

A STUDY ON EMPLOYEE JOB SATISFACTION AT BIG BAZAR

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

by

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40410231



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

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MARCH 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SUDER VELAN S** who carried out the project entitled “**A STUDY ON EMPLOYEE JOB SATISFACTION AT BIG BAZAR**” under my supervision from September 2021 to October 2021.

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Submitted for Viva voce Examination held on 08/11/2021

Internal Examiner

External Examiner

DECLARATION

I **SUDER VELAN S (40410231)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE JOB SATISFACTION AT BIG BAZAR**” done by me under the guidance of **DR.PRINCY** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

SUDER VELAN S

ACKNOWLEDGEMENT

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

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SUDER VELAN.S

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ABSTRACT

The internship is done on the project permitted on a study of employee job satisfaction in big bazaar bidar to identify the job satisfaction level of the employees. The topic selected for the study is "EMPLOYEE JOB SATISFACTION" in big bazaar. The reading was conceded to discover the intensity of the employees job satisfaction level in the organization .The need of the study was to know employee job satisfaction and employee coordination in the organization .The scope of the study was that the satisfaction of employees helps in the growth of the organization and helps employees to generate new and unique ideas which helps to increase employee productivity. The project entitled a study on EMPLOYEE JOB SATISFACTION in big bazaar is mainly carrier out to recognize the job satisfaction of the workers in the and big bazaar bidar. As a management student, we need to know each and everything about the functioning of the HR Manager and day to day changes in the organization.

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4.1.23	Do strong workplace relations between employees and managers having positive effects on organizational performance.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Big Bazaar has helped me to understand the employee job satisfaction in its growth which has helped me to understand the different aspects of employee's job satisfaction. The needed information of the reading was composed from the primary data i.e., from questionnaires which were directly answered by the employee's job satisfaction. Employees job satisfaction is that aspects which is accepted by all business associations. It is the duty of HR manager to know and identify the employees job satisfaction level. Employee job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. To the worker, job satisfaction brings a pleasurable emotional state that often leads to a positive work attitude. Satisfied worker is more likely to be creative, flexible, innovative, and loyal. For the organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance. So, in essence, job satisfaction is a product of the events and conditions that people experience on their jobs. "If a person's work is interesting, her pay is fair, her promotional opportunities are good, her supervisor is supportive, and her coworkers are friendly, then a situational approach leads one to predict she is satisfied with her job". Very simply put, if the pleasures associated. With one's job outweigh the pains, there is some level of job satisfaction. **JOB SATISFACTION** Job satisfaction is a set of favorable or unfavorable feelings and emotions with which employees view their work job satisfaction is an effective attitude a feeling or relative or dislike like towards something. The term job satisfaction not only covers the satisfaction derived from the job by work but their surroundings, supervisors and managers, his way of approaching and handling workers, nature of communication, work place, work facilities etc., if one company want to sustained permanently in the market that concerns should work with satisfied employees not only increase the companies corporate status in the society but also increase the social values.

Definitions of Job satisfaction

- Job satisfactions defined as a Pleasurable or positive emotional state resulting from the appraisal of one's job or job experience.
- Job satisfaction will be defined as the amount of overall positive affect (or feelings) that individuals have towards their jobs.

level of job satisfaction

across groups is not constant, but related to a number of variables. The key variables revolve around age, occupational level and organizational size; the important aspects of job satisfaction for many people are the amounts of personal closeness, friendship and small group team work

The simple path of satisfaction leads to performance”

accurate statement is that high performance contributes to high job satisfaction. Better performances in turn leads to higher economic, sociological, and psychological rewards. If these rewards are seen as fair and equitable, then improved satisfaction level.

Stability of job satisfaction:

Attitudes are generally acquired over a long period of time.

Similarly, job or dissatisfaction emerges as an employee's gains more and more information about the work place. Nevertheless, job is dynamics, for it can decline even more quickly than it develops. Managers cannot establish the condition leading to high satisfaction now and later neglect it. For employee, needs may fluctuate suddenly. Managers need to pay attention to employee attitudes week after week, month year.

1.2 INDUSTRY PROFILE

The activity of buying the necessity goods such as clothing, food and grocery etc. called as shopping. sometimes it become a custom to the individuals and also a recreational activity. sometimes it acts as an entertainment activity it involves window shopping and it doesn't always results in purchase. Retailing act as middleperson between the manufacturer and the consumer. Here the individuals buy the products for their personal use for business purpose. Retail shops serves wide assortment of products under the same roof and it is one of the growing sectors in the Indian economy. The promotional tools and strategy play vital role in attracting the customer towards the store. they serve the customers with better quality of goods and services and satisfies their need and wants. The consumers' needs and wants are satisfied through proper supply chain management, this improves the demand of the products and this

strategy helps to educate the individuals. in the billing is done using electronic payment. Retailing easily attracts the consumers towards the store by using very attractive promotional tools. they procure the goods and products directly from the manufactures and they sell directly to the consumers. The manufactures can also promote their products inside the store, they easily analysis the taste and preference of the customers, they serve as they like. The customers may also easily identify the products which are neatly arranged in the store layout. About 8% of the Indian GDP is gaining from this retail sector. it provides huge of employment opportunities to the individuals and improves standard of living.

1.3 COMPANY PROFILE

FUTURE GROUP: Future group is a type of private company. It is operating under retailing, insurance, logistics and media. Founded by Kishore Biryani and he is the managing director(MD) and the chief executive officer (CEO) of the organization. Headquarters is at Mumbai, Maharashtra, India. it is serving integrator foods and fast-moving consumer goods (FMCG). Future group is rendering services as supermarket, Hyper market, Discount stores, Insurance, Logistics and media. the net income is around \$144 million.

- Futurethy retail ltd
- Future lifestylethy fashionthy ltdthy.
- Futurethy consumerthy enterprises
- Futurethy supply chain Ltdthy
- Futurethy brands Ltdthy.
- Future capital holding Ltd

Tasty treat, Fresh and pure, Clean mate. Ekta, Premium, Golden Harvest, such are the Home products of the future Group. Future venture and Generali Future are the monetary services and other services of are supply chain management, Brands, Future learning.

Retail services assortments of retail group

Future Retail Limited	Future lifestyle fashions limited
Easy day	Brand Factory
Food hall	Planet sports

Fashion @ Big Bazaar	Central
Home town	
E-retailing	
Big Bazaar	
E ZONE	

BIG BAZAR

- The largest hyper market chain in India is Big Bazar Type
- Hindu undivided company Business
- Retailing Established: 2001
- Head office: Mumbai, Maharashtra India Format
- hypermarket Income: Rs. 140 billion (US \$2.1billion)
- Number of employees: More than 50000 people
- Parent: Future group Slogan: Naye India ka bazaar

1.4 HISTORY OF BIG BAZAR

COMPANY TIMELINE

2001:

In the duration of 22 days four big bazaar stores were dispatched in Kolkata, Bangalore, Hyderabad and indoor

2002:

In Mumbai at high way road in phoenix it dispatched a food bazaar

2003

By dispatching a store in Nagpur it entered into tier 2 urban area

2004:

The lower parcel store was the first to touch the Rs.10 millions turnover

2005:

The lower parcel store was the first to touch the Rs.10 millions turnover

2006:

Mohan Jadhav turns out to be big bazaar biggest ever client by the shopping of Rs.13767 at Sangli store by setting a national record

2007:

In Kanpur the 50th big bazaar store was dispatched

2008:

By dispatching the 101th store within 7 years big bazaar became the rapid developing hypermarket.

2009:

The great exchange offer” was dispatched

2010:

Ranked 6th among the 50 main benefit brand in India •

2011:

Naye India ka Bazaar” Partner with Disney •

2012:

“kids cookies” were dispatched by becoming the partner with Disney •

2013:

Started Big Bazaar Co-ordinates a franchise program.

2014;

Introduction: of profit club cards •

2015:

Future Group forays into M-Commerce with the T24 Mobile App

2016:

Future Group associated with Bajaj Finserv to launch India's first retail EMI card

2017:

over a sprawling 25,000 sq. ft. space

2018:

Big Bazaar for the first time ever created a mobile game „Desi Skyfall – Sabse Saste 5 Din" that has transformed the shopping experience in India

1.5 : PREAMBLE OF THE STUDY

1.51: NEED OF THE STUDY

- ❖ To know the job Satisfaction in Big bazaar.
- ❖ To know what employees feels about the organization
- ❖ To know their working condition
- ❖ To know their satisfaction level towards the salary.
- ❖ To know the culture and work environment of the organization.
- ❖ To know the what kind of benefits they are getting.
- ❖ To know the organization treats every employee fairly with respect.

1.52: SCOPE OF THE STUDY

- ❖ Satisfaction level of employees in the growth of the organization which helps employees to come out with the new and different ideas.
- ❖ it helps in increase of employees productivity
- ❖ It helps in achieving the organization goal.
- ❖ It helps in growth of the organization

1.53: OBJECTIVES OF THE STUDY

- To know the level of employee job satisfaction in big bazaar
- To know what the employees feel about working in big bazaar
- To know their working condition of the employees.
- To know their satisfaction level towards the salary..

:

CHAPTER 2

REVIEW OF LITERATURE

Ronan (1985): has studied the relative importance to eighteen job characteristics in relation to job and found that job security is not 25 Review of Related Literature and Studies important to salaried workers but it is important to both managerial and hour workers

Prakasam (1986): has found that occupational level has some influence over the Satisfiers and dissatisfiers of employees. In higher level occupations, motivator factors act as satisfiers but in lower level occupations both motivators and hygienic factors seem to act as satisfiers and dissatisfiers

Pathak (1990): has found that the most important job characteristics sought by the high job satisfied group belonging to both the higher and the lower hierarchies and the low job satisfied group belonging to the lower hierarchy is the opportunity for advancement

According to Mishra (1995): job satisfaction is a feeling accruing out of different conditions within a job and outside the job.

Pleitner (2001): has pointed out that job satisfaction results from the degree of Correspondence between the individual's expectations on the one hand and the Circumstances of his job situation on the other, as compared by the individual employee

Harven and Renu (2008): have revealed that higher the age and the greater the number of dependents, the lesser will be the job satisfaction

Mendhi (2010): has examined the need satisfaction and job attitudes of managers and observed that job dissatisfaction is highest for those public sector managers who have never changed their jobs

Prasad (2015): have found that the personnel in private organization With the exception of those at the middle level are more satisfied than those working in public organizations

Dattar and Prasad (2018): have found that the personnel in private organization With the exception of those at the middle level are more satisfied than those working in public organizations.

CHAPTER 3

RESEARCH METHODOLOGY

Type of research data:

Primary and secondary data.

Sample Design:

Population: Employee of big bazaar located in chennai.

Population Size: 200

Data collection

Primary data: It is been collected from employees of big bazaar using questionnaire .

Secndary data: Secondary data is been collected from journals, organization, records, organization website, web source

Instrument design:

Questionnaire is used as an instrument for data collection .Analysis:

- Percentage Analysis method
- Chi square method
- Oneway Anova

HYPOTHESIS TEST

Chi square:

Hypothesis:

H0: There is no association between skills and ability and flexibility towards work

H1: There is association between skills and ability and flexibility towards work.

One way anova:

Hypothesis :

H0: There is a no significant between age and job description with your profile

H1: There is a significant between age and job description with your profile.

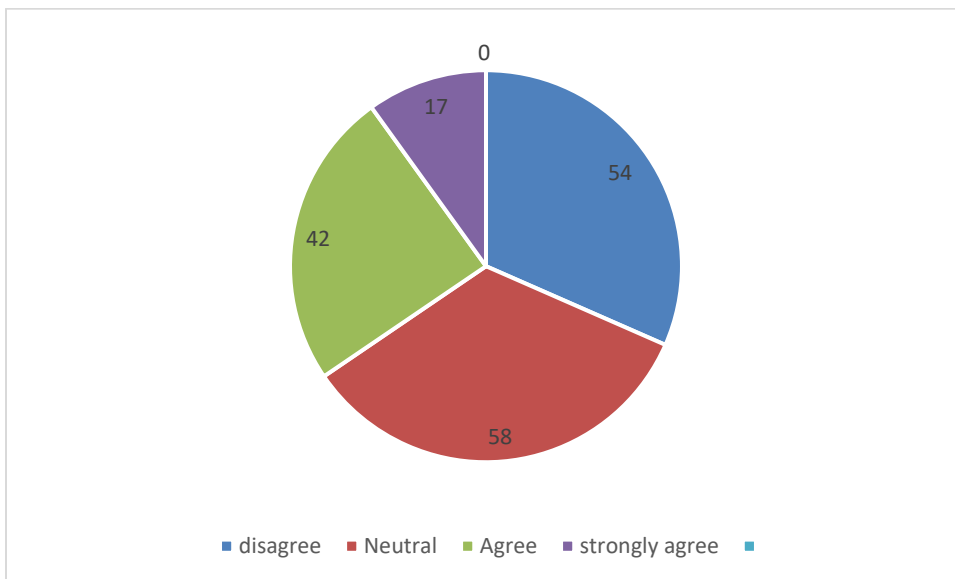
CHAPTER 4

DATA ANALYSIS

TABLE NO:4.1.1 Age of Respondent

Particular	No of respondent	No of percentage
18-20	12	6%
20-25	48	24%
25-30	100	50%
30-35	30	15%
Above35	10	5%

Chart:4.1.1 Age of respondent



INTERPERTATION:

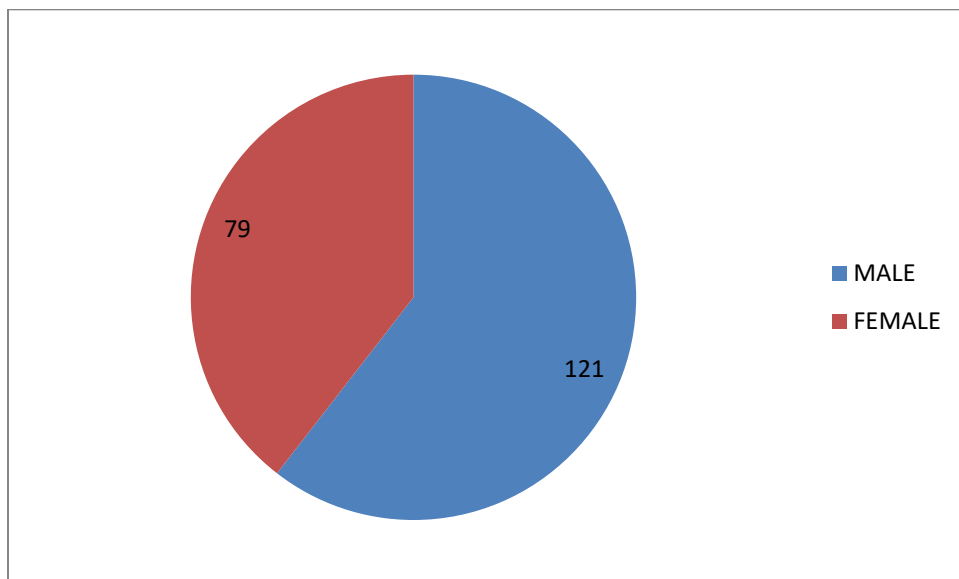
Show the age of the respondent .out of 200 respondent ,100 respondent are in the age group of 25-30,48 respondent are in the group 20-25,30 respondents are in the age group of 30-35and12 respondents are in the age group of 18-20,10 respondents are in the age group of Above 35.

INFERENCE: Major of the respondents 100 are in the age group of 25-30.

TABLE NO: 4.1.2 Gender of respondents

GENDER	No of respondent	Percentage
MALE	121	60.5%
FEMALE	79	39.5%

Chart:4.1.2 Gender of respondent



INTERPRETATION:

Show of gender respondent, out of 200 respondents 121 respondents are Male and 79 respondents are Female.

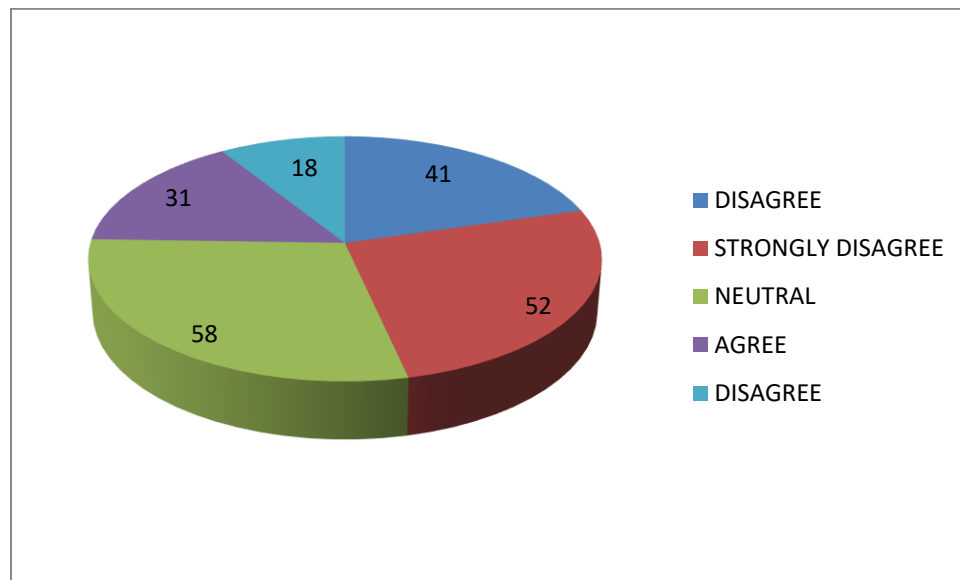
INFERENCE:

Major of the respondents 121 are male.

CHAPTER NO 4.1.3 Do you feel proud to be a part of organisation

Particular	N0 of respondent	Percentage
Strongly Agree	41	20.50%
Strongly Disagree	52	26.00%
Neutral	58	29.0%
Agree	31	15.50%
Disagree	18	9.00%

Chart4.1.3



INTERPRATION:

Out of 200 respondents ,58 respondents are neutral,52 respondent are strongly disagree ,41 respondents are strongly agree with the statement and 31 respondents are agree and 18 respondents are disagree.

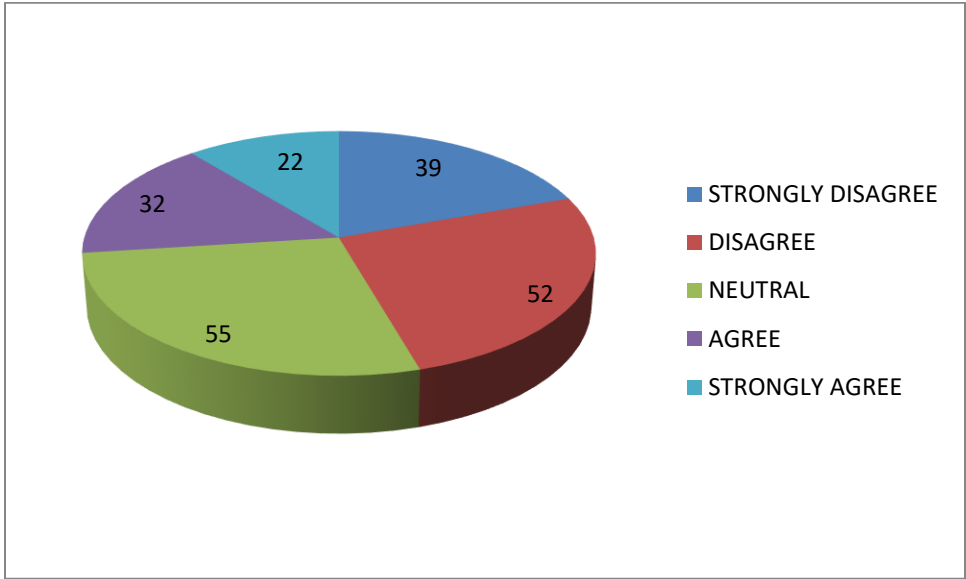
INFERENCE:

Major 58 respondents are Neutral in the following statement.

CHAPTER 4.1.4 Respondents of work oriented employees

Particular	No of respondents	Percentage
Strongly disagree	39	19.50%
Disagree	52	26%
Neutral	55	27.50%
Agree	32	16%
Strongly agree	22	11%

CHART4.1.4



INTERPRETATION:

Out of 200 respondents, 55 respondents are neutral,52 respondents are disagree,39 respondents are strongly disagree and 32 respondents are agree,22 respondents are strongly agree.

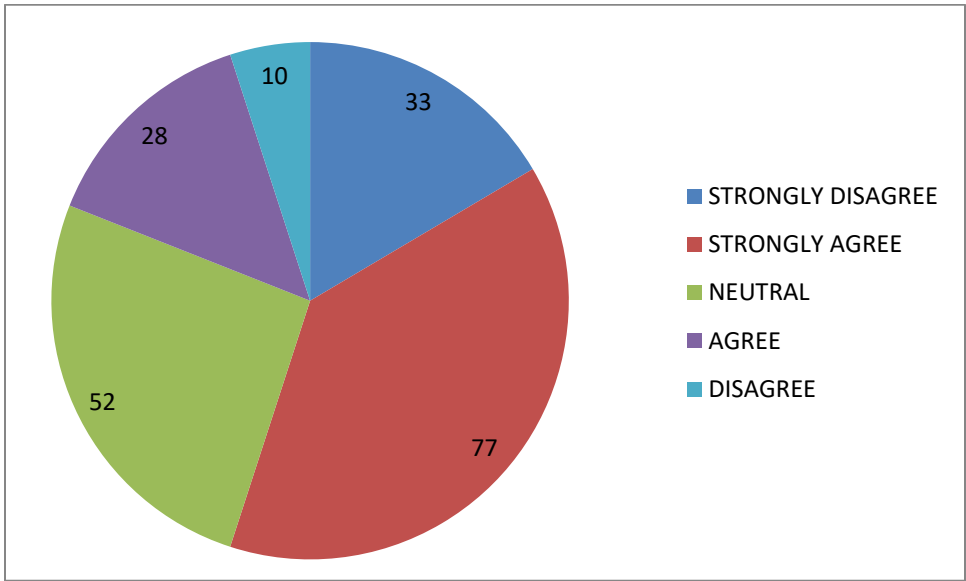
Inference:

Major 55 respondents are neutral

CHAPTER4.1.5 respondents Refer your friend that good place to work

Particular	No of respondents	Percentage
Strongly disagree	33	16.50%
Strongly agree	77	38.50%
Neutral	52	26%
Agree	28	14%
Disagree	10	5%

Chart4.1.5



INTERPRETAION:

Out of 200 respondent ,77 respondents are strongly agree,52 respondents are neutral,33 respondents are strongly disagree and 28 respondents are Agree ,10 respondents are disagree.

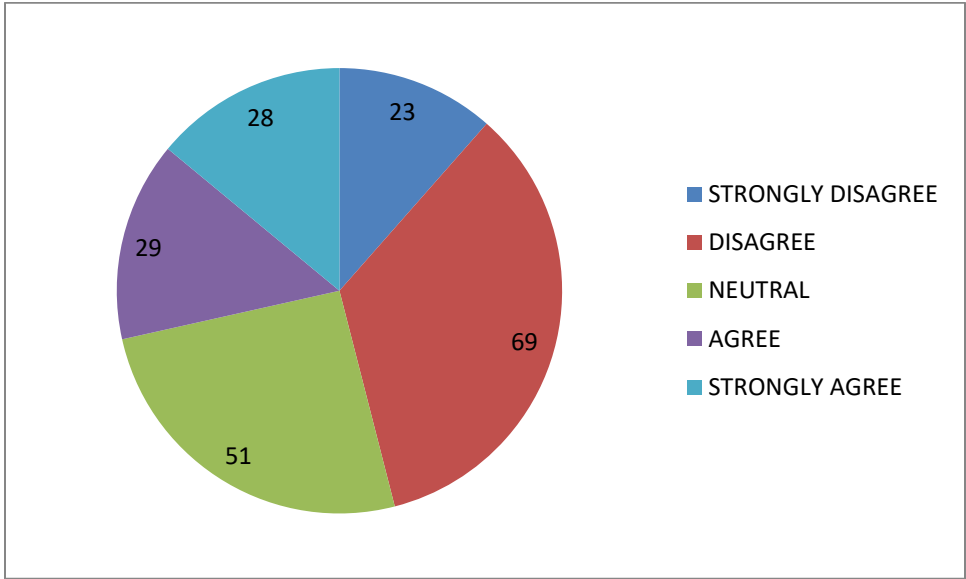
INFERENCE:

Majority of 77 respondents are strongly agree.

CHAPTER4.1.6 RESPONDENTS OF SKILLS & ABILIT

PARTICULAR	No of responents	Percentage
Strongly disagree	23	11.50%
Disagree	69	34.50%
Neutral	51	25.50%
Agree	29	14.50%
Strongly agree	28	14.%

CHART4.1.6



INTERPRETATION:

Out of 200 respondents , 69 respondents selected disagree,51 respondents are selected neutral,29 respondents are selected agree and 28 respondents are selected strongly agree,23 respondents are selected strongly disagree.

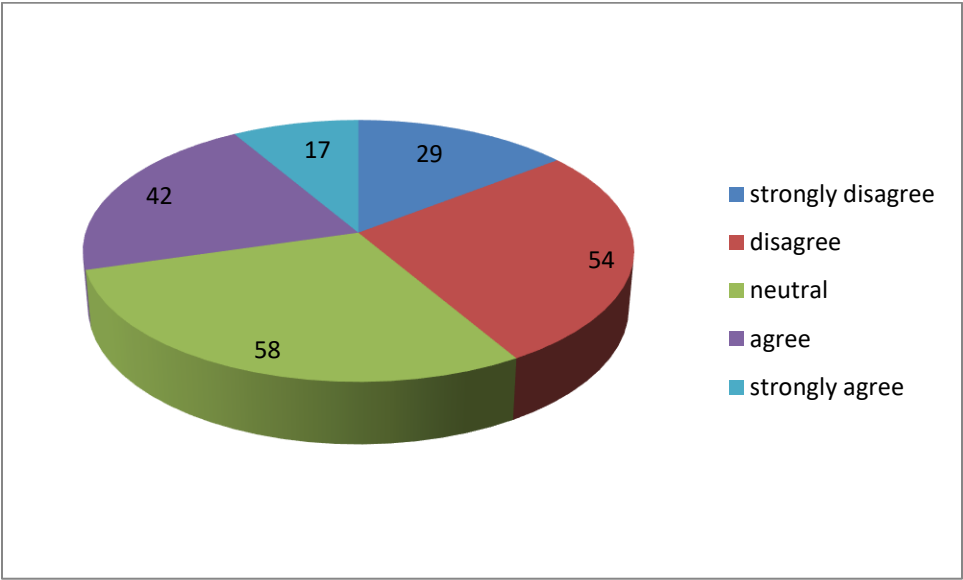
INFERENCE:

Majority of 69 respondents are selected disagree

CHAPTER 4.1.7 RESPONDENTS ARE ENOUGH FLEXIBILITY TOWARDS YOUR WORK

Particular	No of respondent	percentage
strongly disagree	29	14.50%
Disagree	54	27.00%
Neutral	58	29.00%
Agree	42	21.00%
strongly agree	17	8.50%

Chapter4.1.7



INTERPRETATION:

Out of 200 respondents ,58 respondents are neutral, 54 respondents are disagree,42 respondents are agree and 29 respondents are strongly disagree,17 respondents strongly agree.

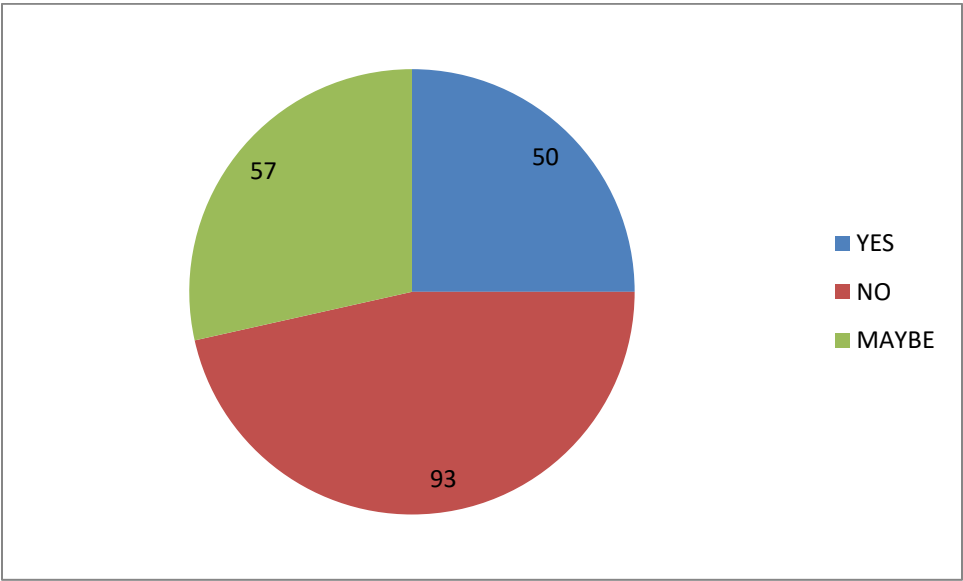
INFERENCE:

Majority of 58 respondents are Neutral with the following statement.

CHAPTER4.1.8 RESPONSE OF STRESS IN YOUR JOB

Particular	NO OF RESPONDENT	PERCENTAGE
YES	50	25.00%
NO	93	46.50%
MAYBE	57	28.50%

Chart 4.1.8



INTERPRETATION :

Out of 200 respondents ,93 respondents are no ,57 respondents are maybe and 50 respondents are yes.

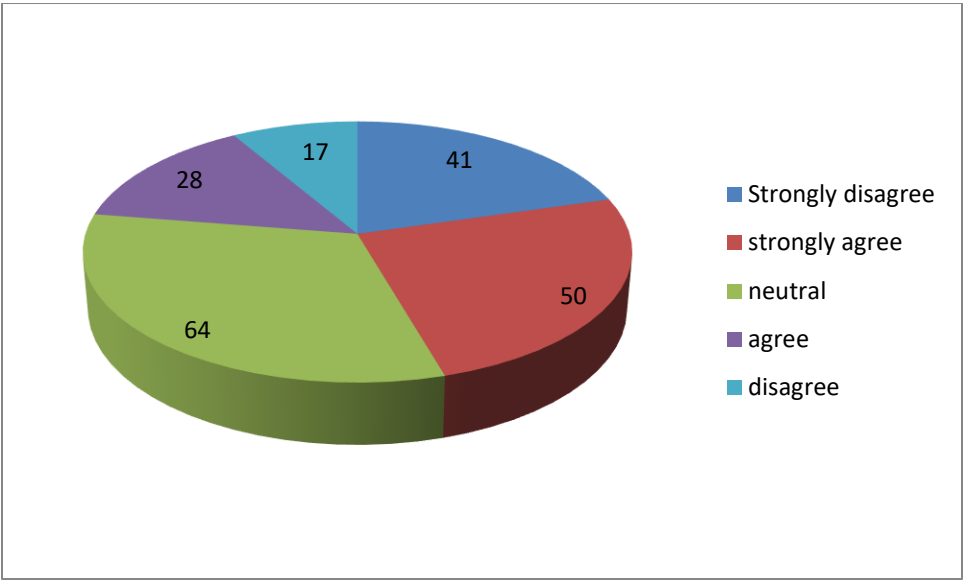
INFERENCE:

Majority of 93 respondents are selected No

CHAPTER4.1.9RESPONSES OF PAYMENT FOR UR PERFORMANCE

Particular	No of respondents	percentage
Strongly disagree	41	20.50%
strongly agree	50	25.00%
Neutral	64	32.00%
Agree	28	14%
Disagree	17	8.50%

CHART4.1.9



INTERPRETATION:

Out of 200 respondents ,64 respondents are neutral,50 respondents are strongly agree,41 respondents are strongly disagree and 28 respondents are agree ,17 respondents are disagree

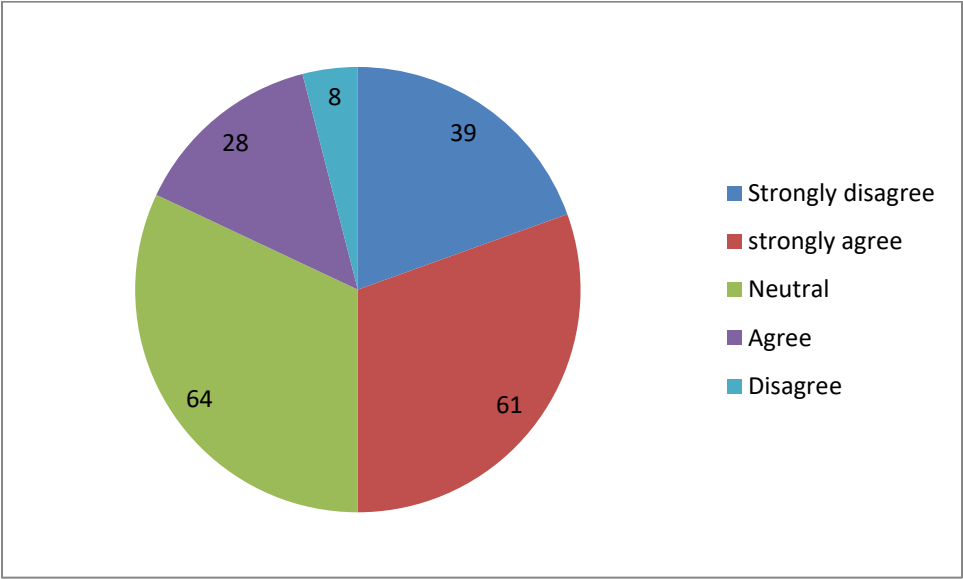
INFERENCE:

Majority of 64 respondents are choosen neutral

CHAPTER 4.1.10 RESPONSES OF COMPANY BENEFITS

particular	No of responses	percentage
Strongly disagree	39	19.50%
strongly agree	61	30.50%
Neutral	64	32%
Agree	28	14%
Disagree	8	4%

CHART4.1.10



INTERPRETATION:

Out of 200 respondents ,64 respondents are neutral,61 respondents are strongly agree,39 respondents are strongly disagree and 28 respondents are agree,8 respondents are disagree.

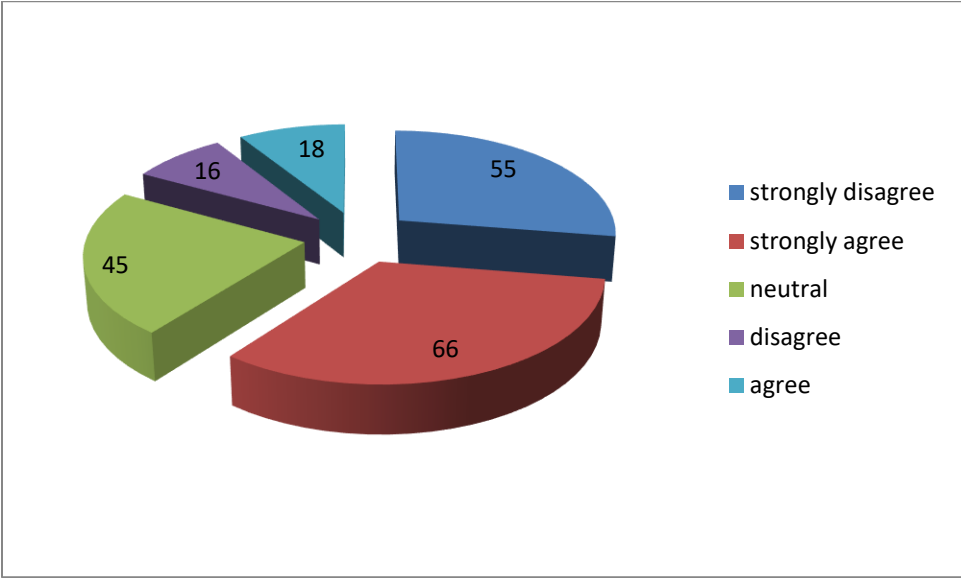
INFERENCE:

Majority 64 respondents are choosen neutral

CHAPTER4.1.11 RESPONSES OF CURRENT PAY PACKAGE

Particular	No of responses	Percentage
strongly disagree	55	27.50%
strongly agree	66	33%
neutral	45	22.50%
disagree	16	8.00%
agree	18	9.00%

CHART4.1.11



INTERPRETATION:

Out of 200 respondents, 66 responses are selected strongly agree, 55 responses are selected strongly disagree, 45 responses are selected neutral and 18 responses agree, 16 responses are selected disagree

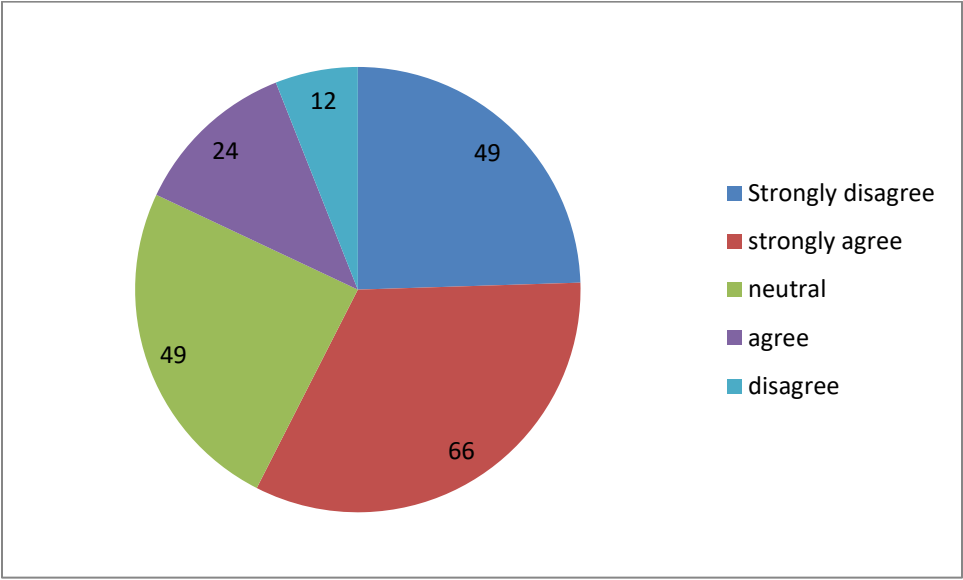
INFERENCE:

Majority of 66 respondents are selected strongly agree

CHAPTER4.1.12 RESPONSES OF JOB DESCRIPTION MATCHES TO WITH YOUR PROFILE

Particular	Nof responses	percentage
Strongly disagree	49	24.50%
strongly agree	66	33%
neutral	49	24.50%
agree	24	12%
disagree	12	6%

CHART4.1.12



INTERPRETATION:

Out of 200 respondents ,66 respondents are selected strongly agree,49 respondents are selected neutral,49 respondent are selected strongly disagree and 24respondents are selected agree,12 respondent are selected disagree.

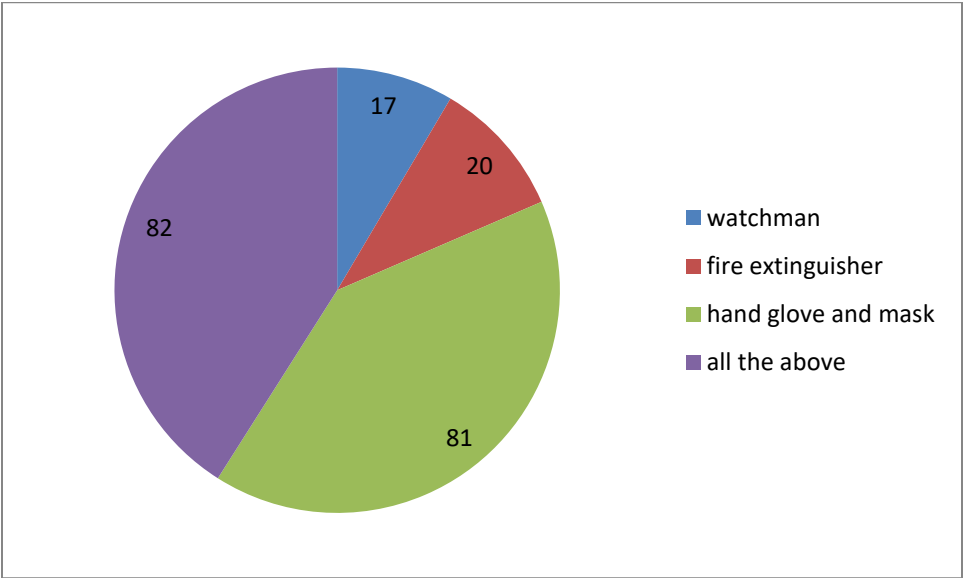
INFERENCE:

Majority 66 respondents are selected strongly agree.

CHAPTER4.1.15 RESPONSES OF SAFETY FACILITY PROVIDE BY THE ORGANISATION.

PARTICULAR	No of respondent	Percentage
watchman	17	8.50%
fire extinguisher	20	10.00%
hand glove and mask	81	40.50%
all the above	82	41.00%

CHART4.1.15



INTERPRETATION:

Out of 200 respondents ,82 respondents are selected all the above ,81 respondents are selected hand glove and mask and 20 respondents are selected fire extinguisher,17 respondents are selected watchman.

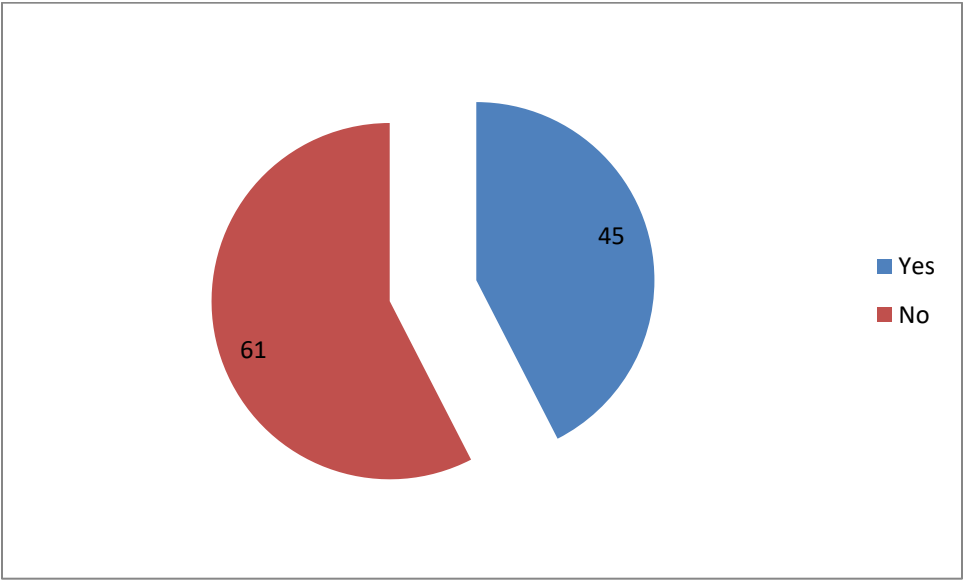
INFERENCE:

MAJORITY OF 82 RESPONDENTS ARE SELECTED ALL THE ABOVE

CHAPTER4.1.16 RESPONSES OF COMPANY ARRANGE ANY DEVELOPMENT PROGRAMMES FOR THE COMPANY STAFF

PARTICULAR	NO OF RESPONDENT	PERCENTAGE
YES	38	19.00%
NO	56	28.00%
MAYBE	106	53.00%

CHART4.1.16



INTERPRETATION:

OUT of 200 respondents ,106 respondents are selected maybe,56 respondents are selected no and 38 respondents are selected yes.

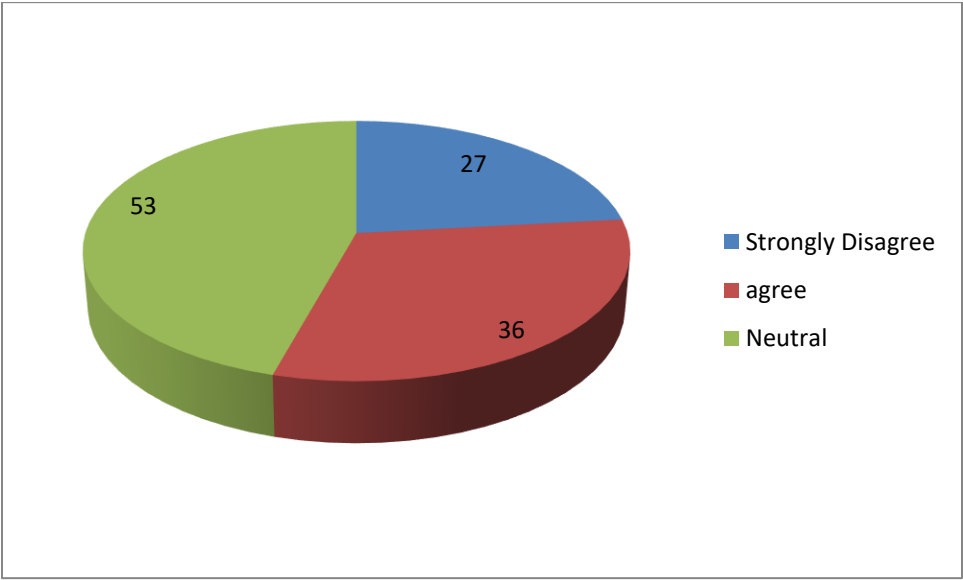
INFERENCE:

Majority of 106 respondents are selected maybe

CHAPTER4.1.17 RESPONSES OF SATISFIED WITH THE TOP MANAGEMENT

PARTI CULAR	NO OF RESPONSES	PERCENTAGE
YES	48	24.00%
NO	51	25.50%
MAYBE	101	50.50%

CHART4.1.17



INTERPRETATION :

out of 200 respondents ,101 respondents are selected maybe,51 respondents are selected no and 48 respondents are selected yes.

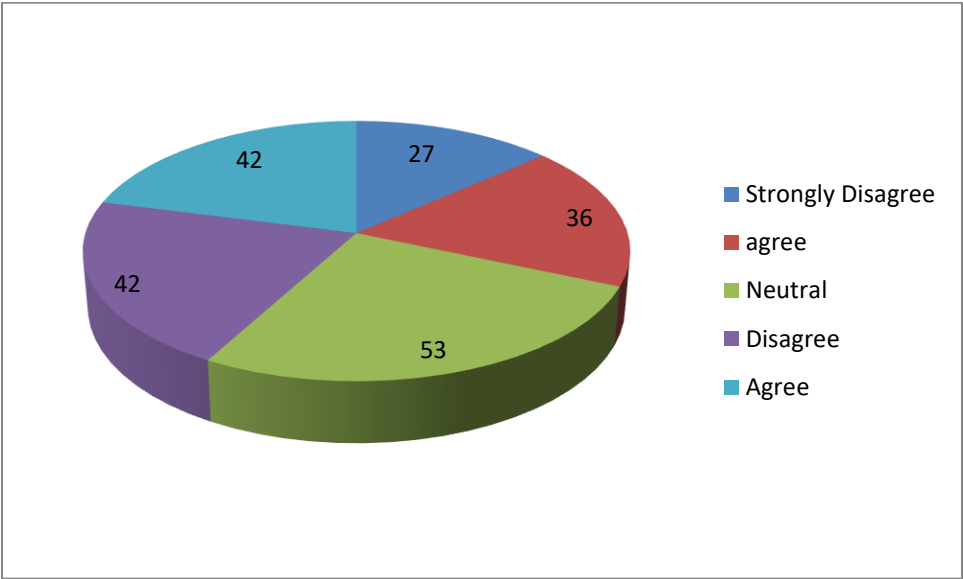
INFERENCE:

Majority of 101 respondents are selected maybe

CHAPTER4.1.18

PARTI CULAR	NO OF RESPONDENTS	PERCENTAGE
Strongly Disagree	27	13.50%
agree	36	18.00%
Neutral	53	26.50%
Disagree	42	21.00%
Agree	42	21.00%

CHART4.1.18



INTERPRETATION

Out of 200 respondents ,53 respondents are Neutral,42 respondents are agree and Disagree ,36 Respondents are agree and 27 respondents are Strongly disagree.

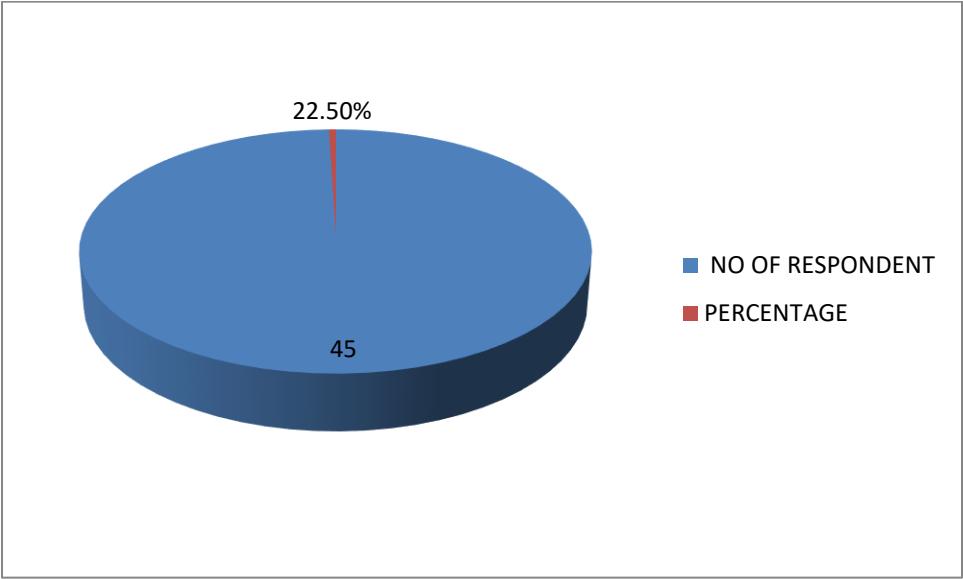
INFERENCE

Majority of 53 respondents are selected Neutral.

CHAPTER4.1.19

PARTICULAR	NO OF RESPONDENT	PERCENTAGE
To Some Extent	93	46.50%
To Large Extent	107	53.50%

CHART4.1.19



INTERPRETATION

Out of 200 Respondents , 93 respondents are No of Respondent,46.50 respondents are Percentage.

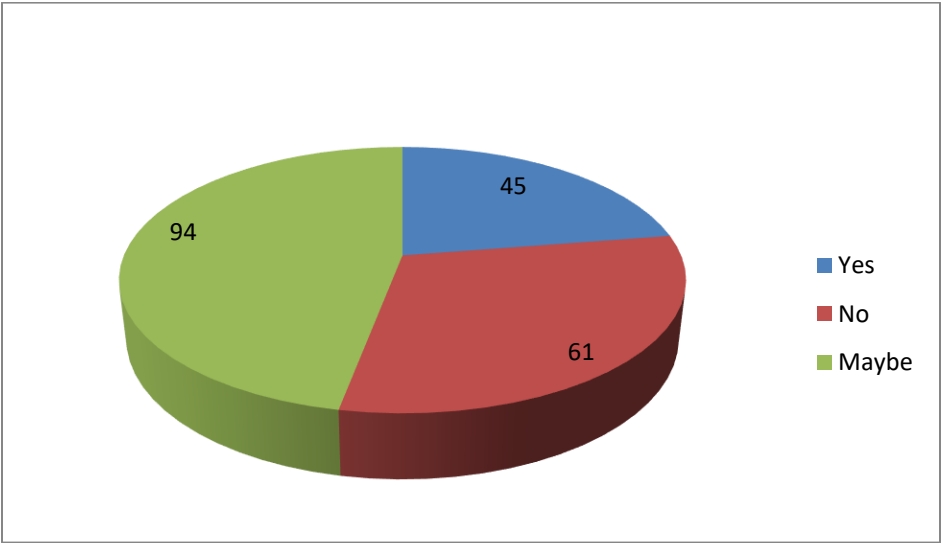
INFERENCE

Majority of 93 respondents are selected No of Respondent .

CHAPTER4.1.20

PARTICULAR	NO OF RESPONDENT	PERCENTAGE
Yes	45	22.50%
No	61	30.50%
Maybe	94	47.00%

CHART4.1.20



INTERPRETATION

Out of 200 Respondents , 94 respondents are Maybe,61 Respondents are No, 45 respondents are Yes.

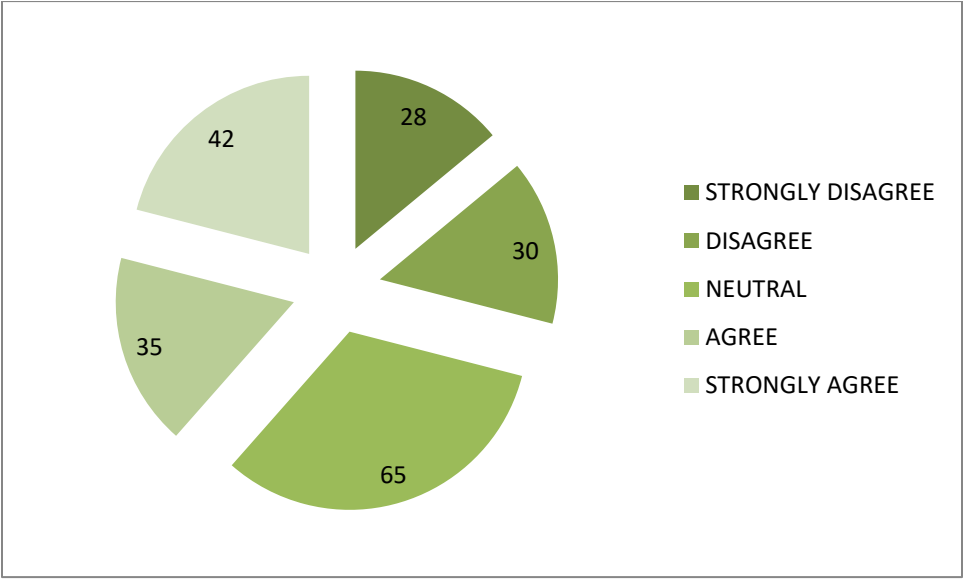
INFERENCE

Majority of 94 respondents are selected Maybe.

4.1.21 EMPLOYEE OF CONFLICT A BAD THINGS.

PARTICULAR	NO OF RESPONDENTS	PERCENTAGE
STRONGLY DISAGREE	28	14.00%
DISAGREE	30	15.00%
NEUTRAL	65	32.50%
AGREE	35	17.50%
STRONGLY AGREE	42	21.00%

CHART4.1.21



INTERPRETATION:

Out of 200 respondents ,65 respondents are Neutral,42 respondents are strongly agree and 35 Respondents are agree and 30espondents are disagree.,28 respondents are strongly disagree

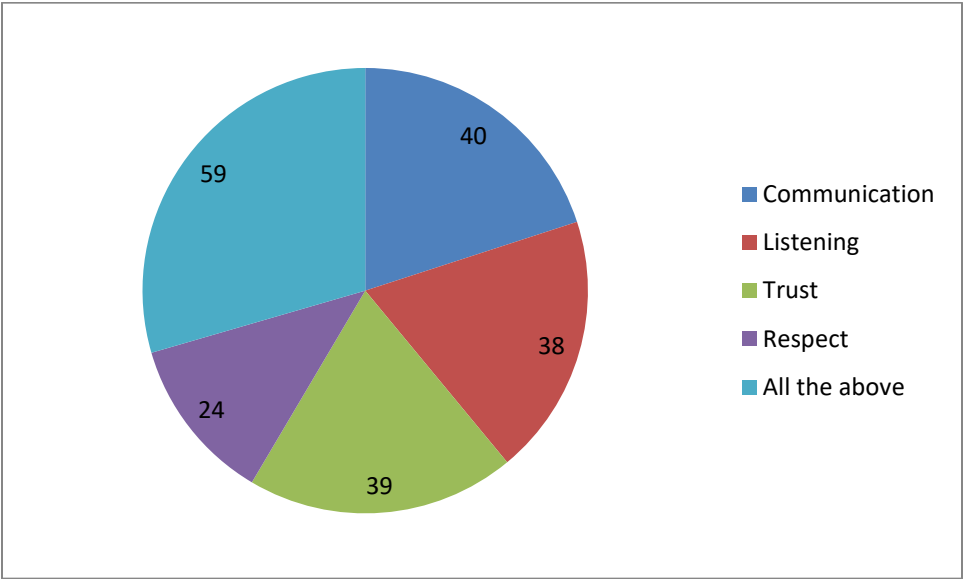
INFERENCE:

Majority of 65 respondents are selected neutral

Chapter4.1.22 RESPONSES OFKEYS ASPECT OF BUILDING WORKSPACE RELATIONSHIP

PARTICULAR	NO OF RESPONDENTS	PERCENTAGE
Communication	40	20.00%
Listening	38	19%
Trust	39	19.50%
Respect	24	12.00%
All the above	59	29.50%

CHART4.1.22



INTERPRETATION:

Out of 200 respondents ,59 respondents are selected all the above,40 respondents are selected communication,39 respondents are selected trust ,38 respondents are selected listening and 24 respondents are respect

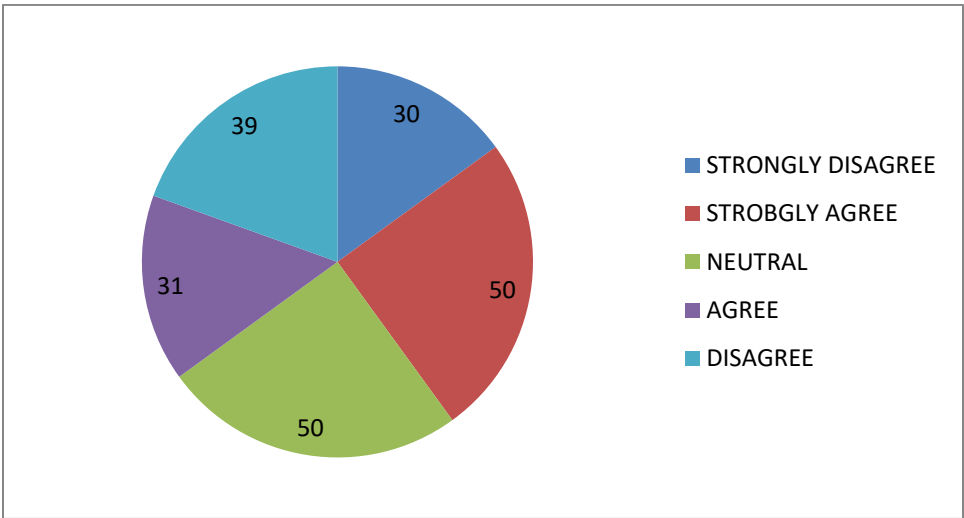
INFERENCE:

Majority of 59 respondents are selected all the above

CHAPTER4.1.23 RESPONDES OF CONFLICT ALWAYS A BAD THING IN ORGANISATION

PARTICULAR	NO OF RESPONDENT	PERCENTAGE
STRONGLY DISAGREE	30	15%
STROBGLY AGREE	50	25%
NEUTRAL	50	25%
AGREE	31	15.50%
DISAGREE	39	19.50%

CHART4.1.23



INTERPRETATION:

Out of 200 respondents, 50 respondents are selected strongly agree,50 respondents are neutral,39 respondents are selected disagree,31 respondent are selected agree and 30 respondents are strongly disagree

INFERENCE:

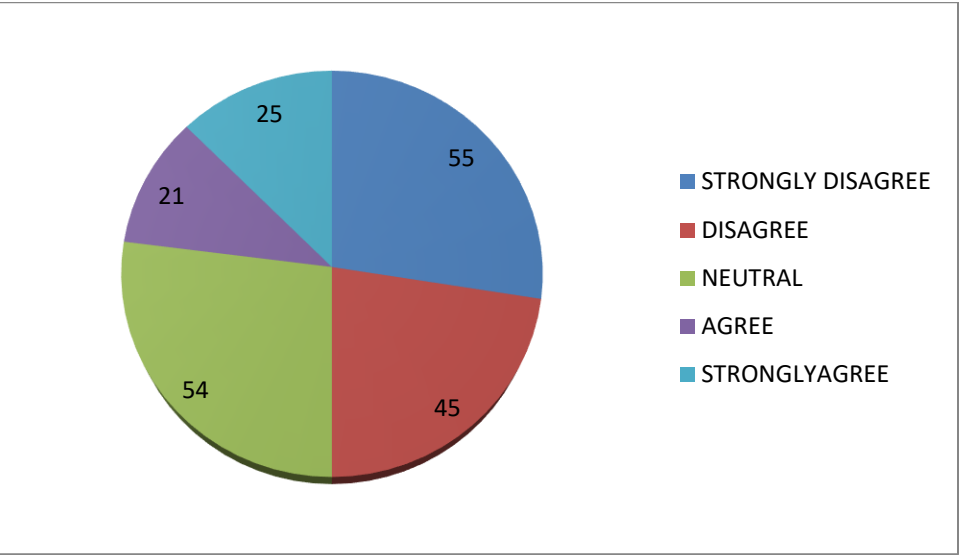
Majority of 50 responents are selected strongly agree and neutral

CHAPTER4.124 RESPONSES OFPOOR WORK SPACE RELATIONSHIP

PARTICULAR	NO OF RESPONDENTS	PERCENTAGE
STRONGLY DISAGREE	55	27.50%

DISAGREE	45	22.50%
NEUTRAL	54	27%
AGREE	21	10.50%
STRONGLYAGREE	25	12.50%

CHART4.1.24



INTERPRETATION:

Out of 200 respondents,55 respondents are choosen stronglydisagree,54 respondents are selected neutral,45 respondents are selected disagree and 25 respondents are strongly agree,21 respondents are agree.

INFERENCE:

Majority of 55 respondents are choosen strongly disagree

Crosstabs

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Job_description_mathches_to_with_your_profile	200	98.5%	3	1.5%	203	100.0%

Age * Job_description_mathches_to_with_your_profile Crosstabulation

			Job_description_mathches_to_with_your_profile					Total
			Strongly disagree	strongly agree	neutral	agree	disagree	
Age	18-20	Count	12	0	0	0	0	12
		Expected Count	2.9	4.1	3.0	1.3	.7	12.0
	20-25	Count	37	11	0	0	0	48
		Expected Count	11.8	16.3	12.0	5.0	2.9	48.0
	25-30	Count	0	57	44	0	0	101
		Expected Count	24.7	34.3	25.3	10.6	6.1	101.0
	30-35	Count	0	0	6	21	3	30
		Expected Count	7.4	10.2	7.5	3.2	1.8	30.0
	Above35	Count	0	0	0	0	9	9
		Expected Count	2.2	3.1	2.3	.9	.5	9.0
Total	Count		49	68	50	21	12	200
	Expected Count		49.0	68.0	50.0	21.0	12.0	200.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	443.891 ^a	16	.000
Likelihood Ratio	347.245	16	.000
Linear-by-Linear Association	158.546	1	.000
N of Valid Cases	200		

a. 13 cells (52.0%) have expected count less than 5. The minimum expected count is .54.

Oneway

Descriptives								
Response_of_skills_and_ability								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
strongly disagree	29	1.21	.412	.077	1.05	1.36	1	
Disagree	55	2.00	.000	.000	2.00	2.00	2	
Neutral	58	2.86	.348	.046	2.77	2.95	2	
Agree	42	4.24	.484	.075	4.09	4.39	3	
strongly agree	16	5.00	.000	.000	5.00	5.00	5	
Total	200	2.85	1.216	.086	2.68	3.01	1	

ANOVA					
Response_of_skills_and_ability					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	272.921	4	68.230	625.400	.000
Within Groups	21.274	195	.109		
Total	294.195	199			

Post Hoc Tests

Homogeneous Subsets

Response_of_skills_and_ability						
Duncan ^{a,b}						
Response_of_enough_flexibi						
loty_your_work						
	N	1	2	3	4	5
strongly disagree	29	1.21				
Disagree	55		2.00			
Neutral	58			2.86		
Agree	42				4.24	

strongly agree	16					5.00
Sig.		1.000	1.000	1.000	1.000	1.000

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 32.007.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

CHAPTER 5

SUMMARY OF FINDING ,SUGGESTION&CONCLUSION

5.1 FINDING

- Majority of the respondents 100 are in the age group of 25-30.
- Majority of the respondents 121 are male.
- Majority of 58 respondents are Neutral in the following statement.
- Majority of 55 respondents are neutral
- Majority of 55 respondents are neutral
- Majority of 69 respondents are selected disagree
- Majority of 77 respondents are strongly agree
- Majority of 93 respondents are selected No
- Majority of 64 respondents are chosen neutral
- Majority of 64 respondents are chosen neutral
- Majority of 66 respondents are selected strongly agree
- Majority of 66 respondents are selected strongly agree
- Majority of 106 respondents are selected maybe
- Majority of 101 respondents are selected maybe
- Majority of 53 respondents are selected Neutral
- Majority of 93 respondents are selected No of Respondent .
- Majority of 94 respondents are selected Maybe
- Majority of 65 respondents are selected neutral
- Majority of 59 respondents are selected all the above
- Majority of 50 respondents are selected strongly agree and neutral
- Majority of 55 respondents are chosen strongly disagree

5.2 SUGGESTION

- Some of the employees feels that they have not been recognized so that they should be recognized by the management.
- Co-ordination among the co employee should be improved
- Should be cordial working relationship in the organization
- Management should discusses about the problem faced by the organization to take new ideas from them.

5.3 conclusion

Management has to conduct the surveys frequently to know the level of employee job satisfaction every time when the management conduct the survey the question should different from previous one so that the employees will answer correctly and truth fully. Management should collect the employees suggestions about their Job which helps the management to know about the employees job satisfaction. This is one of the ways of measuring employees job satisfaction. Management has to conduct review and have to notice the problems faced by the employees. From the above study I concluded that, employees involvement is one of the most important for the growth of the organization. In the big bazaar there is high involvement of employees in all aspects the employees feel proud to work in big bazaar employees are satisfied by the recognition of their work by the management. Over all most of the employees are satisfied and happy with the employee involvement at BIG BAZAAR BIDAR.

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QUESTIONNAIRE

1. NAME:

2. AGE:

a. 20-25

b. 25-30

c. 30-35

3. SEX:

a. Male

b. Female

c. others

4. .DO you feel proud to be a part of this organization?

a. Strongly agree b. Agree

c. Strongly disagree d. Disagree

5. Is the success of this organization being because of the work oriented employees?

a. Strongly agree b. Agree

c. Strongly disagree d. Disagree

6. Whether you refer your friend that this a good place to work?

a. Strongly agree b. Agree

c. Strongly disagree d. Disagree

7. Is your job makes you to use best of skills & ability ?

a. Strongly agree b. Agree

c. Strongly disagree d. Disagree

8. Is your organization gives you enough flexibility towards your work?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

9. Is there any stress in your job?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

10. Do you get appropriate payment (Salary) for your performance?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

11. Whether the company benefit meets your needs?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

12. Is your current pay package will influence you to do work in positive direction towards employee productivity?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

13. Whether your job description matches to with your profile?

- a. Strongly agree b. Agree
- c. Strongly disagree d. Disagree

14. what are the safety facility provide by the organization?

- a .watchman
- b. fire extinguisher
- c. hand glove and mask
- d. all the above

15. Do the company arrange any development programmers for the employee staff?

- a. yes b. no

16. Are you satisfied with top management?

- a. satisfied

b. neutral

c. Dissatisfied

17. Does the top management involve employee in the management decision?

a. satisfied

b. neutral

c. Dissatisfied

18..Is the management helpful and sympathetic to your problem in workstation ?

a. To some extent

b. To large extent

19.Are you satisfied with the monitory benefits provides by the company ?

a. Yes b. No

20. Should managers be able to play the role of counsellor towards employees?

a. Yes b. No

21. What's the most important or key aspect of building workplace relationships?

a. Communication

b. Listening

c. Trust

d. Respect

22. Is conflict always a bad thing in organisation?

a. Yes b. No

23. Do poor workplace relations between employees and managers having negative effects on organizational performance?

a. Yes b. No

24. Do strong workplace relations between employees and managers having positive effects on organizational performance?

a. Yes b. NO.

A STUDY ON EMPLOYEE JOB SATISFACTION AT BIG BAZAR

ABSTRACT

The internship is done on the project permitted on a study of employee job satisfaction in big bazaar bidar to identify the job satisfaction level of the employees. The topic selected for the study is "EMPLOYEE JOB SATISFACTION" in big bazaar. The reading was conceded to discover the intensity of the employees job satisfaction level in the organization. The need of the study was to know employee job satisfaction and employee coordination in the organization.

1.INTRODUCTION

Big Bazaar has helped me to understand the employee job satisfaction in its growth which has helped me to understand the different aspects of employee's job satisfaction. The needed information of the reading was composed from the primary data i.e., from questionnaires which were directly answered by the employee's job satisfaction. Employees job satisfaction is that aspects which is accepted by all business associations. It is the duty of HR manager to know and identify the employees job satisfaction level. Employee job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. To the worker, job satisfaction brings a pleasurable emotional state that often leads to a positive work attitude. Satisfied worker is more likely to be creative, flexible, innovative, and loyal. For the organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance.

Definitions of Job satisfaction

- Job satisfactions defined as a Pleasurable or positive emotional state resulting from the appraisal of one's job or job experience.
- Job satisfaction will be defined as the amount of overall positive affect (or feelings) that individuals have towards their jobs.

-D.C.FELDMAN &H.J.ARNOLD

level of job satisfaction

Across groups is not constant, but related to a number of variables. The key variables

revolve around age, occupational level and organizational size; the important aspects of job satisfaction for many people are the amounts of personal closeness, friendship and small group team work

Stability of job satisfaction:

Attitudes are generally acquired over a long period of time. Similarly, job or dissatisfaction emerges as an employee's gains more and more information about the workplace. Nevertheless, job is dynamics, for it can decline even more quickly than it develops. Managers cannot establish the condition leading to high satisfaction now and later neglect it. For employee, needs may fluctuate suddenly. Managers need to pay attention to employee attitudes week after week, month year.

2.INDUSTRY PROFILE

The activity of buying the necessity goods such as clothing, food and grocery etc. called as shopping. sometimes it become a custom to the individuals and also a recreational activity. sometimes it acts as an entertainment activity it involves window shopping and it doesn't always results in purchase. Retailing act as middle person between the manufacturer and the consumer. Here the individuals buy the products for their personal use for business purpose. Retail shops serve wide assortment of products under the same roof and it is one of the growing sectors in the Indian economy. The promotional tools and strategy play vital role in attracting the customer towards the store. they serve the customers with better quality of goods and services and satisfies their need and wants.

3.COMPANY PROFILE

FUTURE GROUP: Future group is a type of private company. It is operating under retailing, insurance, logistics and media. Founded by Kishore Biryani and he is the managing director (MD) and the chief executive officer (CEO) of the organization. Headquarters is at Mumbai, Maharashtra, India. it is serving integrator foods and

- The largest hyper market chain in India is Big Bazar Type
- Hindu undivided company Business
- Retailing Established: 2001

4.HISTORY OF BIG BAZAR

COMPANY TIMELINE

2001:

In the duration of 22 days four big bazaar stores were dispatched in Kolkata, Bangalore, Hyderabad and indoor

2002:

In Mumbai at high way road in phoenix it dispatched a food bazaar2003

By dispatching a store in Nagpur it entered into tier 2 urban area

2004:

The lower parel store was the first to touch the Rs.10 millions turnover

2005:

The lower parel store was the first to touch the Rs.10 millions turnover

2006:

Mohan Jadhav turns out to be big bazaar biggest ever client by the shopping ofRs.13767 at Sangli store by setting a national record

2007:

th
In Kanpur the 50 big bazaar store was dispatched

2008:

By dispatching the 101th store within 7 years big bazaar became the rapid developinghypermarket.

2009:

The great exchange offer” was dispatched

2010:

th
Ranked 6 among the 50 main benefit brand in India •

2011:

Naye India ka Bazaar” Partner with Disney

5. PREAMBLE OF THE STUDY

NEED OF THE STUDY

- ❖ To know the job Satisfaction in Big bazaar.
- ❖ To know what employees feel about the organization
- ❖ To know their working condition
- ❖ To know their satisfaction level towards the salary.

SCOPE OF THE STUDY

- ❖ Satisfaction level of employees in the growth of the organization which helps employees to come out with the new and different ideas.
- ❖ it helps in increase of employees productivity

OBJECTIVES OF THE STUDY

- To know the level of employee job satisfaction in big bazaar
- To know what the employees feel about working in big bazaar
- To know their working condition of the employee

6. REVIEW OF LITERATURE

Ronan (1985): has studied the relative importance to eighteen job characteristics in relation to job and found that job security is not 25 Review of Related Literature and Studies important to salaried workers but it is important to both managerial and hour workers

Prakasam (1986): has found that occupational level has some influence over the Satisfiers and dissatisfiers of employees. In higher level occupations, motivator factors act as satisfiers but in lower level occupations both motivators and hygienic factors seem to act as satisfiers and dissatisfiers

Pathak (1990): has found that the most important job characteristics sought by the high job satisfied group belonging to both the higher and the lower hierarchies and the low job satisfied group belonging to the lower hierarchy is the opportunity for advancement

According to Mishra (1995): job satisfaction is a feeling accruing out of different conditions within a job and outside the job.

Pleitner (2001): has pointed out that job satisfaction results from the degree of Correspondence between the individual's expectations on the one hand and the Circumstances of his job situation on the other, as compared by the individual employee

Harven and Renu (2008): have revealed that higher the age and the greater the number or dependents, the lesser will be the job satisfaction.

7. RESEARCH METHODOLOGY

Type of research data:

Primary and secondary data.

Sample Design:

Data collection

Primary data: It is been collected from employees of big bazaar using questionnaire .

Secndary data: Secondary data is been collected from journals, organization, records, organization website, web source

Instrument design:

Questionnaire is used as an instrument for data collection .Analysis:

- Chisquare method
- **One way annova**

8. SUMMARY OF FINDING ,SUGGESTION&CONCLUSION

FINDING

- Majority of the respondents 100 are in the age group of 25-30.
- Majority of the respondents 121 are male.
- Majorityof 58 respondents are Neutral in the following statement.
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- Majority of 93 respondents are selected No
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- Majority 64 respondents are choosen neutral
- Majority of 66 respondents are selected strongly agree

- Majority of 66 respondents are selected strongly agree
- Majority of 106 respondents are selected maybe
- Majority of 101 respondents are selected maybe
- Majority of 53 respondents are selected Neutral
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- Majority of 65 respondents are selected neutral
- Majority of 59 respondents are selected all the above
- Majority of 50 respondents are selected strongly agree and neutral
- Majority of 55 respondents are chosen strongly disagree

9.SUGGESTION

- Some of the employees feels that they have not been recognized so that they should be recognized by the management.
- Co-ordination among the co employee should be improved
Should be cordial working relationship in the organization
- Management should discusses about the problem faced by the organization totake new ideas from them.

10.conclusion

Management has to conduct the surveys frequently to know the level of employee job satisfaction every time when the management conduct the surveythe question should different from previous one so that the employees will answer correctly and truth fully. Management should collect the employees suggestions about their Job which helps the management to know aboutthe employees job satisfaction. This is one of the ways of measuring employees job satisfaction. Management has to conduct review and have to notice the problems faced by the employees. From the above study I concluded that, employees involvement is one of the most important for the growth of the organization. In the big bazaar there is high involvement of employees in all aspects the employees feel proud to work in big bazaar employees are satisfiedby the recognition of their work by the management. Over all most of the employees are satisfied and happy with the employee involvement at BIG BAZAAR BIDAR.

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