

ANALYSIS OF EMPLOYEE SATISFACTION IN THE TELECOMMUNICATION INDUSTRY

Submitted in partial fulfilment of the requirement for the award of
BACHELORS OF BUSINESS ADMINISTRATION

BY

K K KAMAKSHI
(Reg No:39280060)



SCHOOL OF MANAGEMENT STUDIES
SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)

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JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI – 600 119
APRIL 2022



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **K K Kamakshi (39280060)** who have done the Project working at **"ANALYSIS OF EMPLOYEE SATISFACTION IN THE TELECOMMUNICATION INDUSTRY"** under our supervision for a period of 30 days from 03th January 2022 to 02th February 2022.

Dr.Kumar.N, MA., M.Phil.,MBA.,Ph.D.

Internal Guide

(Dr. BHUVANESWARI.G, MBA., Ph.D.)

DEAN – SCHOOL OF MANAGEMENT STUDIES

Submitted for Viva Voce Examination held on _____

**Internal Examiner
Examiner**

External

DECLARATION

I K K Kamakshi (39280060) hereby declare that the Project Report entitled **ANALYSIS OF EMPLOYEE SATISFACTION IN THE TELECOMMUNICATION INDUSTRY** done by me under the guidance of **Dr.Kumar.N, MA., M.Phil.,MBA.,Ph.D.** (Internal) and **MR. M. TAMILSELVAN** (External) at **ELEXIS INFOTECH** is submitted in partial fulfilment of the requirements for the award of Bachelor of Business Administration.

Kamakshi

DATE: 23.04.2022

PLACE: CHENNAI
CANDIDATE

SIGNATURE OF THE

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 thanks to **Dr. Bhuvaneshwari, MBA., Ph.D., Dean – school of Management Studies** and **Dr. A. Palani, M.COM., M.Phil., MBA., Ph.D., Head of Department, Dept. of Business Administration** for providing me necessary support and details at the right time during the progressive reviews.

I Would like to express my sincere and deep gratitude to my Professional Training Guide **Dr.Kumar.N, MA., M.Phil.,MBA.,Ph.D., Assistant Professor of the Department, Dept. of Business Administration** for his valuable guidance, suggestions and constant 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 Department of Business Administration who were helpful in many ways for the completion of the training.

K K Kamakshi

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ABSTRACT

This report contains the work done during the Project period which was held in **ELEXIS INFOTECH**. It not only provides a different environment, but also helps to get some knowledge about the different Employees Satisfaction Level. The students get a chance to know about the various departments in the organization and the activities done in those departments. Human resources gained knowledge about their objectives, selection process, training.

The report shows a view of the tasks done during the period of Project in detail. The project aims to analysis of Employee Satisfaction in the Telecommunication Industry. This project helps us to learn about the importance of job satisfaction which can be used in the future.

Keywords: -

- Telecommunication Industry
- Employees Satisfactions Level
- Human Resources Gained Knowledge
- Job Satisfaction

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CHAPTER – 1

INTRODUCTION

1.1. DEFINITION OF EMPLOYEE SATISFACTION

In simple terms, Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

Job satisfaction survey can give the most valuable information the perceptions and causes. For satisfaction/dissatisfaction among the employees' attitude towards job satisfaction may be either positive or negative. This positive feeling can be re-in forced and negative feelings can be rectified. This survey can be treated as the most effective and efficient way, which makes the workers to express their inner and real feelings undoubtedly.

Job satisfaction is one of the major interests to the field of organizational behaviour and practice of HRM. It reflects employee's attitudes towards their job and commitment to an organization. Job satisfaction refers to one's feelings or state of mind regarding the nature of their work. It describes how content an individual is with his or her job.

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not self-satisfaction, happiness or sell contentment but satisfaction on the job.

Job satisfaction is defined as the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values.

Job satisfaction is not the same as motivation It is linked to productivity, motivation. absentees, waste accidents, mental health physical health and general life satisfaction

There are three important dimensions to job satisfaction.

- Job satisfaction is an emotional response to a job situation. It can't be seen, only inferred.

- Job satisfaction is often determined by how well outcomes meet or exceed expectations.
- Job satisfaction represents several related attitudes

1.2. IMPORTANCE OF EMPLOYEE SATISFACTION

The employee satisfaction is the condition of establishing a healthy organizational environment in an organization. Individuals want to maintain statute, high ranks and authority. by giving the capabilities such as knowledge, ability education, health etc. The individual who can't meet their expectations with regard to their jobs become dissatisfied. Thus, this dissatisfaction affects the organization for which she he works.

Job satisfaction is very important for a person's motivation and contribution to production. Job satisfaction may diminish irregular attendance at work, replacement workers with in a cycle or even the rate of accidents.

Job satisfaction is an employee's thoughts and emotions towards their job and how they evaluate their job. This can be a judgment of their job overall, or of specific judgment such us pay, promotions, work tasks, co-workers and supervisors. It is important for organizations to cate about their employee's job satisfaction. It will promote employee's organizational commitment when they feel that they are satisfied with their jobs.

1.3. FACTORS AFFECTING EMPLOYEE SATISFACTION

1.3.1. Personal Factors:

- Age
- Sex
- Educational Level
- Marital Status

1.4. MOTIVATIONAL FACTORS

- Salary
- Job Expectation
- Comparison of outputs

- Job security
- Performance Appraisal
- Career Advancement
- Autonomy Of Freedom
- Achievement

1.5. BENEFITS OF EMPLOYEE SATISFACTION

These indicate the general level of satisfaction:

- Improved communication.
- Improved attitudes.
- It helps to discover the cause of indirect productivity problems, such as absenteeism turnover and poor quality of work.
- They help management to assess training needs.
- It is used as an indicator of the effectiveness of organizational reward systems.
- It is used in the evaluation of the impact of organizational changes on employee attitudes.
- Spirit of co-operation and mutual respect, etc.

1.6. COMPANY PROFILE

1.6.1. Introduction:

- Elexis infotech executives effectively communicate with customers in their native languages to connect with them better and to improve the company-customer relationship.
- This goes a long way to promote customer loyalty, increase brand awareness, and significantly reduce the overhead costs.

1.6.2. Objective:

Tele-callers initiate telephonic contact with existing and prospective clients in order to generate sales. Given their reliance on spoken language, tele-callers ought to display excellent verbal communication.

1.6.3. Roles and Responsibilities of Employees:

1. Answering calls and resolving queries about product or company.
2. Noticing significant subtleties of every discussion.
3. Conveying verbal acknowledgments of offers to our Sales group for closing.
4. Advises present or prospective clients by answering incoming calls on a rotating basis, operating telephone equipment, automatic dialing systems, and different telecommunications technologies.
5. Maintains operations by following policies and methodology and functional changes.
6. Keeps up quality service by adhering to organization guidelines.
7. Reaching potential or existing clients to advise them about an item or administration utilizing pre-defined scripts.
8. Responding to inquiries concerning things or the organization
9. Posing questions to comprehend client necessities and close sales
10. Considering the details of each offering and staying side by the side of updates to these contributions.
11. Acquiring and updating an individual's contact details.
12. Calling active or old customers to encourage the purchase of items.

CHAPTER – 2

LITERATURE SURVEY

- **Warn (2003)** emphasized aspects of the workplace, contributing to depression and lack of job satisfaction. Stress is normally caused by a lack of power over the intended effects. At the workplace, tension is felt because of a lack of authority, job conflicts, and uncertainty, contributing to frustration. The principle of checkability brings a solution to lower pressures and contributes to job fulfilment in which a person has an attitude of desires and needs that depends on the aspirations of the individual and governs multiple facets of the working situation. A supportive working atmosphere, such as a positive environment for studying or no abuse at work or anxiety in the workplace, helps minimize depression and achieve job satisfaction.
- **Zaki (2003)** Explains Lebanese non-management banking employees' work satisfaction and results. The researchers found a substantial link in terms of pay and supervision between work satisfaction and gender. Only satisfied people within the company are willing to carry out their roles and obligations. Women workers were happy with the salaries, while men were happier with supervision. The author himself often claims this does not matter because the self-rate is inflated, and his colleagues' success is usually underestimated.
- **Austin (2007)** The major reasons for managers' work satisfaction in Cyprus are "self-fulfillment," "independence," and "job environment." Fair salaries, well-educated subordinates, the prospects for self-realization are development opportunities. Employers can reflect on the three aspects of community independence of their work setting to ensure the framework's flow contributes to job satisfaction, i.e., age, sex, number of years in the company, public and private sector, number of workers oversaw.

- **Omey (2007)** Discusses the connection between education and work satisfaction. Although there's a relationship, he claims there's no relationship, too. In contrast with the lower-skilled employees, higher-education workers are often happy, as they receive a better-quality job. He continues that under-trained employee can also be better pleased with the "good job psychological advantages. Employee quality varies with the educational level and results in various levels of work fulfilment. Job features play a major role, and you have the chance to use your skills. The author thus argues that organizations should concentrate more on standards of work than education.
- **Hawley (2008)** Discusses the degree and the factors impacting the teachers' happiness in the beginning. Teachers are pleased with their jobs, and academic proficiency, race, socio-economic status, teacher's degree, and whether their mother was a teacher are the variables contributing to their work satisfaction. The teaching license plays an important part here because it demonstrates the expertise and experience that the instructor wants to be taught.
- **Silverthron (2008)** The contribution to job content and the associated effects, such as output and tension, of the individually variable locus of control was studied. Findings suggest that a low degree of work tension and a greater level of satisfaction and efficiency are the product of the internal position of control. The external control locus doesn't reduce work stress, while the internal control locus decreases work stress by reducing efficiency and happiness.
- **Antvor (2010)** discusses the national culture's impact on the national work satisfaction level but discusses its role on other measures of the employment aspects at the same time. While there was a cultural impact on domestic job

satisfaction, they claimed that all work satisfaction factors were not unique to the cultural context. The findings of a cross-border work satisfaction survey must be compared with management.

- **Artz (2010)** Studies the relationship between rewards and work satisfaction for Outer. Benefits from the periphery do not necessarily contribute to workplace satisfaction. In so long as the employee has the impression that he can fulfil his desires, it is still appropriate. It is also noticed that it does not fulfil the employee's expectations, which contributes to discontent. Organizations need to evaluate their processes more effectively and, if possible, provide fringe incentives and offer workers the chance to make use of them, thereby generating satisfaction with their work.
- **Mudor and Tookson (2011)** discuss the relationship between human capital administration, employee satisfaction, and attrition eventually. Monitoring, recruitment, and compensation procedures, which are the three factors of HRM practices, are extremely counterproductive to employee satisfaction. Efficient workers lead to continuous employment and fair wages for employees. Job quality contributes directly to turnover.
- **Ramayah (2011)** evaluates whether mentoring results in work satisfaction within the Malaysian context. His results suggest that career mentoring is connected to every aspect of work satisfaction. The aspects of job satisfaction analysed were: jobs themselves, employees, managers, and promotion. At a higher education level, mentors often play an important role and deliver meaningful job results directly. But psychological mentoring has no essential connection to the three variables that fulfil the job (co-workers, the job itself, and promotion). The study also suggests that since therapeutic mentoring contributes to non-monetary happiness, workers would not appreciate it in the longest possible term.

- **Nir (2012)** studies the importance of teachers perceived organizational support on Job Satisfaction. There are two aspects to satisfaction, mainly intrinsic and extrinsic. Earned status and respect are extrinsic factors that play an important role in employee satisfaction. Self-efficacy, as an intrinsic factor, helps as it promotes individual self-fulfilment. When an organization value its employee's contribution and cares about their well-being, employees are intrinsically and extrinsically satisfied.
- **Aristovnik (2014)** discusses the influence of organizational and environmental factors on employee job satisfaction. The police employees rated salary and security as the least motivator and support from the management as high. Police employees rate trust and belongingness as the key factor in job satisfaction.
- **Kumari and Pandey (2011)** State that for any country, both the public and private sector are equally important and these two are fundamental criteria for every nation to thrive and expand. Here, the level of workplace satisfaction has been checked for work ambivalence (the state of having mixed feelings or contradictory ideas about something). The manager received a higher output ranking if the ambivalence of the workers was lower and vice versa. Jobs happiness and success have little connection if the ambivalence to the work rises. Organizations should also concentrate on clarifying their jobs to the workers in order to properly appreciate the task.
- **Seniwoliba A.J. (2013)** analysed career quality satisfaction levels of teachers in the public high school in Temale Metropolis in Ghana and was found to motivate employees and contribute successfully to the achievement of job satisfaction through factors extrinsic to pay, rewards, working conditions, protection (medical

and future pension benefits). In terms of worker satisfaction, the wages and working conditions are greater and organisations should still concentrate on it and take steps to enhance it by expanding. Organizations must preach fair wages for equal status.

- **Witte (2012)** discussed the element of job satisfaction highlighted on group discrepancies. The research was carried out in Belgium in the banking industry. For the hypothesis test, a model was developed. The paradigm is "job demand management support," and the study showed that the demand for work had the greatest impact in explaining satisfaction in relation to working circumstances and less in relation to explaining satisfaction with task contents.
- **Saari & Judge (2004)** discussed attitudes towards employee satisfaction, discussed the employee's mood is linked to the job where an employee loves the job, the content level rises with increasing the success of the company as a whole.
- **Singh & Jain (2013)** Employee happiness and its impact on results were highlighted. The behaviour of workers represents the company's morality. The satisfied staff has a significant role in customer care and sales because they communicate regularly with the customer. The office is the gateway to employee fulfilment. Good labour practices and good working conditions also improve workers' efficiency, profitability, satisfaction, and retention.
- **Shanmugapriya. S (2016)** in his study, the employees of public sector banking opined that the state banks had a sea turn in their success in analysing determinants of job satisfaction. Moreover, the economic and financial market reforms have begun. Various factors have made India one of the world's fastest-growing economies, including opening the global markets, reforming the banking

system, rising investment levels, the proactive regulatory landscape, and its demographic profile. There is no question, for a functioning financial environment, a safe banking sector is important. Indian banks have good human capital and operating technologies oriented, being the largest and most profitable domestic and global scenarios.

- **Neeraj Kumari (2016)** pursued observational research on behaviour and criteria in the service sector against job satisfaction. The research is done with a certain framework and observations into the life insurance scheme. Throughout the analysis, it is found that life insurance employees are usually satisfied. The researcher stresses the facets of incentives and financial advantages, and personal recognition, which has a dominant function to play, factors such as the company's goals, the reputation and credibility of the company, sustainability with the role, and the personality of the employee.
- **Crispen Chipunza, Bulelwa Malo (2017)** concluded that an optimistic view for the employees on the organization's community, successful relationships with co-workers, supervisors' encouragement. Participants are fairly pleased with job prospects, and the wages were not satisfactory. Finally, the connection between the atmosphere of the company and satisfaction at the job is important.
- **George Kafui Agbozo et al. (2017)** , in the study on the effect of work environment on job satisfaction: Data from Ghana's banking sector suggests that most bank workers are physically happy with their working environment. The researcher concluded that the atmosphere has a powerful impact on workers' happiness, therefore highlighting the need for management to improve employees' working practices to maximize efficiency

CHAPTER – 3

AIM AND SCOPE

3.1. NEED FOR THE STUDY

- They should have self-awareness, self-confidence and self-control at workplace the employees should have satisfied with their work. They should have close connections with trustworthy peer who can listen to their problems and boost their confidence level.
- Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

3.2. SCOPE OF THE STUDY

Job satisfaction of the employees has been analysed on the basis of the following job-related factors.

- Salary and monetary benefits
- Job security
- Promotion policy
- Working environment
- Employee's participation in management
- Freedom of expressions
- Nature of job
- Interest taken by superiors
- Superiors and sub-ordinate relationship
- Conveyance

3.3. OBJECTIVE OF THE STUDY

- To present a profile of TELECOM INDUSTRY and organizational structure etc.,
- To observe the level of satisfaction among of employees relating to the nature of the job and other factors.
- To identify the extent of job satisfaction in the TELECOM INDUSTRY employees and its impact on the job performance of the employees.
- To evaluate the working environment in TELECOM INDUSTRY.
- To examine satisfaction regarding the salary and other benefits of its employees.
- To suggest suitable measures to improve the overall satisfaction of the employees in the organization.

3.4. LIMITATIONS OF THE STUDY

- Faced few problems during the of study such as some employees were reluctant to response the questions.
- It was impossible to add some important questions on survey instrument due to the selected companies' privacy policy.
- The websites of the telecom companies were not so informative.

3.5. RESEARCH METHODOLOGY

- In the preparation of this report, the researcher the data from different sources. The sources of data as follows:
- **Primary data:** This data is gathered from first-hand information sources by the researcher, this data collection from employees, managers by administrating the questionnaire having face to face interaction with employees.
- **Secondary data:** This will give the theoretical basis required for the report presentation which can be available from various sources such as magazines, office files, inter office manual and website.

3.6 STRUCTURE OF QUESTIONNAIRE

- The questionnaire was divided into two parts.
- The first part was prepared to know the basic general information of the employee.
- The second part contained the questions about the Employee's satisfaction.

3.7 PERIOD OF STUDY

- The duration of this study is from January 2022 to February 2022.

3.8 ANALYTICAL TOOLS

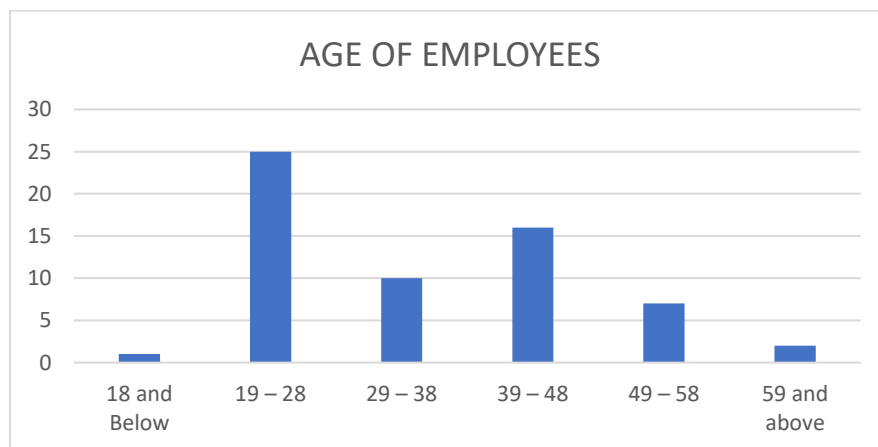
- **Percentage Analysis** – It refers to a special kind of rates, percentage are used in making comparison between two or more series of data. A percentage is used to determine relationship between the series.
- **Bar Graphs** – It is a chart or graph that represents categorical data with rectangular bars with heights or lengths proportional to the values that they represent. The bars can be plotted vertically or horizontally.
- **Pie Chart** – It is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

CHAPTER – 4
DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

TABLE 4.1.1. AGE OF EMPLOYEES:

S.NO.	EMPLOYEES	NO. OF EMPLOYEES	PERCENTAGE
1	18 and Below	1	1.6%
2	19 – 28	25	40.9%
3	29 – 38	10	16.3%
4	39 – 48	16	26.2%
5	49 – 58	7	11.4%
6	59 and above	2	3.2%
	TOTAL	61	100%



(Fig:4.1.1)

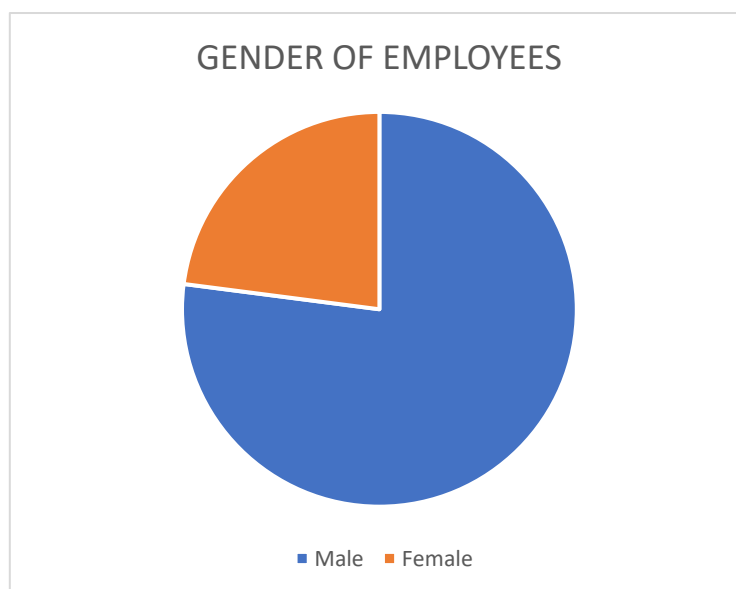
Source: - Primary data

Inference: - Majority (40.9%) of Employees are age between 19 – 28.

Interpretation: From the above analysis (1.6%) of employee belongs to age of below 18, (40.9%) employee to the age (19-28 yrs), (16.3%) of employee belongs to (29-38 yrs), (26.2%) belongs to (39-48 yrs), (11.4%) of employee belongs to (49-58 yrs) and (3.2%) belongs to 59 above years of age.

TABLE 4.1.2. GENDER OF EMPLOYEES:

S.NO.	EMPLOYEES	NO. OF EMPLOYEES	PERCENTAGE
1	Male	47	77%
2	Female	14	23%
	TOTAL	61	100%



(Fig:4.1.2)

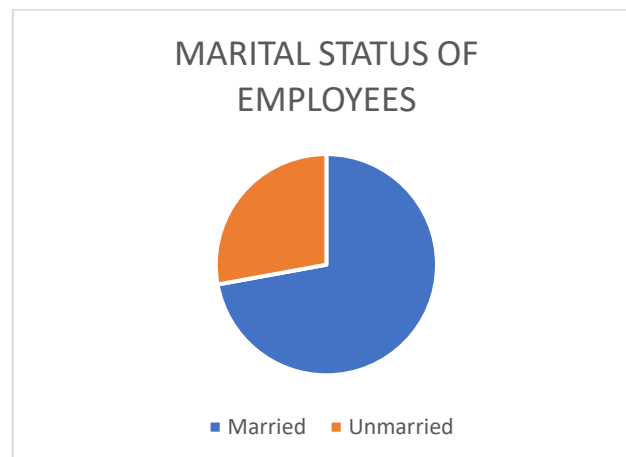
Source: - Primary data

Inference: - Majority (77%) of Employees are Male.

Interpretation: From the above analysis (77%) of employee are Male, (23%) employee is Female

TABLE 4.1.3. MARITAL STATUS OF EMPLOYEES:

S.NO.	EMPLOYEES	NO. OF EMPLOYEES	PERCENTAGE
1	Married	44	72.1%
2	Unmarried	17	27.9%
	TOTAL	61	100%



(Fig:4.1.3)

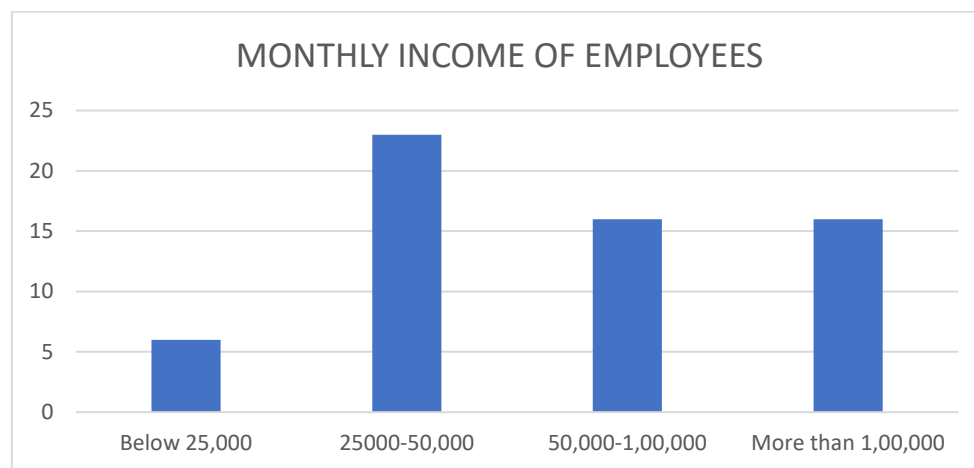
Source: - Primary data

Inference: - Majority (72.1%) of Employees are Married.

Interpretation: From the above analysis (72.1%) of employee are Married, (27.9%) employee is Unmarried

TABLE 4.1.4. MONTHLY INCOME OF EMPLOYEES:

S.NO.	EMPLOYEES	NO. OF EMPLOYEES	PERCENTAGE
1	Below 25,000	6	9.8%
2	25,000-50,000	23	37.7%
3	50,000-1,00,000	16	26.2%
4	More than 1,00,000	16	26.2%
	TOTAL	61	100%



(Fig:4.1.4)

Source: - Primary data

Inference: - Majority (37.7%) of Employees Income are 25000 – 50000.

Interpretation: From the above analysis (9.8%) of employee earn below 25,000, (37.7%) employee earn 25,000-50,000, (26.2%) of employee earn 50,000-1,00,000, (26.2%) of employee earn more than 1,00,000

TABLE 4.1.5. DO YOU ENJOY THE COMPANY’S CULTURE?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	52	85.2%
2	No	9	14.8%
	TOTAL	61	100%



(Fig:4.1.5)

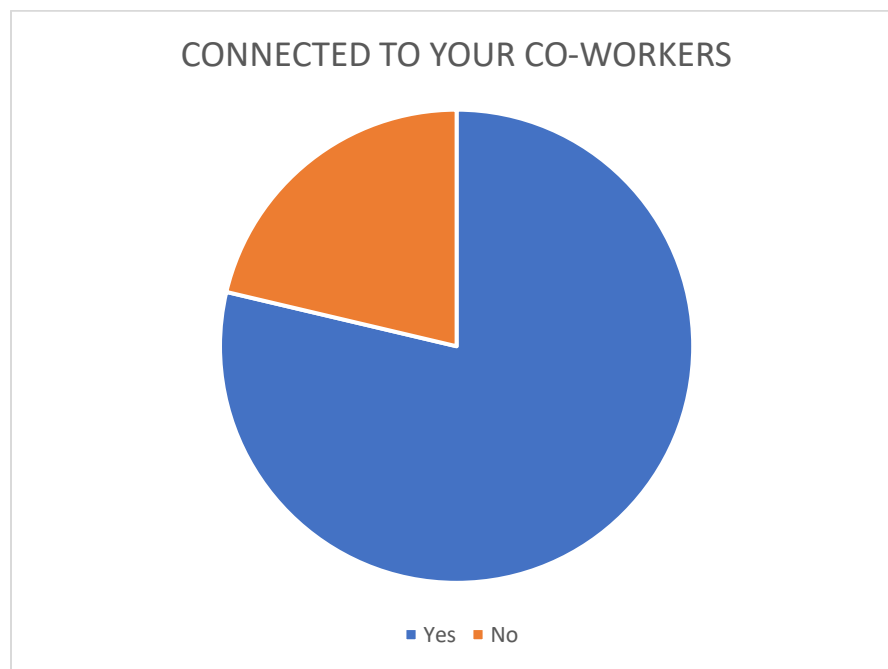
Source: - Primary data

Inference: - Majority (85.2%) of Employees Liked Company’s Culture.

Interpretation: From the above analysis (85.2%) of employee voted “Yes”, (14.8%) employee voted “No”

TABLE 4.1.6. DO YOU FEEL CONNECTED TO YOUR CO-WORKERS?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	48	78.7%
2	No	13	21.3%
	TOTAL	61	100%



(Fig:4.1.6)

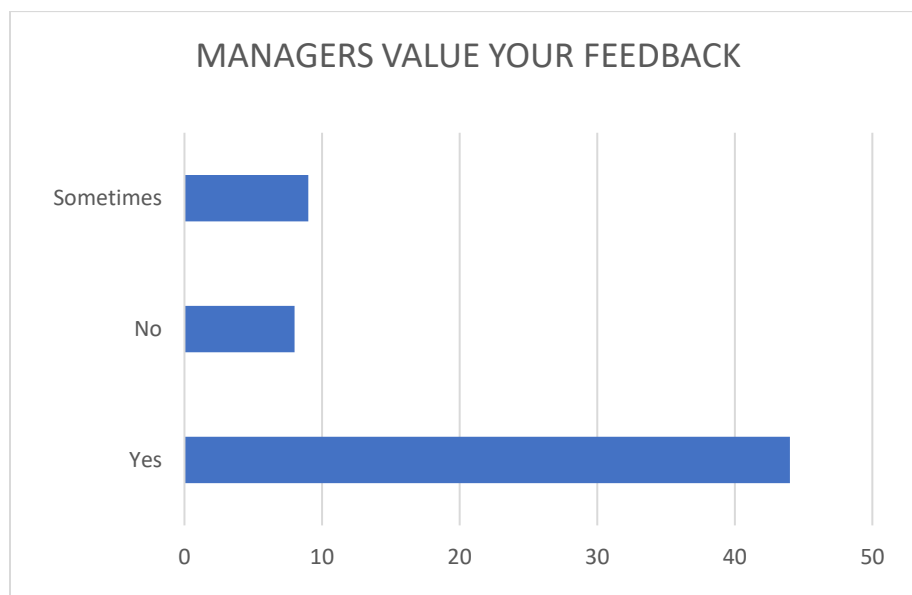
Source: - Primary data

Inference: - Majority (78.7%) of Employees are connected to co-workers.

Interpretation: From the above analysis (78.7%) of employee voted “Yes”, (21.3%) employee voted “No”

TABLE 4.1.7. DO YOUR MANAGERS VALUE YOUR FEEDBACK?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	44	72.1%
2	No	8	13.1%
3	Sometimes	9	14.8%
	TOTAL	61	100%



(Fig:4.1.7)

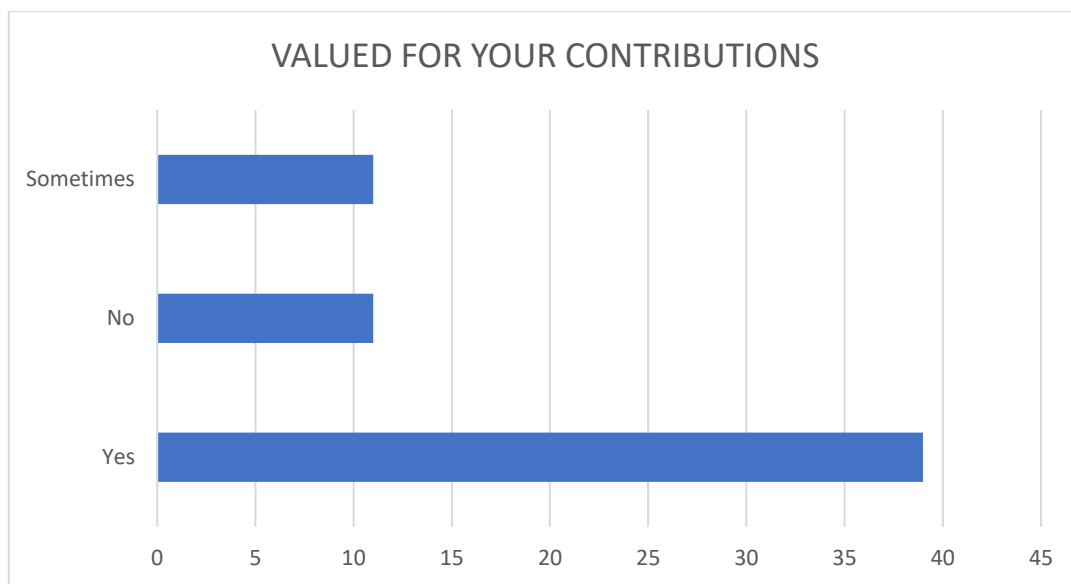
Source: - Primary data

Inference: - Majority (72.1%) of Employees feedback are valued by managers.

Interpretation: From the above analysis (72.1%) of employee voted "Yes", (13.1%) employee voted "No" and (14.8%) of employee voted "Sometimes".

TABLE 4.1.8. DO YOU FEEL VALUED FOR YOUR CONTRIBUTIONS?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	39	63.9%
2	No	11	18%
3	Sometimes	11	18%
	TOTAL	61	100%



(Fig:4.1.8)

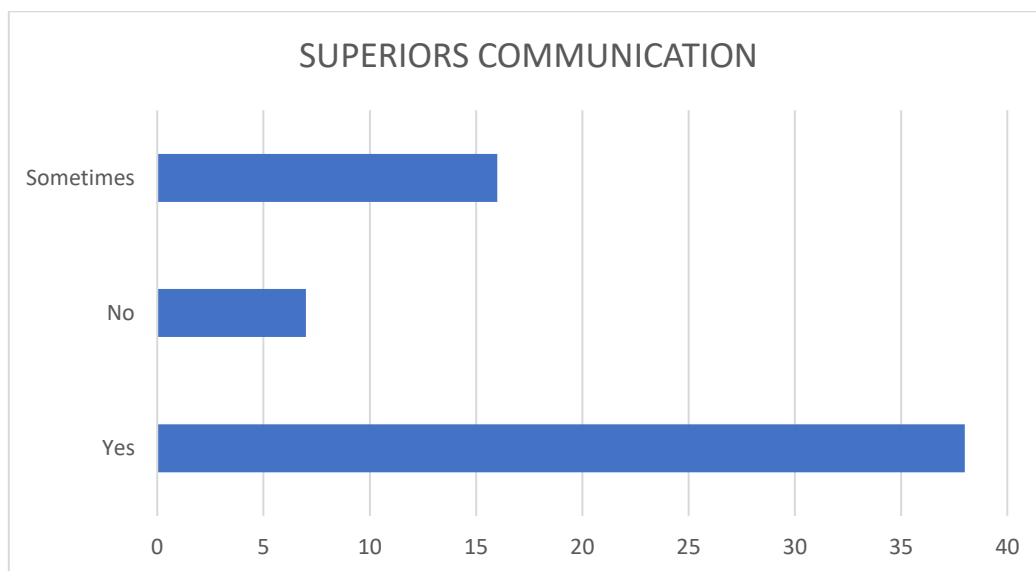
Source: - Primary data

Inference: - Majority (63.9%) of Employees are valued for their contributions.

Interpretation: From the above analysis (63.9%) of employee voted "Yes", (18%) employee voted "No" and (18%) of employee voted "Sometimes".

TABLE 4.1.9. DO YOUR SUPERIORS COMMUNICATE COMPANY NEWS EFFECTIVELY AND IN A TIMELY MANNER?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	38	62.3%
2	No	7	11.5%
3	Sometimes	16	26.2%
	TOTAL	61	100%



(Fig:4.1.9)

Source: - Primary data

Inference: - Majority (62.3%) of Employees are communicated by superiors.

Interpretation: From the above analysis (62.3%) of employee voted "Yes", (11.5%) employee voted "No" and (26.2%) of employee voted "Sometimes".

TABLE 4.1.10. DOES MANAGEMENT SEEM INVESTED IN THE SUCCESS OF THE TEAM?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	42	68.9%
2	No	19	31.1%
	TOTAL	61	100%



(Fig:4.1.10)

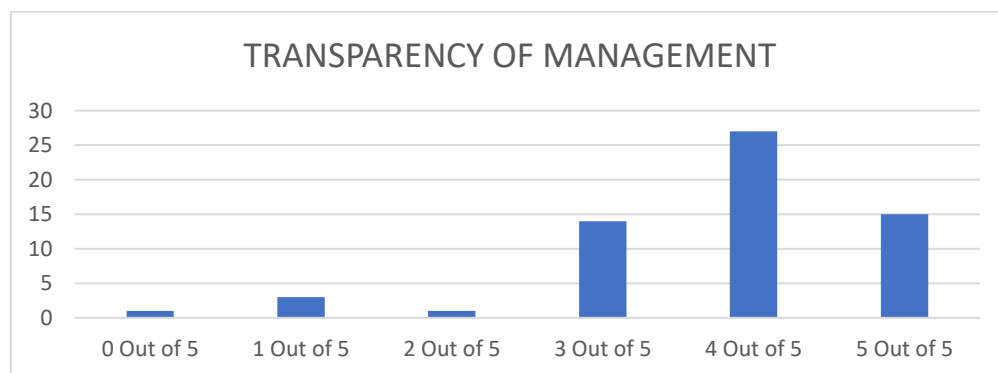
Source: - Primary data

Inference: - Majority (68.9%) of Employees says management invested for success of team.

Interpretation: From the above analysis (68.9%) of employee voted "Yes", (31.1%) employee voted "No".

TABLE 4.1.11. HOW TRANSPARENT DO YOU FEEL THE MANAGEMENT IS?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	0 Out of 5	1	1.6%
2	1 Out of 5	3	4.9%
3	2 Out of 5	1	1.6%
4	3 Out of 5	14	23%
5	4 Out of 5	27	44.3%
6	5 Out of 5	15	24.6%
	TOTAL	61	100%



(Fig:4.1.11)

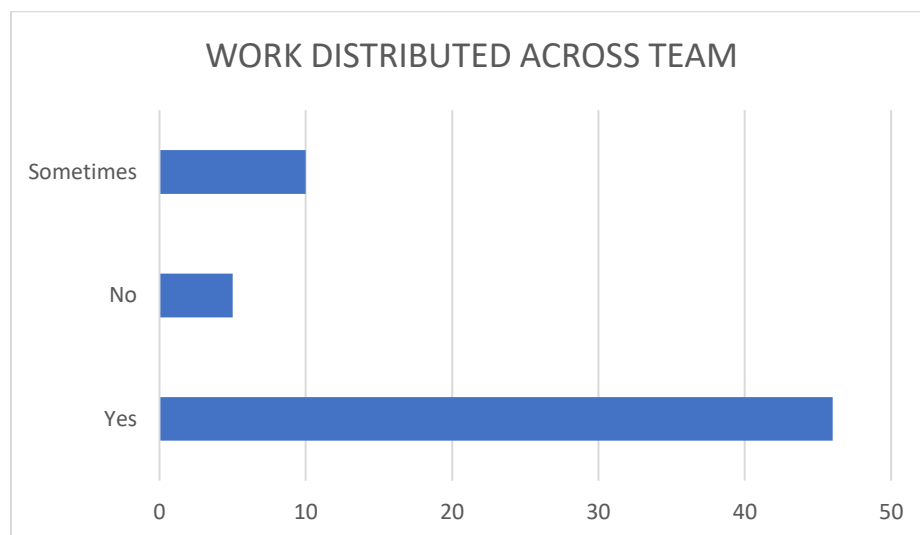
Source: - Primary data

Inference: - Majority (44.3%) of Employees rated 4 points for transparency.

Interpretation: From the above analysis (1.6%) of employee gave 0 rating, (4.9%) of employee gave 1 rating, (1.6%) of employee gave 2 rating, (23%) of employee gave 3 rating, (44.3%) of employee gave 4 rating, (24.6%) of employee gave 5 rating,

TABLE 4.1.12. DO YOU THINK THAT WORK IS DISTRIBUTED EVENLY ACROSS YOUR TEAM?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	46	75.4%
2	No	5	8.2%
3	Sometimes	10	16.4%
	TOTAL	61	100%



(Fig:4.1.12)

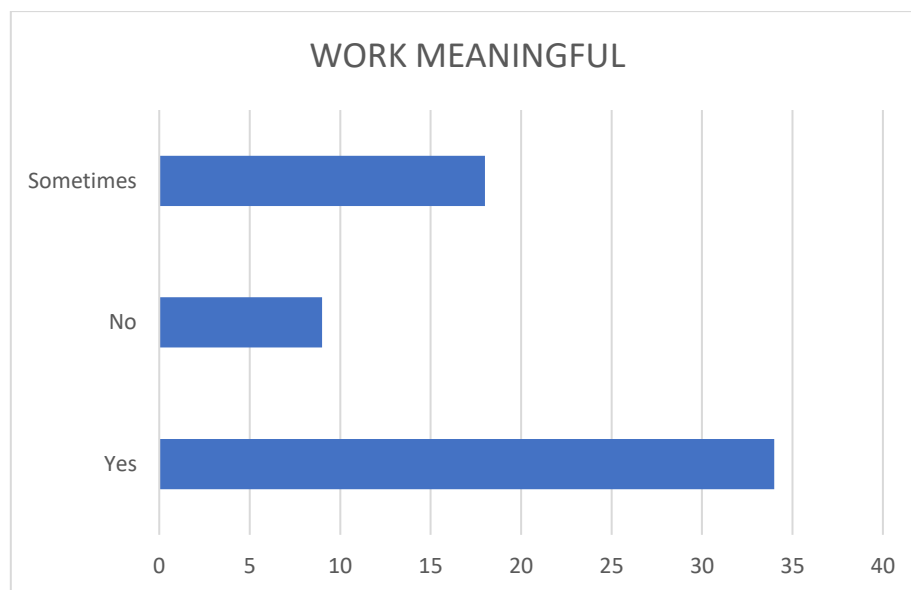
Source: - Primary data

Inference: - Majority (75.4%) of Employees work are evenly distributed.

Interpretation: From the above analysis (75.4%) of employee voted "Yes", (8.2%) employee voted "No" and (16.4%) of employee voted "Sometimes".

TABLE 4.1.13. DO YOU FIND YOUR WORK MEANINGFUL?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	34	55.7%
2	No	9	14.8%
3	Sometimes	18	29.5%
	TOTAL	61	100%



(Fig:4.1.13)

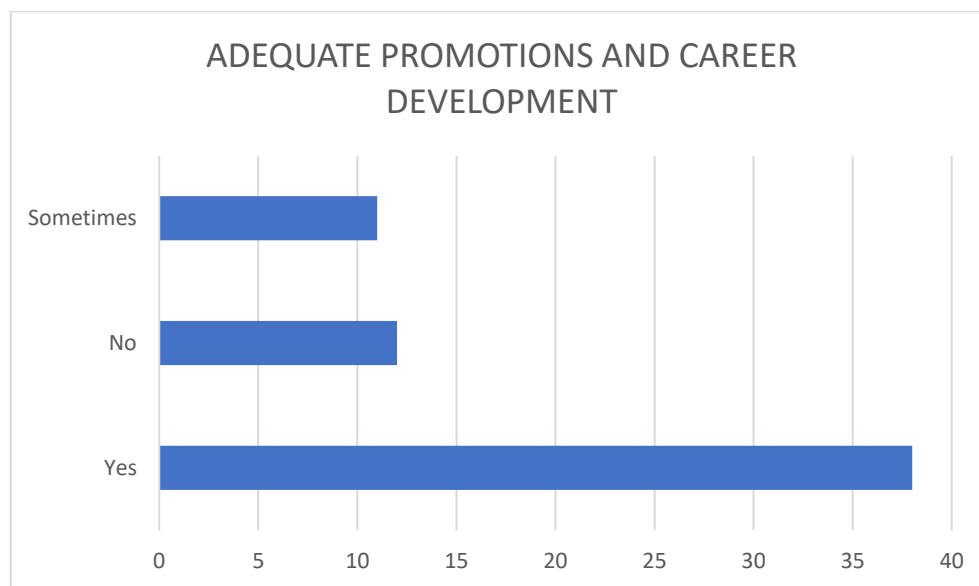
Source: - Primary data

Inference: - Majority (55.7%) of Employees found meaning for their work.

Interpretation: From the above analysis (55.7%) of employee voted "Yes", (14.8%) employee voted "No" and (29.5%) of employee voted "Sometimes".

TABLE 4.1.14. DOES THE COMPANY OFFER ADEQUATE OPPORTUNITIES FOR PROMOTIONS AND CAREER DEVELOPMENT?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	38	62.3%
2	No	12	19.7%
3	Sometimes	11	18%
	TOTAL	61	100%



(Fig:4.1.14)

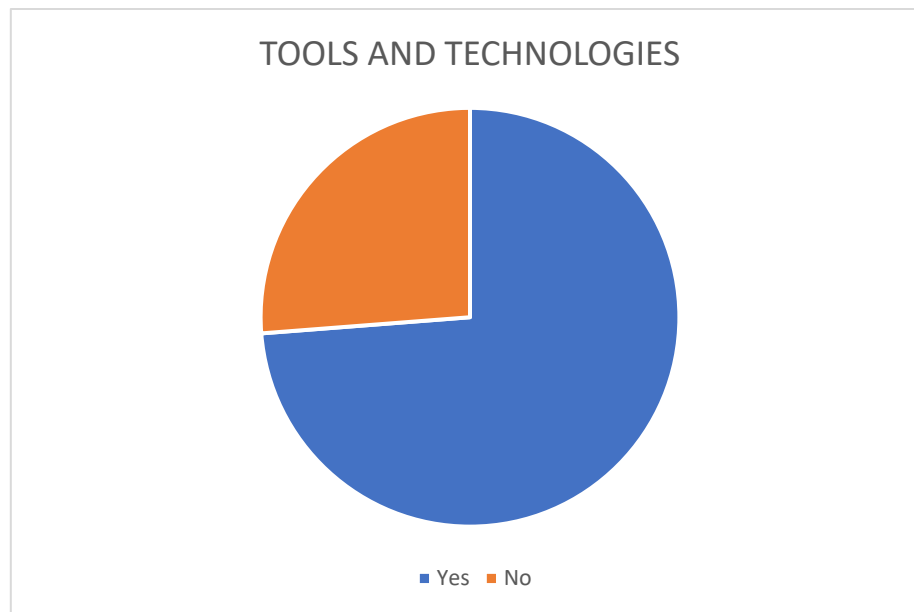
Source: - Primary data

Inference: - Majority (62.3%) of Employees are offered promotions.

Interpretation: From the above analysis (62.3%) of employee voted "Yes", (19.7%) employee voted "No" and (18%) of employee voted "Sometimes".

TABLE 4.1.15. DOES THE COMPANY GIVE YOU THE TOOLS AND TECHNOLOGIES YOU NEED TO DO YOUR JOB WELL?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	45	73.8%
2	No	16	26.2%
	TOTAL	61	100%



(Fig:4.1.15)

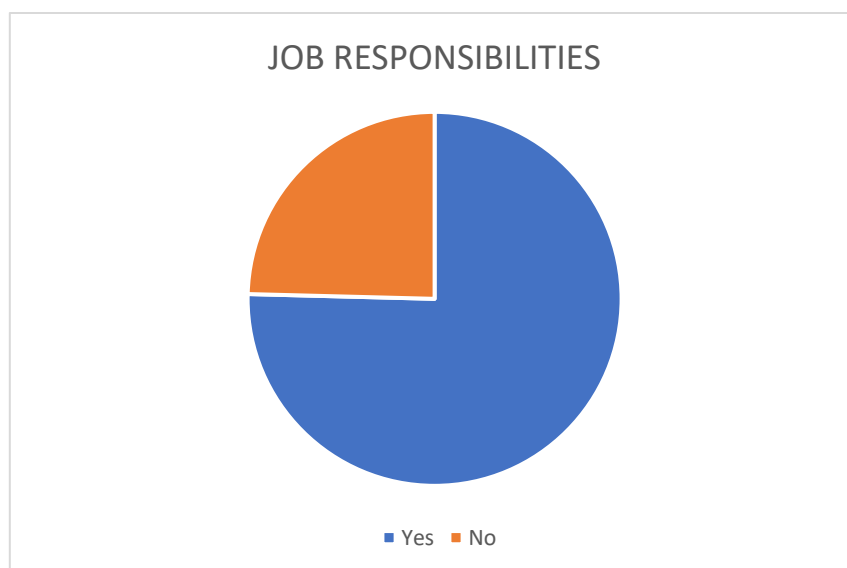
Source: - Primary data

Inference: - Majority (73.8%) of Employees are given tools and technologies to work.

Interpretation: From the above analysis (73.8%) of employee voted “Yes”, (26.2%) employee voted “No”.

TABLE 4.1.16. DO YOU FEEL AS THOUGH YOUR JOB RESPONSIBILITIES ARE CLEARLY DEFINED?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	46	75.4%
2	No	15	24.6%
	TOTAL	61	100%



(Fig:4.1.16)

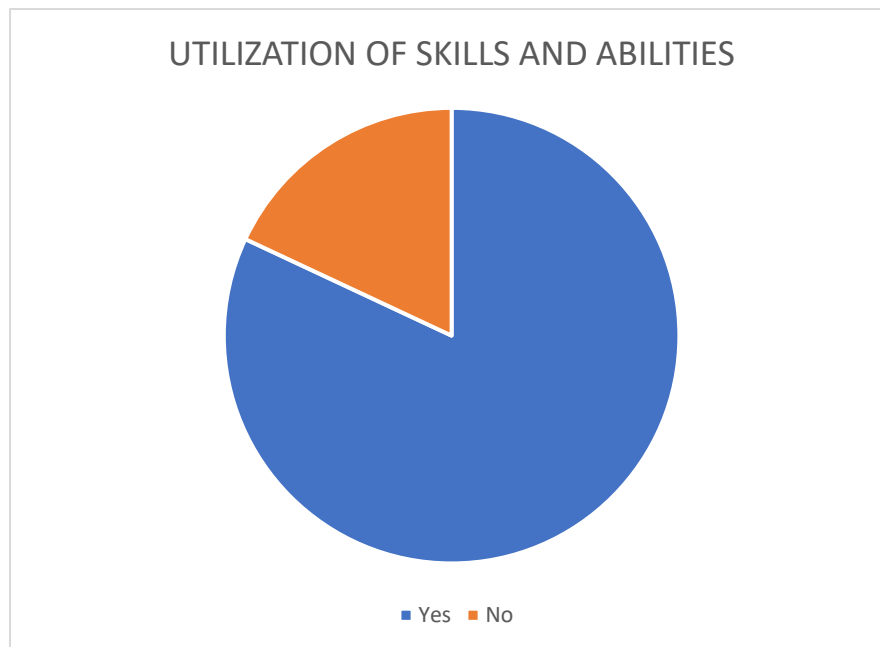
Source: - Primary data

Inference: - Majority (75.4%) of Employees are cleared with their responsibility.

Interpretation: From the above analysis (75.4%) of employee voted "Yes", (24.6%) employee voted "No".

TABLE 4.1.17. DO YOU FEEL LIKE YOUR JOB UTILIZES YOUR SKILLS AND ABILITIES AS MUCH AS IT COULD?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Yes	50	82%
2	No	11	18%
	TOTAL	61	100%



(Fig:4.1.17)

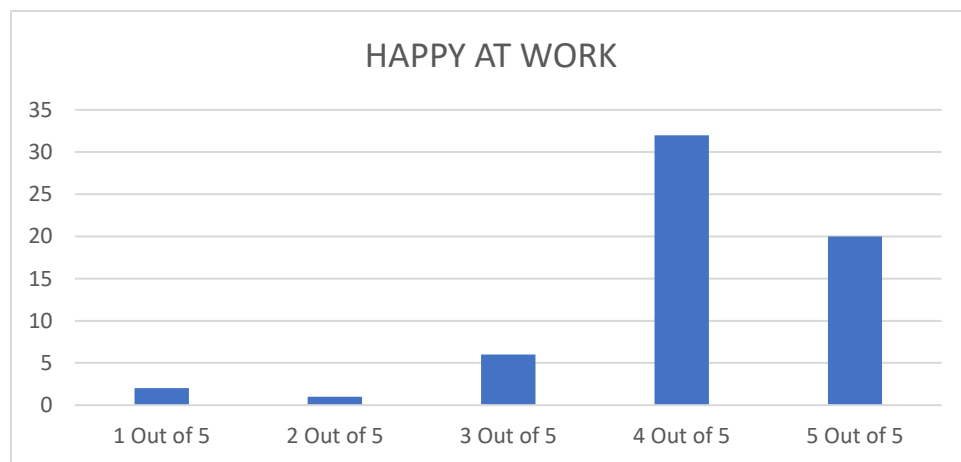
Source: - Primary data

Inference: - Majority (82%) of Employees skills and abilities are well used.

Interpretation: From the above analysis (82%) of employee voted “Yes”, (18%) employee voted “No”.

TABLE 4.1.18. HOW HAPPY ARE YOU AT WORK?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	1 Out of 5	2	3.3%
2	2 Out of 5	1	1.6%
3	3 Out of 5	6	9.8%
4	4 Out of 5	32	52.5%
5	5 Out of 5	20	32.8%
	TOTAL	61	100%



(Fig:4.1.18)

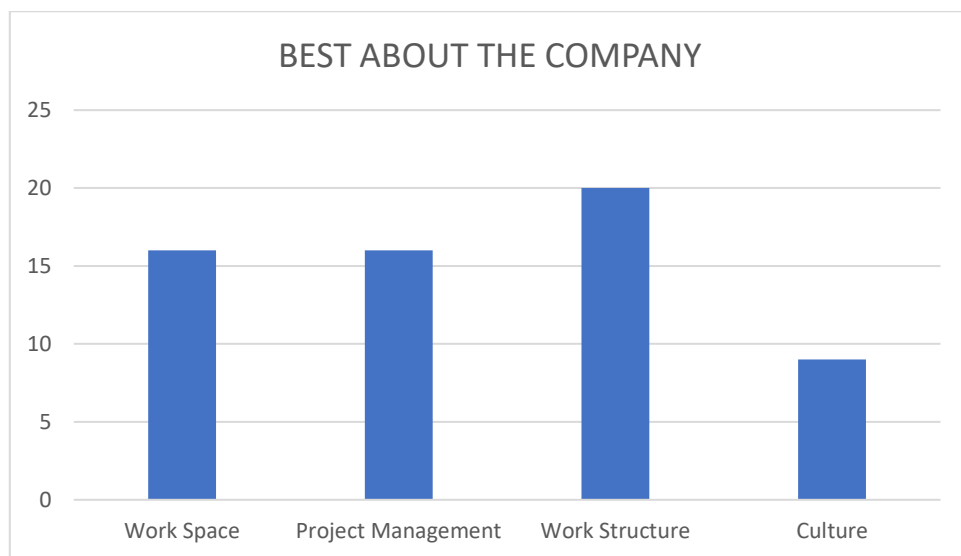
Source: - Primary data

Inference: - Majority (52.5%) of Employees rated 4 points for happiness at work.

Interpretation: From the above analysis (3.3%) of employee gave 1 rating, (1.6%) of employee gave 2 rating, (9.8%) of employee gave 3 rating, (52.5%) of employee gave 3 rating, (32.8%) of employee gave 5 rating.

TABLE 4.1.19. WHAT YOU LIKE BEST ABOUT WORKING FOR THE COMPANY IS?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Work Space	16	26.2%
2	Project Management	16	26.2%
3	Work Structure	20	32.8%
4	Culture	9	14.8%
	TOTAL	61	100%



(Fig:4.1.19)

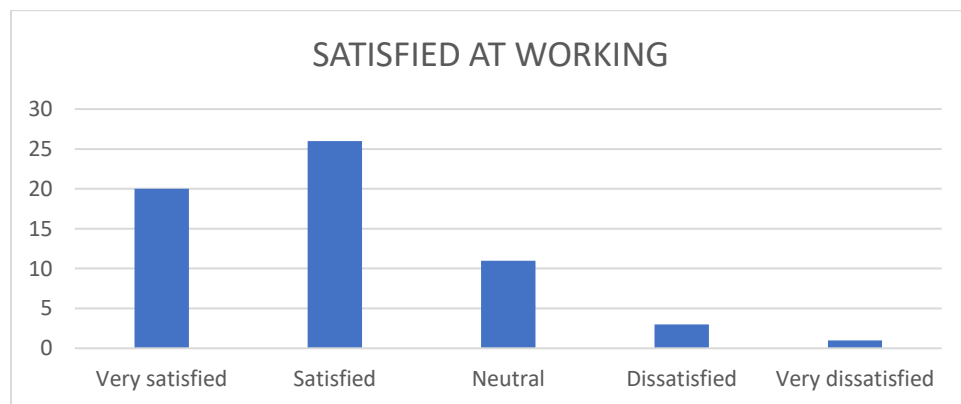
Source: - Primary data

Inference: - Majority (32.8%) of Employees think work structure is best in company.

Interpretation: From the above analysis (26.2%) of employee voted for Work Space, (26.2%) of employee voted for Project Management, (32.8%) of employee voted for Work Structure, (14.8%) of employee voted for Culture.

TABLE 4.1.20. OVERALL, HOW SATISFIED ARE YOU WORKING FOR THE COMPANY?

S.NO.	OPTIONS	NO. OF EMPLOYEES	PERCENTAGE
1	Very satisfied	20	32.8%
2	Satisfied	26	42.6%
3	Neutral	11	18%
4	Dissatisfied	3	4.9%
5	Very dissatisfied	1	1.6%
	TOTAL	61	100%



(Fig:4.1.20)

Source: - Primary data

Inference: - Majority (42.6%) of Employees are satisfied with their work.

Interpretation: From the above analysis (32.8%) of employee are Very Satisfied, (42.6%) of employee are Satisfied, (18%) of employee are Neutral, (4.9%) of employee are Dissatisfied, (1.6%) of employee are Very Dissatisfied.

4.2. HYPOTHESIS

The hypothesis frames for the project analysis of employee satisfaction in telecommunication industry:

- Employees are well satisfied with their work and happily working
- High level of fair promotion system will lead to high level of work performance.
- Reasonable pay system will lead to higher level of employees' performance.
- High level of appropriate work itself will result in high level of employees work performance.
- High level of good working condition will lead to high level of employees work performance.

CHAPTER – 5

FINDINGS AND SUGGESTIONS

5.1 FINDINGS

- Majority (40.9%) of Employees are age between 19 – 28
- Majority (77%) of Employees are Male
- Majority (72.1%) of Employees are Married
- Majority (37.7%) of Employees Income are 25000 – 50000
- Majority (85.2%) of Employees Liked Company's Culture
- Majority (78.7%) of Employees are connected to co-workers
- Majority (72.1%) of Employees feedback are valued by managers
- Majority (63.9%) of Employees are valued for their contributions
- Majority (62.3%) of Employees are communicated by superiors
- Majority (68.9%) of Employees says management invested for success of team
- Majority (44.3%) of Employees rated 4 points for transparency
- Majority (75.4%) of Employees work are evenly distributed
- Majority (55.7%) of Employees found meaning for their work
- Majority (62.3%) of Employees are offered promotions
- Majority (73.8%) of Employees are given tools and technologies to work
- Majority (75.4%) of Employees are cleared with their responsibility
- Majority (82%) of Employees skills and abilities are well used
- Majority (52.5%) of Employees rated 4 points for happiness at work
- Majority (32.8%) of Employees think work structure is best in company
- Majority (42.6%) of Employees are satisfied with their work

5.2. SUGGESTIONS AND RECOMMENDATIONS

From the extensive study on telecommunication industry, it is revealed that employees are satisfied with some factors but there are also some factors that should be taking into consideration:

- Top level management should provide some sorts of autonomy and decision-making power to their employees.
- Company should provide all the necessary resources (information, tools, equipment's etc.) to the employees to perform their duties efficiently and effectively.
- Promotion structure should be rearranged. Manager should give more priorities on performance and efforts rather than on their personal characteristics.
- Manger should recognize the efforts of employees and appreciate their valuable performance towards organization.

CHAPTER – 6

SUMMARY AND CONCLUSION

6.1 CONCLUSION

Besides several other factors, the economic development of a country depends upon the effective functioning of employees. In order to achieve this superior and the state should take necessary steps for the satisfaction of employees in their respective jobs.

- Almost all the employees are satisfied with the wages paid to them.
- Employees are satisfied with the present working conditions and feel secure about their job.
- Management shares a very good relation with the workers.
- Employees are satisfied with the facilities provided to them and are free to express their views freely to the management.
- Supervisors are ready to clear the doubts and help in improving their performance.

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Saari & Judge (2004) discussed attitudes towards employee satisfaction, discussed the employee's mood is linked to the job where an employee loves the job, the content level rises with increasing the success of the company as a whole.

Singh & Jain (2013) Employee happiness and its impact on results were highlighted. The behaviour of workers represents the company's morality.

Warn (2003) emphasized aspects of the workplace, contributing to depression and lack of job satisfaction. Stress is normally caused by a lack of power over the intended effects.

Omey (2007) Discusses the connection between education and work satisfaction. Although there's a relationship, he claims there's no relationship,

Artz (2010) Studies the relationship between rewards and work satisfaction for Outer. Benefits from the periphery do not necessarily contribute to workplace satisfaction.

Ramayah (2011) evaluates whether mentoring results in work satisfaction within the Malaysian context. His results suggest that career mentoring is connected to every aspect of work satisfaction.

Aristovnik (2014) discusses the influence of organizational and environmental factors on employee job satisfaction.

Kumari and Pandey (2011) State that for any country, both the public and private sector are equally important and these two are fundamental criteria for every nation to thrive and expand.

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APPENDIX (QUESTIONNAIRE)

1. Age of employees:
2. Gender of employees:
 - Male
 - Female
 - Others
3. Marital status of employees:
 - Married
 - Unmarried
4. Monthly income of employees:
 - Below 25,000
 - 25000-50,000
 - 50,000-1,00,000
 - More than 1,00,000
5. Do you enjoy the company's culture?
 - Yes
 - No
6. Do you feel connected to your co-workers?
 - Yes
 - No
7. Do your managers value your feedback?
 - Yes
 - No
 - Sometimes
8. Do you feel valued for your contributions?
 - Yes
 - No
 - Sometimes
9. Do your superiors communicate company news effectively and in a timely manner?

- Yes
- No
- Sometimes

10. Does management seem invested in the success of the team?

- Yes
- No

11. How transparent do you feel the management is?

- 0
- 1
- 2
- 3
- 4
- 5

12. Do you think that work is distributed evenly across your team?

- Yes
- No
- Sometimes

13. Do you find your work meaningful?

- Yes
- No
- Sometimes

14. Does the company offer adequate opportunities for promotions and career development?

- Yes
- No
- Sometimes

15. Does the company give you the tools and technologies you need to do your job well?

- Yes
- No

16. Do you feel as though your job responsibilities are clearly defined?

- Yes
- No

17. Do you feel like your job utilizes your skills and abilities as much as it could?

- Yes
- No

18. How happy are you at work?

- 1
- 2
- 3
- 4
- 5

19. What you like best about working for the company is?

- Work Space
- Project Management
- Work Structure
- Culture

20. Overall, how satisfied are you working for the company?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied