

EMPLOYEE'S PERCEPTION TOWARDS CAREER GROWTH AND DEVELOPMENT IN NLC INDIA LIMITED

Submitted in partial fulfilment of the requirements for the award of
MASTER OF BUSINESS ADMINISTRATION

By

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Register No.40410133



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

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

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI – 600 119.

APRIL 2022

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **RAGHURAM.M 40410133** who carried out the project entitled “**Employee’s perception towards career growth and development in NLC India Ltd.**” under my supervision from January 2022 to March 2022.

Dr KALAILAKSHMI T R

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Dean – School of Management Studies

Submitted for Viva voce Examination held on_____

Internal Examiner

External Examiner

DECLARATION

I **RAGHURAM M (40410133)** hereby declare that the Project Report entitled **“Employee’s perception towards career growth and development in NLC India Ltd.”** done by me under the guidance of **DR KALAILAKSHMI T R** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

RAGHURAM. M

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind support in doing this project.

I convey my thanks to **Dr. LAVANYA, Dr. KALAI LAKSHMI, Dr. BHUVANESWARI, Dr. JOHN BRITTO** and **Dr. NAZIM SHA** School of Business Administration for providing me necessary support and details at the right time during the review.

I would like to express my sincere and deep sense of gratitude to my project guide **Dr. RANI**, School of Business Administration for her valuable guidance and suggestion.

I wish to express my thanks to all **Teaching and Non-Teaching** staff members of the Department of Business Administration.

M RAGHURAM

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ABSTRACT

Growth and Development makes employee versatile in their work. This makes the employee to get adapted to any job, when he is moved on job rotation in the organization. Only well-trained employee contributes maximum effort to their organization. Employees perception towards growth and development helps employees in easing the stress situations and improving the morale towards the organization and among employees which brings harmonial relationship. Hence the present study analyses found in NLCIL suggests significant measures for the career growth and development more effectively by incorporating various technological aspect which leads to the development of the organization.

The object of the study is the perception of employees regarding career growth and development in NLCIL. For this purpose, the researcher collected primary data from 110 respondents in the study area using questionnaire. The collected data were analyzed using CHI-SQUARE test and ANOVA test.

LIST OF TABLE

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LIST OF CHARTS

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CHAPTER 1 – INTRODUCTION

1.1. INTRODUCTION

- Neyveli is the major Power Generation and Mining Township in Tamil Nadu, India. The Entire soil of Neyveli is packed with rich Lignite underneath that serves as fuel to feed the Power Stations. Neyveli is covered with Lignite Mines and Thermal Power Stations. The Company is engaged in Business of Mining of Lignite as well as Renewable Energy sources. The Company undertakes Mining and Processing of Lignite, Generation and Distribution of Power etc.
- It annually produces about 30 Million Tonnes of Lignite from opencast Mines at Neyveli. The Lignite is used at pithead Thermal Power Stations of 3640 MW installed capacity to produce Electricity.
- Laterally, it has diversified into Renewable Energy production and installed 1404 MW Solar Power Plant to produce Electricity from photovoltaic (PV) cells and 51 MW Electricity from Windmills.
- Around 11,500 employees are working in NLCIL.

1.2. COMPANY PROFILE

Neyveli is the major Power Generation and Mining Township in Tamil Nadu, India. Neyveli is covered with Lignite Mines and Thermal Power Stations. The Company undertakes, Generation and Distribution of Power.

Around **11,500 employees** are working in **NLCIL**. Employee perception in world level makes them work in progress and results focuses on employee satisfaction and perception. This project research focus on measuring employee perception and satisfaction level in **NLCIL** with the help of various HR Topics and Sampling Techniques.

1.3. OBJECTIVES OF THE STUDY

- To understand the concept of *quality of work life* of the employees in **NLCIL**.
- To find out the measures to *redress* the *grievances* of the employees in **NLCIL**.
- To monitor the *working condition* prevailing in **NLCIL**.
- To find out the *satisfaction level* of the employees related to their *remunerates*.
- To laterality the opinion about *health safety facilities* and *working conditions* providing by the **NLCIL**

1.4. NEED FOR STUDY

1. To know about the level of satisfaction of employees within the Company.
2. To evaluate whether the employees actually require What they like?
3. To picturize the situation of overall employee perception in a Company.

1.5. SCOPE & SIGNIFICANCE OF THE STUDY

- ✓ Collecting opinion from the employees of the Company by doing so understanding the Internal working atmosphere of the Company.
- ✓ No axis to the insider and confidential information.
- ✓ Activity carried out purely for research purposes.

CHAPTER 2 - REVIEW OF LITERATURE

- The Executives, Supervisors and Permanent Employees Job Satisfaction study in **NLCIL** research papers by **Damodaran Kuppusamy** which helped to mark for my review and literature.
- The Development, Training, Growth, Labour Welfare measures and Knowledge Skills of the **NLCIL** employees report which was done by **PM Jayabalan, Kumaraguru M, Dr. M Deepa** and **Rajagopal P** added for the of study of my literature review.
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- For Data requirements, Structure of questionnaire, Hypothesis manner, Sample Design are taken from the research papers by **N Sulaiman** which speaks about Health basis, Perception of their work.
- The Managerial Researchers **R Srinivasan** and **R Latha** focused of Job satisfaction, welfare measures, grievance procedure, promotional policy, nature of job, pay and compensation, HR Development and relations, working conditions and product & performance of employees in NLCIL which marked an important in helping questionnaire, sampling techniques and preamble of study.

CHAPTER 3- Research Methodology

3.1. METHODOLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the customer satisfaction based on product. This time research methodology is framed for the purpose of finding the level of Employee's perception towards career growth and development in NLC India Limited.

3.2. RESEARCH DESIGN

Descriptive Research Design

Descriptive research design is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.3. SAMPLING TECHNIQUES

Convenience sampling method

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

3.4. SOURCES OF DATA

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 110 respondents.
- Secondary Data – Websites and online journals, Published reports & Review of literature from published articles.

3.5. STRUCTURE OF QUESTIONNAIRE

Questionnaire are divided into two sections. First part was designed to know the general information about customers and the second part contained the **respondent's opinions about Employee's perception**

- = Basic Introduction
- = Personal Details
- = Research related Questions
- = Perception Questions
- = Likert Scaling Questions
- = Suggestion Question

3.6. SAMPLE SIZE

3.7. PERIOD OF STUDY

3.8. LOCATION & TARGETED PEOPLE OF STUDY

3.9. HYPOTHESIS

3.10. TOOLS FOR ANALYSIS

3.10.1. Percentage analysis

Research questions are always answered with a descriptive statistic - generally either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

3.10.2. HYPOTHESIS ANALYTICAL TOOL (SPSS) (ANY 2 TEST)

= Tool for testing the hypothesis (SPSS)

(used 2 tests it may be parametric or non - parametric)

Example: Chi Square and Anova.

= Explanation – Thermal employees are better satisfied than Mines employees and CHI Square Test is applied. Executive employee perception in all aspects in NLCIL are better than other category employees and ANOVA test is used.

CHAPTER 4 - DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

Table 4.1.6: Working Unit

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Thermal	60	53.1
2	Mines	24	21.2
3	Office	19	16.8
4	Others	10	8.8
TOTAL		113	100.00

Working unit
113 responses

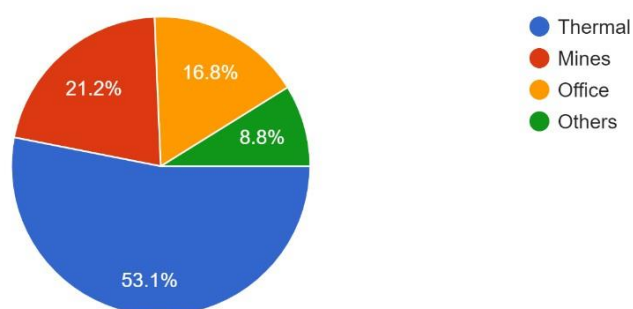


Chart 4.1.6: Working Unit

Interpretation

From the above table it is interpreted that the number of respondents thermal are 53.1%, Mines are 21.2%, office are 16.8% and others are 8.8%.

Inference

Majority (53.1%) of the respondents are thermal.

Table 4.1.8: Grade

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Executive	69	61.1
2	Supervisor	10	8.8
3	Others	34	30.1
TOTAL		113	100.00

Grade
113 responses

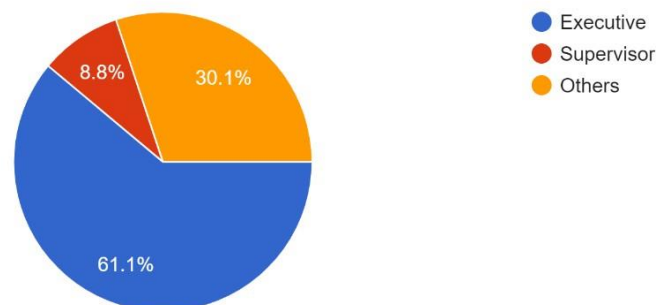


Chart 4.1.8: Grade

Interpretation

From the above table it is interpreted that the number of respondents executive are 61.1%, supervisor are 8.8% and others are 30.1%.

Inference

Majority (61.1%) of the respondents are executive.

TABLE 4.1.29

WORKING ATTITUDE AND COOPERATION	INITIATIVE	WORK QUALITY	JOB KNOWLEDGE	PERFORMANCE
0	1	0	0	VERY LOW
0	1	0	0	%
2	3	3	1	LOW
2	3	3	1	%
6	9	5	7	SLIGHTLY AVERAGE
6	9	5	7	%
19	33	27	18	MOSTLY AVERAGE
19	33	27	18	%
44	40	44	51	HIGH
44	40	44	51	%
42	26	33	36	VERY HIGH
42	26	33	36	%

Rate your improvement in job performance.

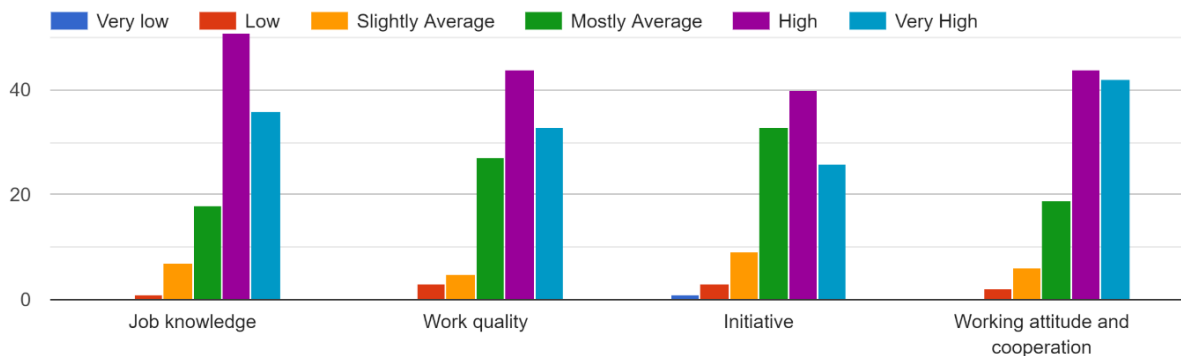


Chart 4.1.29

Performance considered by respondents in rate your improvement in job performance.

Interpretation:

From the above table it is interpreted that

- 0% respondents very low, 1% respondents low, 7% respondents slightly average, 18% respondents mostly average, 51% respondents high, 36% respondents are very high that job knowledge in the improvement in job performance.
- 0% respondents very low, 3% respondents low, 5% respondents slightly average, 27% respondents mostly average, 44% respondents high, 33% respondents are very high in work quality in the improvement in job performance.
- 1% respondents very low, 3% respondents low, 9% respondents slightly average, 33% respondents mostly average, 40% respondents high, 26% respondents are

very high in initiative in the improvement in job performance.

- 0% respondents very low, 2% respondents low, 6% respondents slightly average, 19% respondents mostly average, 44% respondents high, 42% respondents are very high in working attitude and cooperation in the improvement in job performance.

Inference:

- Majority (51%) high that job knowledge in the improvement in job performance
- Majority (44%) high that work quality in the improvement in job performance
- Majority (40%) high that initiative in the improvement in job performance
- Majority (44%) high that working attitude in the improvement in job performance.

4.2. STATISTICAL ANALYSIS

CHI - SQUARE:

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	130.896 ^a	16	<.001
Likelihood Ratio	33.020	16	.007
N of Valid Cases	111		

a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .01.

Hypothesis 1

- ✓ Chi square test for the hypothesis stating- Employees in ***thermal unit*** are ***satisfied*** in their working atmosphere and job satisfaction ***than*** employees working in ***mine unit***.

ANOVA:

ANOVA

VAR00006

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.472	3	.824	1.883	.137
Within Groups	45.950	105	.438		
Total	48.422	108			

ANOVA Effect Sizes^{a,b}

		Point Estimate	95% Confidence Interval	
			Lower	Upper
VAR00006	Eta-squared	.051	.000	.130
	Epsilon-squared	.024	-.029	.105
	Omega-squared Fixed-effect	.024	-.028	.104
	Omega-squared Random-effect	.008	-.009	.037

a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.

b. Negative but less biased estimates are retained, not rounded to zero.

Hypothesis 2

- ✓ Anova test for the hypothesis that- Generally ***executive employees perception*** differ from ***other category employees*** in ***salary package***, recognition from ***boss*** and ***promotion policies***.

Here VAR 006 mentioned is about overall job satisfaction.

CHAPTER 5 – FINDINGS, SUGGESTIONS AND CONCLUSION

5.1. FINDINGS

- Majority (77.9%) of the respondents are age above 50 years.
- Majority (88.5%) of the respondents are Male.
- Majority (96.5%) of the respondents are Married.
- Majority (57.5%) of the respondents are degree holder.
- Majority (54%) of the respondents are working above 30 years.
- Majority (53%) of the respondents are working in thermal units.
- Majority (73%) of the respondents are Technical Nature of job employees.
- Majority (61.1%) of the respondents are executive grade employees.
- Majority (50%) of the respondents are satisfied in working atmosphere.
- Majority (60.2%) of the respondents are 5 as rating for proud to work in NLCIL.
- Majority (62.8%) of the respondents are 5 as rating in excellent place to work.
- Majority (51.3%) of the respondents are 4 as rating in carrier growth in NLCIL.
- Majority (60%) of the respondents are like in promotional policy in NLCIL.
- Majority (55%) of the respondents are agree in hard work and success recognized by the company.
- Majority (50%) of the respondents are 5 as rating in overall job satisfaction.
- Majority (58.4%) of the respondents are 5 as rating in bright feature and development.
- Majority (87.6%) of the respondents are enough in providing medical support for you and your family.

- Majority (66.1%) of the respondents are 5 as rating in facilities provided in children education.
- Majority (42.9%) of the respondents are good opinion in accommodation provided.
- Majority (72.6%) of the respondents are accept salary is competitive.
- Majority (52.2%) of the respondents are good in sufficient safety equipment provided.
- Majority (71.6%) of the respondents are sufficient fulfill their requirements during COVID-19 pandemic periods.
- Majority (50%) of the respondents are satisfied in promoting necessary training and development programs.
- Majority (46.5%) of the respondents are agree in taking a personal interest in employee's career growth.
- Majority (37.2%) of the respondents are likely in ideas and suggestion recognized by your boss.
- Majority (40%) of the respondents are agree as employee's career path is satisfactory.
- Majority (40%) of the respondents are very satisfied in health insurance package.
- Majority (40%) of the respondents are very satisfied in disability insurance package.
- Majority (40%) of the respondents are neutral in paid vacation time package.
- Majority (60%) of the respondents are very satisfied in retirement plan package.
- Majority (50%) of the respondents are high in job knowledge performance.
- Majority (45%) of the respondents are high in work quality.
- Majority (40%) of the respondents are high in initiative.
- Majority (45%) of the respondents are high in work attitude and cooperation.

5.2. SUGGESTIONS & RECOMMENDATIONS

- The survey shows clearly that some employees have expressed their work life balance unsatisfied. So the company has to take some solving measures to improve work life balance of employees and it will result in increase in their morale.
- The accommodation facilities provided by the company should be improved by all means because employees believe increase in accommodation facilities will be helpful for them in their life.
- The company should take proper care about personal interest and career growth of the employees. This helps in aligning personal interest and organizational interest

5.3. LIMITATIONS OF STUDY

- The study is confined to Neyveli employees only.
- The study is based upon the employee perception towards career growth and development in NLCIL.
- The data collected for the research is fully on primary data given by the respondents.
- There is chance for personal bias. So, the accuracy is not true.
- Due to storage of time and other constraints, the study has been limited 110 respondents only.

5.4. CONCLUSION

The NLCIL company is known for its power production for South and rest parts of India. Presently it is expanded with wind wings production and solar energy. In this study employee perception towards their career growth and development it shows that individual care for employees and training developments are needed so that it improves welfare for the company and the employees.

REFERENCES

(Include all the websites and author references used for the study)

The Executives, Supervisors, Permanent and Society Employees Job Satisfaction study in **NLCIL** research papers by **Damodaran Kuppusamy** which helped to mark for my review and literature.

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ANNEXURE – I QUESTIONNAIRE

Attach questionnaire used for the study

<https://forms.gle/a2WQWDGWVzJE92zV7>

ANNEXURE – II RESEARCH ARTICLE

- = TITLE WITH AUTHOR DETAILS
- = ABSTRACT
- = INTRODUCTION
- = REVIEW OF LITERATURE
- = METHODOLOGY
- = ANALYSIS (TABLES, FIGURES, SPSS TOOLS)
- = FINDINGS
- = RECOMMENDATIONS
- = CONCLUSION
- = REFERENCES

ANNEXURE 2 – ARTICLE
EMPLOYEE'S PERCEPTION TOWARDS CAREER GROWTH AND DEVELOPMENT IN NLC INDIA LIMITED

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ABSTRACT:

Growth and Development makes employee versatile in their work. This makes the employee to get adapted to any job, when he is moved on job rotation in the organization. Only well-trained employee contributes maximum effort to their organization. Employees perception towards growth and development helps employees in easing the stress situations and improving the morale towards the organization and among employees which brings harmonial relationship. Hence the present study analyses found in NLCIL suggests significant measures for the career growth and development more effectively by incorporating various technological aspect which leads to the development of the organization.

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makes them work in progress and results focuses on employee satisfaction and perception. This project research focus on measuring employee perception and satisfaction level in **NLCIL** with the help of various HR Topics and Sampling Techniques.

OBJECTIVES

List the Primary Data

- **Primary Data** is collected directly from the employees for their Growth and Development. It helps to study and analyze the first - hand data.
- It is the original form of data which is collected about their perceptions in Growth and Development in their work place.
- It is collected from the employees for research purposes and kept confidentially.

List the Secondary Data

- **Secondary Data** is already available from other sources like **NLCIL Company Profile, Review of Literature, Websites and Reports**.
- It is also gathered, accessed, processed by researchers or someone else earlier.
- It is readily available from other sources freely and quickly.

NEED FOR THE STUDY

1. To know about the level of satisfaction of employees within the Company.
2. To evaluate whether the employees actually require What they like?
3. To picturize the situation of overall employee perception in a Company.

SCOPE OF THE STUDY

- ✓ Collecting opinion from the employees of the Company by doing so understanding the Internal working atmosphere of the Company.
- ✓ No axis to the insider and confidential information.
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RESEARCH METHODOLOGY

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= Tool for testing the hypothesis (SPSS)

(Used 2 tests it may be parametric or non - parametric)

Example: Chi Square and Anova.

= Explanation – Thermal employees are better satisfied than Mines employees and CHI Square Test is applied. Executive employee perception in all aspects in NLCIL are better than other category employees and ANOVA test is used.

DATA ANALYSIS

Table 4.1.6: Working Unit

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	Thermal	60	53.1
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3	Office	19	16.8
4	Others	10	8.8
TOTAL		113	100.00

Working unit
113 responses

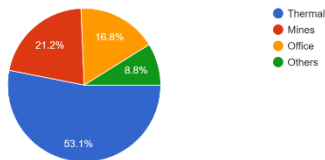


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Interpretation

From the above table it is interpreted that the number of respondents thermal are 53.1%, Mines are 21.2%, office are 16.8% and others are 8.8%.

Inference

Majority (53.1%) of the respondents are thermal.

Table 4.1.8: Grade

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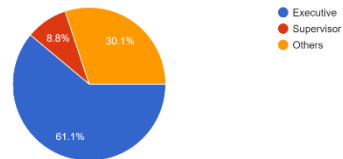


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Interpretation

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Inference

Majority (61.1%) of the respondents are executive.

Table 4.1.29

	PERFORMANCE	VERY LOW	LOW	SLIGHTLY AVERAGE	MOSTLY AVERAGE	HIGH	VERY HIGH
		%	%	%	%	%	%
JOB KNOWLEDGE	0	0	1	7	18	5	36
WORK QUALITY	0	0	3	5	27	4	33
INITIATIVE	1	1	3	9	33	4	26
WORKING ATTITUDE AND COOPERATION	0	0	2	6	19	4	42

Rate your improvement in job performance.

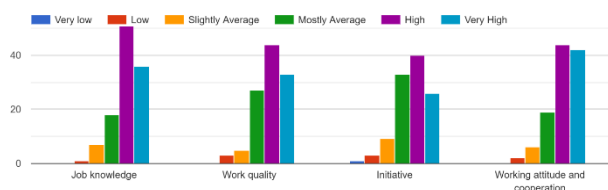


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Performance considered by respondents in rate your improvement in job performance.

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Likelihood Ratio	33.020	16	.007
N of Valid Cases	111		

a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .01.

Hypothesis 1

- ✓ Chi square test for the hypothesis stating- Employees in **thermal unit** are **satisfied** in their working atmosphere and job satisfaction **than** employees working in **mines unit**.

ANOVA:

ANOVA					
VAR00006	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.472	3	.824	1.883	.137
Within Groups	45.950	105	.438		
Total	48.422	108			

ANOVA Effect Sizes^{a,b}

		Point Estimate	95% Confidence Interval	
VAR00006	Eta-squared	.051	.000	.130
	Epsilon-squared	.024	-.029	.105
	Omega-squared Fixed-effect	.024	-.028	.104
	Omega-squared Random-effect	.008	-.009	.037

a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.

b. Negative but less biased estimates are retained, not rounded to zero.

Hypothesis 2

- ✓ Anova test for the hypothesis that- Generally **executive employees perception** differ from **other category employees in salary package, recognition from boss and promotion policies**.

Here VAR 006 mentioned is about overall job satisfaction.

CONCLUSION

The NLCIL company is known for its power production for South and rest parts of India. Presently it is expanded with wind wings production and solar energy. In this study employee perception towards their career growth and development it shows that individual care for employees and training developments are needed so that it improves welfare for the company and the employees.

REFERENCE

The Executives, Supervisors, Permanent and Society Employees Job Satisfaction study in *NLCIL* research papers by **Damodaran Kuppusamy** which helped to mark for my review and literature.

The Development, Training, Growth, Labour Welfare measures and Knowledge Skills of the *NLCIL* employees report which was done **Kumaraguru M, PM Jayabalan Dr. M Deepa** and **Rajagopal P** added for the of study of my literature

review.

The questionnaire which prepared for the Employees Perception in Growth and Development of *NLCIL* points like quality of service, efficiency productivity and work life is from the research papers of **SAKannagi and S Athira**.

For Data requirements, Structure of questionnaire, Hypothesis manner, Sample Design are taken from the research papers by **N Sulaiman** which speaks about Health basis, Perception of their work.

