

A STUDY ON ESSENTIALS OF FORTUNATE WORK CULTURE FOR EFFECTIVE OUTCOME IN TELECOMMUNICATIONS SECTOR

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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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**

APRIL 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **KARTHICK A 40410079** who carried out the project entitled "**A Study on essentials of fortunate work culture for effective outcome in the telecommunications sector**" under my supervision from January 2022 to March 2022.

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Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **KARTHICK A (40410079)** hereby declare that the Project Report entitled “**A Study on essentials of fortunate work culture for effective outcome in the telecommunications sector**” done by me under the guidance of **DR. JOHN PAUL M** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

KARTHICK A

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KARTHICK A

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ABSTRACT

Employee training and development, as well as job happiness, are two critical components of employee performance. The only thing that leaders do that is truly important is to build and maintain culture." "If you don't manage culture, culture manages you, and you may not even realize it." (Photo courtesy of Edgar Schein). One of the most important constructs in management study is organizational culture. The impact of organizational culture on organizational performance is explored in this study. This study aims to determine the impact of organizational culture on organizational performance and to learn how an organization's culture aids in improving organizational performance. Completed questionnaires are returned to the researchers. The findings show that all aspects of culture have an impact on many aspects of organizational performance. According to research, if employees' norms and values are aligned with those of the organization, it is useful to attaining the firm's goals. The research found that these businesses are marked by a high level of masculinity, implying that their leaders are more successful, assertive, goal-oriented, and prioritize the end result. It is also revealed that there is a power gap between managers and employees, since only a small percentage of employees think that their boss is accessible and visible.

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CHAPTER- 01

INTRODUCTION

1.1. INTRODUCTION:

Academics are interested in the topic of employee performance. Employees are a company's most significant asset since they have the capacity to improve or detract from its reputation and profitability. Employee performance is influenced by a variety of elements, including corporate rules, working conditions, employee training and development, and employee-employer relationships, to name a few. There are several approaches to boost employee performance. It is crucial for any company or organization; positivity leads to success, whilst negativity can lead to failure. Employees who are happy with their employment or working environment are thought to perform better than those who are unhappy with their work. It can be measured in a variety of ways, including productivity, absenteeism, and employee contentment. In the telecomm sector as in any other industry or firm, employee performance is crucial in the telecom sector a prerequisite for success. Customers will be happy if telecom employees perform well, and if customers are happy, the company's overall performance will be good and satisfactory. Employee performance is a popular area of study among academics. Human resources are regarded as an organization's most significant asset. It is the sum of inherent abilities, acquired knowledge, and skills reflected by the talents and aptitudes of employed personnel, which include executives, managers, and rank-and-file employees. It should be mentioned that human resources should be used to their full potential in order to fulfil individual and organizational objectives. As a result, the employee's performance ultimately determines whether or not goals are met. Employee performance, on the other hand, is heavily influenced by motivation and job happiness. Employees are a company's most valuable asset since they may enhance or detract from the company's reputation and affect profitability. Many factors influence employee performance, including the company's overall policies, working conditions, employee training and development, and employee-employer

relationships, among others. Employee performance can be improved in a number of ways. Job satisfaction is defined as the long-term possibility of employment in an organization that fosters a sense of contribution and commitment among employees. This is in reference to one's feelings or mental condition in relation to their work. Various things can influence it, such as the quality of one's relationship with their management, the physical environment in which they work, the degree of accomplishment in their work, and so on. The word refers to the entire working relationship between an employee and the company for which he is compensated. Satisfaction refers to the simple feeling state that comes with achieving any goal; the end state is the feeling that comes with achieving an objective via an impulse. Workplace pleasure does not imply a lack of motivation. The characteristics that contribute to job satisfaction and job discontent were described differently by research participants. Employee performance is critical for every organization or firm; positive employee performance leads to success, while negative employee performance can lead to failure. Employees who are happy with their employment or working environment are thought to perform better than those who are unhappy with their work. Productivity, absenteeism, and employee happiness are all ways to measure employee performance. Employee performance is critical in the telecom industry, as it is in any other industry or company. Employee performance is also an important factor in achieving success. Customers will be satisfied if staff perform well in the telecom sector, and if customers are satisfied, the company's entire performance will be good and satisfactory. Organizational development has several unique characteristics that can help it to be more sustainable in terms of effectiveness.

1.2. OBJECTIVES OF THE STUDY

This project is designed mainly to identify and evaluate the customer's satisfaction level towards big basket online services

1.2.1 Primary objective:

1. To study the satisfaction level of the employee's on the basis of organization culture and performance.

1.2.2. Secondary objectives:

1. To determine the impact of training and development of employees on employee performance.
2. To investigate the relationship of job satisfaction mediated between training and development of employees and employee performance.
3. To identify the level of employee's satisfaction with salary, co-workers, and supervision.

1.3. NEED FOR STUDY

The purpose of the survey is to look into the job satisfaction of TELECOM INDUSTRY employees and to determine the degree of satisfaction among TELECOM INDUSTRY employees. It also explains the most common source of employee dissatisfaction.

Job satisfaction of the employees has been analyzed on the basis of the following,

- Salary and other financial benefits.
- Job security.
- Promotion policy.
- Working environment.
- Employees' involvement in management.

1.4. SCOPE OF THE STUDY:

The study entitled to Employee perception towards the organizational culture and performance attitude. The employee satisfaction on the basis of work culture is the main key factor.

CHAPTER -02

LITERATURE REVIEW

2.1. REVIEW OF LITERATURE:

- **(Hafeez & Akbar, 2015)** Practices of human resource management have been positively associated with development areas of an employee and employee performance and this fact is opened by previous studies.
- **(Imran & Tanveer, 2015)** Employee performance is composed by the behavior of the employee and outcomes which come when the tasks of job are completed by using specific abilities and these results are measured by various scales.
- **Ahmed and Shafiq (2014)** conclude that organizational cultures have a positive effect on the performance of organization. When an organization creates conducive environment then there is possibility of developing spiritual intelligence of employees.
- **According to Awad and Saad (2013)**, the different values and beliefs based upon employee performance helps in organization association. They argue that the organization's culture helps in internalizing joint relationship that leads to manage effective organization processes. They also confirm that the productivity and culture of an organization helps in improving employee performance. In their study, they observe that strong impact of strong organization culture leads to increased productivity.
- **Yadav & Dabhade (2013)** conducted research to analyze the relationship that exists between work life balance and job satisfaction of the working women. Sample is collected from education sector and banking sector. Data is collected from 150 women employees 75 women from each sector. Authenticity of data is analyzed through application of standard deviation. The results indicate that work life balance and job satisfaction share significant relationship.
- **Aluko (2013)** examined that there a significantly positive relationship between organizational culture and employee's performance, and found that an

organizations and its employees were not performing and working together very well because of weak culture.

- **Shazad et al. (2013)** assert that a strong culture within the organization leads to raise the employees' commitment towards achieving the goals of the organization on a common path because it is very helpful to increase the performance of the employees. They also contend that personal beliefs are different from the organizational values when an employee is entering in the organization, whereas in a strong culture, employees are on the common path towards achieving organizational goals, which provide the opportunity to the employees to grow and perform well in the organization. These imply that organizations with strong cultures have a greater propensity to achieve their goals than those with relatively weak cultures.
- **According to Awadh and Saad (2013)**, there is need from management that its employees own and live its organizational culture. This will enable the employee to get familiar with the organizational system. Developing and instilling organizational culture in the minds of employees help learn about an organizational culture and either accepts or rejects it. This implies that each organization is a learning environment which would help proper understanding of the organizational culture that improves the performance of the employee in an organization.
- **(BROILLET, et al., 2013)** Change Management initiatives can more effectively address both social and technical needs related to Change Announcements and Change projects through selection of social media that support respectful and responsible relationships between managers and employees. These social media efforts can then be used not only to facilitate change, but also to shift organizational culture towards the notion of "open leadership".
- **(WINCEK, et al., 2013)** Organizational change is an unavoidable aspect of doing business. There is a large variety of changes which fit under this umbrella of organizational change. Any of these types of changes could result in catastrophic consequences if the changes are not successfully administered. Effective Organizational Change Management procedures must include a

system for managing potential modifications to a variety of organizational aspects.

- **(JACOBS, et al., 2013)** Organizational change aiming at adjusting the organization to environmental changes may be consistent with the organization's identity, rather than being in conflict with it. Changes that are consistent with the organizational identity will be easier and bear less opportunity costs than changes that are in conflict with the organization's identity.
- **(Kotter, 2012).** Organizational culture has ability to increase job satisfaction, and awareness about problem solving and organization performance.
- **Kotter (2012)** indicated that organizational culture has the ability to increase employee performance. If the organizational culture becomes incompatible with the dynamic expectations of internal and or The purpose of this study was therefore, to go through the existing literatures to know whether these differences in views of different scholars supported or opposed by the majority of researchers in the past and to come up with clear insights about the impacts culture on employee performance.
- **Ahmed (2012)** contends that organizational culture has an active and direct role on employee performance.
- **Varatharaj & Vasantha (2012)** conducted the study to examine relationship job satisfaction have with work life balance in women. Data is collected from 250 Service Sectors working women in Chennai city through questionnaire. Data is analyzed through, Correlation, Chi-Square test, Wallis Test and Kruskals. Result shows strong positive relationship exists between job satisfaction and work life balance.
- **(Nelson & Quick, 2011).** There are 4 functions of organization culture: providing sense of identity to members, enhancing the commitment, strengthening organizational values, and shaping behavior through a control mechanism.
- **Lunenburg (2011)** investigated the relationship between organizational culture and performance and stated that organizational culture influences the way employees think, feel, and behave in the workplace.

- **(Stewart, 2010)**, organization's norms and values have a great impact on those who are fully devoted to the organization. According to him norms are unable to be seen but if the organizations want to increase the profits and productivity of the employees norms comes first to be considered.
- **McNall et al. (2010)** conducted the study to analyze the relationship between flexible work arrangement and job satisfaction. Data is collected from 220 employees. Data is analyzed through regression analysis. Results of the study indicate that greater the flexible work arrangements provided more will be the satisfaction employee will have from their jobs.
- **McShane and Von Glinow (2008)** have the view that "organizational culture consists of shared values and beliefs which guide a person to adopt specific behavior." Organizational culture has three main functions such as controlling of organization, building strong relationship among employees and develops a feeling of unity and also developing a feeling among employees that they are the part of organization.
- **Kandula (2006)** contends that strong culture is the key to good employee performance. He further stated that a strong culture results in an average employee performance and achieve dramatically while a weak culture may make an outstanding employee to perform and achieve low.

CHAPTER-03

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 job satisfaction and the organizational behavior based on the telecommunication sector. This time research methodology is framed for the purpose of finding the level of **Employee satisfaction towards the organizational culture.**

3.2. RESEARCH DESIGN:

Descriptive Research Design

Descriptive research is a type of study that aims to accurately portray the participant simply put descriptive research is concerned with summarising the participants in a Study.

3.3. SAMPLING TECHNIQUE:

Convenience sampling method

One of the most common types of nonprobability sampling procedures is the Convenience sample. People who are simple to approach make up a convenience sample.

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

3.5. STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the demographic information about employees and the second part contained the **respondent's opinions about employee's satisfaction.**

Types of Questions:

1. Rating Scale
2. Satisfaction Question
3. Agreeability Question

3.6 SAMPLE SIZE: The descriptive research about 120 samples.

3.7. HYPOTHESIS:

H0- Null Hypothesis (there is no significant relation between the variables)

H1- Alternative Hypothesis (there is significant relation between the variables)'

After analyzing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis

3.8. TOOLS FOR ANALYSIS:

3.8.1 One-way ANOVA test:

One-way ANOVA, which stands for Analysis of Variance, is a statistical test used to analyze the difference between the means of more than two groups.

3.8.2 Correlation test:

Correlation is a statistical technique that shows how strongly two variables are related to each other or the degree of association between the two. For example, if we have the weight and height data of taller and shorter people, with the correlation between them, we can find out how these two variables are related.

3.9. Limitations of the Study:

- Study survey was done through Google form with two sections that are demographic and variable related questions.
- The study is done by using a small sample size which is 120 respondents only.
- This survey done through the Google forms.

CHAPTER-04

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

Table 4.1.1: Age of the respondents:

S.NO	AGE	NO. OF RESPONDENTS	PERCENTAGE
1.	10-20	19	16
2.	21-30	93	77
3.	31-40	6	5
4.	41-50	1	1
5.	51 and above	1	1
TOTAL		120	100

Source: Primary data.

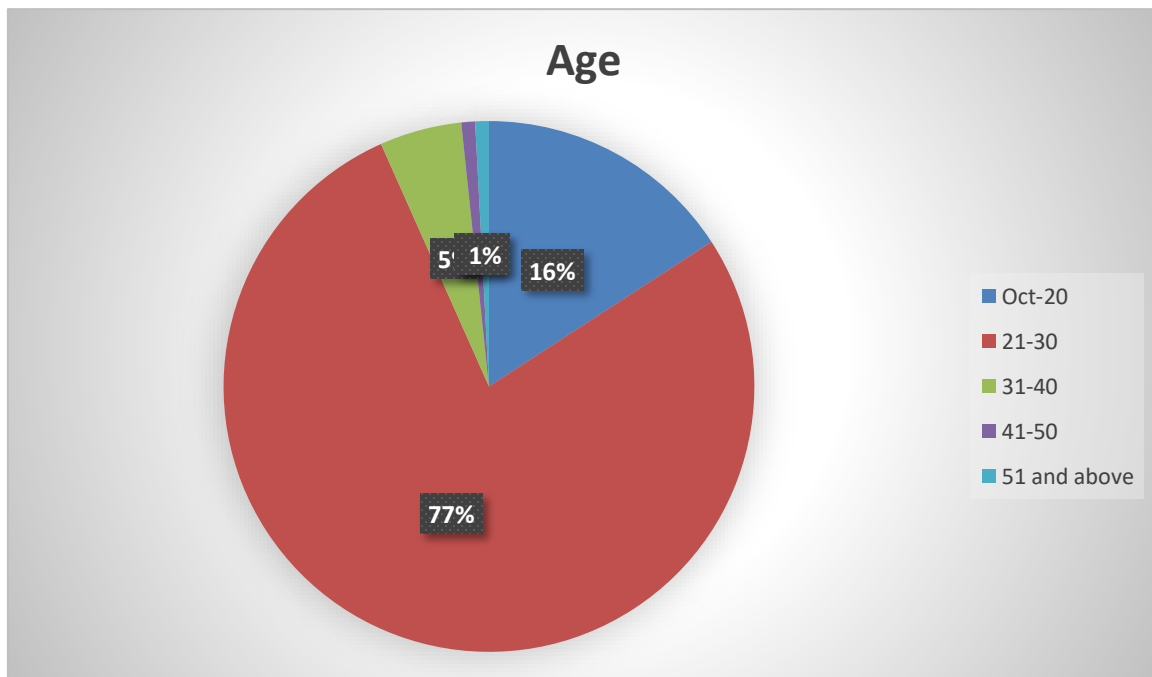


Chart 4.1.1: Age of the respondents

Inference: Majority (77%) of the respondents are age between 21-30 years.

Table 4.1.2: Gender of the respondents

S.no	Particulars	No. of Respondents	Percentage
1.	Male	77	65
2.	Female	43	35
TOTAL		120	100

Source: Primary data.

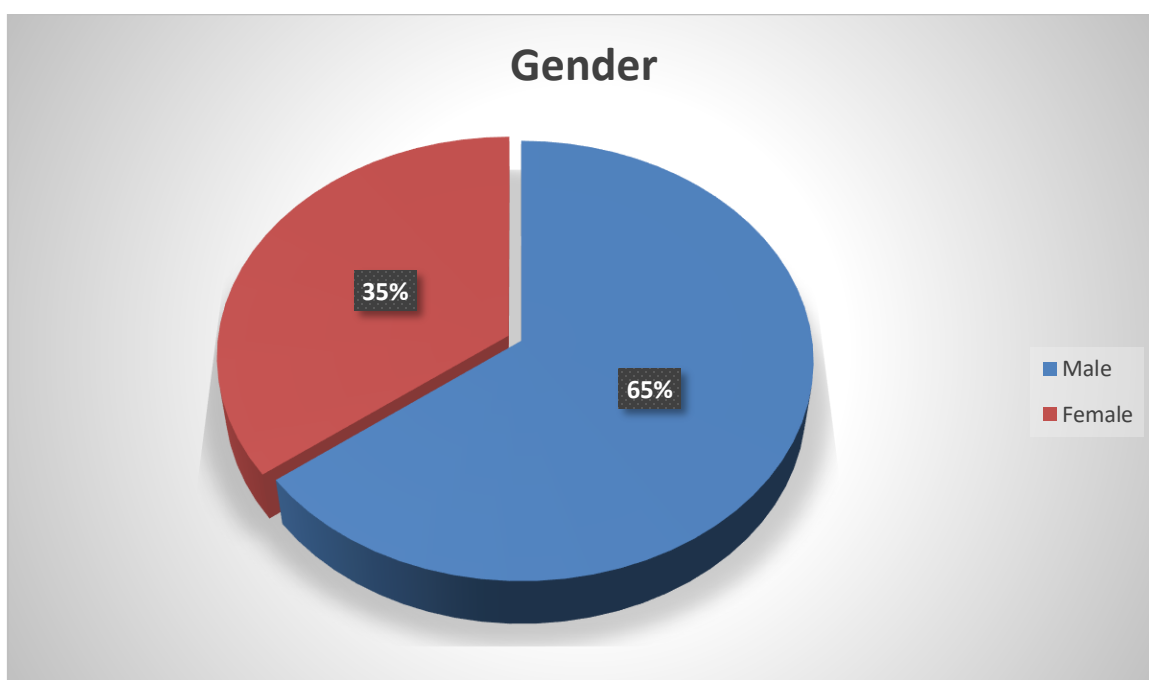


Chart 4.1.2: Gender of the respondents

Interpretation: From the above table it is interpreted that the number of male respondent is 65% and female respondent is 35%.

Inference: Majority (64%) of the respondents are Male.

Table 4.1.3: Education Qualification of the respondents

S NO	Particulars	No. of Respondents	Percentage
1.	SSLC	4	3
2.	HSC	4	3
3.	Under Graduate	78	66
4.	Post Graduate	33	27
5.	Others	1	1
TOTAL		120	100

Source: Primary data

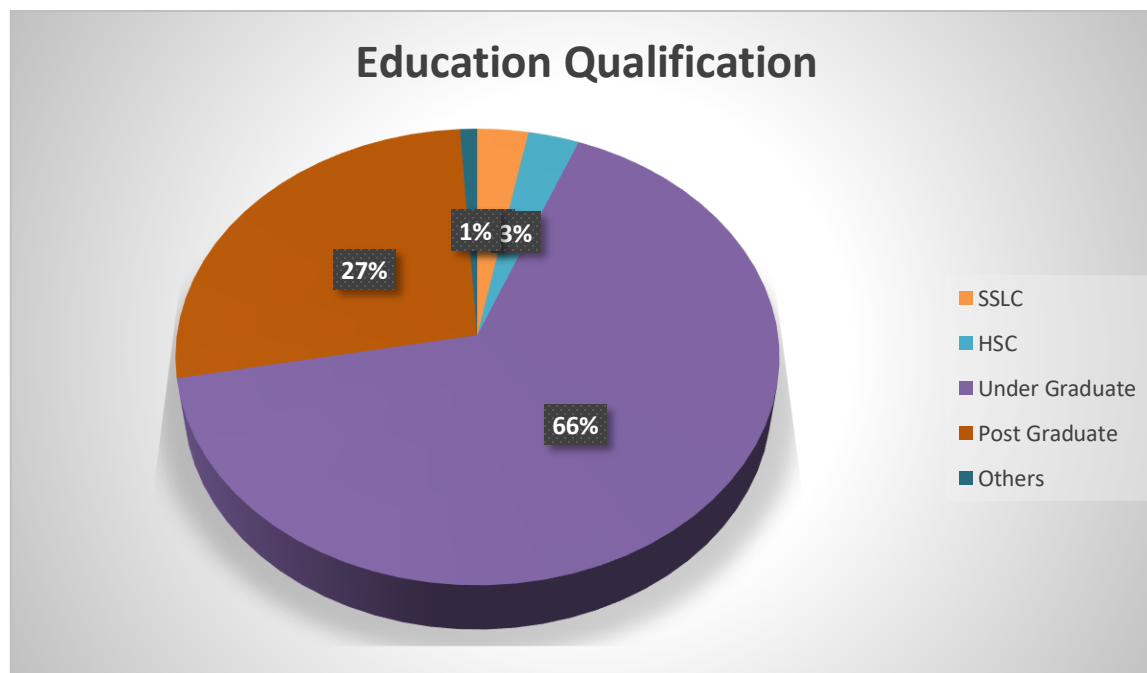


Chart 4.1.3: Education Qualification of the respondents

Interpretation

From the above table it is interpreted that the number of respondents were 3% is SSLC, 3% is HSC, 66% Under Graduate, 27% is Post Graduate, 1% is others.

Inference: Majority (66%) of the respondents are Under Graduate.

Table 4.1.4: Occupation of the Respondents

S.No.	Particulars	No. of Respondents	Percentage
1	Student	83	69
2	Government	7	6
3	Private	30	25
TOTAL		120	100

Source: Primary data.

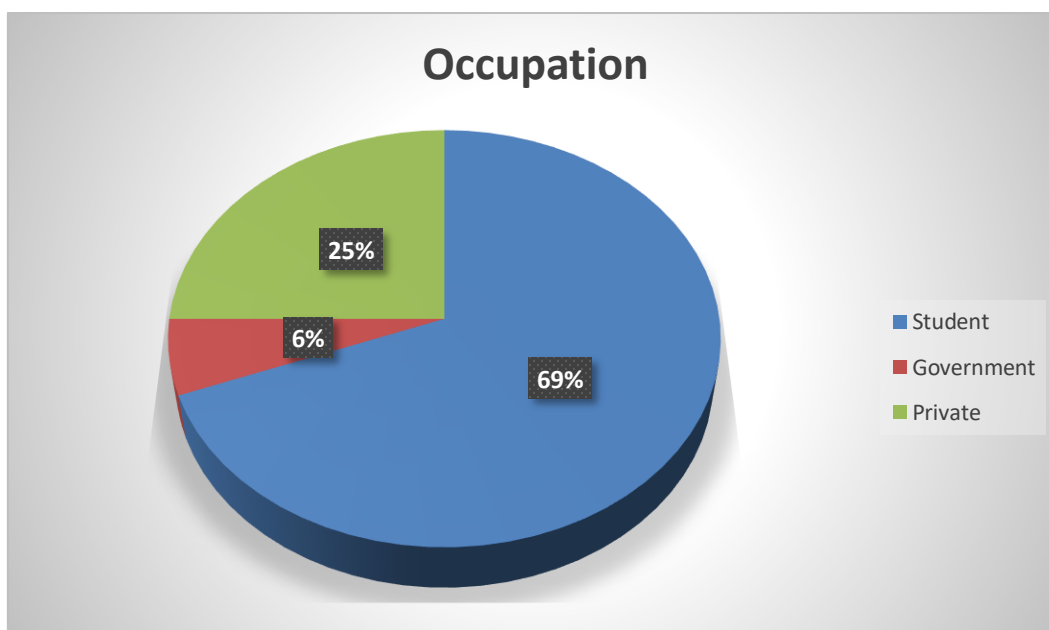


Chart 4.1.4: Occupation of the respondents

Interpretation: From the above table it is interpreted that the number of respondents were 69% were student, 25% of respondents were government and 6% of respondents were private.

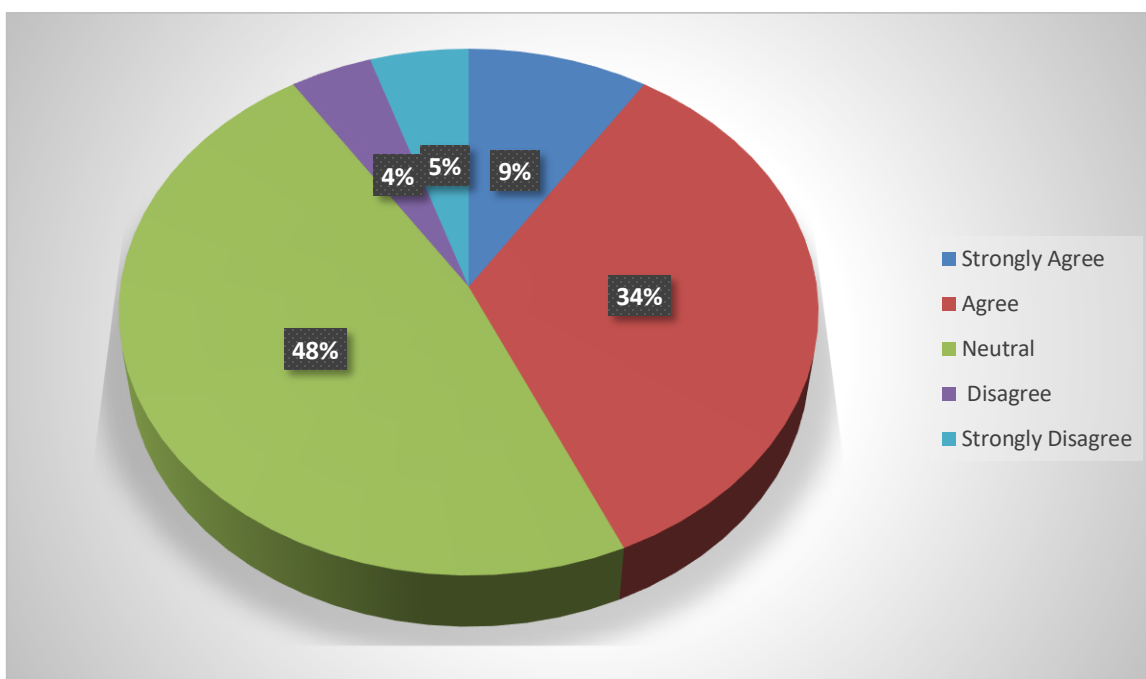
Inference: Majority (69%) are Students.

Table 4.1.5 Employees are expect to be told what to do by their supervisors or project leads.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	11	9
2	Agree	41	34
3	Neutral	57	48
4	Disagree	5	4
5	Strongly Disagree	6	5
TOTAL		120	100

Source: Primary Data

Chart 4.1.5: Employees are expect to be told what to do by their supervisors or project leads.



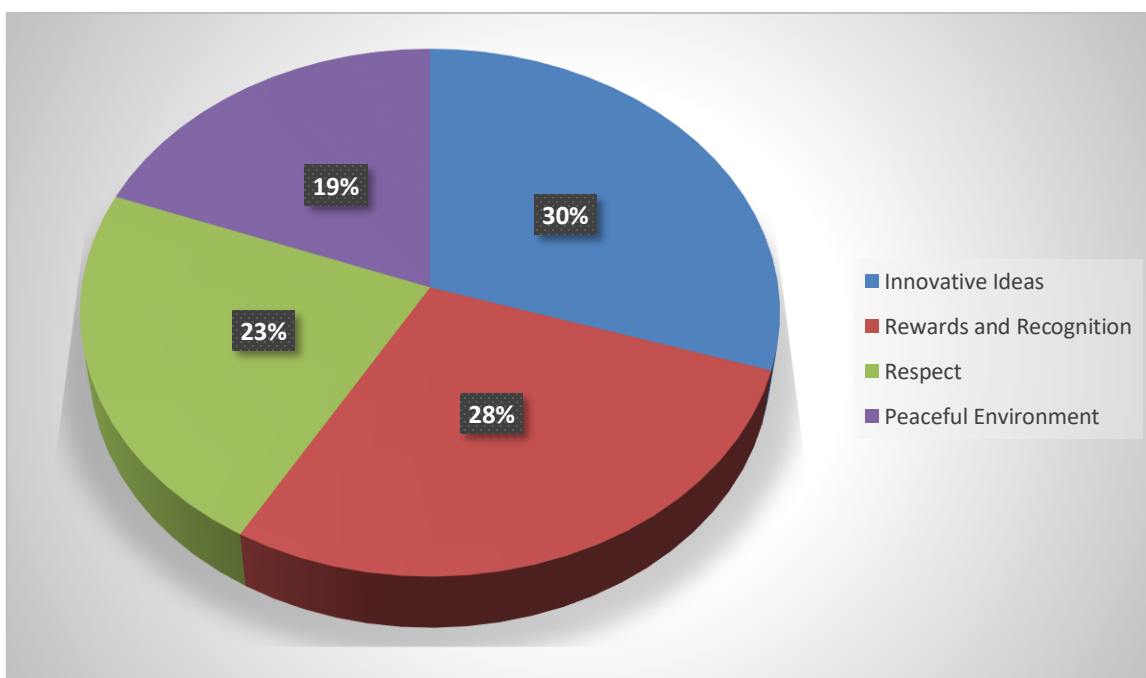
Inference: Majority (48%) are said neutral.

Table 4.1.6 Kindly mention the important elements on your point of view for the best outcomes.

S.No.	Particulars	No. of Respondents	Percentage
1	Innovative Ideas	36	30
2	Rewards and Recognition	34	28
3	Respect	27	23
4	Peaceful Environment	23	19
Total		120	100

Source: Primary Data

Chart 4.1.6 Kindly mention the important elements on your point of view for the best outcomes.



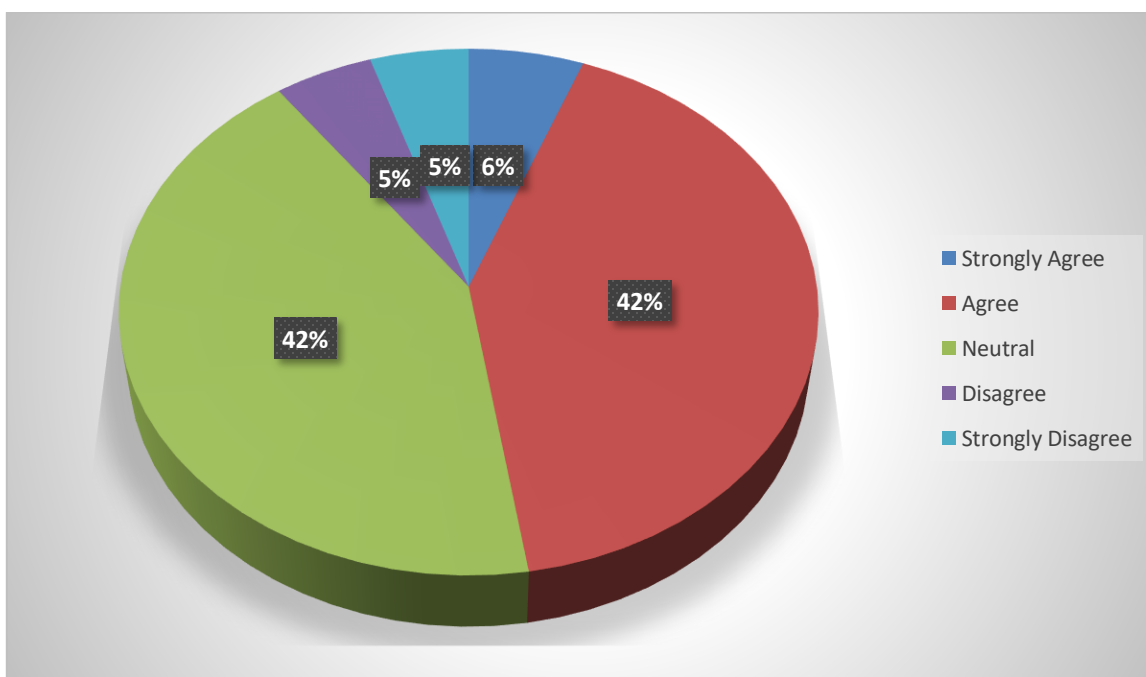
Inference: Majority (30%) of the respondents said Innovative Ideas.

Table 4.1.7 The Team Manager and lead are accessible and visible during the day to day work time.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	7	6
2	Agree	50	42
3	Neutral	51	42
4	Disagree	6	5
5	Strongly Disagree	6	5
TOTAL		120	100

Source: Primary Data

Chart 4.1.7 The Team Manager and lead are accessible and visible during the day to day work time.



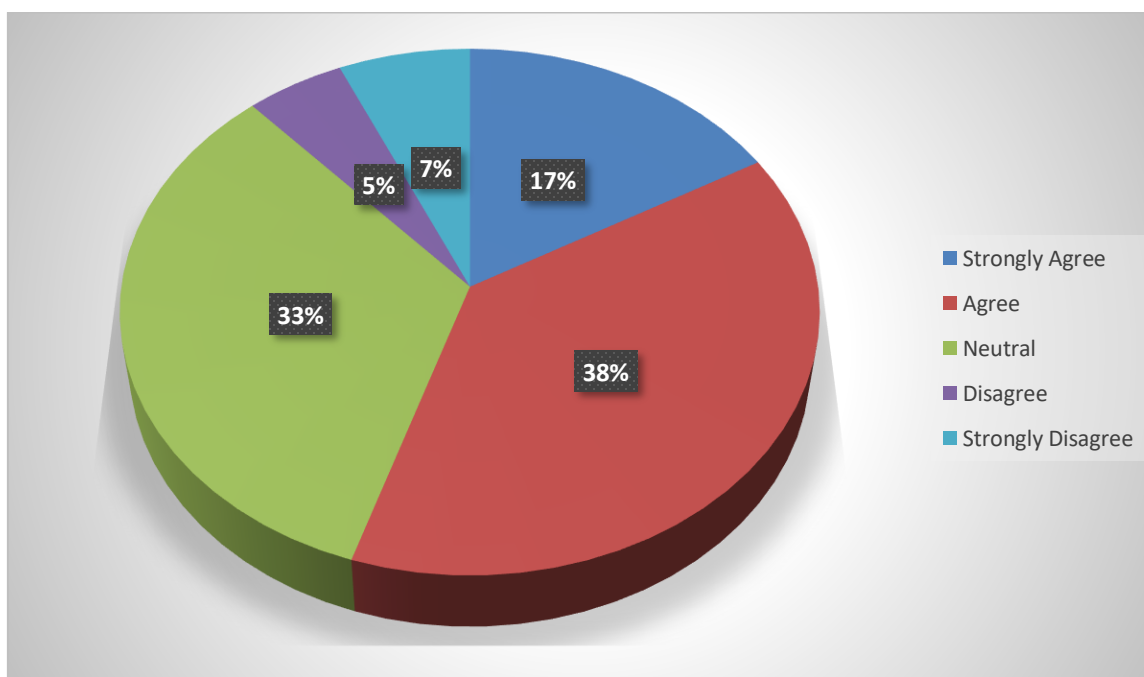
Inference: Majority (42%) of the respondents are agree with the decision.

Table 4.1.8 Importance of decision are made at the higher level.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	20	17
2	Agree	46	38
3	Neutral	40	33
4	Disagree	6	5
5	Strongly Disagree	8	7
TOTAL		120	100

Source: Primary Data

Chart 4.1.8 Importance of decision are made at the higher level.



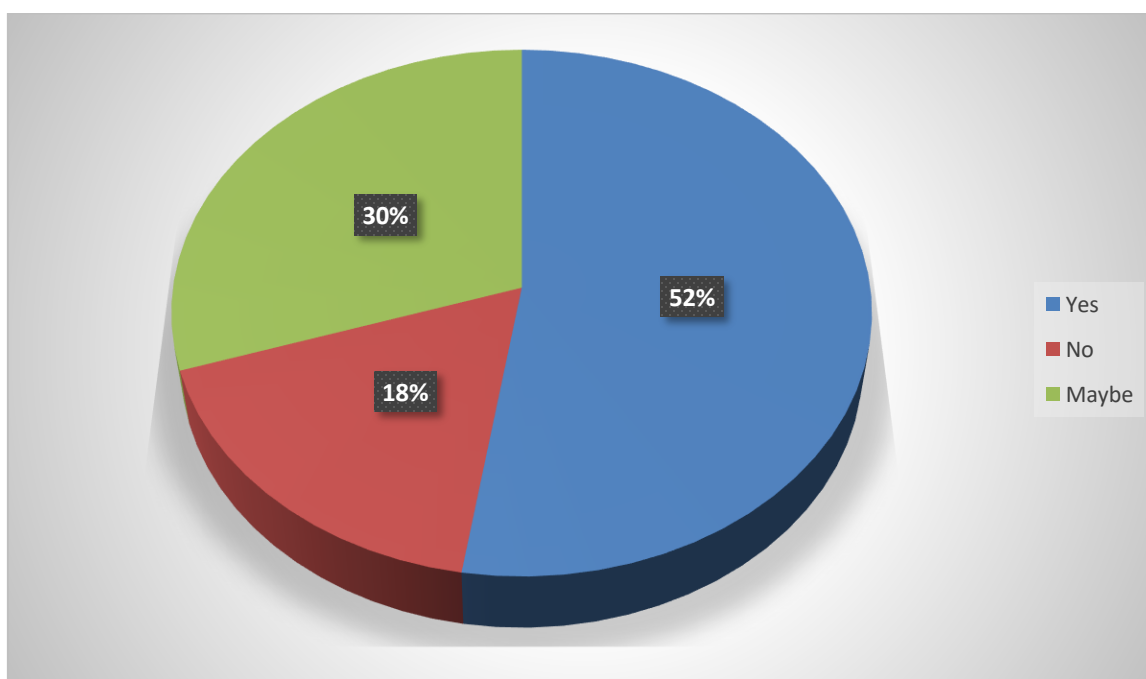
Inference: Majority (38%) of the respondents are agree with the decision.

Table 4.1.9 Employees performance is discussed privately.

S.no	Particulars	No. of Respondents	Percentage
1	Yes	63	52
2	No	21	18
3	Maybe	36	30
TOTAL		120	100

Source: Primary data

Chart 4.1.9 Employees performance is discussed privately.



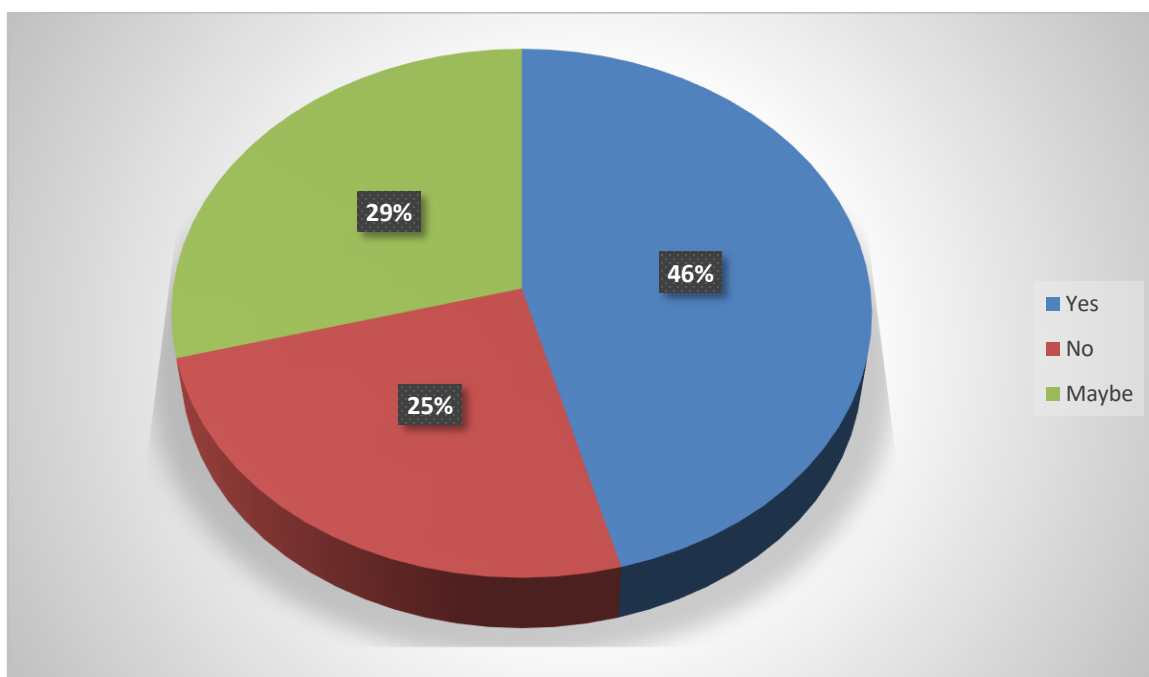
Inference: Majority (52%) of the respondents are said yes.

Table 4.1.10 Incentive and bonuses are given according to group performance.

S.no	Particulars	No. of Respondents	Percentage
1	Yes	55	46
2	No	30	25
3	Maybe	35	29
TOTAL		120	100

Source: Primary data

Chart 4.1.10 Incentive and bonuses are given according to group performance.



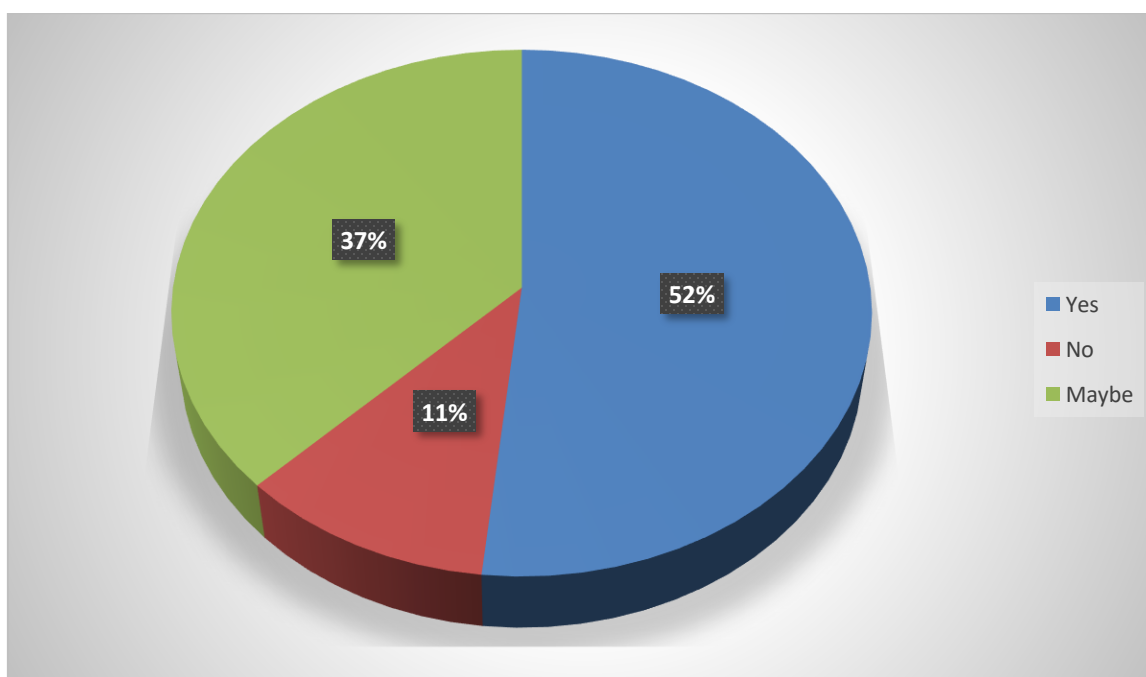
Inference: Majority (46%) of the respondents are said yes.

Table 4.1.11 Emotional need to be busy for each and every employee and urge to work harder.

S.no	Particulars	No. of Respondents	Percentage
1	Yes	62	52
2	No	13	11
3	Maybe	45	37
TOTAL		120	100

Source: Primary Data

Chart 4.1.11 Emotional need to be busy for each and every employee and urge to work harder.

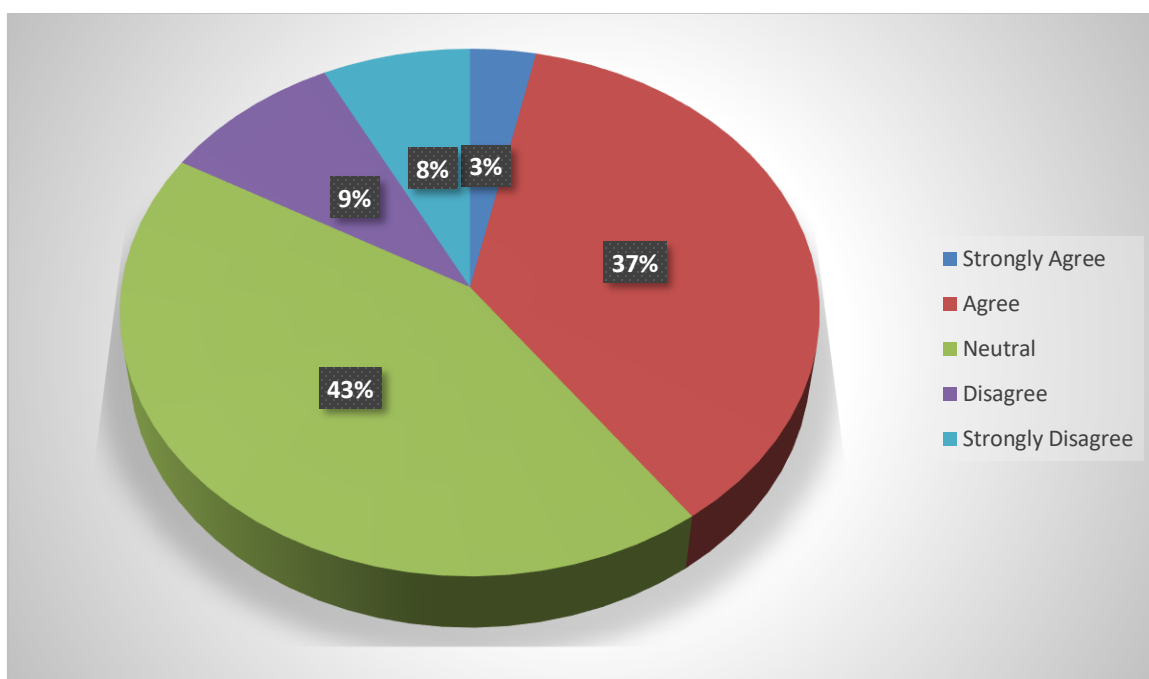


Inference: Majority (52%) of the respondents are said yes.

Table 4.1.12 My organization examines targets given for employees or teams against the planned objectives.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	4	3
2	Agree	44	37
3	Neutral	52	43
4	Disagree	11	9
5	Strongly Disagree	9	8
TOTAL		120	100

Source: Primary Data



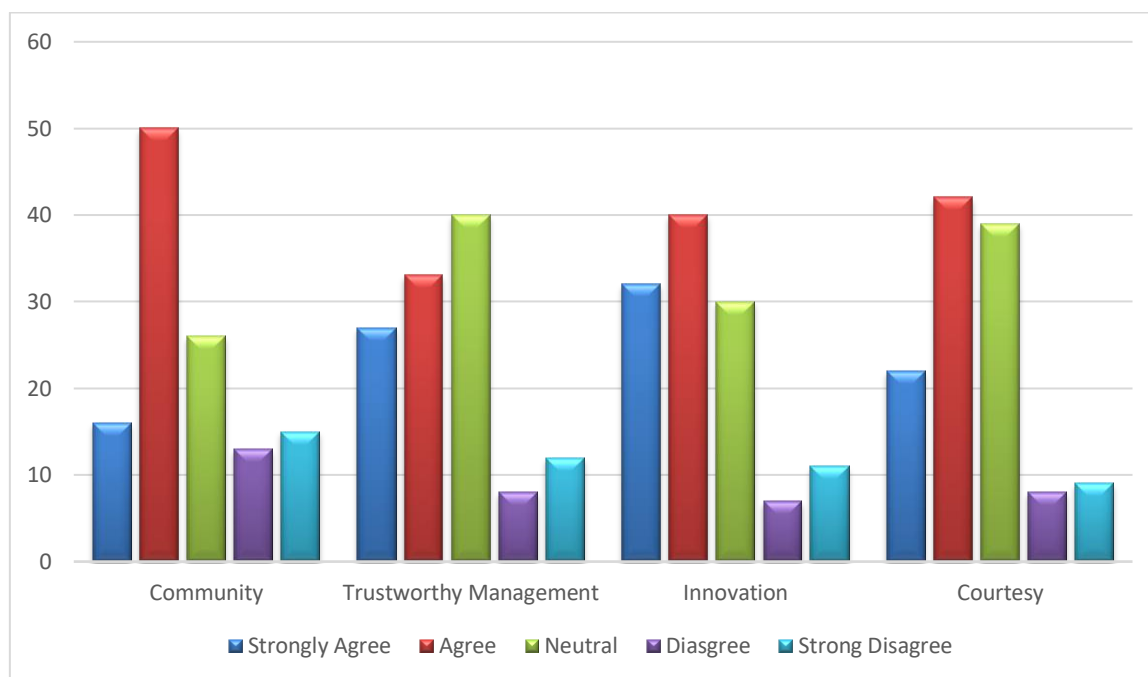
Inference: Majority (43%) of the respondents are Neutral.

Table 4.1.13 The effective factors of work basis for improving the company's position.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	4	3
2	Agree	44	37
3	Neutral	52	43
4	Disagree	11	9
5	Strongly Disagree	9	8
TOTAL		120	100

Source: Primary Data

Chart 4.1.13 The effective factors of work basis for improving the company's position.



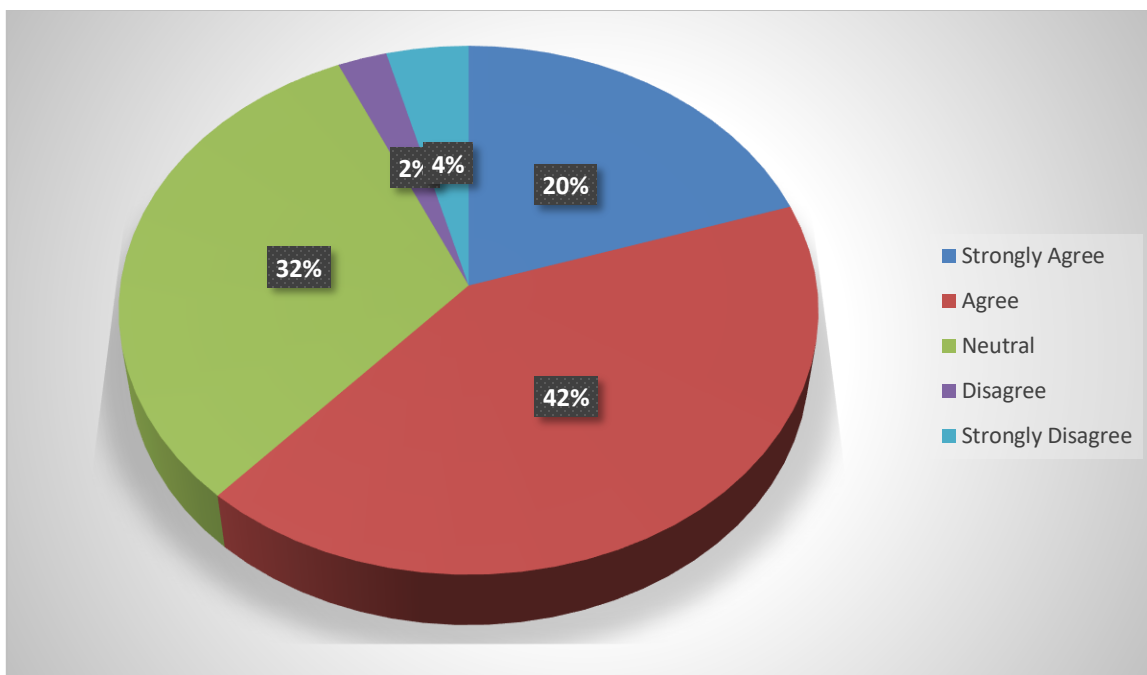
Inference: Majority of the people are agree on Community based work culture.

Table 4.1.14 I do my work in a planned manner and high performance is seen as an important goal.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	24	20
2	Agree	50	42
3	Neutral	38	32
4	Disagree	3	2
5	Strongly Disagree	5	4
TOTAL		120	100

Source: Primary Data

Chart 4.1.14 I do my work in a planned manner and high performance is seen as an important goal.



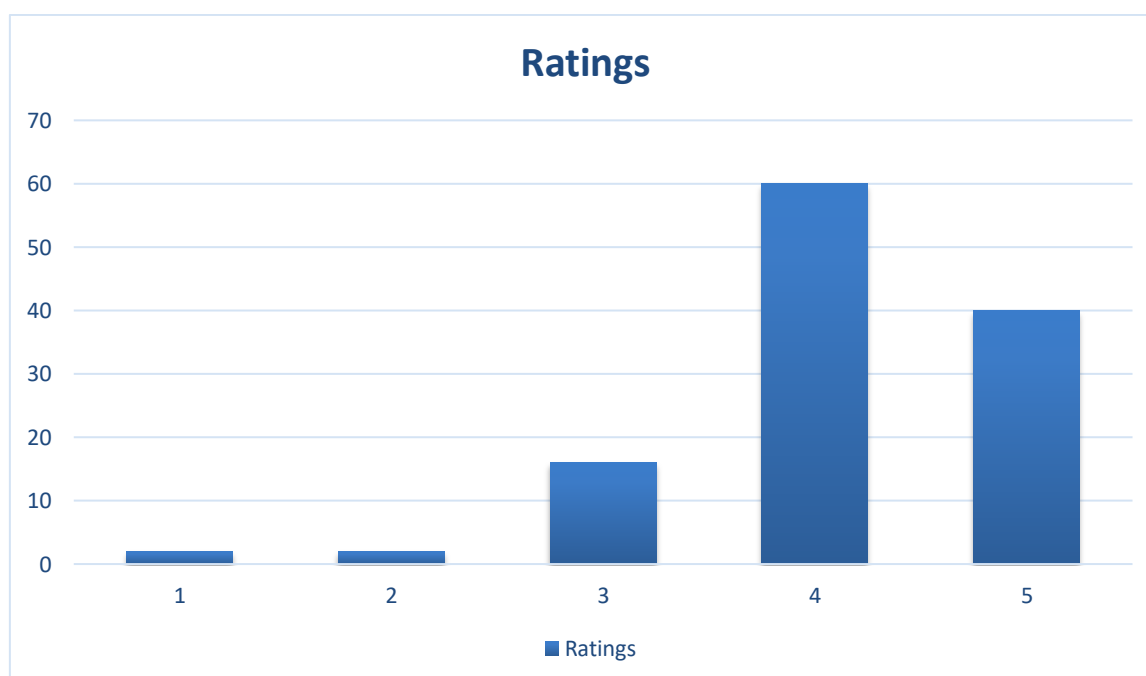
Inference: Majority (42%) of the respondents are Agree.

Table 4.1.15 Rate the quality of work performance according to the team or organization.

S.No	Ratings	No.of Respondents
1	1	2
2	2	2
3	3	16
4	4	60
5	5	40

Source: Primary Data

Chart 4.1.15 Rate the quality of work performance according to the team or organization.



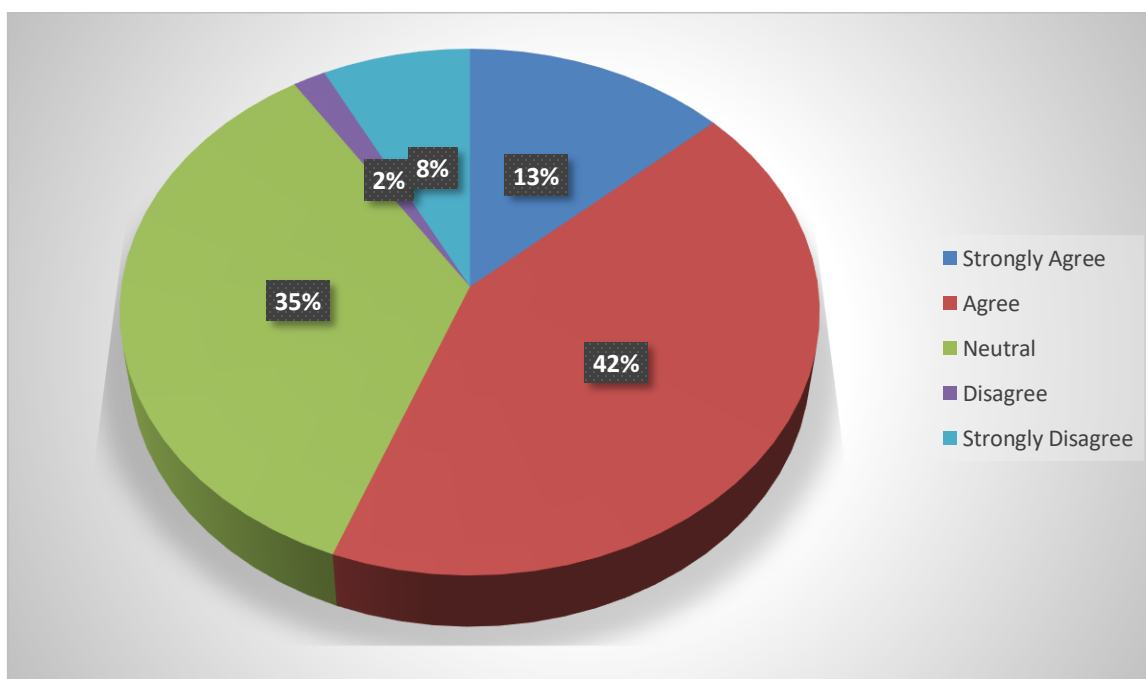
Inference: Majority (50%) of the respondents rated 4 out of 5.

Table 4.1.16 I focused on the Positive aspects of a work situation, instead of on the negative aspects.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	16	13
2	Agree	51	42
3	Neutral	42	35
4	Disagree	2	2
5	Strongly Disagree	9	8
TOTAL		120	100

Source: Primary Data

Chart 4.1.16 I focused on the Positive aspects of a work situation, instead of on the negative aspects.



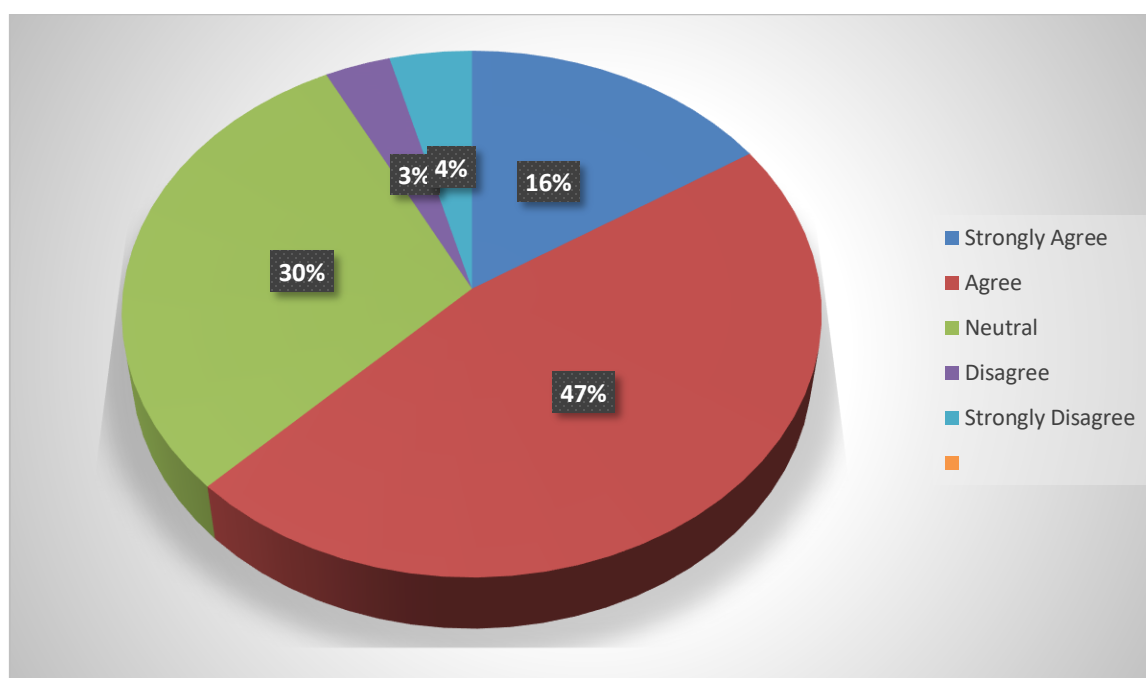
Inference: Majority (42%) of the respondents are agree.

Table 4.1.17 My team interact with colleagues with positive aspect of work.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	19	16
2	Agree	56	47
3	Neutral	36	30
4	Disagree	4	3
5	Strongly Disagree	5	4
TOTAL		120	100

Source: Primary Data

Chart 4.1.17 My team interact with colleagues with positive aspect of work.



Inference: Majority (47%) of the respondents are agree.

Table 4.1.18 Overall, my organization is performing well, I understand the company's financial position.

S.No	Ratings	No.of Respondents
1	1	2
2	2	0
3	3	0
4	4	1
5	5	3
6	6	9
7	7	14
8	8	38
9	9	28
10	10	25

Chart 4.1.18 Overall, my organization is performing well, I understand the company's financial position.

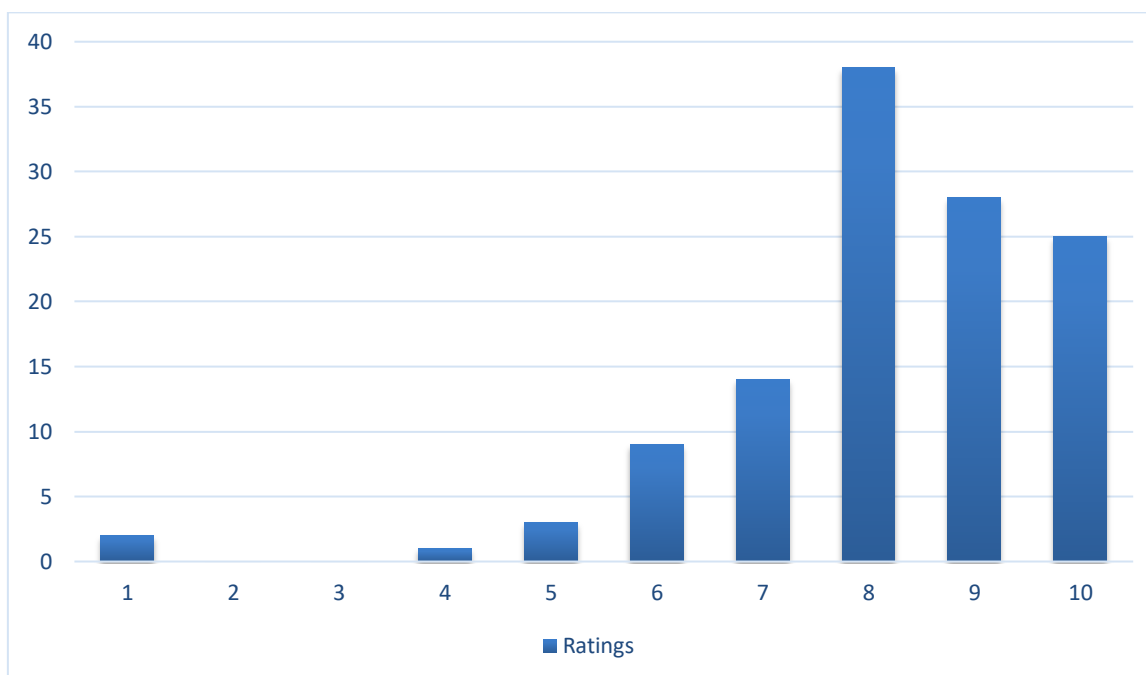
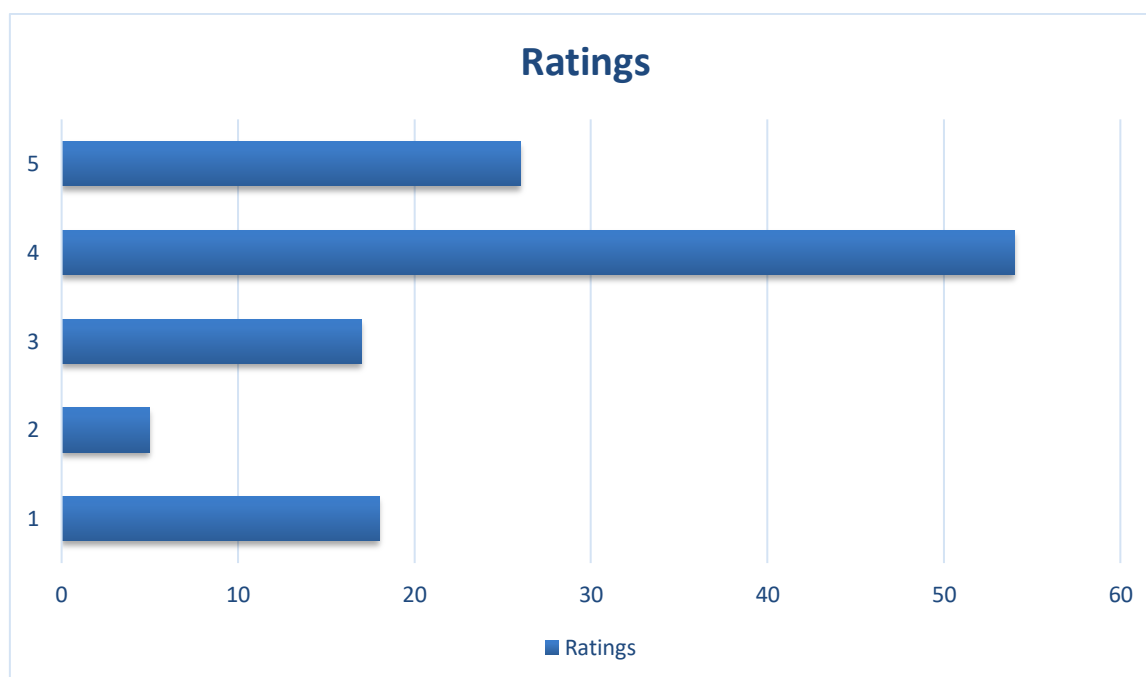


Table 4.1.19 Our organization have good relation with our customers.

S.No	Ratings	No.of Respondents
1	1	18
2	2	5
3	3	17
4	4	54
5	5	26

Source: Primary Data

Chart 4.1.19 Our organization have good relation with our customers.



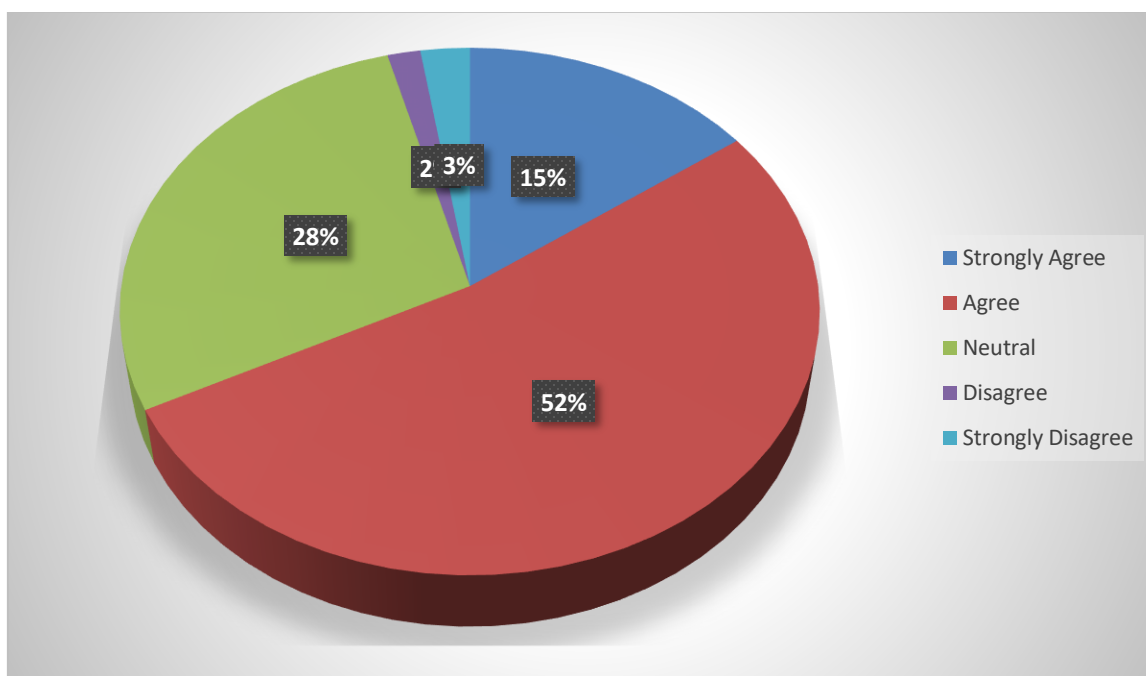
Inference: Majority (45%) of the respondents are rated 4 out of 5.

Table 4.1.20 My team is helpful and easy to approach the problems at work stations.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	18	15
2	Agree	63	52
3	Neutral	34	28
4	Disagree	2	2
5	Strongly Disagree	3	3
TOTAL		120	100

Source: Primary Data

Chart 4.1.20 My team is helpful and easy to approach the problems at work stations.



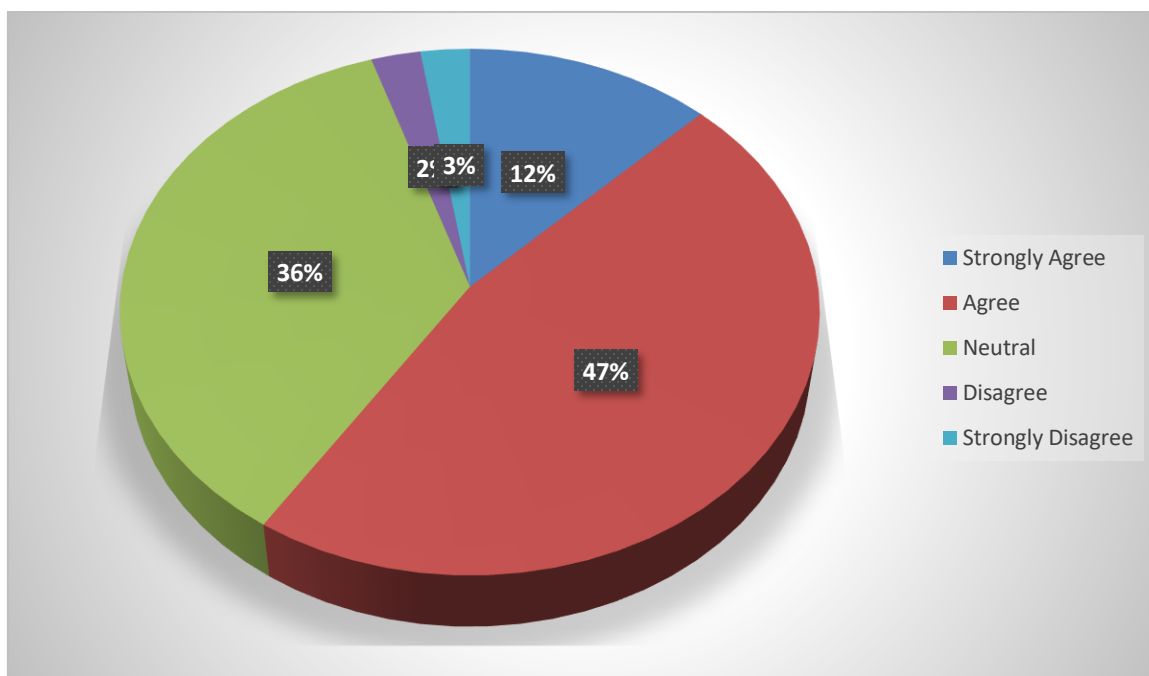
Inference: Majority (52%) of the respondents are agree.

Table 4.1.21 My teamwork in my team are challenging and interesting.

S.no	Particulars	No. of Respondents	Percentage
1	Strongly Agree	15	11
2	Agree	56	47
3	Neutral	43	36
4	Disagree	3	3
5	Strongly Disagree	3	3
TOTAL		120	100

Source: Primary Data

Chart 4.1.21 My teamwork in my team are challenging and interesting.



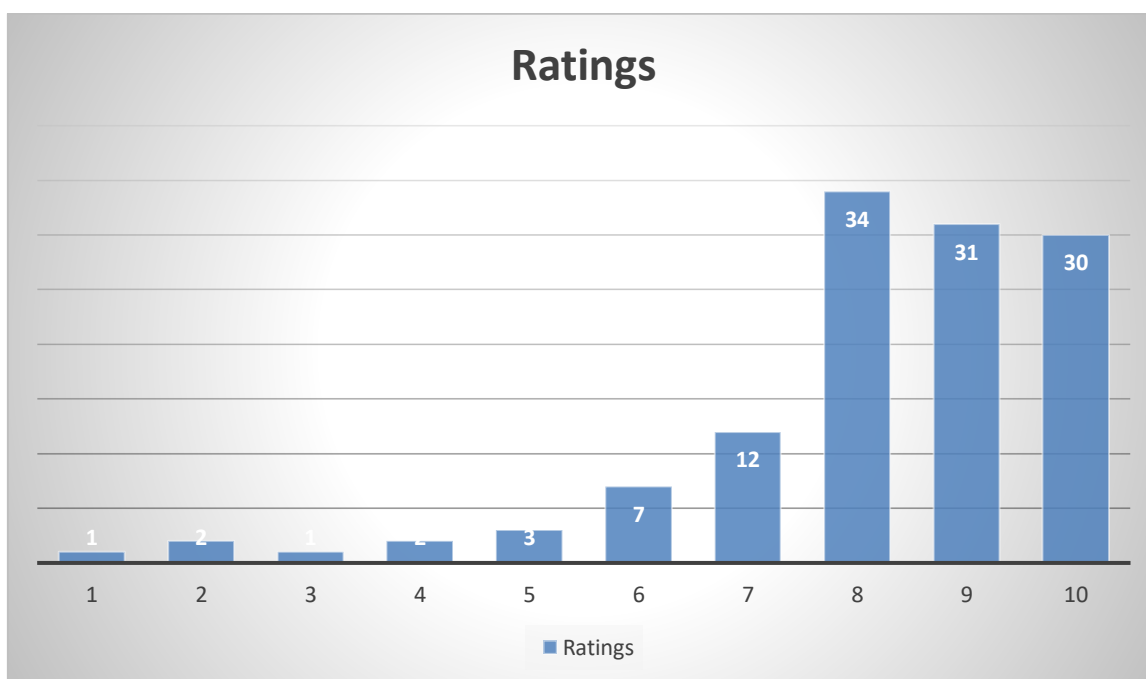
Inference: Majority (47%) of the respondents are agree.

Table 4.1.22 Rate the satisfaction level of training provided by the organization.

S.No	Ratings	No.of Respondents
1	1	1
2	2	2
3	3	0
4	4	1
5	5	2
6	6	7
7	7	12
8	8	34
9	9	31
10	10	30

Source: Primary Data

Chart 4.1.22 Rate the satisfaction level of training provided by the organization.



Inference: Majority (34%) of the respondents are rated 8 out of 10.

5.2. STATISTICAL ANALYSIS

5.2.1 ONE WAY ANOVA TEST

H_0 (Null hypothesis) = There is no significant association between the age of the respondents and their ratings on the source of performance of their organization.

H_1 (Alternate hypothesis) = There is a significant association between the age of the respondents and their ratings on the source of performance of their organization.

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Descriptives

According to the team or organization

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
0	2	2.00	.000	.000	2.00	2.00	2	2
1	2	1.00	.000	.000	1.00	1.00	1	1
4	1	3.00	.	.	.	.	3	3
5	3	3.00	.000	.000	3.00	3.00	3	3
6	9	3.00	.000	.000	3.00	3.00	3	3
7	14	3.79	.426	.114	3.54	4.03	3	4
8	38	4.00	.000	.000	4.00	4.00	4	4
9	28	4.61	.497	.094	4.41	4.80	4	5
10	23	5.00	.000	.000	5.00	5.00	5	5
Total	120	4.12	.822	.075	3.97	4.27	1	5

ANOVA

According to the team or organization

			Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)		71.331	8	8.916	109.534	.000
	Linear Term	Weighted	66.700	1	66.700	819.387	.000
		Deviation	4.631	7	.662	8.126	.000
Within Groups			9.036	111	.081		
Total			80.367	119			

Interpretation:

Since p-value (0.000) is less than 0.05. We accept the alternate hypothesis and reject the null hypothesis. Hence **there is a significant association** between the age of the respondents and **their ratings on the source of performance of their organization.**

5.2.2 Correlation:

H_0 (Null Hypothesis): There is no significant association between the relationship with the customers and their ratings on the level of their organization.

H_1 (Alternate hypothesis) = There is significant association between the relationship with the customers and their ratings on the level of their organization.

Correlations

		Our organization have good relationship with customer	Rate the level of organization by the customer
Our organization have good relationship with customer	Pearson Correlation	1	.871**
	Sig. (2-tailed)		.000
	N	121	120
Rate the level of organization by the customer	Pearson Correlation	.871**	1
	Sig. (2-tailed)	.000	
	N	120	120

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

Interpretation:

Since p value (0.000) is less than 0.05. We accept the alternate hypothesis and reject the null hypothesis. Hence there is significant association **between the relationship with the customers and their ratings on the level of their organization.**

CHAPTER-05

FINDINGS, SUGGESTIONS, AND CONCLUSION

5.1. Findings of the Study:

- The majority (77%) of the respondents are aged between 21-30 years.
- The majority (64%) of the respondents are Male.
- The majority (66%) of the respondents are Under Graduate
- The majority (69%) of the respondents are Students.
- The majority (48%) of the respondents are Neutral.
- The majority (30%) of the respondents said innovative ideas.
- The majority (42%) agree of the respondents with the project leads.
- The majority (38%) agree of the respondents with the higher level.
- The majority (52%) are said yes.
- The majority (52%) strongly agree of the respondent's yes.
- The majority (43%) is Neutral.
- The majority (70%) agree.
- The majority (42%) said agree.
- The majority (50%) of respondents are rated 4 out of 5.
- The majority (47%) of the respondents agree.
- The majority (45%) of the respondents are rated 4 out of 5.
- The majority (52%) of the respondents agree.
- The majority (47%) of the respondents agree.
- The majority (34%) of the respondents are rated 8 out of 10.

5.2 SUGGESTIONS:

- The proper training of staff is a key step toward improving an organization's work culture. When employees understand how to do things correctly and what the firm expects of them, the number of disagreements and errors can be greatly reduced.
- Analyzing existing cultures and comparing them to your clientele's expectations and views. Make the necessary adjustments.
- A diverse team of motivated people who are interested in working as a team and improving the overall work environment is a basic necessity for a productive environment.
- Organize meetings with team members to explore issues relating to the organization's current culture. Make an effort to improve the modifications that you believe are necessary.
- Maintain open lines of contact with your colleagues. Inform the team members about the organization's leadership and the techniques used to create a more appealing culture.
- Share information widely with employees so that they have a full picture of the situation and can determine the best way to carry out their duties.
- Makes it a point to provide information with all of the employees on things like daily sales statistics from each hub, so that they can compare their performance to that of others.
- Employee accessibility- Managers ensure that employees perceive them as fellow humans rather than ivory tower figures.
- Willingness to respond to difficult inquiries- senior management should be willing to respond to difficult questions from staff. It aids in the clarification of employee uncertainties, as well as the development of staff confidence in top management

5.3. CONCLUSION:

The results of this research strongly supported the relationship of training and development of employees with employee performance. The importance of organizational culture in attaining the organization's goal cannot be overstated. The results demonstrate that the organization has a high level of uncertainty avoidance; the higher the level of uncertainty avoidance, the better the organization's performance. The findings also show that there is a disparity in managerial and employee power. When there is a power imbalance, employees go to management to address their problems. Employees show their respect for their bosses in this situation by improving their performance. The results reveal that these businesses lean toward collectivism, but there is also a competitive aspect to individualism. Workers in collectives are happier with their jobs and bosses. Organizations can provide incentives to inspire employees, which improves employee performance as well as the organization's overall performance. The results also demonstrate that managers are masculine, implying that they are goal-oriented and value the result. The result implies that these businesses have faith in their financial performance, which means they believe it is improving day by day. In terms of customer service, it is evident that these organizations are attempting to compete with one another, resulting in lower consumer satisfaction. In terms of internal business, the majority of employees agreed that their organization is productive. According to the learning perspective, these organizations are already focusing and competing on innovation and technology, which is why this dimension is not included in the research. This study was not conducted on a big scale; nevertheless, the researchers can do this study on a larger scale to underline the importance of training and development. The findings suggest that performance improves when abilities improve through T&D programmes and that employees are more satisfied if they receive sufficient training. The gap between employees' knowledge and skills and the competencies needed to function successfully and efficiently should be bridged by raising awareness among employees and management about the benefits of training and development.

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A Study on essentials of fortunate work culture for effective outcome in Telecommunication Sector

Data collected will be maintained confidentially and the data will be used for research purpose only.

* Required

1. 1. Name of the Respondent *

2. 2. Age of Respondent *

Mark only one oval.

- ☐ 10-20
- ☐ 21-30
- ☐ 31-40
- ☐ 41-50
- ☐ 50< above

3. 3. Gender of Respondent *

Mark only one oval.

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

4. 4. Education Qualification of the Respondent *

Mark only one oval.

- ☐ SSLC
- ☐ HSC
- ☐ Under Graduate
- ☐ Post Graduate
- ☐ Other: _____

5. 5. Occupation of Respondent *

Mark only one oval.

- ☐ Student
- ☐ Government Job
- ☐ Private Job

6. 6. Employees are expect to be told what to do by their supervisors or project leads.
*

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

7. 7. Kindly mention the important elements on your point of view for the best outcomes. *

Mark only one oval.

- ☐ Innovative ideas
- ☐ Rewards and Recognition
- ☐ Respect
- ☐ Peaceful Environment

8. 8. The Team Manager and lead are accessible and visible during the day to day work time. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

9. 9. Importance of decision are made at the higher level. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

10. 10. Employees performance is discussed privately. *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

11. 11. Incentive and bonuses are given according to group performance. *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

12. 12. Emotional need to be busy for each and every employee and urge to work harder. *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

13. 13. My organization examines targets given for employees or teams against the planned objectives. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

14. 14. The effective factors of work basis for improving the company's position. *

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Community	☐	☐	☐	☐	☐
Trustworthy Management	☐	☐	☐	☐	☐
Innovation	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐

15. 15. I do my work in a planned manner and high performance is seen as an important goal. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

16. 16. Rate the quality of work performance according to the team or organization. *

Mark only one oval.

	1	2	3	4	5	
Good	☐	☐	☐	☐	☐	Excellent

17. 17. I focused on the Positive aspects of a work situation, instead of on the negative aspects. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

18. 18. My team interact with colleagues with positive aspect of work. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

19. 19. Overall, my organization is performing well, I understand the company's financial position. *

Mark only one oval.

[illegible]

20. 20. Our organization have good relation with our customers. *

Mark only one oval.

	1	2	3	4	5	
Yes	☐	☐	☐	☐	☐	No

21. 21. Team is helpful and easy to approach the problems at work stations. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

22. 22. Rate the satisfaction level of training provided by the organization. *

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Good	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Excellent

23. 23. My teamwork in my team are challenging and interesting. *

Mark only one oval.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

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