrive to the work in morning and next highest (31.7%) of the respondent are selected I experience stressful situation from time but I manage stress well so it doesn't build up (24.8%) of the respondent are I am already exhausted and can't wait to go home (2%) of the respondent are selected none of these.
- Majority (63.4%) of respondents are consistently recognized in work and (30.7%) are occasionally recognized and (5%) are rarely recognized and (1%) are never recognized.

- Majority (34.7%) of respondents are selected yes and (24.8%) of respondents have selected skill development and (12.9%) have selected technical development and (12.9%) have selected all of the above and (11.9%) have selected financial development and (3%) have selected no to personal development.
- Majority (38.6%) of the respondents have selected take initiate relationship and (36.6%) have a friendly relationship and (18.8%) have share the credit relationship and (5.9%) have none of this relationship.
- Majority (49.5%) of respondents are very satisfied with work life balance and (30.7%) are satisfied and (17.8%) are neutrally satisfied and (2%) are dissatisfied.
- Majority (50.5%) are very satisfied with opportunities for career advancement and (33.7%) are satisfied and (11.9%) are neutrally satisfied and (4%) are dissatisfied.
- Majority (48.5%) of the respondent are selected that they are very satisfied and (43.6%) of the respondent are selected that they are satisfied and (5.9%) of the respondent are selected neutral and (2%) of the respondent are selected dissatisfied.
- Majority (47.5%) of respondents selected 4-6 years and (25.7%) of respondents selected 1-3 years and (22.8%) of respondents selected less than a year and (4%) of respondents selected more than a year.
- Majority (45.5%) of respondents selected yes and (25.7%) of respondents selected most of the time and (7.9%) of respondents selected sometimes and (3%) of respondents selected rarely.
- Majority (47.5%) of respondents selected somewhat and (41.6%) of respondents selected yes and (7.9%) of respondents selected no and (3%) of respondents selected none of these
- Majority (32.7%) of respondents selected yes and (5%) of respondents have said no.
- Majority (57.4%) of respondents selected yes, consistently and (33.7%) of respondents selected occasionally and (7.9%) of respondents selected rarely and (1%) of respondents selected never.

- Majority (52.5%) of respondents selected moderately and (37.6%) of respondents selected slightly and (8.9%) of respondents selected very and (1%) of respondents selected not at all
- Majority (61.4%) of respondents selected yes always and (20.8%) of respondents selected sometimes and (13.9%) of respondents selected sometimes and (2%) of respondents selected never and rarely
- Majority (60.4%) of respondents selected more than 50% and (29.7%) of respondents selected 50% and (9.9%) of respondents selected 25% and (0%) of respondents selected none of these
- Majority (45.5%) of respondents selected yes, very manageable and (39.6%) of respondents selected manageable most of the time and (12.9%) of respondents selected Sometimes manageable and (2%) of respondents selected not manageable
- Majority (45.5%) are very satisfied with opportunities for career advancement and (39.6%) are satisfied and (12.9%) are neutrally satisfied and (2%) are dissatisfied.

6.1 SUGGESTIONS

- Sufficient opportunities should be given to employees to improve their skills.
- To get a personal growth in the company they should promote and acknowledge and encourage outside development.
- To feel valued for your contribution you should a meaningful work and celebrate achievements and make time for the team.
- Provide options for flexible compensation such as bonuses, stock options, and profit-sharing to align with employee preferences and performance.
- Implement programs to recognize and reward employs for their contributions and achievements.
- Provide resources and support for employees facing personal or professional challenges, such as counselling sets and financial planning assistance.
- Establish channels for employees to provide feedback on compensation and benefits, allowing for continuous improvement based on their input
- Conduct regular reviews of compensation and benefits packages to ensure they remain competitive and aligned with industry standards and employee needs.

- The company can make the work arrangements flexible to support better work-life balance for employees.
- Employee recognition programs can be implemented to acknowledge and appreciate employee's contribution.
- Professional development opportunities where people can invest in training and development programs to enhance their skills.
- Transparent communication is to foster open and transparent communication channels between management and employee to address concerns, feedback.

6.2 CONCLUSION

- The present study is to determine employee's satisfaction in KPS Steels. It is indeed necessary for any organization to understand the need of their employees and fulfilment. From the study it was identified that the most of the employees are satisfied with the job. Majority of the employees are satisfied with the relationship with manager and co- workers.
- The study on employee satisfaction helps the management to know the satisfaction level of the employees about the welfare measure provided by the company.
- Findings and suggestion are based on the survey that I've conducted.
- In KPS Steels they follow the systematic planning and review process to evaluate the performance of employees.
- From the analysis, it was also observed that there is a scope for the improvement of working conditions in KPS Steels.
- The job provides the opportunity to the employees to exercise his/her skill at the work place.
- From this study we can infer that the majority of the employees are satisfied with the employee satisfaction and welfare measures.
- The organization can consider all the suggestions of the study for further policy formulation.

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ANNEXURE

QUESTIONNAIRE

A STUDY ON EMPLOYEE SATISFACTION AT KPS STEELS

1. Name of the respondent
2. Gender of the respondent
3. Age of the respondent
4. Marital status of the respondent
5. Occupation of the respondent?

A) Student B) Employee C) Business D) Others
6. How satisfied are you with your current role?

A) Very satisfied B) Satisfied C) Neutral D) Dissatisfied
7. How happy are you at work?

A) 50% B) 65% C) 85%D) 100%
8. How many hours do you work in your company?

A) 5 hours B) 6 hours C) 8 hours D) 9 hours
9. How do you feel when you arrive at the office in the morning?

A) I feel Motivated and energized B) I am already exhausted and can't wait to go home C) I experience stressful situation from time but I manage stress well so it doesn't build up D) None of these
10. Do you feel recognized for your contributions at work?

A) Yes, consistently B) Occasionally C) Rarely D) Never
11. What is your personal development in your company?

A) Technical development B) Skill development C) Financial development

D)All of the above
12. How is your relationship with your manager?

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

13. How satisfied are you with the work-life balance offered by the company?

A) Very satisfied B) Satisfied C) Neutral D) Dissatisfied

14. How satisfied are you with the opportunities for career advancement within the company?

A) Very satisfied B) Satisfied C) Neutral D) Dissatisfied

15. What is your personal growth in your company?

A) Mental growth B) Social growth C) Emotional growth
D) Psychological growth

16. How satisfied are you with the physical work environment (office space, facilities, etc.)?

A) Very satisfied B) Satisfied C) Neutral D) Dissatisfied

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

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

18. Do you feel your opinions and suggestions are valued by the company?

A) Yes, always B) Most of the time C) Sometimes D) Rarely

19. Do you have a health benefit that are available to you through the city

A) Yes B) Somewhat C) No D) None of these

20. What is the main reason for industrial disputes?

A) Compensation B) Bonus C) Welfare measures D) Rights

21. Are you satisfied with the performance feedback you receive from your supervisor?

A) Yes, consistently B) Occasionally C) Rarely D) Never

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

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

23. Do you feel there are adequate opportunities for recognition and rewards within the company

A) Yes, always B) Sometimes C) Rarely D) Never

24. How transparent do you feel the management is?

A) 25% B) 50% C) More than 50% D) Less than 25%

25. Do you feel your workload is manageable?

A) Yes, very manageable B) Manageable

C) most of the time sometimes manageable d) Not manageable

26. How satisfied are you with the overall job security provided by the company?

A) Very satisfied B) Satisfied C) Neutral D) Dissatisfied