

A STUDY ON EMPLOYEE MORALE AMONG IT EMPLOYEES.

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

BY

MANOJ. M

REG NO: 42410240



DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

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(DEEMED TO BE UNIVERSITY)**

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JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

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SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
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CATEGORY - 1 UNIVERSITY BY UGC**

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the BONAFIDE work of **MANOJ .M (42410240)** who carried out the project entitle “**A STUDY ON EMPLOYEE MORALE AMONG IT EMPLOYEES**” under our supervision from **September 2023 to November 2023**.

DR. YASMEEN BANO

INTERNAL GUIDE

EXTERNAL GUIDE

**Dr. BHUVANESWARI.G, M.A, MBA, Ph.D.,
Dean – School of Management Studies**

Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **MANOJ .M (REG No: 42410240)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE MORALE AMONG IT EMPLOYEES**” done by me under the guidance of **DR. YASMEEN BANO**, is submitted in partial fulfillment of the requirements for the award of **Master of Business Administration**.

DATE:

PLACE: CHENNAI

MANOJ. M

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ABSTRACT

Employee morale is defined by the employee's outlook, optimism, self-concept, and assured belief in themselves and their organization, its mission goals, defined path, daily decisions, and employee appreciation. Faith in self and faith in their organization are both important factors in positive employee morale. A feeling, emotions, sentiments, attitudes and motives all these combine and lead to a particular type of behavior on the part of the individual or his group and this is what is referred to as employee morale. Employee morale is one of the predictors of organizational efficiency and effectiveness.

Key Words: Employee morale, employee appreciation, organization, efficiency and effectiveness.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Employees' morale is becoming a major issue and a matter of concern for the employees and organizations. It has become a part of life for the employees, as life today has become so complex at home as well as at workplace, it is impossible to avoid morale. During the past decade, the information technology sector had undergone rapid and striking changes like policy changes due to Globalization, increased competition due to the entrance of more multi-nation companies (MNCs) in the information technology sector, downsizing, introduction of new technologies etc. Due to these changes, the advent of the technological revolution in all walks of life coupled with globalization, Business process outsourcing (BPO) has become the mainstay of today 's business reality. Employees' morale is the cornerstone of successful Business process outsourcing (BPO) setup. Along with the dynamic growth comes the challenge of keeping up the momentum and motivation among its employees. Human Resource Management plays a key role in the success of an outsourcing setup. In this juncture, the present study is undertaken to address specific problems of Business process outsourcing (BPO) employees related to morale. As a researcher like to discuss the employees' morale with organizational and the growth and development of the Business process outsourcing sector in India with their contribution to the economy as a prelude in this introduction chapter.

Employees' morale which has been in existence for past seventy years in the world and in any country is considered to be a major problem. Employees do need basic facilities, good organization policy, compensation, welfare facilities, working conditions, stress-free environment, and safety in a workplace within the organization which helps them to perform better.

This problem not only exists in the Business process outsourcing industry but also in other sectors like manufacturing, utilities, financial services, hospitality, tourism industries etc.

EMPLOYEES MORALE:

Morale is originated from the Latin word *mores* which means the ethics, attitude or behavior. Morale contains the education or the norms of what planned activity can be considered as good or bad. In other words, morale is the ethics obligations for an individual in relation to society. The objective of morale is the harmonization between individual behavior and the established regulations (Salam, 2000).

The term morale is usually applied to armed forces during wartime, sports, and games. Napoleon rated morale contributing up to seventy percent to the success or failure in a military situation. Understood morale as a state of mind, he opined that morale makes a soldier contented with his surrounding, self, leaders and as such, determines the execution of his mission with efficiency and effectiveness. Since it relates to the conditions of an individual or a group with regard to courage, confidence, and commitment in the performance of duty, therefore, it will be naïve to restrict morale to a particular situation or circumstance. Rather morale is a universal phenomenon applied to all organizations.

Morale is the level of confidence and constructive feelings that people have, especially people who work together, who belong to the same team (Myeni, 2010) Employees' morale is the attitude of employees in the organizations, or general towards job-specific factors such as compensation, supervisory support, and advancement (Ngambi, 2011).

Employees' morale has socio-psychological origins. It reflects the intra-organizational psychological climate, as distinguished from the organizational tangible physical, technological, operational, and financial factors. Being psychological in origin, it necessarily requires suitable psychological techniques to develop a match-up with the tangible factors in possession of the organization.

Employees' morale is the degree of willingness or enthusiasm with which an individual is ready to strive towards the attainment of the organizational goals. It is representative of an individual's zeal towards organizational goal attainment. "Morale is the extent to which a person's needs are met. It is also the extent to which the employees feel satisfaction in their job" (Berge and Hickey, 1984). "Morale is a feeling or state of mind, a mental or emotional attitude centered about one's work, a level of well-being that individuals or groups experience in reference to their work" (Evans, 1992) it is a depiction of an employee's resolution, courage, and hope. It is also the confidence and loyalty with which an employee works and contributes to an organization.

"Morale as the extent to which an individual needs are satisfied and how that individual perceives" (Robbin, 1982., Jerome et al., 1995) Positive or high employee morale is a connotation of the prevalence of decent human resource policies in an organization. Employee morale is also indicative of the degree of satisfaction an individual is drawing from one's job and the nature of the organizational image borne by an

employee. "Morale is built with job satisfaction, commitment, enthusiasm, and a sense of common purpose" (Rauktis and Koeske, 1994) the kind of equation an employee shares with others in the organization, especially the higher-ups, is also projected in the employees' morale.

"Morale is described as a state of mind, mental condition" (Smith, 1966), Employee morale is also a reflection of the expected career progression in the organization and the extent to which an employee's psychological and material needs are validated.

Employee enthusiasm is job reflects of his mental attitude towards the work assigned to him, which, in turn rest on the monetary and non-monetary benefits of job, workplace environment and welfare facilities, organization policies, etc., which good him to strive to achieve the organizational goals, "Morale is a synthesis of an employees' diverse feelings towards his job, his working conditions, his supervisor, his co-workers, his organization, his compensation and so on" (Ovidiu-Iliuta Dobre, 2013).

Employees' morale is intimately connected with monetary and non-monetary motivational job benefits that are provided by the employer to his employees. The result of which is that the employees appear to feel good, happy, optimistic and friendly and take pride in saying, belong to such organization.

Dale Yoder (1972) says Employees' morale describes a feeling, somewhat related to spirit, an 'esprit de corps' enthusiasm or zeal. Popular usage suggests that morale refers to the overall tone, climate, and atmosphere of work.

DEFINITIONS OF EMPLOYEES MORALE

Some important definitions of employee morale may be cited as under:

William R. Spriegel (1977): Morale means the co-operative attitude or mental health of a number of people who are related to each other on some basis.

Edwin B. Flippo (1976): A mental condition or attitude of individuals and groups which determine their willingness to co-operative. Good morale is evidenced by employee enthusiasm, voluntary conformance with regulations and orders and willingness to co-operate with others in the accomplishment of an organization's objectives. Poor morale is evidenced by surliness, insubordination, a feeling of discouragement and dislike of the job, associates and company.

Theo Haimann (1976): it is a state of mind and emotions affecting the attitudes and willingness to work, which, in turn, affect individual and organizational objectives.

Davis (1951): Employees' morale is basically a mental condition of groups and individuals which determines their attitudes.

Michael Jucius (1975): "It is a state of mind or a willingness to work which in turn affects individuals and organizational objectives. He explained it in detail.

1. It is an attitude of mind, state well-being and an emotional force.
2. It resides in the minds, attitudes, and emotions of individuals as members of the group.
3. It affects employees and executives in their interactions immediately and ultimately, the customer and the community.
4. It affects willingness to work and cooperate in the best interest of the enterprise and ultimately, quality of output and costs of operations".

An analysis of the above definitions of morale reflects upon its distinct conceptions. From one point of view, morale may be regarded as essentially an individual matter. It may be described in terms of the attitude of an employee towards his organization. The second conception of morale is essentially 'social' or group-oriented. It is sometimes described as a 'group attitude'. It reflects the general acceptance of group-goals by group members and their agreement on the necessity for continuing the drive towards these goals.

1.2 OBJECTIVES OF THE STUDY:

Primary Objectives:

To study on employee morale among IT employees.

Secondary Objectives:

- To identify the positive relationship between morale of employees and project performance.
- To categorize the morale of employees based on their level of importance.
- To know and understand about the employee morale.
- To know the level of satisfaction of the employee towards the company.

1.3 NEED FOR STUDY:

Employee morale is the relationship that a particular employee or a group of employees have with their work and the organization they work for. High employee morale means that employees are happy, and this is reflective in the kind of work they produce. On the other hand, low employee morale results in less productivity and

pessimism among employees. It is an important for every organization to continually keep employee morale high. It is a concept that describes the level of favorable or unfavorable attitude of employees collectively to all aspects of their work the job, the company, their tasks, working conditions, fellow workers, superiors.

1.4 SCOPE OF THE STUDY

The study will help the organization to know the current levels of morale of their employees and will allow them to take necessary actions to motivate them to perform better and enhance their satisfaction and intention to stay in the organization. The main purpose of the study is to know about the employee morale of the organization. The study is only conducted in an organization at who are working inside and is fully based on employee's views. This study is fully meant for obtain the correct opinion of the employees to retain the employee morale in an organization to extend sustainable improvement.

CHAPTER 2

REVIEW OF LITERATURE

George S. Odiorne (2012) pointed out that the type/quality of equipment provided to workers by management significantly affects the level of employee morale. And **Gangardes (2012)** has suggested in his study that good and efficient employees and good employee morale cannot be built by just increasing the pay of the employees. The employees want suitable work and supervisors want preservation of self-respect.

Sindhu (2012) stated the employee welfare measure increase the productivity of organization and promote healthy industrial relations there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non-statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good drinking water, clean restrooms, clean and hygiene wash rooms and bathrooms, better facilities to sit or good workplace gives employee a high level of satisfactory level.

Samithamby Senthilnathan and Kamalachandran Rukshani (2013) explored with the variety of literature support the relationship of variables with respect to employee morale and organizational trust. To extend and facilitates further studies contextually and empirically, a mind-map is presented to show how these relationship variables relate to organizational trust and employee morale.

This is enhancing related the studies of organizational trust and employee morale in particular.

Sudheer Kumar and Balaji Prasad (2013) studied about employee training, employee retention, human resource management, performance appraisal, recruitment, and selection. They conclude that under present market forces and strict competition, the software companies are forced to be competitive, software companies must seek ways to become more efficient, productive flexible and innovative under constant pressure to improve results. Gaining competitive advantage in the traditional ways have to be supplemented with organizational capability relates to hiring and retaining competent employees and developing competencies through effective human resource management.

Sabarirajan and Srivanidevi (2014) investigated the relationship between employee morale and quality of work life among employees. The construct used for this research to test employee morale consists of intrinsic motivation, work meaningfulness, organizational commitment, and work pride and employee satisfaction. The study was conducted on a total of 150 respondents working in spinning mills located in Dindigul District. The sample chosen is based on a convenience sampling method. They used T-Test, correlation, and regression and checked the model fit with the structural equation model, Findings suggest that high association exists between employee morale and quality of work life among the employees.

Vignesh Shankar (2014) investigated the quality of work life and morale of employees and their effects on organizational operations. Quality in an organization is defined as an advantage, as a value, a determination of conformity and as meeting customer's expectations. In an organization good quality of work life is necessary to retain and attract the skilled and talented employees. Employees are the most important assets of any organizations and its success or failure dependson their qualifications and performance. Motivated employees and satisfied customers are the backbones of any successful organizations. This paper focuses and analyzes the literature findings which involve quality of work life and predictors of employee motivational strategies.

Yohana I. Wantania and Stanss L.H.V. Joyce Lapian (2015)

identified the effect of Employee Morale and Facilities toward Employee Efficiency. In this research, the population refers to the employees of Astra International Daihatsu Martadinata Manado which equal to the sample size that are 68 respondents. The associative method is used in this research by using questionnaires and Multiple Regression analysis for data analysis. The result shows that Employee Morale and Facilities have a significant effect on Employee Efficiency partially and simultaneously. In term of the salary, recognition, rewards and facilities, company treats their employees to improve the company needs.

Wilfredo J. Nicolas and Mael O. Malonisio (2015) conducted to determine the level of employees' morale of the Aklan State University-Main Campus for the school year 2015. The data revealed that level of employees' morale is high. The data further revealed that the indicators on Belonging, Recognition and Rewards, Involving, Advancement/Opportunities, Compensation, Training, Company Policies and Guidelines,

Company Values, and Work Flexibility, have a moderate level of morale. Furthermore, the indicators on Open Communication, Enthusiasm, Motivation, Commitment, Loyalty, Trust, Appreciation, Empowerment, Teamwork, and Supervisor Consultation, have a high level of morale.

Nandhini, Usha and Palanivelu (2016) revealed employee morale is defined by the employee's outlook, optimism, self-concept, and assured belief in themselves and their organization, its mission, goals, defined path, daily decisions, and employee appreciation. They concluded Morale in a business organization is an attitude of emotional readiness, which enables an employee to improve his productivity. When an organization motivates its employees to a high degree, result and morale in the organization will be equally high. Motivation is the process and morale is the product. Therefore, continues monitoring and improvement of morale is necessary for an organization.

Vembu and Suvitha (2016) stated employee morale plays a very important part in the organization success, high morale leads to success and low morale brings to defeat, they said nature of work, working conditions, supervision, interpersonal relations, management policies, and personal factors are some factors that affecting morale in the organizations, in this study they used only percentage analysis and suggested society has to arrange interaction program, provide adequate loan scheme, and encouraging the employee towards in decision-making process, and they concluded morale of employees became satisfactory.

Jehanzeb R. Cheema and Muhammad Asrar-ul-Haq (2017) suggested that organizational factors such as participation, morale, and shortage can have a significant

effect on organizational outcomes. However, relatively little attention has been paid to cross-country examination of these relationships specifically for educational organizations such as schools, colleges, and universities. In this study, we looked at the link between staff-centered organizational factors and organizational performance, within the special context of high schools across nationally representative samples from 64 countries and economies. Our empirical results indicate large cross-country variations in the effect of factors such as staff participation, morale, and shortage, on school performance. Implications are discussed.

Muhammad Hamid et al. (2017) investigated the organizational performance of 200 employees of Ufone and Mobilink franchises in Sargodha city. The population in this study has included all companies in telecommunication in Pakistan. The results show that the higher level of compensation management, organizational citizenship behavior and employee development practices that will lead to a higher level of organizational performance, also indicate that compensation management, organizational citizenship behavior, and employee development is positively associated with organizational performance. They indicate that compensation management is positively associated with organizational performance.

Aryo Widagdo et al. (2018) revealed in their study aims to analyze the effects of partial compensation and partial motivation on employee performance, as well as the direct influence of compensation and motivation on employee performance. In addition, this study also analyzed the indirect effect of compensation and motivation on employee performance and analyzing commitment as an intermediate variable in relation to the influence of compensation and motivation on employee performance. Purposive sampling

technique was used, 17 program will be programmed. The hypothesis in this study is influenced by the value of the corresponding variable coefficients after testing. Compensation, Motivation and Organizational Commitment influencing directly Employee Performance. Commitment as intervening variable gives indirect influence on Compensation and Motivation.

Kandavel and Sakthivel (2018) said employee morale is a major concept in today's business world, most of the organizations are concentrating how to develop their organizational policies. Morale increases the employee's productivity. So, this automatically helps to increase the business outcomes. Their study is an attempt to understanding and measuring what are the challenges and difficulties faced by an employee in organizations. The study is done on the basis of two factors, they are employee morale and organizational performance. The data is collected from the structured questionnaire. The sample size is 110 and also it is a simple random sampling. The result of this study is Majority of employees found that morale is beneficial for organization and morale positively influencing organizational performance.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY:

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data.

3.2 RESEARCH DESIGN:

DESCRIPTIVE RESEARCH:

Descriptive research has been used, it involves survey and fact finding enquires it different kinds, the purpose of descriptive research is the descriptive of state of affairs, as it exists at present. Descriptive research is a study designed to depict the participants in an accurate way.

3.3 SOURCES OF DATA:

Data collection is one of the most important aspects of research. The information in tough research methodology must be accurate and relevant the data collection method can be classified into two methods.

Primary data:

This study was accumulated through review and responses and assembled through google forms.

Secondary data:

Websites and online journals, published reports and reviews of literature from published articles.

3.4 SAMPLING TECHNIQUES

Convincing sampling technique:

A Convincing sample is one of the main types of non- probability sampling methods. A convincing sample is made up of people who are easy to reach.

3.5 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections.

First part was designed to know the general information about customers and the second part contained the respondent's opinion about android and iOS features.

- Basic introduction
- Personal details
- Research relates question.

3.6 SAMPLE SIZE:

Test size consider for study is 112.

3.7 HYPOTHESIS:

- Chi square analysis.
- Correlation

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE NO: 1) AGE OF THE RESPONDENTS.

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	19 - 25	68	60.7%
2	26 - 35	27	24.1%
3	36 - 45	17	15.2%
	Total	112	100%

2.Age
112 responses

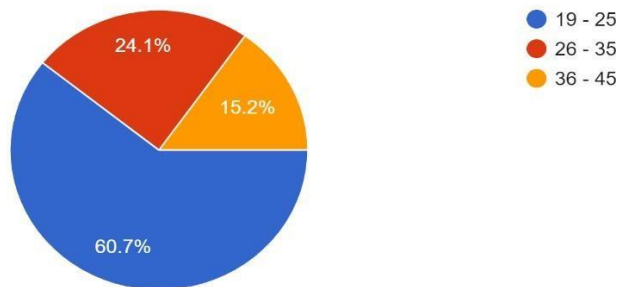


CHART NO: 1) AGE OF THE RESPONDENTS.

INTERPRETATION

From the above table it is interpreted that the number of respondents between 19-25 age of respondent are 60.7%, between 26-35 age of respondent are 24.1% between 36-45 age of respondent are 15.2%.

INFERENCE

Majority (60.7%) of the respondent are age between 19-25 years.

TABLE NO: 2) MARITAL STATUS.

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	MARRIED	71	63.4%
2	UNMARRIED	41	36.6%
	TOTAL	112	100%

2.Age

112 responses

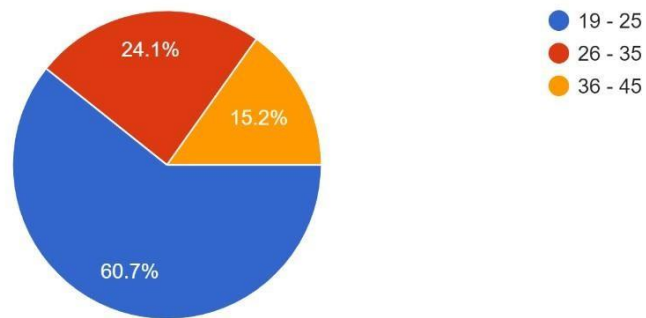


CHART NO: 2) MARITAL STATUS.

INTERPRETATION

From the above table it is interpreted that the 63.4 % of respondents between Married and 36.6% of the respondents are unmarried.

INFERENCE

Majority (63.4%) of the respondent are unmarried.

TABLE NO: 3) HOW IS WORKPLACE STRESS AFFECTING YOUR LIFE OUTSIDE OF WORK

S.NO	PARTICULARS	NO OF RESPONDENT	PERCENTAGE
1	NOT AT ALL	19	17%
2	MODERATELY	26	23.2%
3	EXTREMELY	31	27.7%
4	SLIGHTLY	14	12.5%
5	VERY MUCH	22	19.6%
	TOTAL	112	100

4.How is workplace stress affecting your life outside of work ?

112 responses

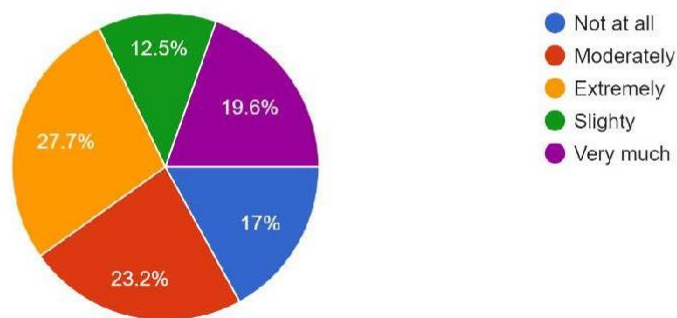


CHART NO: 3) HOW IS WORKPLACE STRESS AFFECTING YOUR LIFE OUTSIDE OF WORK?

INTERPRETATION

From the above table it is interpreted that the 27.7% of the respondents are having Extremely, 23.2% of the respondents are having moderately, 19.6% of the respondents are having very much, 17% of the respondents are having Not at all, 12.5% of the respondents are having slightly.

INFERENCE

Majority (27.7%) of the respondent are Extremely.

TABLE NO: 4) HOW EFFECTIVELY ARE YPU ABLE TO MANAGE YOUR WORKLOAD?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	NOT AT ALL	14	12.6%
2	MODERATELY	26	23.4%
3	EXTREMELY	22	19.8%
4	SLIGHTY	25	22.5%
5	VERY MUCH	24	21.6%
	TOTAL	112	100

5.How effectively are you able to manage your workload ?

111 responses

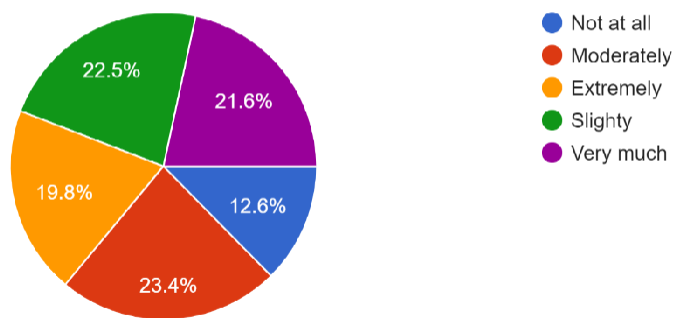


CHART NO: 4) HOW EFFECTIVELY ARE YOU ABLE TO MANAGE YOUR WORKLOAD?

INTERPRETATION

From the above table it is interpreted that the 23.4% of the respondents are having moderately, 22.5% of the respondents are having slightly, 21.6% of the respondents are having very much, 19.8% of the respondents are having extremely, 12.6% of the respondents are having not at all.

INFERENCE

Majority (23.4%) of the respondent are moderately

TABLE NO: 5) HOW DO YOU PRECISE THE MORALE IN THE COMPANY?

S.NO	PARTICULARS	NO OF RESPONDENT	PERCENTAGE
1	UNSATISFACTORY	18	16.1%
2	FAIR	25	22.3%
3	EXCELLENT	26	23.2%
4	POOR	18	16.1%
5	GOOD	25	22.3%
	TOTAL	112	100

6.How do you precise the morale in the company ?

112 responses

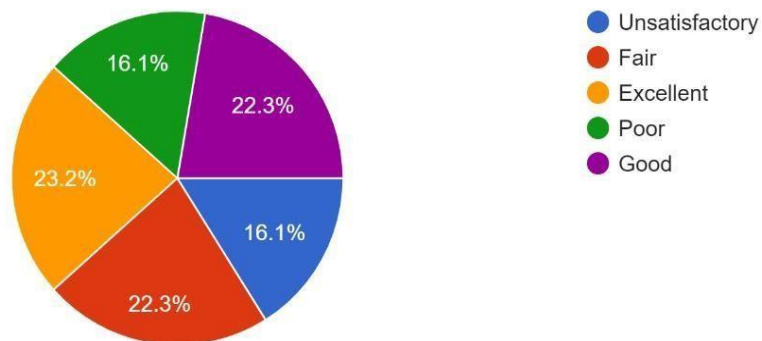


CHART NO: 5) HOW DO YOU PRECISE THE MORALE IN THE COMPANY?

INTERPRETATION

From the above table it is interpreted that the 23.2% of the respondents are having excellent, 22.3% of the respondents are having fair, 22.3% of the respondents are having good, 16.1% of the respondents are having unsatisfactory, 12.6% of the respondents are having poor.

INFERENCE

Majority (23.2%) of the respondent are excellent.

TABLE NO: 6) DOES YOUR PRECISE THE MORALE IN THE COMPANY?

S.NO	PARTICULARS	NO OF RESPONDENT	PERCENTAGE
1	NOT AT ALL	18	16.1%
2	MODERATELY	25	22.3%
3	EXTREMELY	14	12.5%
4	SLIGHTY	23	20.5%
5	VERY MUCH	32	28.6%
	TOTAL	112	100

7.Does your precise the morale in the company ?

112 responses

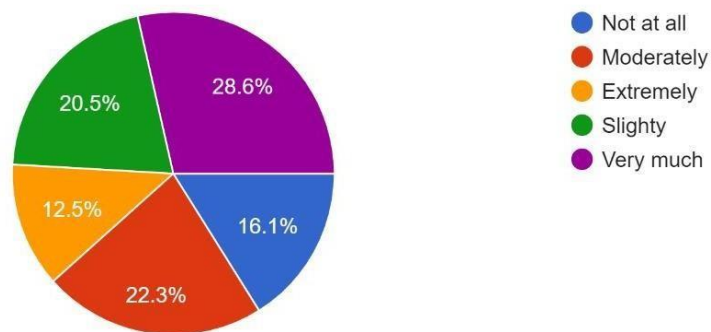


CHART NO: 6) DOES YOUR PRECISE THE MORALE IN THE COMPANY?

INTERPRETATION

From the above table it is interpreted that the 28.6% of the respondents are having very much, 22.3% of the respondents are having moderately, 20.5% of the respondents are having slightly, 16.1% of the respondents are having not at all, 12.5% of the respondents are having extremely.

INFERENCE

Majority (28.6%) of the respondent are very much.

TABLE NO: 7) DO YOU FEEL THAT YOU GET RECOGNITION FOR YOUR WORK?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	NOT AT ALL	19	17.3%
2	MODERATELY	22	20%
3	EXTREMELY	23	20.9%
4	SLIGHTY	19	17.3%
5	VERY MUCH	27	24.5%
	TOTAL	112	100

8.Do you feel that you get recognition for your work ?

110 responses

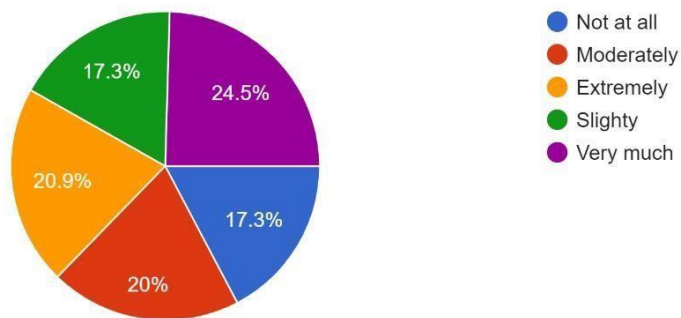


CHART NO: 7) DO YOU FEEL THAT YOU GET RECOGNITION FOR YOUR WORK?

INTERPRETATION

From the above table it is interpreted that the 24.5% of the respondents are having very much, 20.9% of the respondents are having extremely, 20% of the respondents are having moderately, 17.3% of the respondents are having not at all, 17.3% of the respondents are having slightly.

INFERENCE

Majority (24.5%) of the respondent are very much.

TABLE NO: 8) DO YOU FEEL RESPECTED IN YOUR WORKPLACE?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	EXCELLENT	27	24.8
2	FAIR	29	26.6
3	POOR	23	21.1
4	GOOD	30	27.5
	TOTAL	109	100

9.Do you feel respected in your workplace ?

109 responses

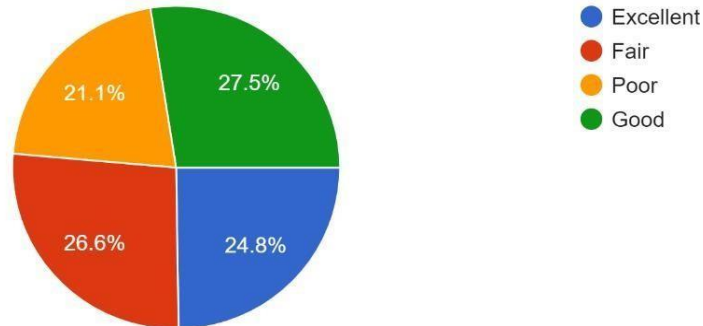


CHART NO: 8) DO YOU FEEL RESPECTED IN YOUR WORKPLACE?

INTERPRETATION

From the above table it is interpreted that the 27.5% of the respondents are having good, 26.6% of the respondents are having fair, 24.8% of the respondents are having excellent, 21.1% of the respondents are having poor.

INFERENCE

Majority (27.5%) of the respondent are Good.

TABLE NO: 9) HOW MUCH DO YOU FEEL THAT YOUR BOSS AND SUPERVISORS CARE ABOUT YOU?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	NOT AT ALL	13	11.8%
2	SOMEWHAT	23	20.9%
3	A LOT	12	10.9%
4	A LITTLE BIT	26	23.6%
5	VERY MUCH	36	32.7%
	TOTAL	112	100

10.How much do you feel that your boss and supervisors care about you ?

110 responses

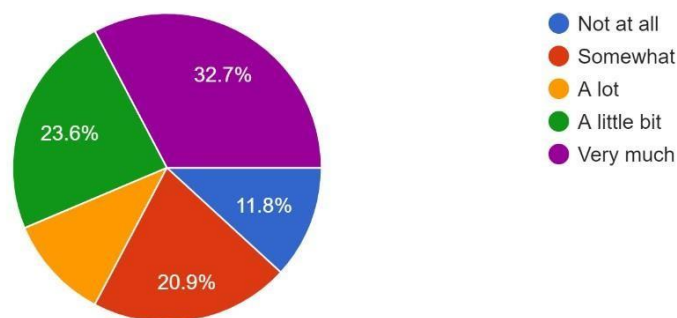


CHART NO: 9) DO YOU FEEL THAT YOU GET RECOGNITION FOR YOUR WORK?

INTERPRETATION

From the above table it is interpreted that the 32.7% of the respondents are having very much, 23.6% of the respondents are having somewhat, 20.9% of the respondents are having a little bit, 11.8% of the respondents are having not at all, 10.9% of the respondents are having a lot.

INFERENCE

Majority (32.7%) of the respondent are very much.

TABLE NO: 10) HOW IS THE RELATIONSHIP BETWEEN YOU AND YOUR SUPERVISIORS?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	UNSATISFACTORY	09	8.2%
2	FAIR	21	19.1%
3	EXCELLENT	25	22.7%
4	POOR	16	14.5%
5	GOOD	39	35.5%
	TOTAL	112	100

11.How is the relationship between you and your supervisors ?

110 responses

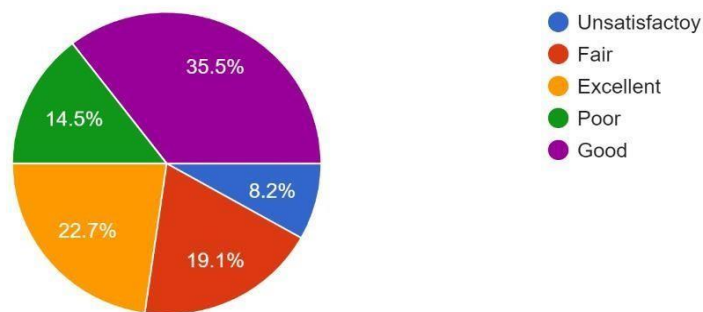


CHART NO: 10) HOW IS THE RELATIONSHIP BETWEEN YOU AND YOUR SUPERVISIORS?

INTERPRETATION

From the above table it is interpreted that the 35.5% of the respondents are having good, 22.7% of the respondents are having excellent, 19.1% of the respondents are having fair, 14.5% of the respondents are having poor, 8.2% of the respondents are having unsatisfactory.

INFERENCE

Majority (35.5%) of the respondent are Good.

TABLE NO: 11) HOW WOULD YOUR CHARACTERISTICS YOU COMMUNICATE?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	UNSATISFACTORY	09	8.2%
2	FAIR	21	19.1%
3	EXCELLENT	28	25.5%
4	POOR	17	15.5%
5	GOOD	35	31.8%
	TOTAL	112	100

12.How would your characteristics you communicate ?

110 responses

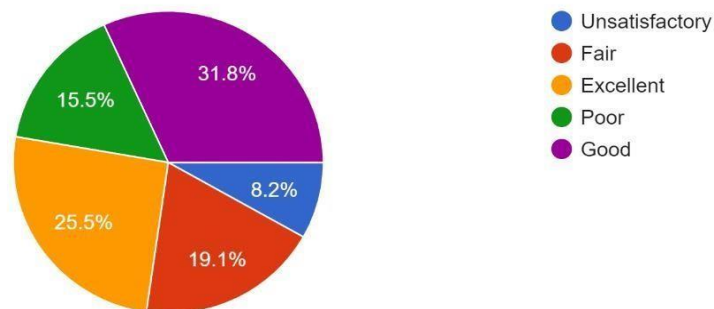


CHART NO: 11) HOW WOULD YOUR CHARACTERISTICS YOU COMMUNICATE?

INTERPRETATION

From the above table it is interpreted that the 31.8% of the respondents are having good, 25.5% of the respondents are having excellent, 19.1% of the respondents are having fair, 15.5% of the respondents are having poor, 8.2% of the respondents are having unsatisfactory.

INFERENCE

Majority (31.8%) of the respondent are Good.

TABLE NO: 12) HOW GOOD DO YOU FEEL YOUR CHANCES FOR PROMOTION ARE IN THE COMPANY?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	EXTREMELY BAD	10	9.1%
2	NEUTRAL	23	20.9%
3	EXTREMELY GOOD	22	20%
4	VERY BAD	16	14.5%
5	VERY GOOD	39	35.5%
	TOTAL	112	100

13.How good do you feel your chances for promotion are in the company ?

110 responses

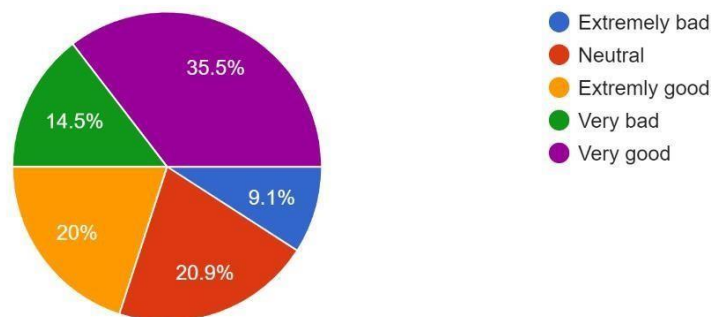


CHART NO: 12) HOW GOOD DO YOU FEEL YOUR CHANCES FOR PROMOTION ARE IN THE COMPANY?

INTERPRETATION

From the above table it is interpreted that the 35.5% of the respondents are having very good, 20.9% of the respondents are having neutral, 20% of the respondents are having extremely good, 14.5% of the respondents are having very bad, 9.1% of the respondents are having Extremely bad

INFERENCE

Majority (35.5%) of the respondent are very Good.

TABLE NO: 13) HOW SATISFIED ARE YOU WITH YOUR CURRENT WORKLIFE BALANCE?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	VERY DISSATISFIED	11	9.9%
2	DISSATISFIED	23	20.7%
3	NEUTRAL	26	23.4%
4	SATISFIED	16	14.4%
5	VERY SATISFIED	35	31.5%
	TOTAL	112	100

14.How satisfied are you with your current worklife balance ?

111 responses

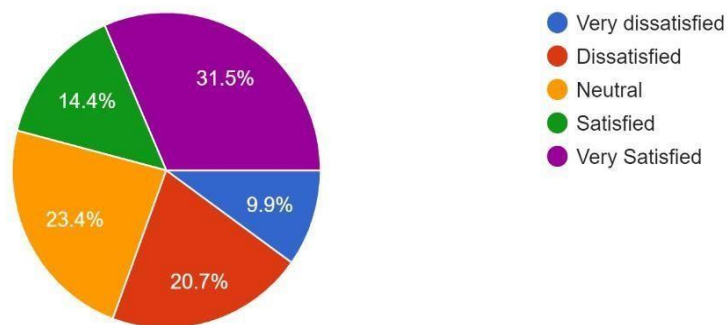


CHART NO: 13) HOW SATISFIED ARE YOU WITH YOUR CURRENT WORKLIFE BALANCE?

INTERPRETATION

From the above table it is interpreted that the 31.5% of the respondents are having very satisfied, 23.4% of the respondents are having neutral, 20.7% of the respondents are having dissatisfied, 14.4% of the respondents are having satisfied, 9.9% of the respondents are having very satisfied.

INFERENCE

Majority (31.5%) of the respondent are very satisfied.

TABLE NO: 14) IS STRESS IN YOUR WORKPLACE AFFECTING YOUR LIFE OUTSIDE OF YOUR?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	NOT AT ALL	12	10.9%
2	SLIGHTY	24	21.8%
3	MODERATELY	21	19.1%
4	VERY MUCH	15	13.6%
5	EXTREMELY	38	34.5%
	TOTAL	112	100

15.Is stress in your workplace affecting your life outside of your ?
110 responses

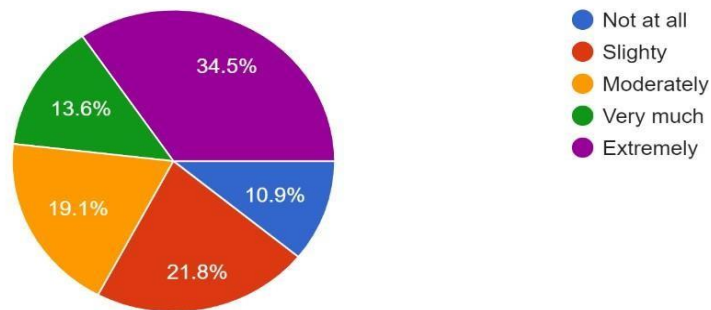


CHART NO: 14) DO YOU FEEL THAT YOU GET RECOGNITION FOR YOUR WORK?

INTERPRETATION

From the above table it is interpreted that the 34.5% of the respondents are having extremely, 21.8% of the respondents are having slightly, 19.1% of the respondents are having moderately, 13.6% of the respondents are having very much, 10.9% of the respondents are having not at all.

INFERENCE

Majority (34.5%) of the respondent are extremely.

TABLE NO: 15) HOW DO YOU PERCEIVE THE MORALE IN THE COMPANY?

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	UNSATISFACTORY	18	16.2%
2	FAIR	30	27%
3	EXCELLENT	20	18%
4	GOOD	43	38.7%
	TOTAL	112	100

16.How do you perceive the morale in the company ?

111 responses

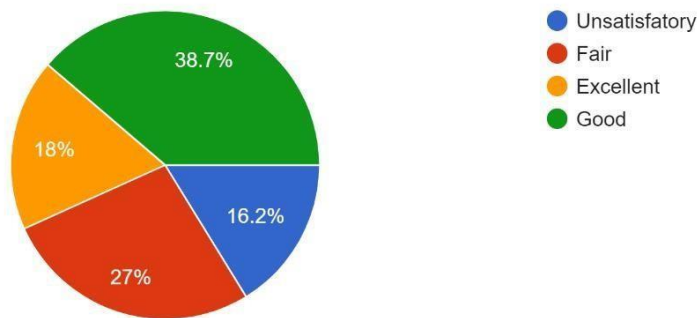


CHART NO: 15) HOW DO YOU PERCEIVE THE MORALE IN THE COMPANY?

INTERPRETATION

From the above table it is interpreted that the 38.7% of the respondents are having good, 27% of the respondents are having fair, 18% of the respondents are having excellent, 16.2% of the respondents are having unsatisfactory.

INFERENCE

Majority (38.7%) of the respondent are extremely.

4.2 CHI SQUARE

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * How_effectively_are_you_able_to_manage_your_workload	110	100.0%	0	0.0%	110	100.0%

Gender * How_effectively_are_you_able_to_manage_your_workload Crosstabulation

		How_effectively_are_you_able_to_manage_your_workload					Total	
		1	2	3	4	5		
Gender	male	Count	8	13	10	18	7	56
		Expected Count	10.2	15.3	7.6	15.3	7.6	56.0
	female	Count	12	17	5	12	8	54
		Expected Count	9.8	14.7	7.4	14.7	7.4	54.0
Total	Count	20	30	15	30	15	110	
	Expected Count	20.0	30.0	15.0	30.0	15.0	110.0	

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.232 ^a	4	.376
Likelihood Ratio	4.278	4	.370
Linear-by-Linear Association	1.304	1	.254
N of Valid Cases	110		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.36.

4.3 CORRELATION

Correlations

		How_is_workp lace_stress_af fecting_your_li fe_outside_of_ the_work?	How_do_you_ precise_the_m orale_in_the_c ompany?
How_is_workplace_stres s_affecting_your_life_out side_of_the_work	Pearson Correlation	1	.938**
	Sig. (2-tailed)		<.001
	N	110	110
How_do_you_precise_th e_morale_in_the_compa ny	Pearson Correlation	.938**	1
	Sig. (2-tailed)	<.001	
	N	110	110

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

CHAPTER 5

FINDINGS:

- Majority (60.7%) of the respondent are age between 19-25 years.
- Majority (63.4%) of the respondent are unmarried
- Majority (27.7%) of the respondent are Extremely
- Majority (23.4%) of the respondent are moderately.
- Majority (23.2%) of the respondent are excellent
- Majority (28.6%) of the respondent are very much
- Majority (24.5%) of the respondent are very much
- Majority (27.5%) of the respondent are Good.
- Majority (32.7%) of the respondent are very much.
- Majority (35.5%) of the respondent are Good
- Majority (31.8%) of the respondent are Good.
- Majority (35.5%) of the respondent are very Good
- Majority (31.5%) of the respondent are very satisfied.
- Majority (34.5%) of the respondent are extremely
- Majority (38.7%) of the respondent are extremely.

SUGGESTIONS:

- Management should maintain the goals and responsibility toward the employees.
- It will be more effective if the management could arrange some more adequate motivation programs.
- Management should reduce the work load of the employees.
- It is better the management should recognize the special talents.
- Employees should be treated friendly and should be allowed to participate in the problems.

CONCLUSION:

Morale is psychological concept. Morale is not a cause but rather the effect or result of many going awry. Morale differs from person to person, industry to industry, level of education age, nature of work etc. Morale may be range from very high to very low. By this study in IT employees limited were cleared that there showing various faction which influences morale and productivity of the employees each as Social Security measures, welfare facilities, salary status, Bonus, health condition, shift system and recognition of work are getting much importance. To conclude employee morale plays very important role in every organization. Good employee morale is the key role for success of the organization. Unless an employee has poor morale if always a possibility of employee disharmony and also affect smooth running of the organization.

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APPENDIX

QUESTIONNAIRE

1) NAME: _____

2) AGE:

A) 19 – 25

B) 26 – 35

C) 36 – 45

3) GENDER

A) MALE

B) FEMALE

4) HOW IS WORKPLACE STRESS AFFECTING YOUR LIFE OUTSIDE OF WORK?

A) UNSATISFACTORY

B) FAIR

C) EXCELLENT

D) POOR

E) GOOD

5) HOW EFFECTIVE ARE YOU ABLE TO MANAGE YOUR WORKLOAD?

A) NOT AT ALL

B) MODERATELY

C) EXTREMELY

D) SLIGHTLY

E) VERY MUCH

6) HOW DO YOU PERCEIVE THE MORALE IN THE COMPANY?

- A) UNSATISFACTORY
- B) FAIR
- C) EXCELLENT
- D) POOR
- E) GOOD

7) DOES YOUR PERCEIVE THE MORALE IN THE COMPANY?

- A) NOT AT ALL
- B) MODERATELY
- C) EXTREMELY
- D) SLIGHTLY
- E) VERY MUCH

8) DO YOU FEEL THAT YOU GET RECOGNITION FOR YOUR WORK?

- A) NOT AT ALL
- B) MODERATELY
- C) EXTREMELY
- D) SLIGHTLY
- E) VERY MUCH

9) DO YOU FEEL RESPECTED IN YOUR WORKPLACE?

- A) EXCELLENT
- B) FAIR
- C) POOR
- D) GOOD

10) HOW MUCH DO YOU FEEL THAT YOUR BOSS AND SUPERVISORS CARE ABOUT YOU?

- A) NOT AT ALL
- B) SOMEWHAT
- C) A LOT
- D) A LITTLE BIT
- E) VERY MUCH

11) HOW IS THE RELATIONSHIP BETWEEN YOU AND YOUR SUPERVISORS?

- A) UNSATISFACTORY
- B) FAIR
- C) EXCELLENT
- D) POOR
- E) GOOD

12) HOW WOULD YOUR CHARACTERISTICS YOU COMMUNICATE?

- A) UNSATISFACTORY
- B) FAIR
- C) EXCELLENT
- D) POOR
- E) GOOD

13) HOW GOOD DO YOU FEEL YOUR CHANCES FOR PROMOTION ARE IN THE COMPANY?

- A) EXTREMELY BAD
- B) NEUTRAL
- C) EXTREMELY GOOD
- D) VERY BAD
- E) VERY GOOD

14) HOW SATISFIED ARE YOU WITH YOUR CURRENT WORK LIFE BALANCE?

- A) VERY DISSATISFIED
- B) DISSATISFIED
- C) NEUTRAL
- D) SATISFIED
- E) VERY SATISFIED

15) IS STRESS IN YOUR WORKPLACE AFFECTING YOUR LIFE OUTSIDE OF WORK?

- A) NOT AT ALL
- B) SLIGHTLY
- C) MODERATELY
- D) VERY MUCH
- E) EXTREMELY

16) HOW DO YOU PERCEIVE THE MORALE IN THE COMPANY?

- A) UNSATISFACTORY
- B) FAIR
- C) EXCELLENT
- D) GOOD