

An Analysis on Employee Grievances Management in Glidersoft Technologies

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

VENKATESH E S

Register no: 40410224



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with “A” grade by NAAC | 12B Status by UGC | Approved by AICTE

Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that the project report is the bonafide work of **VENKATESH E S 40410224** who carried out the project entitled **AN ANALYSIS ON EMPLOYEE GRIEVANCES MANAGEMENT IN GLIDERSOFT TECHNOLOGIES** under my supervision from December 2021 to may 2022

Dr.M.Lavanya

Internal guide

External

Dr.BHUVANESWARI.G

Dean-School of management studies

Submitted for viva voce examination held on _____

Internal examiner

external

DECLARATION

I **Venkatesh E S (4010224)** hereby declare that the Project Report entitled “**AN ANALYSIS ON EMPLOYEE GRIEVANCES MANAGEMENT IN GLIDERSOFT TECHNOLOGIES**”

done by me under the guidance of **DR.M.LAVANYA** is submitted in partial

fulfillment of the requirements for the award of Master of Business

Administration degree.

DATE:

PLACE:

VENKATESH E S

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. G. Bhuvaneswari**, Dean - School of Management Studies and **Dr. A. Palani**, Head - School of Management Studies for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project for her valuable guidance, suggestions and constant Guide **DR.M.LAVANYA** encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the School of Management Studies who were helpful in many ways for the completion of the project.

VENKATESH E S

TABLE OF CONTENTS

CHAPTER NO	TITLE	PAGE NO
1	INTRODUCTION	
	1.1 introduction	8_8
	1.2 problem identification	8_8
	1.3 area of research	9_9
	1.4 Organization profile	9_9
	1.5 objective of the study	10_10
	1.6 need of the study	11_11
	1.7 scope of the study	11_11
2	REVIEW OF LITERATURE	
	REVIEW OF LITERATURE	12_15
3	RESEARCH METHODOLOGY	
	3.1 METHODOLOGY	15_15
	3.2 RESEARCH DESIGN	15_15
	3.3 SAMLING TECHNIQUE	15_16
	3.4 source of data	15_16
	3.5 structure of questionnaire	16_17
	3.6 sample size	16_17
	3.7 statistical tools	16_17
4	DATA ANALYSIS AND INTERPRETATION	
	4.1 percentage analysis	17_23
	4.2 chi square	23_25
5	FINDINGS,SUGGESTIONS,CONCLUSION	
	5.1 findings of the study	26_26
	5.2 suggestions & recommendations	27_27
	5.3 limitation of the study	28_28
	5.4 conclusion	29_29
	REFERENCES	30_31
	ANNEXURE-QUESTIONNAIRE	31_34

List of tables

TABLE NO	PARTICULARS	PAGE NO
4.1.1	what is your opinion about canteen facilities	17
4.1.2	what is your opinion about drinking water facilities in factory	18
4.1.3	how far you satisfied with clean,lighting,ventilation provided by company	19
4.1.4	what is your opinion about shift allowances provided by company	20
4.1.5	whats your opinion on health services and occupational safety provided by company	21
4.1.6	Are you able manage your work pressure,tension,stress	22
4.1.7	Are you satisfied by the direction,guidance and support provided by superiors	23
4.1.8	how often you interact with your colleagues in your work place(only job related interactions)	24

List of charts

TABLE NO	PARTICULARS	PAGE NO
4.1.1	what is your opinion about canteen facilities	17
4.1.2	what is your opinion about drinking water facilities in factory	18
4.1.3	how far you satisfied with clean,lighting,ventilation provided by company	19
4.1.4	what is your opinion about shift allowances provided by company	20
4.1.5	whats your opinion on health services and occupational safety provided by company	21
4.1.6	Are you able manage your work pressure,tension,stress	22
4.1.7	Are you satisfied by the direction,guidance and support provided by superiors	23
4.1.8	how often you interact with your colleagues in your work place(only job related interactions)	24

ABSTRACT

This project is entitled "An Analysis on Employee Grievances Management in Glidersoft Technologies has been developing with the intention to develop a state of the art facility for the software engineers, project managers, Customer care employees facility changes has been done on the basis by collecting the employee grievances and satisfaction report by using this system. It has been a new model for facilities that are offered by the multinational companies to improve the performance of the employees and improve the profit level to maximum point.

This system mainly deals with by getting the employee's observation and feedback sheets on regular time interval basis. It includes the bus facilities form home to office with proper timings and security, hygienic food provided for them, privacy policies for the senior and executives grade employees, appraisal and incentive changes, and leave facilities for the employees. The overall employee's feedbacks regarding the above factors have been registered and conduct series of managerial meetings and propose the climatic change policies during the financial year or half year.

After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the wellbeing of the employees, they do not generally result in any monetary benefit to the employees. No rare these facilities provided by employers alone. Governmental and non-governmental agencies and trade unions too, contribute towards employee welfare.

CHAPTER – 1

1.0 INTRODUCTION

GLIDERSOFT Technologies has an outstanding track record of service delivery. Our Proven domain expertise across verticals, processes, project management methodologies, rapid time-to-market and cost savings (up to 40%) have earned us satisfied customers. Today, Glidersoft

stands as an obvious choice for software services companies who want to harness the dual power of outsourcing and off shoring.

In the advent of economic development in India, Glidersoft in the process of associating themselves with STPI, QAI institutions – to spearhead their expertise and experience gained in Indian horizon.

1.1 PROBLEM IDENTIFICATION

The major problems are identified during the working and non-working hours of most of the software, bpo (business process outsourcing) companies are...

- To give expression to philanthropic and paternalistic feelings.
- To win over employee's loyalty and increase their morale.
- To combat trade unionism and socialist ideas.
- To build up stable labour force, to reduce labour turnover and absenteeism.
- To develop efficiency and productivity among workers.
- To save oneself from heavy taxes on surplus profits.
- To earn goodwill and enhance public image.
- Verify Transport facilities are good enough and safety measures are done by the company.
- To reduce the threat of further government intervention.
- To make recruitment more effective (because these benefits add to job appeal).

Employee relations. An organization's director of industrial relations forms labor policy, oversees industrial labor relations, negotiates collective bargaining agreements, and coordinates grievance procedures to handle complaints resulting from management disputes with employees.

The director of industrial relations also advises and collaborates with the director of human resources, other managers, and members of their staffs, because all aspects of human resources policy—such as wages, benefits, pensions, and work practices—may be involved in drawing up a new or revised work rules that comply with a union contract.

1.2 AREA OF RESEARCH

The area of research is in Thanjavur district to know the Employee Grievances. The research had been interested in knowing the proportion of people in a given population who have behaved in a particular manner, making projections of certain thing and determining the relationship between two or more variables in some areas. As the set up has been a well structured and rigid which could not be changed by giving sufficient thought in forming questions, deciding type of data to be collected and procedure that has been used gives the proof of using descriptive research.

1.3 PROFILE OF THE STUDY

ORGANIZATIONAL PROFILE

GLIDERSOFT Technologies is leading software development and offshore outsourcing company primarily focus on software product development ,website designing ,resource management and handles the cutting edge technology for several clients around the world.

GLIDERSOFT Technologies applies innovative strategy that converts the students MNCs dreams jobs comes to reality by taking this important training program that going to make huge positive impact in their life. We are also pioneers in the technical training programs in the following areas, Computer Networking, J2ME Android Developer, Cloud Computing, Microsoft.Net Developer, Oracle Developer, custom software and application development, outsourced product development and database programming.

We have strong and well trained team of trainers with proven track record at national and international level and conducted more than 200 training programs in various colleges and universities. GLIDERSOFT Technologies blends deep technical capabilities with a strong service orientation and process focus to offer a compelling value proposition to its clients. GLIDERSOFT Technologies is a values-driven, high-energy organization with a fast growing team of top-notch professionals.

1.4 OBJECTIVE OF THE STUDY

- To make More benefits Employee satisfaction True Relationship development with company.
 - To Provides security to employees
 - To know Superior skills & knowledge, Superior resources, Superior business process.
 - To know Strengths, Weaknesses, Opportunities & Threats

1.5 NEED OF THE STUDY

- It is essential to know about the welfare conditions of employees.
- It is necessary to know the satisfaction level of works in the organization and also their
- Perception regarding their future and other benefits given by the organization
- There is a need to know whether the employees are expecting any improved level of Welfare facilities from the company.

1.6 SCOPE OF THE STUDY

The main scope that is tried to achieve by this project is to provide complete satisfaction to the employees in all manner.

CHAPTER – 2

LITERATURE REVIEW

Some of the social scientists have noted that the problems of our contemporary civilization are most marked in highly industrialized societies[2002][2003].

It influences on the humans social and psychological distress's to avoid the distress. Some of the framers introduced the welfare programmers and the activities must be necessary to human to make him happy. This welfare approach has become necessary because of the social problems that have emerged as a result of industrialization in capitalistic settings. After the abolition of slavery in 1833 the British colonies started importing Indian labor. Labor welfare activity was largely controlled by legislation, the earliest act being the apprentices Act of 1850[2003][2004],

the next act was fatal accidents act of 1853, provide compensation to the workmen families who lost their lives as a result of any actionable wrong. And the

merchant shipping act 1859 providing health, accommodation and protection to the employment of the seamen[2005].

To improving the working conditions of the labor they enact the workmen's breach of contract act, 1859 and the employers' and workmen's (disputes) act 1868[2006].

The first Indian factories act was set up in 1881, which mark the beginning of a series of labor laws which brought about the improvement in the working conditions of the workers who works in the Bombay textile mills[2007].

The recommendations of the international labor conference in 1890, held in Berlin, exercise a considerable influence on labor legislation in India[2008][2009s].

The term welfare suggest many ideas, meanings and connotations, such as the state of well-belling, health, happiness, prosperity and the development of human resources. The concept of welfare can be approached from various angles[2012].

Welfare has been described as a total concept. It is a desirable state of existence involving for certain components of welfare, such a health, food, clothing, and housing, medical assistance, insurance, education, recreation. Job security, and so on[2013][2014].

The word employee means any productivity activity. In a broader sense, therefore, the phrase employee welfare means the adoption of measures to promote the physical, social, psychological and general well being of the working population. Welfare work in any industry aims, or should aim, at improving the working and living conditions of workers and their families. The concept of employee welfare originates in the desire for humanitarian approach to the sufferings of the working class. Later, it becomes a utilitarian philosophy which worked as a motivating force for labor and for those who were interested in it[2015].

CHAPTER – 3

RESEARCH METHODOLOGY

3.1 METHODOLOGY

Research methodology is the scientific way to solve the research problem. This involves exploring all possible methods of solving the research problem; examine the alternative methods one by one and arriving at the best possible method considering the resources at the disposal of the researcher.

3.2 RESEARCH DESIGN

DESCRIPTIVE RESEARCH DESIGN

The research had been interested in knowing the proportion of people in a given population who have behaved in a particular manner, making projections of certain thing and determining the relationship between two or more variables in some areas. As the set up has been a well structured and rigid which could not be changed by giving sufficient thought in forming questions, deciding type of data to be collected and procedure that has been used gives the proof of using descriptive research.

3.3 SAMPLING TECHNIQUE

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 100 respondents
- **Secondary Data** - Websites and online journals, Published reports & Review of literature from published articles

3.5 STRUCTURE OF QUESTIONNAIRE

Questionnaire was prepared to find out the employee grievances in company.

- ❖ Basic introduction
- ❖ Personal details
- ❖ Research related question
- ❖ Suggestion question

3.6 SAMPLE SIZE

The number of samples chosen from target population is 100 employees

3.7 STATISTICAL TOOLS

3.7.1 HYPOTHESIS ANALYTICAL TOOLS

- Tool for testing the hypothesis
- Example : chi square, anova, correlation, regression, t test
- Explanation – what is the test, its uses, its application, in your research

CHAPTER – 4

DATA ANALYSIS AND INTERPRETATION

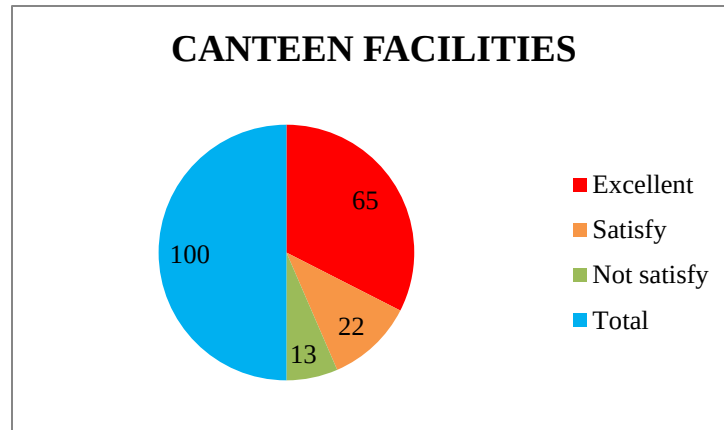
4.1 PERCENTAGE ANALYSIS

Table 4.1.1 : opinion about canteen facilities

TABLE 1

Responses	No. of respondents	Percentage
Excellent	65	65
Satisfy	22	22
Not satisfy	13	13
Total	100	100

CHART 1



INTERPRETATION

The table 1 and diagram reveal that 65% of the workers are excellent on the canteen facilities and 22% of the workers are satisfy on canteen facilities and 3% of workers will not satisfy on the canteen facilities.

Dimensions	EXCELLENT	SATISFY	NOT SATISFY	TOTAL
Respondents	65	22	13	100

Null Hypothesis

Ho: More number of the respondents that the canteen and shelter provided by the company is not excellent.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY (E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
65	33.3	31.7	1004.89	971.59
22	33.3	-11.33	127.69	94.34
13	33.3	-20.3	412.09	378.79
Total				1444.72

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

$$= 1444.72$$

$$\text{Tabulated value} = \text{Degree of freedom} = (n-1) = (3-1) = 2$$

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$1444.72 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents that the canteen and shelter provided by the company is excellent.

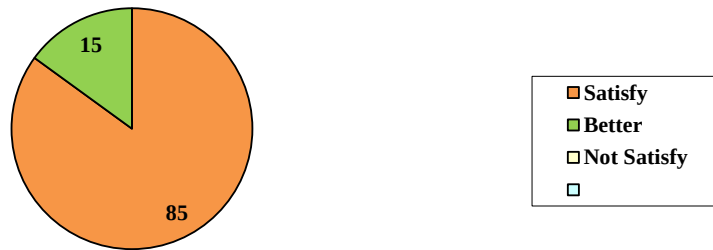
Table 4.1.2 : opinion about drinking water facilities in factory.

TABLE 2

Responses	No. of respondents	Percentage
satisfy	85	85
better	15	15
not satisfy	0	0
Total	100	100

CHART 2

DRINKING WATER FACILITIES



Interpretation

Table 2 and diagram shows the drinking water facilities available in the factory which was provided by the company. 85 % of workers satisfy on drinking facilities and 15 % of workers opinions on drinking water facilities are better.

CHI SQUARE TEST

Dimensions	SATISFY	BETTER	NOT SATISFY	TOTAL
Respondents	85	15	0	100

Null Hypothesis

Ho: More number of the respondents that the drinking water facility in company is not satisfies.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
85	33.3	51.7	2672.89	80.26
15	33.3	-18.3	334.89	10.84
00	33.3	-33.3	1108.89	33.3

Total	124.43
--------------	---------------

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = (O_i - E_i)^2 / E_i$$

$$= 124.43$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$124.43 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents that the drinking water facility in company is satisfies.

4.1.3 : How far you satisfied with clean, lighting and ventilation provided by company?

TABLE 3

Opinion	No. of Respondents	Percentage
Satisfy	62	62
Better	28	28
Some extent	10	10
Total	100	100

CHART 3

Ligthing & Ventilation & Clean



Interpretation

Table 3 and diagram focus on the specific induction program related to the health and safety aspects of the workers in the factory unit. 65% of workers are satisfied and 28 % are better and 10% are some extent on clean, ventilation and lighting provided by the company. Whatever may be the induction program the ultimate result should lead to increase the productivity levels of the workers without detrimental to their health and safety.

Dimensions	SATISFY	BETTER	SOME EXTENT	TOTAL
Respondents	62	28	10	100

Null Hypothesis

Ho: More number of the respondents that the clean, lighting and ventilation provided by company is not satisfies.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
62	33.3	28.7	823.69	24.73
28	33.3	-5.3	28.09	0.84
10	33.3	-23.3	542.89	16.30
Total				41.87

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = (O_i - E_i)^2 / E_i$$

$$= 41.87$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$41.87 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents that the clean, lighting and ventilation provided by company is satisfies.

TABLE 4.1.4 : What is your opinion about shift allowances provided by company?

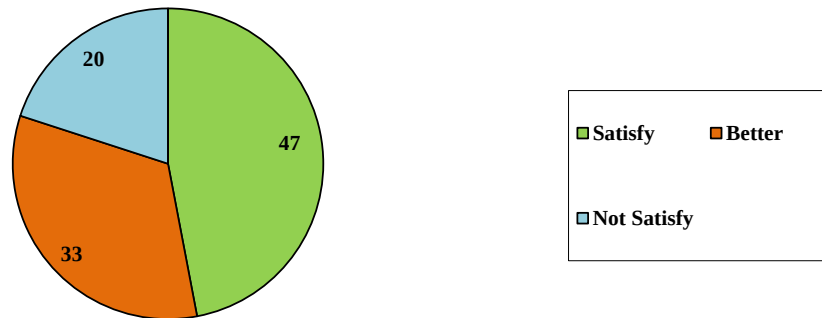
TABLE 4

Opinion	No. of Respondents	Percentage
Good	47	47

Better	33	33
Not satisfy	20	20
Total	100	100

CHART 4

SHIFT ALLOWANCES



Interpretation

The table 4 and diagram relate to the shift allowance which was provided by the company to the employee. Most of the employees are expressing their opinions as satisfy. “Night Shift Allowance is being paid to all the workmen to manager cadre of employee’s.”

Dimensions	GOOD	BETTER	NOT SATISFY	TOTAL
Respondents	47	33	20	100

Null Hypothesis

Ho: More number of the respondents that the shift allowance provided by company is not good.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
47	33.3	13.7	187.69	5.63
33	33.3	-0.3	0.09	0.002
20	33.3	-13.3	176.89	5.31
Total				10.94

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = (O_i - E_i)^2 / E_i$$

$$= 10.94$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$10.94 > 3.96$$

Conclusion

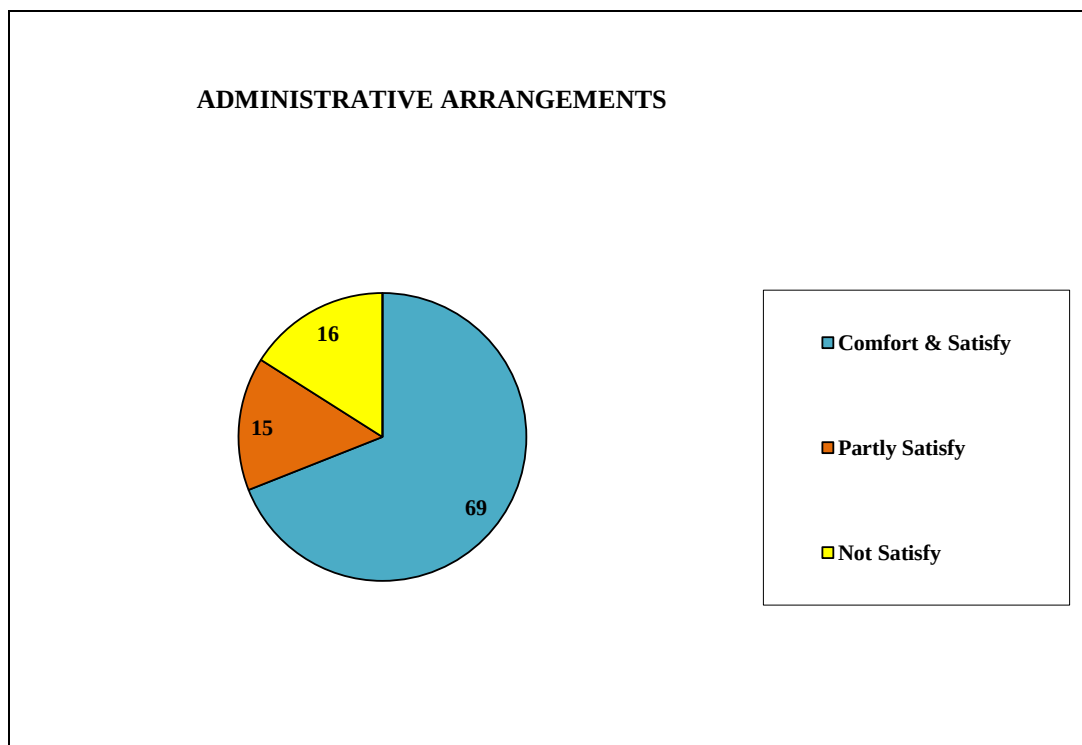
It is significant hence we reject the null hypothesis. More number of the respondents that the shift allowance provided by company is good.

TABLE 4.1.5 How did you feel about the administrative arrangements provided by company

TABLE 5

Opinion	No. of Respondents	Percentage
Comfort and satisfy	69	69
Partly satisfy	15	15
Not satisfy	16	16
Total	100	100

CHART 5:



Interpretation

The table 5 and diagram deal administrative arrangements implemented within the plant location. The Human resource department and the security department and some other departments are inside. In that the employee who are in that departments are mostly satisfied with the administrative arrangements which are provided by the company.

**TO TEST THE RESPONDENT'S RESPONSE ON FEEL ABOUT ADMINISTRATIVE
ARRANGEMENT WITH IN PLANT FOR WELFARE PROVIDED BY COMPANY**

Dimensions	SATISFY	PARTLY SATISFY	NOT SATISFY	TOTAL
Respondents	69	15	16	100

Null Hypothesis

Ho: More number of the respondents that the administrative arrangements with in a plant for welfare provided by company is not comfort and satisfy.

OBSERVED FREQUENCY (Oi)	EXPERIMENTAL FREQUENCY(Ei)	Oi-Ei	(Oi-Ei)²	(Oi-Ei)²/Ei
69	33.3	35.7	1274	38.27
15	33.3	-18.3	334.89	10.05
16	33.3	-17.3	229.29	06.88
Total				55.30

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$X^2 = (O_i - E_i)^2 / E_i$$

$$= 55.30$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

55.30 > 3.96

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents that the administrative arrangements with in a plant for welfare provided by company is not comfort and satisfy.

TABLE4.1.6 : What's your opinion on health services and occupational safety provided by company?

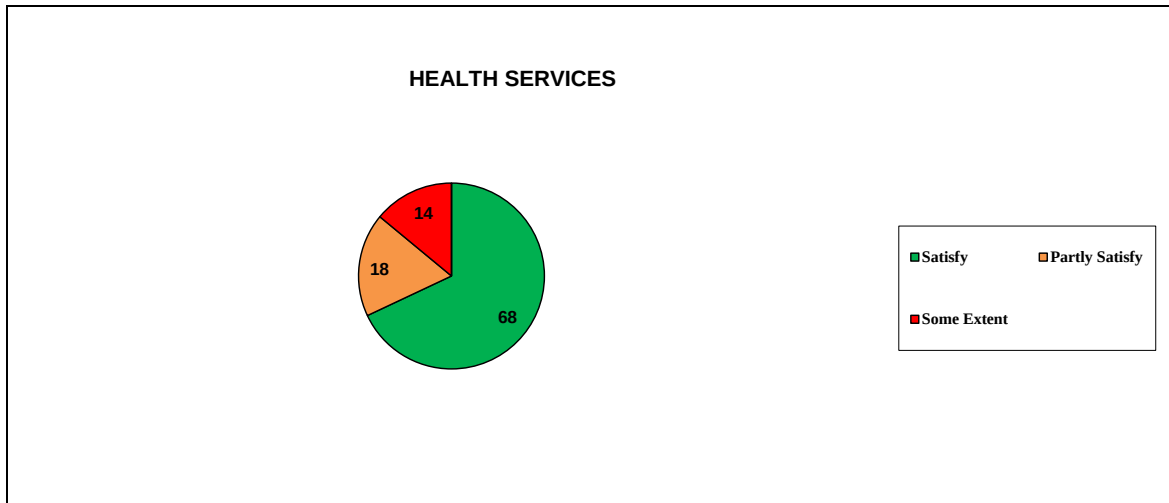
TABLE 6

Opinion	No. of Respondents	Percentage
Satisfy	68	68
Partly satisfy	18	18
Some extent	16	16
Total	100	100

CHART 6

CHART 6





Interpretation

Table 6 and diagram focus on the specific induction program related to the health and safety aspects of the workers in the factory unit. This table also springs surprise that seminar type is marginally ahead of practical demo and interaction. It is generally believed that practical orientation will help in a long way in improving the performance levels as well as safeguarding the health and safety aspects of the workers. Whatever may be the induction program the ultimate result should lead to increase the productivity levels of the workers without detrimental to their health and safety.

Dimensions	SATISFY	PARTLYSATISFY	SOME EXTENT	TOTAL
Respondents	68	18	16	100

Null Hypothesis

Ho: More number of the respondents that the health service and occupational safety provided by company is not satisfy.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
68	33.3	34.7	1204.94	36.15
18	33.3	-15.3	234.89	07.02
16	33.3	-17.3	229.29	06.88
Total				50.05

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

$$= 50.05$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$50.05 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents that the health service and occupational safety provided by company is satisfy.

TABLE 4.1.7 : Are you able manage your work pressure, tension, Stress?

TABLE 7

Opinion	No. of Respondents	Percentage
Yes	56	56
No	26	26
To Some Extent	18	18
Total	100	100

CHART 7

WORKING CONDITIONS



Interpretation

The table 7 and diagram relate to the successful management and control of health and stress level by the workers in the company. They are about only 56% of the respondents could manage both health and stress level without any major problem. Though this is satisfactory still there is a scope for increasing the percentage levels. They are about 26% respondents unable to manage both health and work stress due to the work pressures and other tensions.

TABLE 4.1.8 : Are you satisfied by the direction, guidance and support provided by superiors?

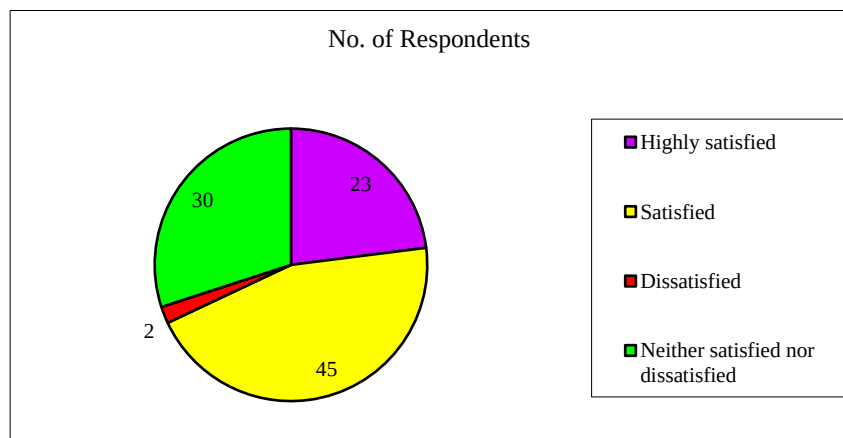
TABLE 8

Opinion	No. of Respondents	Percentage
Highly satisfied	23	23
Satisfied	45	45
Dissatisfied	02	02

Neither satisfied nor dissatisfied	30	30
Total	100	100

CHART 8

Direction, Guidance and Support provided by the superiors



Interpretation

From the above table and chart it can be inferred that 23% are highly satisfied and 45% are satisfied and 02% are dissatisfied and remaining 30% are neither satisfied nor dissatisfied by the direction, guidance and support provided by the superiors in the factory.

TABLE 4.1.9 : How often you interact with your colleagues in your work-place (only job related interactions)?

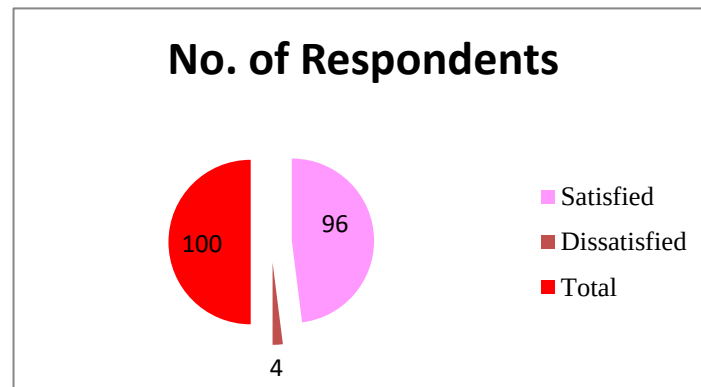
TABLE 9

Opinion	No. of Respondents	Percentage
Very often	12	12

Often	40	40
Rarely	35	35
Very rarely	13	13
Total	100	100

CHART 9

Interact with colleagues in work-place



Interpretation

The table and diagram shows that often workers are interact with their colleagues in the work-place

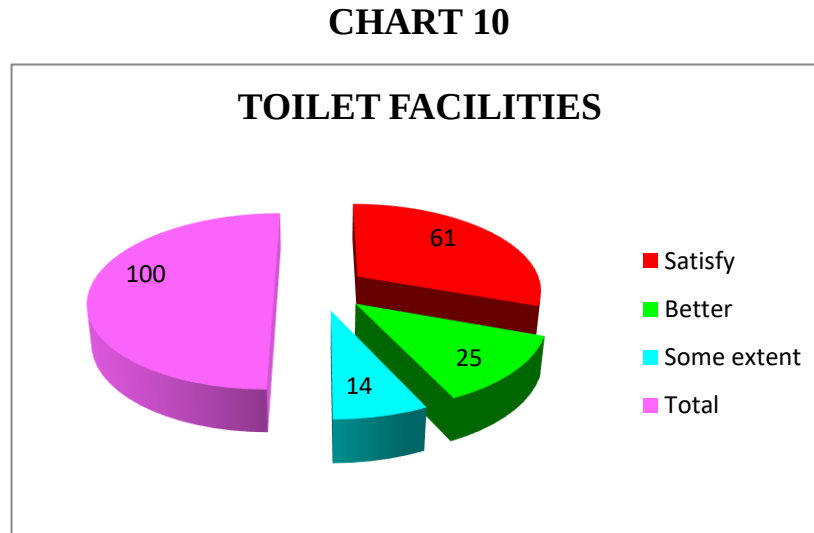
TABLE 4.1.10 : What is your opinion about Toilet facilities in the factory

TABLE 10

Opinion	No. of Respondents	Percentage
Satisfy	61	61
Better	25	25
Some extent	14	14

Total	100	100
--------------	------------	------------

CHART 10:



Interpretation

The table 10 and diagram reveal that the majority of the workers are satisfied with the maintenance of the clean and ventilated, with a sufficient water facility in that. The company is provided the detergents for the washing.

TO TEST THE RESPONDENT'S RESPONSE ABOUT TOILET FACILITIES IN COMPANY

Dimensions	SATISFY	BETTER	SOME EXTENT	TOTAL
Respondents	61	25	14	100

Null Hypothesis

Ho: More number of the respondents on toilet facilities in factory is not satisfied.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
61	33.3	27.7	767.29	23.04

25	33.3	-13.3	176.89	05.31
14	33.3	-19.3	372.49	11.18
Total				39.53

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$X^2 = (O_i - E_i)^2 / E_i$$

$$= 39.53$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$39.53 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents on toilet facilities in factory is satisfied.

TABLE 4.1.11 : **Are you satisfied about arrangements for the prevention of fatigue**

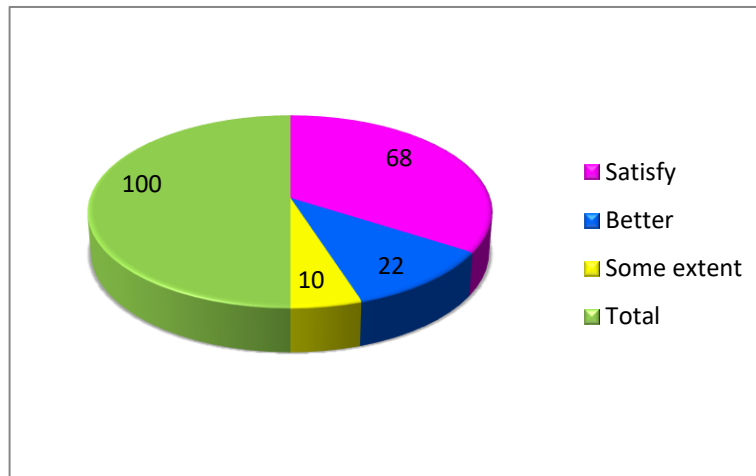
TABLE 11:

Opinion	No. of Respondents	Percentage
Satisfy	68	68
Better	22	22

Some extent	10	10
Total	100	100

CHART 11:

ARRANGEMENTS FOR PREVENTION



Interpretation

The table 11 and diagram reveal that majority of the respondents give their opinion on measures taken by the company for prevention of the fatigue in the factory.

TO TEST THE RESPONDENT'S RESPONSE ABOUT ARRANGEMENTS FOR THE PREVENTION OF FATIGUE?

Dimensions	SATISFY	BETTER	SOME EXTENT	TOTAL
Respondents	68	22	10	100

Null Hypothesis

Ho: More number of the respondents on arrangements for the prevention of fatigue is not satisfied.

OBSERVED	EXPERIMENTAL	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
----------	--------------	--------------------------------	--	--

FREQUENCY (Oi)	FREQUENCY(Ei)			
68	33.33	-34.67	1202.00	36.06
22	33.33	11.33	128.36	3.85
10	33.33	23.33	544.28	16.33
TOTAL				56.24

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$X^2 = (O_i - E_i)^2 / E_i$$

$$= 56.24$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$56.24 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents on arrangements for the prevention of fatigue in the factory is satisfied.

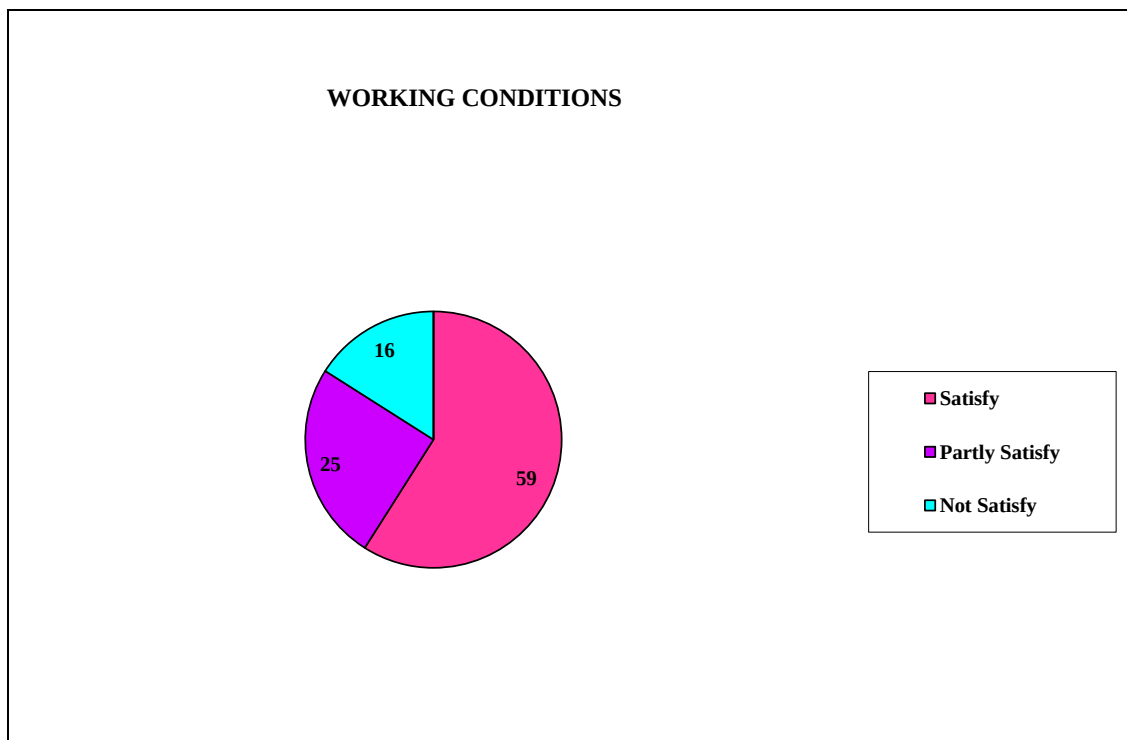
TABLE 4.1.12: Are you satisfying the working conditions in the company

TABLE 12:

Opinion	No. of Respondents	Percentage
satisfy	59	59

Partly satisfy	28	28
Not satisfy	16	16
Total	100	100

CHART 12



Interpretation

The table 12 and diagram pertain to the working conditions of the workers in the organization. As per the workers the conditions such as work timings are comfortable. In the sense shift timings and the break hours such as for breakfast, lunches, refreshing between the works are satisfiable. The response of the majority of workers are positive towards the management such that they won't give stress to worker about the production and the dignity of labor will be exist So that workers express cheer and happy about the working conditions.

TO TEST THE RESPONDENT'S RESPONSE ABOUT WORKING CONDITIONS IN THE FACTORY?

Dimensions	SATISFY	PARTLY SATISFY	NOT SATISFY	TOTAL
Respondents	59	28	16	100

Null Hypothesis

Ho: More number of the respondents on working conditions in the factory is not satisfied.

OBSERVED FREQUENCY (Oi)	EXPERIMENTAL FREQUENCY(Ei)	Oi-Ei	(Oi-Ei) ²	(Oi-Ei) ² /Ei
59	33.33	25.67	658.94	19.77
28	33.33	-5.33	28.40	0.85
16	33.33	-17.33	300.32	9.01
TOTAL				29.63

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = (O_i - E_i)^2 / E_i$$

$$= 29.63$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$29.63 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents on working conditions in the factory is satisfied.

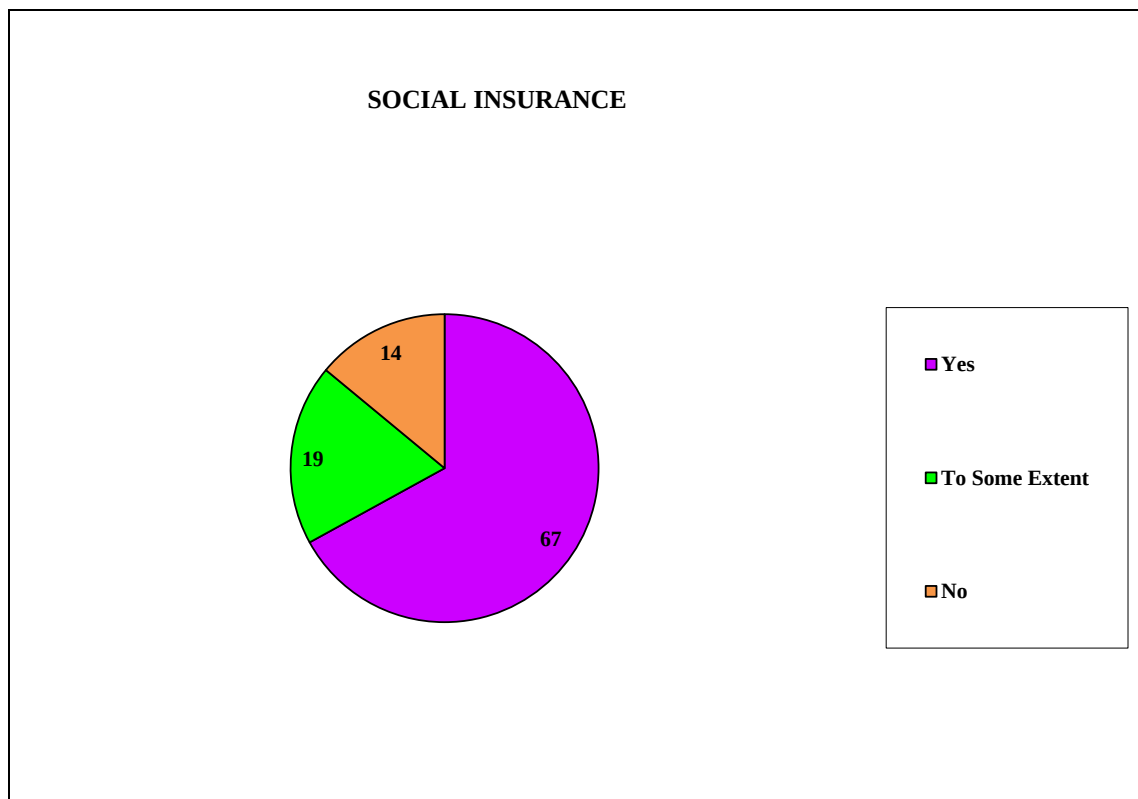
TABLE 4.1.13: Response on provision for social insurance measures provided by company

TABLE 13:

opinion	No. of respondents	Percentage
Yes	67	67
To some extent	19	19
No	14	14
Total	100	100

CHART 13:

CHART 13



Interpretation

The table 13 and diagram relative to the provisions for social Insurance measures which provided by company mostly the 67% employees are satisfied well and 19% of employees are

partly satisfied but 14% of employees are not satisfied with the social insurance measures which the company has provided to them.

TO TEST THE RESPONDENT'S RESPONSE ABOUT SOCIAL INSURANCE MEASURES PROVIDED BY THE COMPANY?

Dimensions	YES	TO SOME EXTENT	NO	TOTAL
Respondents	67	19	14	100

Null Hypothesis

H₀: More number of the respondents on working conditions in the factory is not satisfied.

OBSERVED FREQUENCY (O _i)	EXPERIMENTAL FREQUENCY(E _i)	O _i -E _i	(O _i -E _i) ²	(O _i -E _i) ² /E _i
67	33.33	33.67	1133.66	34.01
19	33.33	-14.33	205.34	6.16
14	33.33	-19.33	373.64	11.21
TOTAL				50.38

Expected frequency

$$E_i = 100/3$$

$$= 33.33$$

Calculated value

$$\chi^2 = (O_i - E_i)^2 / E_i$$

$$= 50.38$$

Tabulated value = Degree of freedom = (n-1) = (3-1) = 2

5% significance level for 2 degree of freedom at = 3.96

Calculated value > table value

$$50.38 > 3.96$$

Conclusion

It is significant hence we reject the null hypothesis. More number of the respondents on social insurance measures provided by the company is satisfied.

CHI SQUARE TEST:

The chi-square test is one of the simplest and most widely used non-parametric tests in statistical work. The χ^2 are the Greet letter chi the chi-square (χ^2) test was first used by Karl Pearson in the year 1990. The quantity chi-square describes the magnitude of the discrepancy between theory and observation. It is defined as:

$$\text{Chi-Square} = \Sigma(O-E)^2 / E$$

Where O = Observed frequency

E = Expected frequency

To determine the value of chi-square, the steps required are:

1. Calculated the expected frequencies

$$E = \frac{\text{Total no. of Respondents}}{\text{Different types of respondents}}$$

2. Take the difference between observed and expected frequencies and obtain the squares of these differences i.e.,

$$(O-E)^2$$

3. Divide the values of $(O-E)^2$ with respective expected frequency and obtain the total i.e.,

$$\Sigma (O-E)^2 / E$$

Degree of Freedom is (n-1).

Chapter – 5

FINDINGS,SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- 65% of respondents have expressed their satisfaction regarding the welfare facilities provided by the company such as canteen and rest shelter.
- 85% of respondents agreed that the pure drinking water is facilitated in the company.
- 62% of respondents satisfy with clean, lighting and ventilation provided by company.
- 47% of respondents have expressed that the shift allowances provided by company.
- 69% of respondents are comfort and satisfy about the administrative arrangement with in a plant for welfare provided by the company.
- 68% of respondents satisfy with the health service and occupational safety provided by the company for every year.
- 61% of respondents have expressed their satisfaction towards Toilet facilities provided.
- 68% of respondents satisfied about arrangement for the prevention of fatigue.
- 59% of respondents satisfying the working conditions in the company.
- 85% of respondents are fairer to buy the products available in company operative stores.
- 67% of respondents are satisfied of the social insurance measurers.
- They are about only 56% of respondents can manage the work pressure, tension, and stress.
- 86% of respondents consider medical facilities of the company are outstanding.
- 100% of respondents are satisfied on first-aid boxes provided by the company.
- 96% of workers are satisfied with uniform and shoes provided by the company.

5.2 SUGGESTIONS

- Welfare facilities like canteen and rest shelter has to be provided to the employees as a whole.
- Only half of the respondents said that a shift allowance provided by the company is good, so that satisfy more respondents certain change should be taken in shift allowances.

- Only 60% of the respondents are satisfied with cleaning and ventilation, so for more respondents satisfaction with cleaning and ventilation should be more effective.
- The working condition in the company is implemented in such a way that it should satisfied more number of respondents.
- Welfare measures regarding recreational facilities should be properly implemented by company.
- The social insurance measures provided to the respondents should be taken necessary steps.
- The satisfaction facilities must be properly implemented in the company for more respondents' comfort ability.
- The company should maintain good relationship with the workers and superiors.

The work pressure, tension and stress should not be implemented more towards the respondents for more increase of productivity in the company.

5.3 CONCLUSION

It is matter of great satisfaction that majority of the respondents observe that welfare measures are good. There is always scope for improving health and safety measures for the workers. It argues well for the company that majority of the respondents have expressed their satisfaction with regard to training in their area of job operations. The pleasant surprise is that the company provides training for the workers according to their most preferred choice. This motivates the workers in a long way in achieving both organizational and individual goals. Workers are able to manage work and family life without any major problem shows again that stress levels are manageable at Glidersoft Technologies.

REFERENCES

1. Acas (2006) A Self Help Guide to Absence Management. Retrieved March 2009.
<http://www.acas.org.uk/index.aspx?articleid=1206>

2. Acas (2006) Managing Employee Attendance and Turnover, A Booklet. Retrieved March 2009.<http://www.acas.org.uk/index.aspx?articleid=1183>
3. Affinity Health at Work Absence Management and Return to Work. Retrieved April 2009.http://www.affinityhealthatwork.com/section_absence.asp
4. Akabas S.H., Gates L.B. and Galvin D.E. (1992) Disability Management: A Complete System to Reduce Costs, Increase Productivity, Meet Employee Needs, and Ensure Legal Compliance. New York: AMACOM
5. Alban-Metcalf J and Real World Group (2008) Effective Leadership and organisational culture for the recruitment and retention of people with disabilities in the Irish public sector. Dublin: National Disability Authority
[http://www.nda.ie/website/nda/cntmgmtnew.nsf/0/BB5340F21CFAD85980257425003E0F3F/\\$File/effectiveleadership_02.htm](http://www.nda.ie/website/nda/cntmgmtnew.nsf/0/BB5340F21CFAD85980257425003E0F3F/$File/effectiveleadership_02.htm)
6. **Arthur, A.R., (2000) Employee assistance programmes: The emperor's new clothes of stress management?** British Journal of Guidance & Counselling, 28:549-559.
7. Australian Human Rights Commission (2005) WorkAbility People with Disability in the Open Workplace. Interim Report of the National Inquiry into Employment and Disability. Australia. Retrieved May 2008
http://www.humanrights.gov.au/disability_rights/employment_inquiry
8. Bevan, Stephen, McGee, Robin, Quadrello, Tatiana (2009) Fit For Work? Musculoskeletal Disorders and the Irish Labour Market. The Work Foundation, London
<http://www.arthritisireland.ie/images/news/uploadsfile/Fit%20for%20Work%20Irish%20report.pdf>
9. Blanck P.D. (1997) The economics of the employment provisions of the Americans with Disabilities Act: Part 1 – Workplace accommodations. DePaul Law Review 46(4) 877-914
10. Blaug R., Kenyon A. and Lekhi R. (2007) Stress at Work, A report prepared for the Work Foundation's Principal Partners. The Work Foundation: London.
11. **L.M.PRASAD**, Organizational Behavior, Sultan chand & sons, fourth revised & enlarge edition-2006, pg:228-233

12. **Stephan P. Robbins**, Organizational Behavior, 13th edition Prentice Hall of India private limited. Pg:88-90
13. **T.N.CHHABRA**, Human Resource Management, Concepts and Issues, pg:690-695
14. Business research methods, Sixth edition, Donald R. Cooper & Pamela S. Schindler, TATA McGraw-Hill, pg:182-240
15. www.scribd.com

ANNEXURE

QUESTIONNAIRE

1. Name of the Employee :
2. Age :
3. Qualification :
4. Designation :
5. Role in Company :
6. What is your opinion about canteen facilities?

- Excellent
 - Satisfy
 - Not satisfy

7. Are you satisfied with the Appraisal policies of our company?

- Yes
- No

8. Do you have an increasingly stress toward my job, tasks given by us?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9. Are you satisfied with the food arrangements during the time of work?

- Yes
- No

10. Do you feel better about our HR policies?

- Yes
- No

11. Our company health insurance is really helping you and your family?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree

12. Are you comfortable in work timings of our concern?

- Yes
- No

13. Are you satisfied with the leave options provided for you by us?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree

14. Our company projects really helping you for your career growth?

- Yes
- No

15. Do you feel valued for your work with us?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree

16. Do you feel our company respect your ideas?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree

17. Are you comfortable with our working culture?

- yes
- No

18.What is your opinion about drinking water facilities in factory?

• Satisfy
• Better
• Some extent

19.Are you satisfied with health check up camp conduct by the management every year?

• Strongly agree
• Agree
• Average agree

20. Write your grievarance and suggestions...
