

**A STUDY OF EMPLOYEE SATISFACTION IN SUCCESS STEEL
STRUCTURE**

**SUBMITTED IN PARTIAL FULLFILMENT OF THE REQUIREMENTS
FOR THE AWARD OF**

BACHELOR OF BUSINESS ADMINISTRATIONBY

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DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF MANAGEMENT STUDIES

SATHAYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

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INSTITUTE OF SCIENCE AND
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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bona-fide work of **M.SELVAPRIYAN (39280088)** who has done the Project work entitled “**A STUDY ON EMPLOYEE SATISFACTION IN SUCCESS STEEL STRUCTURE** ” under my Supervision from December 2021 to April 2022.

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DECLARATION

I am M.SELVAPRIYAN (39280088) hereby declare that the Project entitled “ **A STUDY ON EMPLOYEE SATISFACTION IN SUCCESS STEEL STRUCTURE**” done by me under the guidance of **P. Hameem khan MBA, MSCS(PhD)** Fulfillment of the Requirements award of BACHELORS OF BUSINESS ADMINISTRATION.

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M.SELVAPRIYAN

ABSTRACT

Employees satisfaction refers to one's feelings towards employee. If the employees are fulfilled (or) the employees get higher than what he/ she feels satisfied. The main objective of this paper are, To identify the relationship with their supervisors and co-workers. In this study 108 numbers of respondents have been taken sample. Percentage analysis, chi square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees. The organization should consider on the relationship , supervisors and give opportunity for new employees.

TABLE OF CONTENTS

CHAPTER NO	PARTICULAR	PAGE NO
	ABSTRACT	V
	LIST OF TABLES	Vii
	LIST OF CHARTS	Viii
	INTRODUCTION	
1	1.1 INTRODUCTION	1
	1.2 COMPANY PROFILE	2
	1.3 INDUSTRY PROFILE	3
	1.4 OBJECTIVE OF THE STUDY	3
	1.5 NEED OF THE STUDY	4
	1.6 SCOPE OF THE STUDY	4
2	REVIEW OF LITERTURE	
	2.1 INTRODUCTION	5
	2.2 LIST OF REVIEW	5- 10
	2.3 REFERENCE	10- 11
3	RESEARCH METHODOLOY	
	3.1 RESEARCH DESIGN	12
	3.2 SAMPLE DESIGN	12
	3.3 PERIOD OF STUDY	12
	3.4 SAMPLE SIZE	12
	3.5 DATA COLLECTION	12
	3.6 QUESTIONAIRE	13
	3.7 TOOLS USED FOR ANALYSIS	13
	3.8 GRAPICAL REPRESENTATION OF DATA	13
4	DATA ANALYSIS AND INTERPRETATION	
	4,1 PERCENTAGE ANALYSIS	14- 35
	4.2 SATISTICAL ANALYSIS AND HYPOTHESIS	36
	4.3 CHI-SQARE TEST	36
	4.4 NULL HYPOTHESIS	36
	4.5 ALTERNATIVE HYPOTHESIS	37
	4.6 HYPOTHESIS OF THE STUDY	37
	4.7 HYPOTHESIS OUTPUT	37
	4.8 HYPOTHESIS RESULT	40
	FINDING , SUGGESTIONS & CONCLUSION	
5	5.1 FINDING OF THE STUDY	41- 43
	5.2 SGGESTIONS	44
	5.3 LIMITATION OF THE STUDY	45
	5.4 CONCLUSION	45
	REFERENCE	45
	APPENDIX (QUESTIONNAIRE)	48

LIST OF TABLES

TABLE NO:	PARTICULAR	PAGE NO
4.1	Gender of the RESPONDENT	14
4.2	Marital status	15
4.3	What is your position in your company	16
4.4	How much experience do you have	17
4.5	How happy are you at work	18
4.6	Do you enjoy your company culture	19
4.7	How many hours do you work in your company	20
4.8	Do you have a strong relationship to your co- workers	21
4.9	How do you feel when you arrive at the office in the morning	22
4.10	Do you have a strong relationship to your co- workers	23
4.11	How as your relationship with your manager	24
4.12	Weather your company provides transport service	25
4.13	What is your personal growth in your company	26
4.14	How many years have you been with this company	27
4.15	Do you have a health benefits that are available to you through the city	28
4.16	Does your work give you a sense of accomplishment	29
4.17	Are you aware of all the HR policies in your company	30
4.18	The morale in my department is high	31
4.19	Is the company provides a canteen	32
4.20	How transparent do you feel the management is	33
4.21	Do you feel valued for your contributions	34
4.22	Do your superiors communicate company news effectively and in a timely manner	35

LIST OF CHARTS

TABLE NO	PARTICULARS	PAGE NO
4.1.1	Age of the respondent	14
4.1.2	Gender of the respondent	15
4.1.3	Marital status	16
4.1.4	_____ is your position in your company	17
4.1.5	How much experience do you have	18
4.1.6	How happy are you at work	19
4.1.7	Do you enjoy your company culture	20
4.1.8	How many hours do you work in your company	21
4.1.9	How do you feel when you arrive at the office in the morning	22
4.1.10	Do you have a strong relationship to you co- workers	23
4.1.11	How as your relationship with your manager	24
4.1.12	Whether your company provides transport service	25
4.1.13	What is your personal growth in your company	26
4.1.14	How many years you have been with this company	27
4.1.15	Do you have health benefits that are available to you through the city	28
4.1.16	Does your work give you a sense of accomplishment	29
4.1.17	Are you aware of all HR policies	30
4.1.18	The morale in my department is high	31
4.1.19	Is the company provides a canteen	32
4.1.20	How transparent do you feel the management is	33
4.1.21	Do you feel valued for your contribution	34
4.1.22	Do you superiors communicate company news effectively and in a timely manner	35

CHAPTER – I

INTRODUCTION

1.1 INTRODUCTION

EMPLOYEE SATISFACTION

Employee satisfaction is in regard to one's feeling or state of mind regarding the nature of their work. It can be influenced by a variety of factors e.g. quality of one's relationships with their supervisor, quality which they work, degree of fulfilment in their work etc.

Loke give a comprehensive definition of job satisfaction as involving cognitive, effective and evaluative research or attitudes and states it is “ a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience.” Job satisfaction is a result of employee's perception of how well their job provides those things that are viewed as important.

Job satisfaction, employee satisfaction or work satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction). or cognitions about the job (cognitive job satisfaction)

FACTORS DETERMINING EMPLOYEES SATISFACTION

- Factors affecting jobs are the main factors of job satisfaction, which may be challenging work, reward systems, working conditions, colleagues, learning and personality. Skill variety autonomy and significance are challenging tasks, which provide maximum satisfaction to employees.
- Working conditions influence employees level of satisfaction. Under conducive working condition, people prefer to work hard while in an adverse atmosphere

people avoid work. Working condition not only include physicals of the work but also the working relationships in the organization.

- Fairness in promotion, unbiased attitude of management, responsibilities and social status are the factors that are said to be providing satisfaction to employees.
- The relationship between the employees and the managers have an important bearing on job satisfaction.

1.3 COMPANY PROFILE

SUCCESS STEEL STRUCTURE

Success Steel structures is a future-ready steel construction solutions provider that specializes in the design, manufacturing and installation of light to heavy & complex steel structures & Pre-Engineered Buildings (PEBs). Success Steel Structures offers one of the most comprehensive Pre-engineered steel buildings-PEB product portfolios, with applications in major market segments including heavy industry, infrastructure, warehouses, factories and leisure structures.

HISTORY

Success Steel structures is in the erection business since 2009 . But now We have constantly evolved and understood every nuance of building construction while keeping up with changing times. Over time, we have also grown to understand the construction needs of a consumer better. Our in depth interaction with them has given us powerful insights to provide an umbrella of solutions for different sectors of the industry like Design, Manufacturing, Supply and Erection with Speed, Strength and Safety.

1.4 INDUSTRY PROFILE

Structural steel is a category of steel used for making construction materials in a variety of shapes. Many structural steel shapes take the form of an elongated beam having a profile of a specific cross section. Structural steel shapes, sizes, chemical composition, mechanical properties such as strengths, storage practices, etc., are regulated by standards in most industrialized countries.

Most structural steel shapes, such as I-beams, have high second moments of area, which means they are very stiff in respect to their cross-sectional area and thus can support a high load without excessive sagging.

Steel is an alloy made up of iron with typically a few tenths of a percent of carbon to improve its strength and fracture resistance compared to other forms of iron. Many other elements may be present or added. Stainless steels that are corrosion- and oxidation-resistant need typically an additional 11% chromium. Because of its high tensile strength and low cost, steel is used in buildings, infrastructure, tools, ships, trains, cars, machines, electrical appliances, and weapons. Iron is the base metal of steel. Depending on the temperature, it can take two crystalline forms (allotropic forms): body-centered cubic and face-centered cubic. The interaction of the allotropes of iron with the alloying elements, primarily carbon, gives steel and cast iron their range of unique properties.

In pure iron, the crystal structure has relatively little resistance to the iron atoms slipping past one another, and so pure iron is quite ductile, or soft and easily formed. In steel, small amounts of carbon, other elements, and inclusions within the iron act as hardening agents that prevent the movement of dislocations.

1.5 OBJECTIVES OF THE STUDY

- To identify the employees relational ship with their supervisors and co-workers.
- To assess the satisfaction level of employees on working conditions and environment.
- To know the security and the safety measure taken by the organization.

1.6 NEED

- To find out the satisfaction level of employee.
- To identify important factors of the employee satisfaction and organizational commitment of the employee.

1.7 SCOPE

- This study is on the impact of company policies, working conditions and on the job satisfaction of employees.
- It concentrates on the effect of factor in general and considers only the perceptual element of employees.

CHAPTER 2

REVIEW OF LITERATURE

2.1. INTRODUCTION

Review of literature provides a deep insight on the concerned board area of study. Review of Literature is the first step in organized research work. Researcher gets to know the quantum and direction of work done till date in his\her area of research interest. It also helps a researcher in appreciating different conclusion and outcomes of the research conducted. And finally researcher can make an informed decision with regard to the research methodology which will suit to his\her research work, based on review of literature. The researchers are taking reference from any related book, article, related research paper, these, organizational report and various literatures available on the website and internet.

2.2. LIST OF REVIEW

1. 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 fulfillment 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.

2. 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.

3. 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.

4. Omev (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 employees 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.

5. 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.

6. Silverthorne (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.

7. 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.

8. 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 fulfill his desires, it is still appropriate. It is also noticed that it does not fulfill 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.

9. 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.

10. 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 analyzed 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 fulfill 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.

11. 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 selffulfillment. When an organization value its employee's contribution and cares about their well-being, employees are intrinsically and extrinsically satisfied.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. Singh & Jain (2013), Employee happiness and its impact on results were highlighted. The behavior 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 fulfillment. Good labor practices and good working conditions also improve workers' efficiency, profitability, satisfaction, and retention.

18. 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 analyzing 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.

19. Neeraj Kumari (2016) pursued observational research on behavior 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. The researcher further suggested that managers take care of recruiting and personnel decisions to make a constructive contribution to the human resource to effectively aware of the organization's future needs.

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CHAPTER 3

RESEARCH METHODOLOGY

The data need for the study is collected from the employees, through questionnaire. Analysis and interpretation has been done by using the statistical tools and data presented through tables and charts.

3.1: RESEARCH DESIGN

The study was based on survey method. The aim of the study is to find satisfaction levels of employees.

3.2: SAMPLE DESIGN

A sample design is a definite plan for obtaining a sample from a given population. Convenience sampling method used in selected samples.

3.3: PERIOD OF STUDY

This study on employee satisfaction was conducted during the period of Jan 2022 to April 2022 which is Four months.

3.4: SAMPLE SIZE

The sample size of this study is 108

3.5: DATA COLLECTION

The data collected for the study consists of both primary and secondary data.

PRIMARY DATA

In this study primary data were collected through personnel interview using questionnaire. The questionnaire was administered to fifty employees of SUCCESS STEEL STRUCTURE.

SECONDARY DATA

Secondary data for this study was collected from.

- Preciously published records, statistics, research reports and documents.
- Books, Periodical and Websites.

3.6: QUESTIONNAIRE

In this study the researcher have used a questionnaire consisting of twenty two multiple choice based questions.

3.7: TOOLS USED FOR ANALYSIS

Percentage Analysis, Hypothesis Testing, Chi-square Test are used as statistical tools for the analysis.

3.8: GRAPHICAL REPRESENTATION OF DATA

Graphical Representation tool such as Bar Graphs and Pie charts have been used for the data analysis.

CHAPTER - 4

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

1. AGE OF THE RESPONDENT

TABLE NO. 4.1.1:

AGE	NO.OF. RESPONDENT	PERCENTAGE
18- 25	18	16.7%
25- 35	61	56.5%
35- 45	12	11.1%
MORE THAN 45	17	15.7%
TOTAL	108	100

CHART NO: 4.1.1:

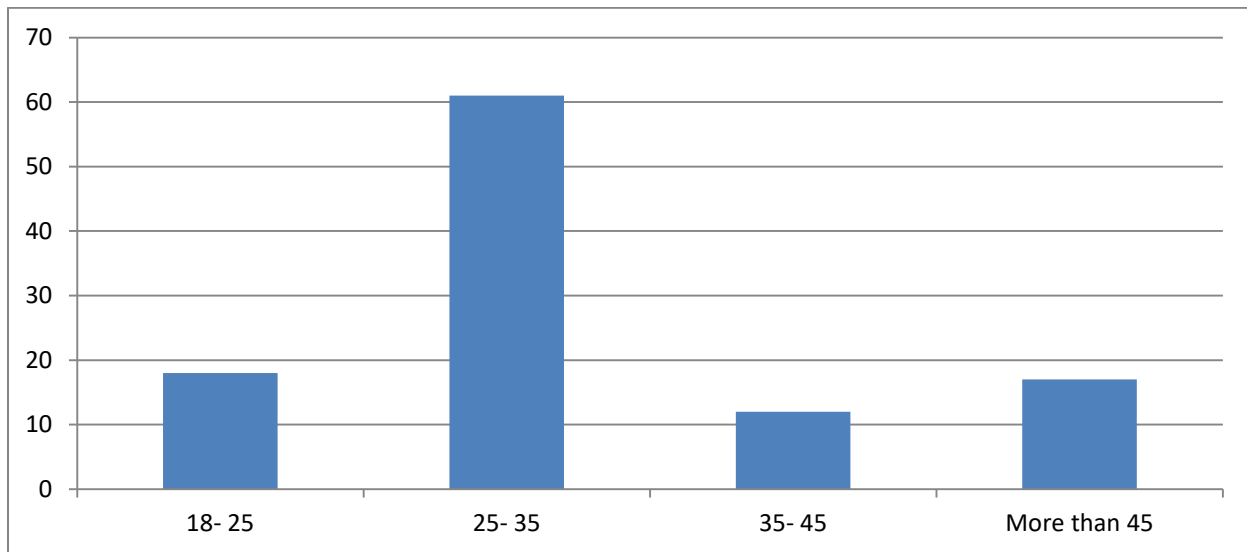


Fig: 4.1.1 Age of the respondent

INTERPRETATION: From the above table, it is interpreted 16.7% of respondent are of age group 18- 25, 56.5% of them belong to age group 25- 35 and 11.1% belong to the age group 35- 45 and 15.7% belong to age group more than 45.

2. Gender of the respondent

TABLE NO. 4.1.2:

GENDER	NO.OF. RESPONDENT	PERCENTAGE
MALE	88	81.5%
FEMALE	20	18.5%
Total	108	100

CHART NO. 4.1.2:

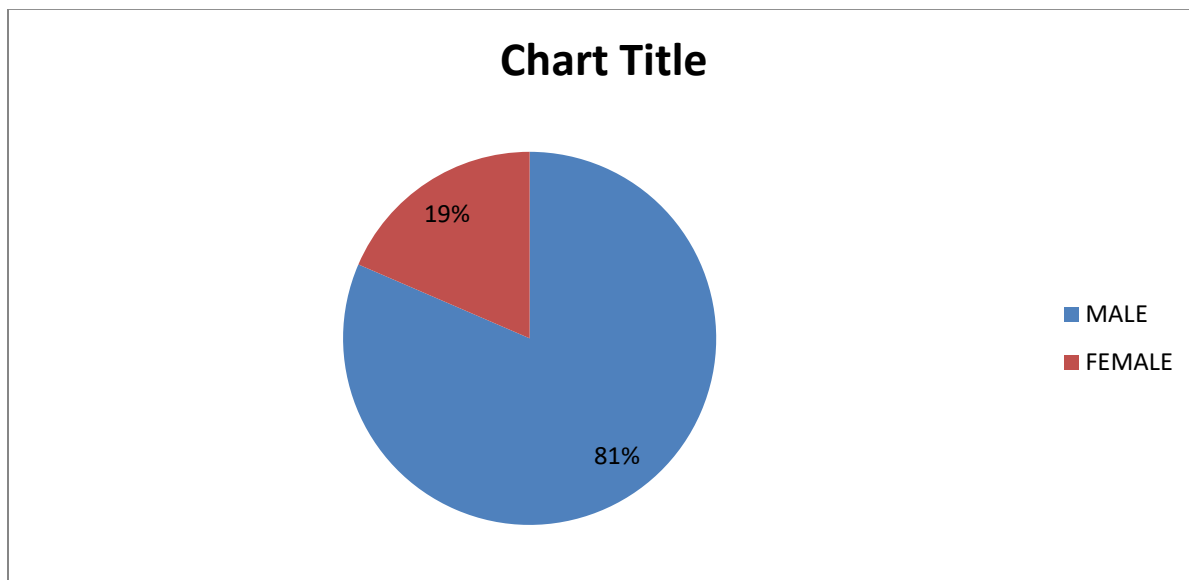


Fig no. 4.1.2: Gender of the respondent

INTERPRETATION:

From the above table, it is interpretation that 81.5% of respondents are Male category and 18.5% belong to Female category.

3. Marital status of the respondent

TABLE NO. 4.1.3:

GENDER	NO.OF. RESPONDENT	PERCENTAGE
MARRIED	63	58.3%
UNMARRIED	45	41.7%
Total	108	100

CHART NO. 4.1.3:

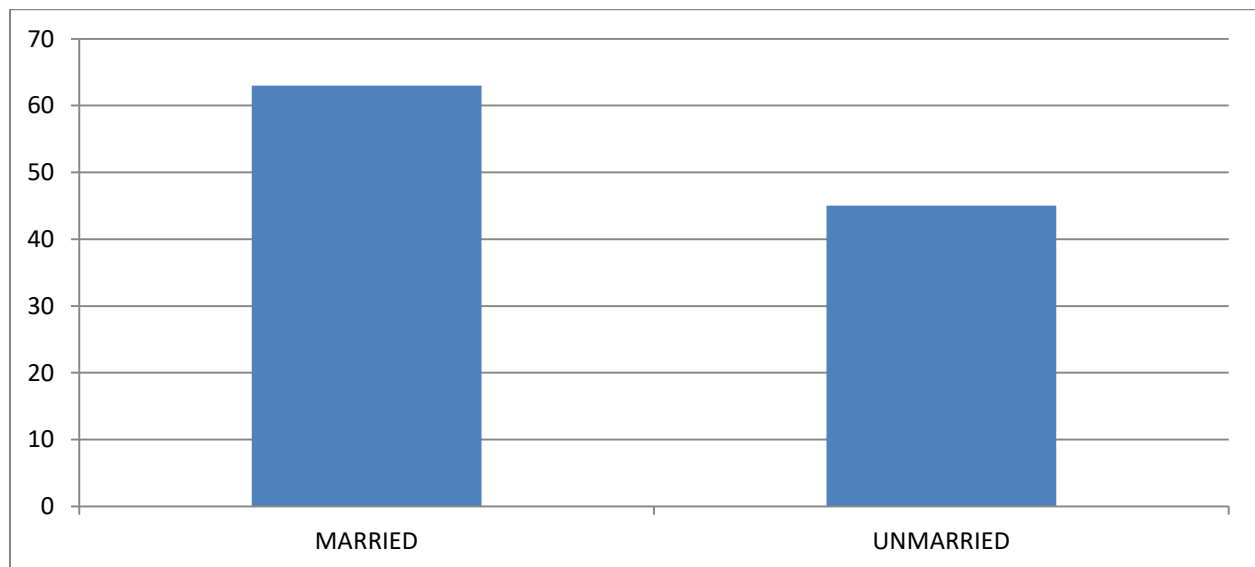


Fig no. 4.1.3: Marital status of the respondent

INTERPRETATION:

From the above table, it can be interpreted that out of the option given 58.3% of respondent are married, 41.7% of respondent are unmarried.

4. _____ is your position in company

TABLE NO. 4.1.4:

OPTIONS	NO. OF. RESPONDENT	PERCENTAGE
EMPLOYEE	101	93.5%
SUPERVISOR	4	3.7%
MANAGER	3	2.8%
OFFICER	0	0%
TOTAL	108	100

CHART NO. 4.1.4:

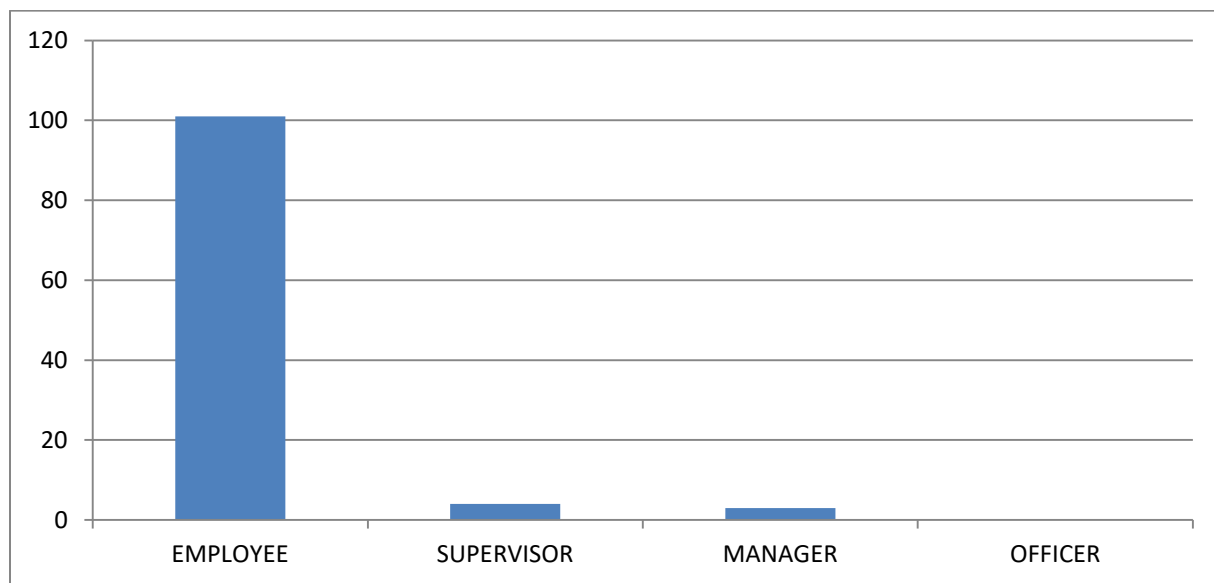


Fig no. 4.1.4: Your position in the company

INTERPRETATION:

From above table, it can be interpreted that out of the option given 93.5% of respondent are Employee and 3.7% of respondent are supervisor and 2.8% of respondent are Manager.

5. How much experience do you have

TABLE NO. 4.1.5:

Option	Number of respondents	percentage
3 - 5 years	25	23.1%
5- 10 years	39	36.1%
Less than 3 year	19	17.6%
More than 10	25	23.1%
Total	108	100

CHART NO.4.1.5:

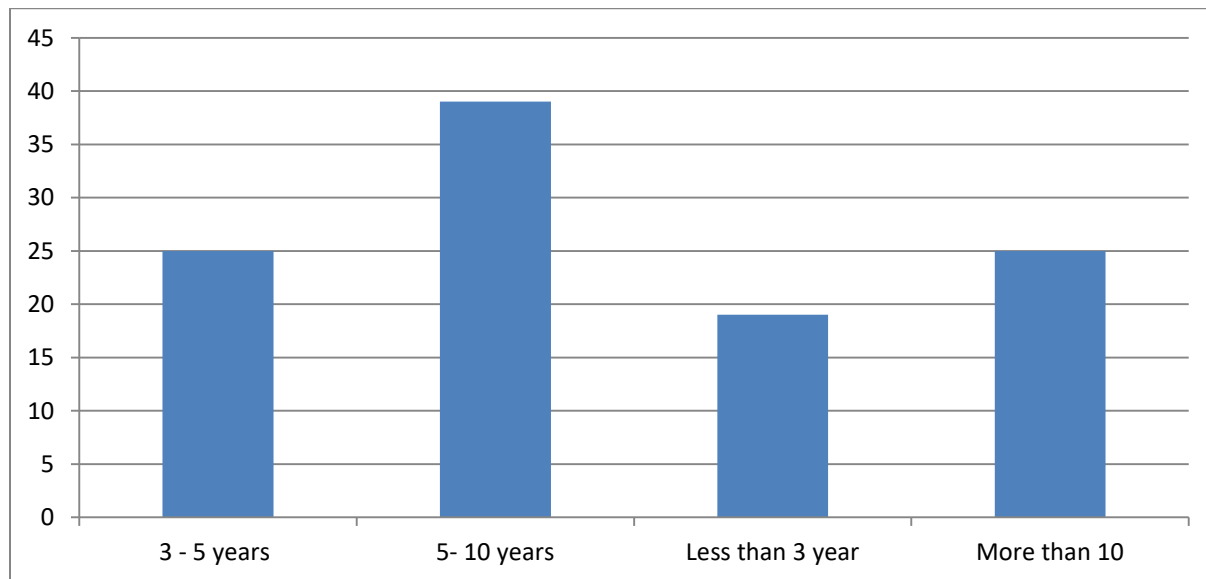


Fig no. 4.1.5: Work Experience of the respondent

INTERPRETATION:

From the above table 23.1% of the respondent have 3-5 years and 36.1% of the respondent are 5- 10 years and 17.6% Less than 3 years and 23.1% of the respondent are More than 10 year.

6. How happy are you at work

TABLE NO.4.1.6:

options	No of respondent	Percentage
50%	13	12%
65%	21	19.4%
85%	49	45.4%
100%	25	23.1%
Total	108	100

CHART NO. 4.1.6:

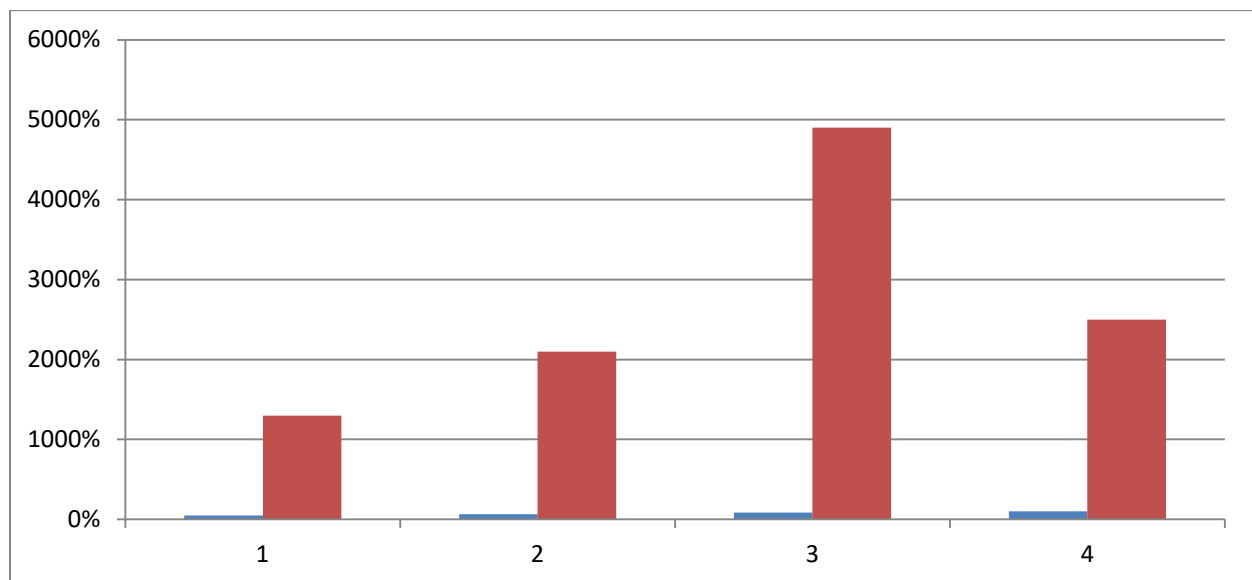


Fig no.4.1.6: How happy are you at work

INTERPRETATION:

From the above table 12% of the respondent are have 50% and 19.4% of the respondent are have 65% and 45.4% of the respondent are 85% and the 23.1% of the respondent are 100%.

7.Do you enjoy your company culture

TABLE NO. 4.1.7:

Options	No of respondents	Percentage
Yes	89	82.4%
No	19	17.6%
Total	108	100

CHART NO. 4.1.7:

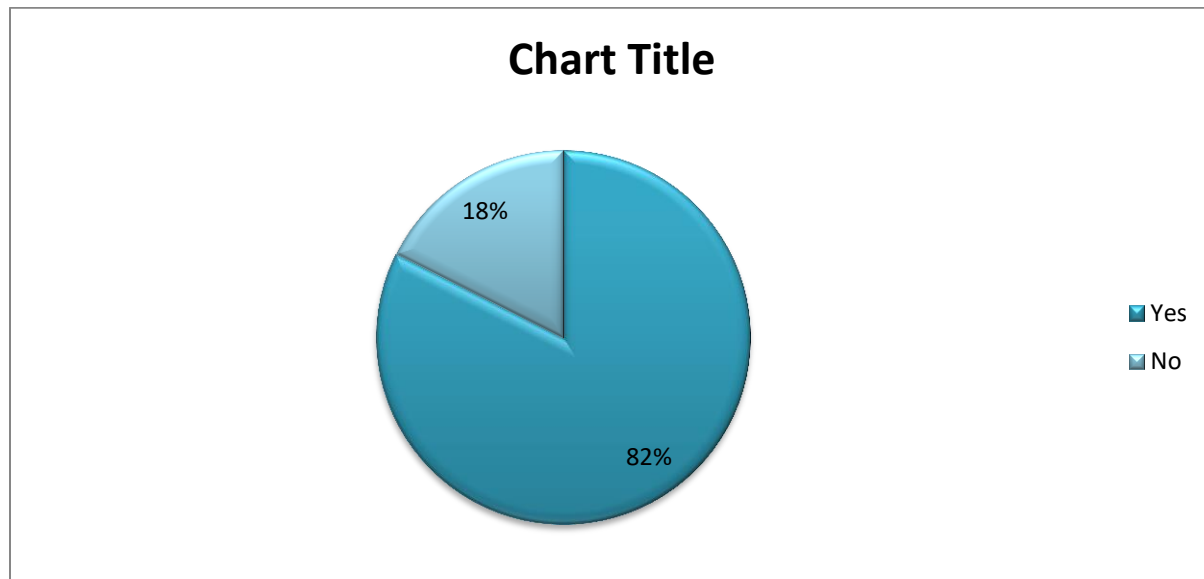


Fig no. 4.1.7: Do you enjoy your company culture

INTERPRETATION:

From the above table 82.4% of the respondent are selected Yes and 17.6% of the respondent are selected No.

8. How many hours do you work in your company

TABLE NO. 4.1.8:

Options	No of respondents	Percentage
6 Hours	3	2%
7 Hours	4	3.7%
8 Hours	39	36.1%
9 Hours	63	58.3%
Total	108	100

CHART NO. 4.1.8:

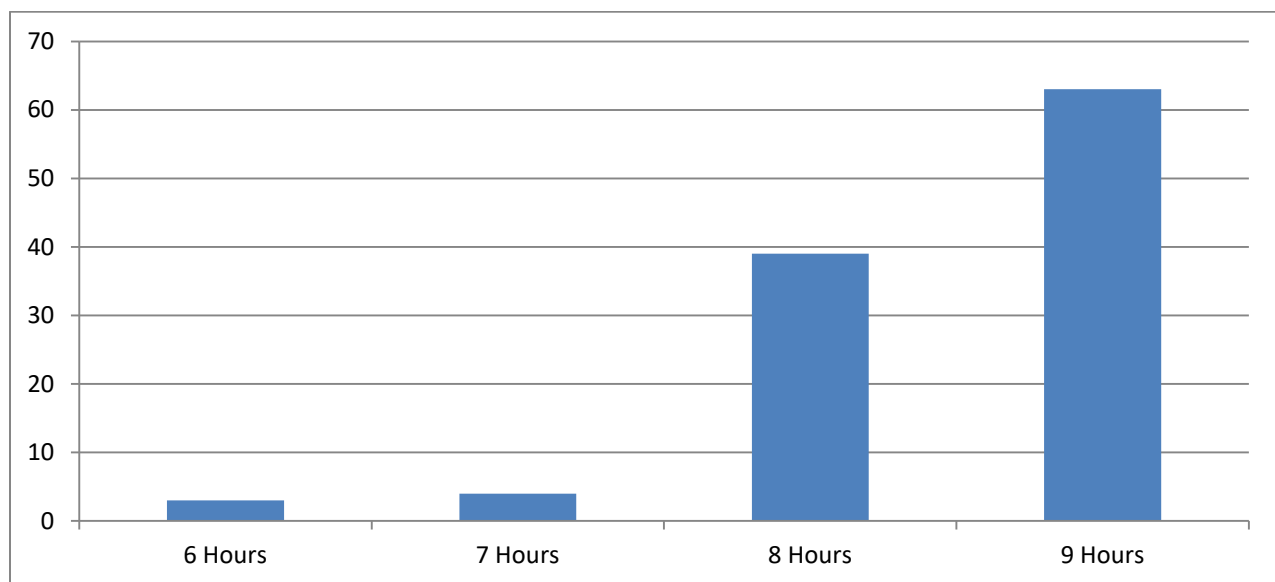


Fig no.4.1.8: How many hours do you work in your company

INTERPRETATION:

From the above table 6.5% of the respondent are 6 Hours and 1.9% of the respondent are 7 Hours and 34.3% of the respondent are 8 Hours and 57.4% of the respondent are 9 Hours.

9. How do you feel when you arrive at the office in the morning

TABLE NO. 4.1.9:

Options	No of respondents	Percentage
I am already exhausted and can't wait to go home	8	7.4%
I feel motivated and energized	71	65.7%
I managed stressful situation from time but I manage stress well so it dosen't build up	11	10.2%
None of these	18	16.7%
Total	108	100

CHART NO. 4.1.9:



Fig no.4.1.9: How do you feel when you arrive at the office in the morning

INTERPRETATION:

From the above table 6.5% of the respondent are selected I am already exhausted and can't wait to go home and 67.6% of the respondent are selected I feel motivated and energized and 10.2% of the respondent are selected I managed stressful situation from time but I manage stress well so it doesn't build up and 15.7% of the respondent are selected None of these .

10. Do you have a strong relationship with co- workers

TABLE NO. 4.1.10:

Options	No of respondents	Percentage
Yes	94	87%
No	14	13%
Total	108	100

CHART NO. 4.1.10:

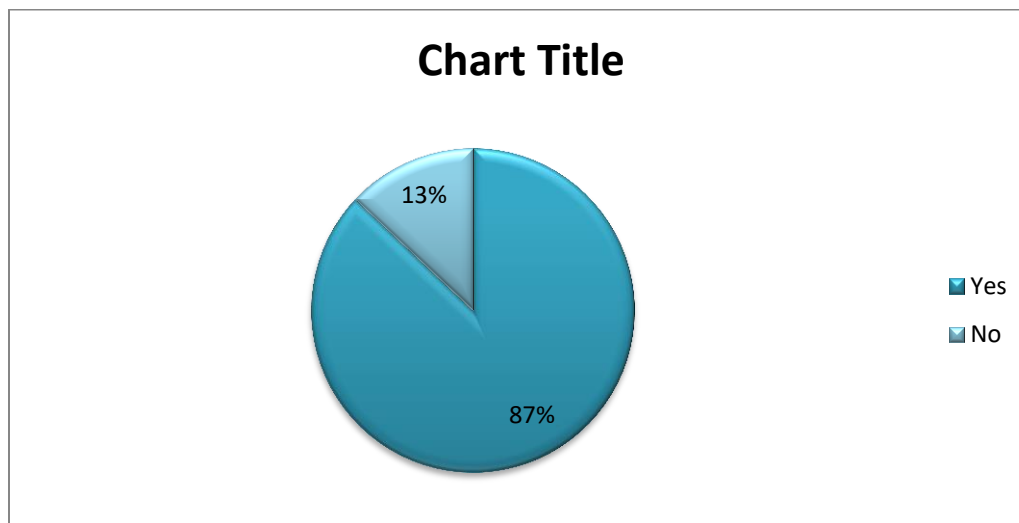


Fig no.4.1.10: Do the employees have a strong relationship with co- workers

INTERPRETATION: From the above table 87% of the respondent are selected Yes and 13% of the respondent are selected No.

11. How as your relationship with your manager

TABLE NO. 4.1.11:

Option	No of respondents	percentage
Friendly	48	44.4%
Take initiative	4	3.7%
Share the credit	17	15.7%
None of these	39	36.1%
Total	108	100

CHART NO.4.1.11:

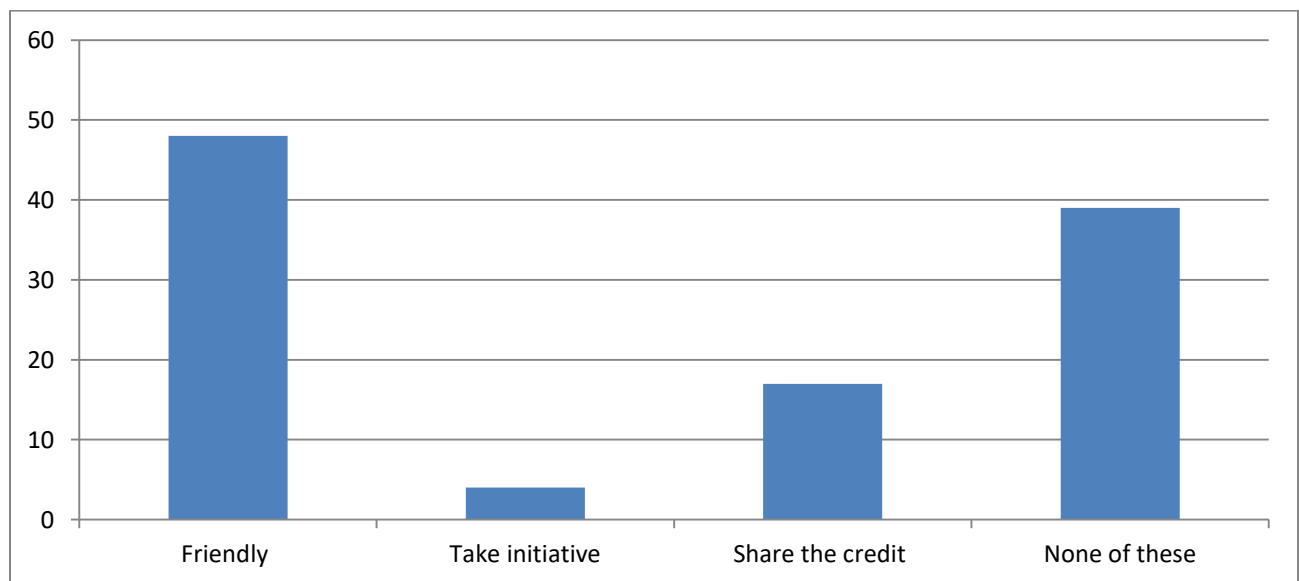


Fig no.4.1.11: How as your relationship with your manager

INTERPRETATION:

From the above table 44.4% of the respondent are selected Friendly and 3.7% of the respondent are selected Take initiative and 15.7% of the respondent are selected Share the credit and 36.1% of the respondent are selected None of these

12. Whether your company provides transport service

TABLE NO. 4.1.12:

Options	No of respondents	Percentage
Yes	91	84.3%
No	17	15.7%
Total	108	100

CHART NO. 4.1.12:

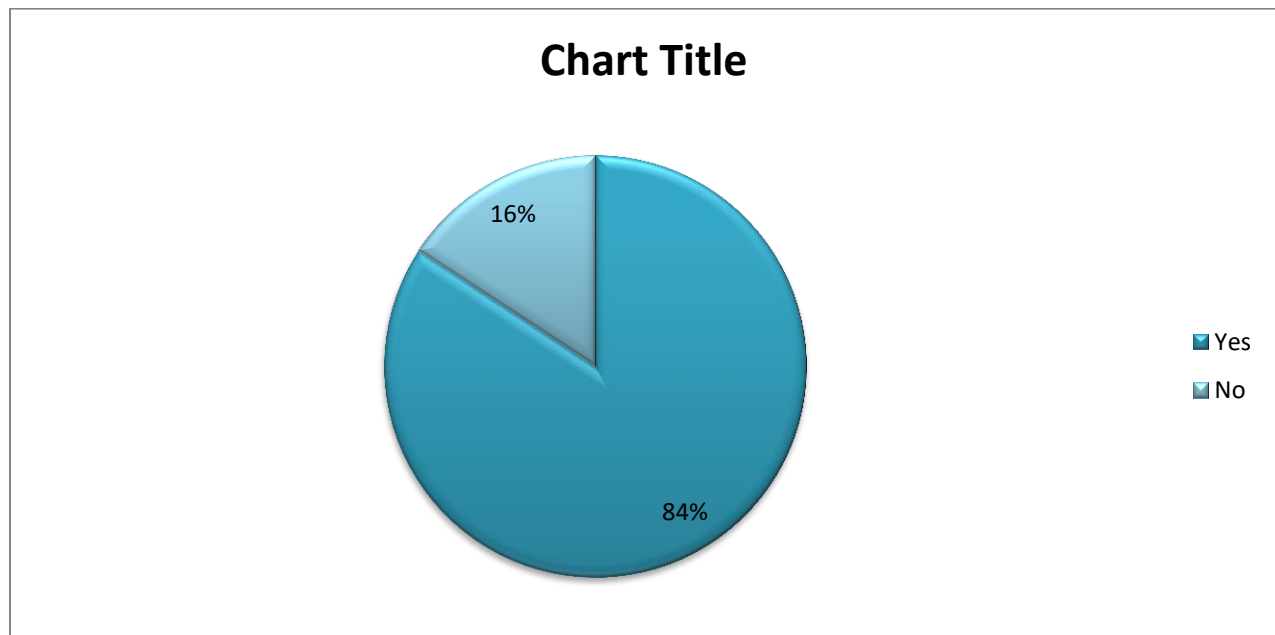


Fig no.4.1.12: Whether your company provides transport service

INTERPRETATION:

From the above table 84.3% of the respondent are selected Yes and 15.7% of the respondent are selected No.

13. What is your personal growth in your company

TABLE NO. 4.1.13:

Option	No of respondents	percentage
Mental growth	57	52.8%
Social growth	16	14.8%
Emotional growth	17	15.7%
Psychological growth	18	16.7%
Total	108	100

CHART NO. 4.1.13:

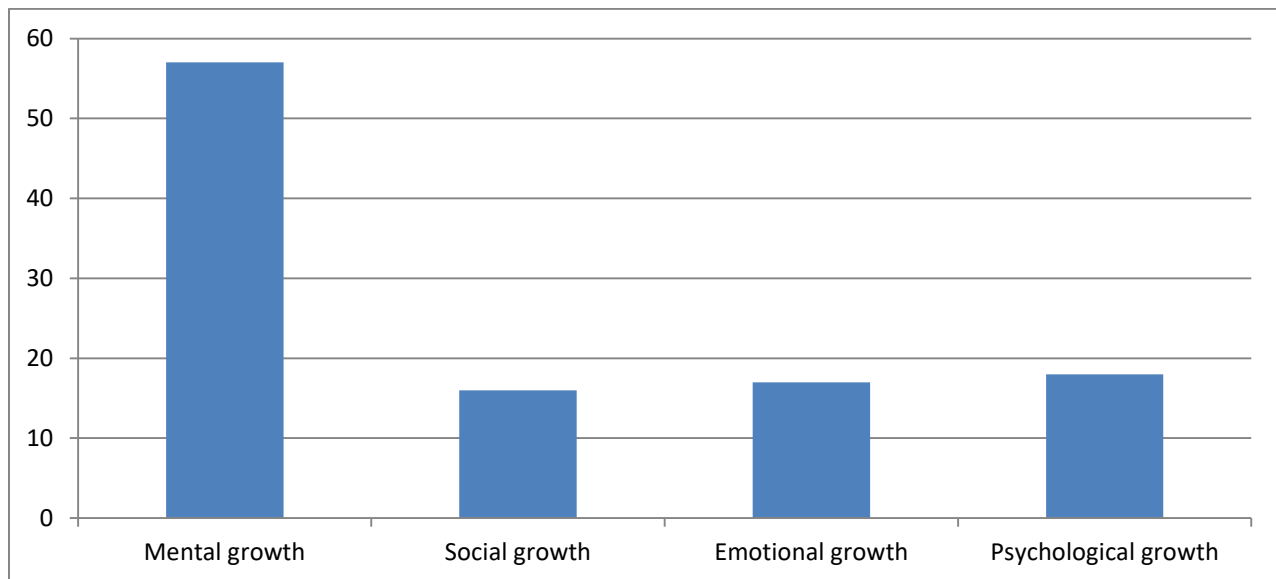


Fig no.4.1.13: What is your personal growth in your company

INTERPRETATION:

From the above table 52.8% of the respondent are selected Mental growth and 14.8% of the respondent are selected Social growth and 15.7% of the respondent are selected Emotional growth and 16.7% of the respondent are selected Psychological growth.

14. How many years you have been with this company

TABLE NO. 4.1.14:

Option	No of respondents	Percentage
1-3 years	30	27.8%
4-6 years	26	24.1%
Less than a year	32	29.6%
More than 6 years	20	18.5%
Total	108	100

CHART No.4.1.14

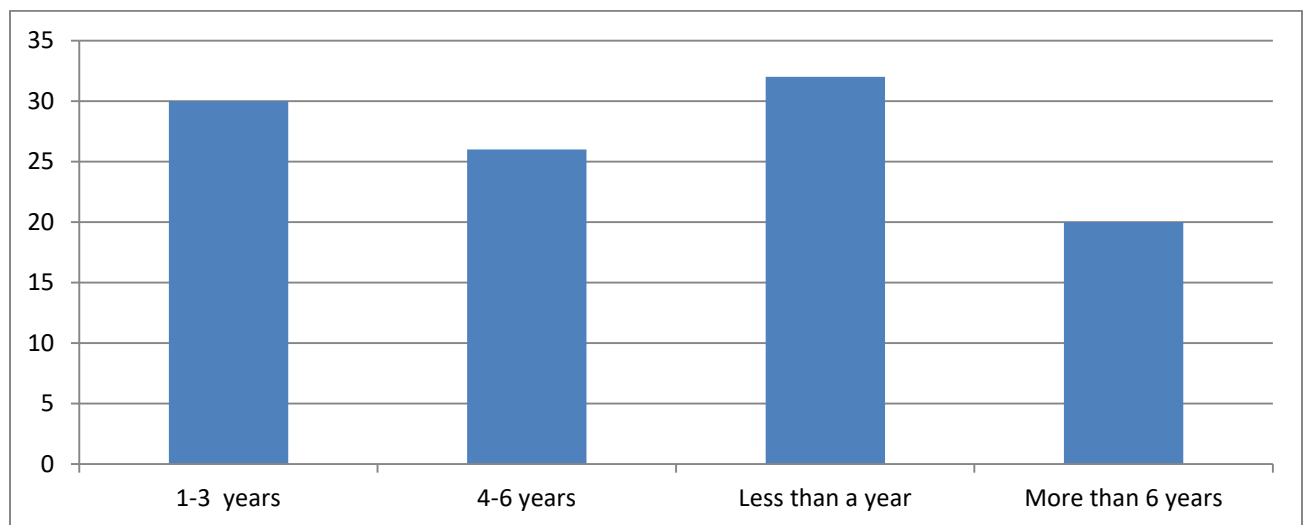


Fig no.4.1.14: How many years you have been with this company

INTERPRETATION:

From the above table 27.8% of the respondent are selected 1- 3 years and 24.1% of the respondent are selected 4- 6 years and 29.6% of the respondent are selected Less than a year and 18.5% of the respondent are selected More than 6 years.

15. Do you have health benefit that are available to you through the city

TABLE NO. 4.1.15:

Option	No of respondents	Percentage
Yes	45	41.7%
Somewhat	11	10.2%
No	43	39.8%
None of these	9	8.3%
Total	108	100

CHART NO. 4.1.15:

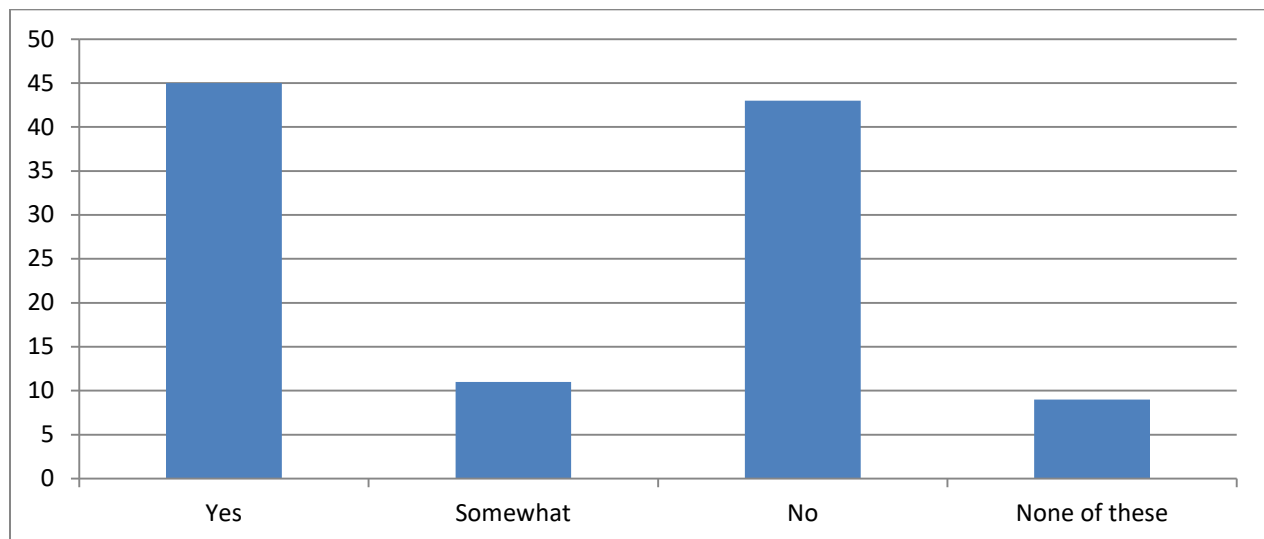


Fig no.4.1.15: Do you have health benefit that are available to you through the city

INTERPRETATION:

From the above table 41.7% of the respondent are selected Yes and 10.2% of the respondent are selected Somewhat and 39.8% of the respondent are selected No and 8.3% of the respondent are selected None of these.

16. Does your work give you a sense of accomplishment

TABLE NO. 4.1.16:

Option	No of respondents	percentage
Slightly	8	7.4%
Moderately	52	48.1%
Very	27	25%
Not at all	21	19.4%
Total	108	100

CHART NO. 4.1.16:

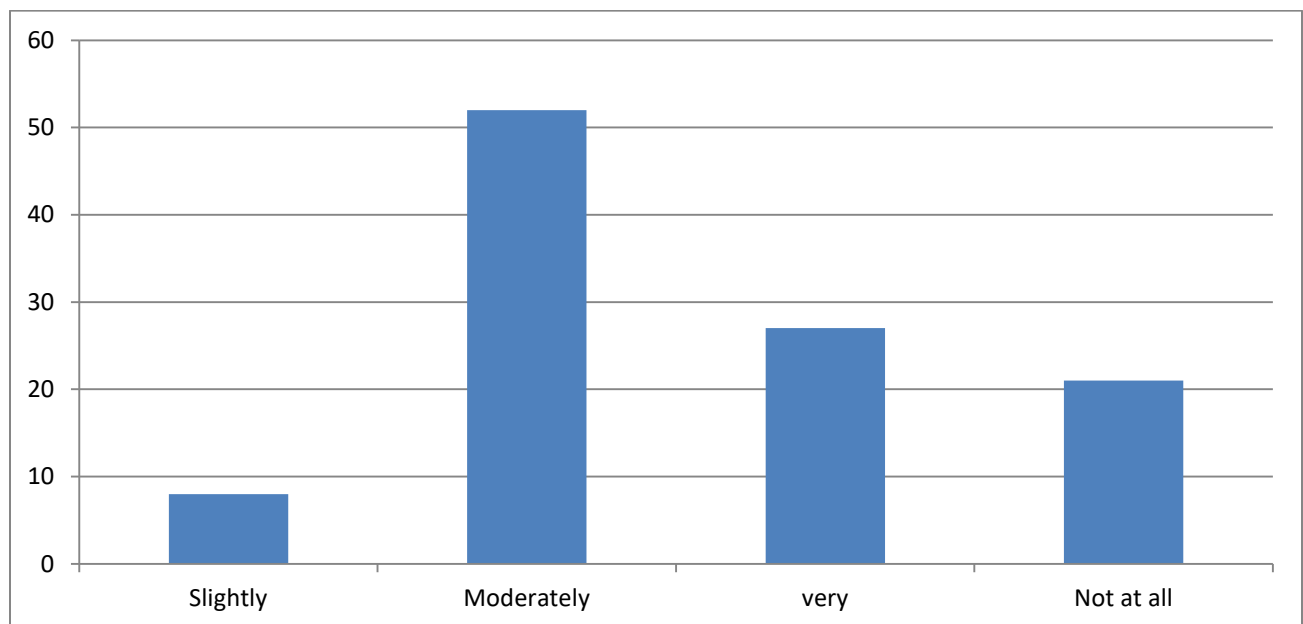


Fig no.4.1.16: Does your work give you a sense of accomplishment

ITRPRETATION:

From the above table 7.4% of the respondent are selected Slightly and 48.1% of the respondent are selected Moderately and 25% of the respondent are selected Very and 19.4% of the respondent are selected Not at all.

17. Are you aware of all HR policies

TABLE NO. 4.1.17:

Option	No of respondents	percentage
Yes	80	74.1%
No	28	25.9%
Total	108	100

CHART NO. 4.1.17:

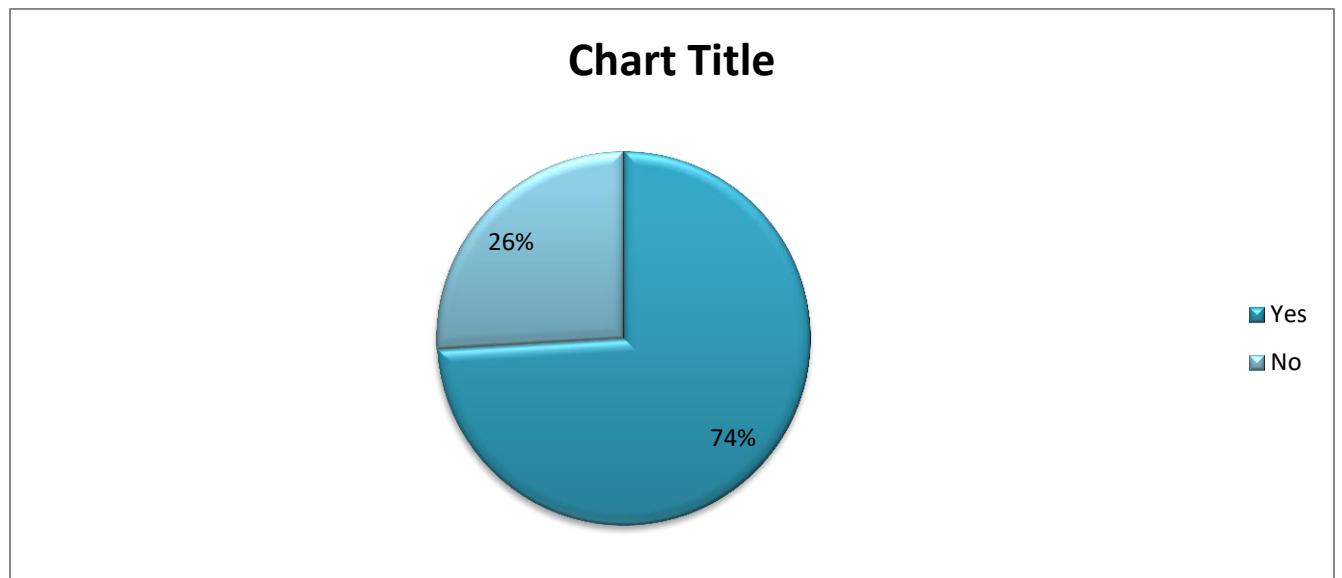


Fig no.4.1.17: Are you aware of all HR policies

INTERPRETATION:

From the above table 74.1% of the respondent are selected Yes and 25.9% of the respondent are selected No.

18. The morale in my department is high

TABLE NO. 4.1.18:

OPTION	NO. OF. RESPONDENT	PERCENTAGE
Agree	71	65.7%
Disagree	0	0
Neither/Agree(or)Disagree	18	16.7%
Some what Agree	19	17.6%
Total	108	100

CHART NO. 4.1.18:

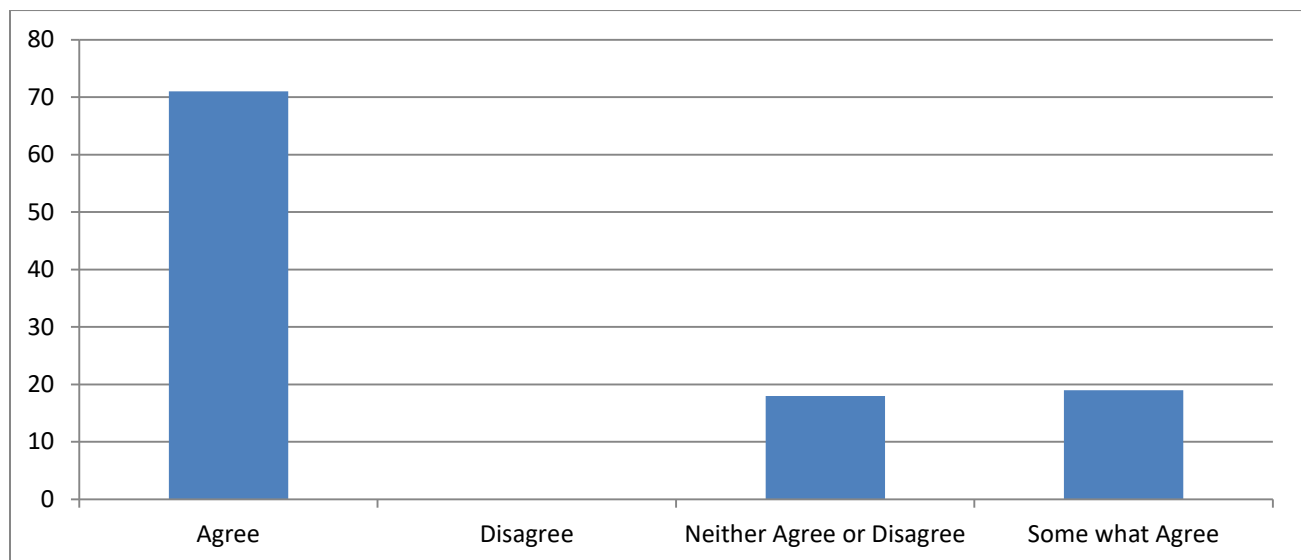


Fig no. 4.1.18: The morale in my department is high

INTERPRETATION:

From the above table 65.7% of the respondent are selected Agree and 16.7% of the respondent are selected Neither agree or disagree and 17.6% of the respondent are selected Some what agree.

19. Is the company provides a canteen

TABLE NO. 4.1.19:

Option	No of respondents	Percentage
Yes	108	100%
No	0	0
Total	108	100

CHART NO. 4.1.19:

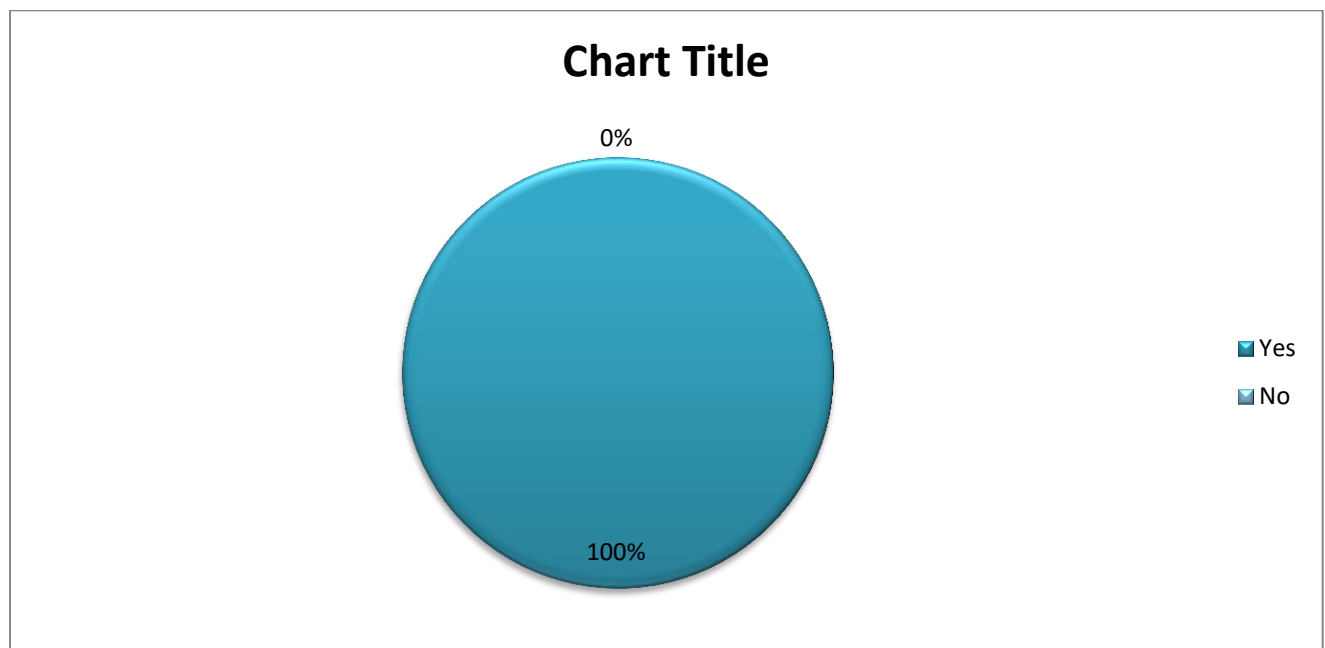


Fig no. 4.1.19: Is the company provides a canteen

INTERPRETATION:

From the above table 100% of the respondent are selected Yes.

20. How transparent do you feel the management is

TABLE NO. 4.1.20:

Option	No of respondents	Percentage
25%	10	9.3%
50%	69	63.9%
More than 50%	29	26.9%
Less than 25%	0	0
Total	108	100

CHART NO. 4.1.20:

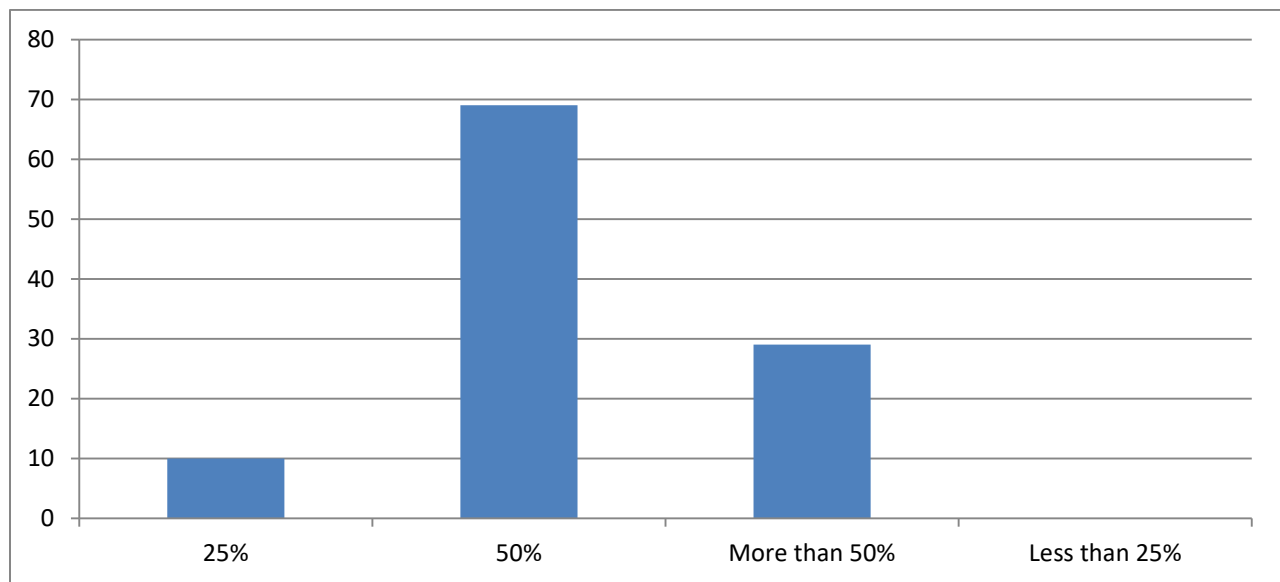


Fig no. 4.1.20: How transparent do you feel the management is

INTERPRETATION:

From the above table 9.3% of the respondent are selected 25% and 63.9% of the respondent are selected 50% and 26.9% of the respondent are selected More than 50%.

21. Do you feel value for contribution

TABLE NO. 4.1.21:

Option	No of respondents	Percentage
Agree	88	81.5%
Disagree	20	18.5%
Total	108	100

CHART NO. 4.1.21:

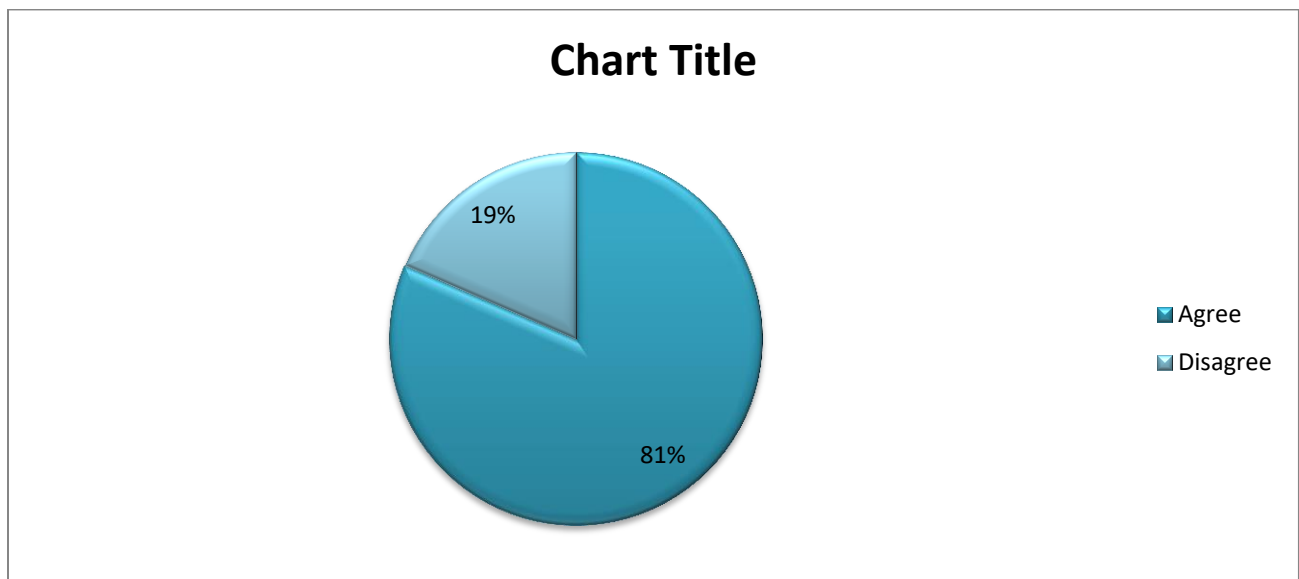


Fig no. 4.1.21: Do you feel value for contribution

INTERPRETATION:

From the above table 81.5% of the respondent are selected Agree and 18.5% of the respondent are selected Disagree

22. Do your superiors communicate company news effectively and in a timely manner

TABLE NO. 4.1.22:

Option	No of respondents	Percentage
Week in work	9	8.3%
Daily team work	42	38.9%
Self activity	13	12%
All of these	44	40.7%
Total	108	100

CHART NO. 4.1.22:

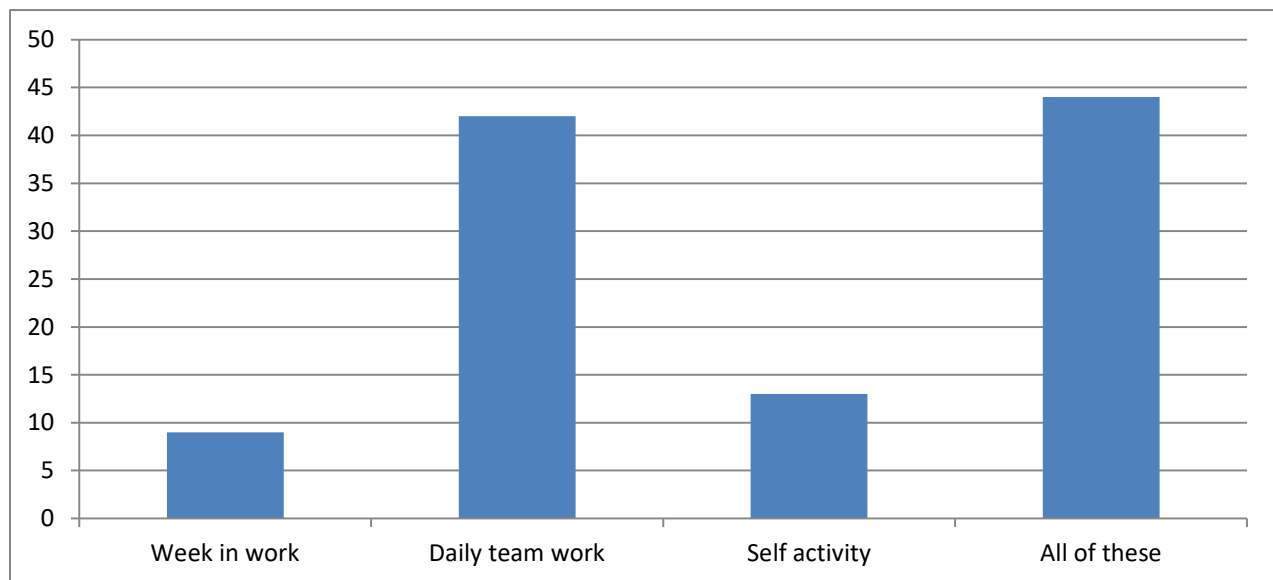


Fig no.4.1.22: Do your superiors communicate company news effectively and in a timely manner

INTERPRETATION: From the above table 8.3% of the respondent are selected Week in Week and 38.9% of the respondent are selected Daily team work and 12% of the respondent are selected self activity and 40.7% of the respondent are selected All of these.

4.2: STATISTICAL ANALYSIS:

HYPOTHESIS

A hypothesis is an assumption, an idea that is proposed for the sake of argument so that it can be tested to see if it might be true. In the scientific method, the hypothesis is constructed before any applicable research has been done, apart from a basic background review.

In statistical hypothesis testing, two hypotheses are compared. These are called the null hypothesis and the alternative hypothesis. The null hypothesis is the hypothesis that states that there is no relation between the phenomena whose relation is under investigation, or at least not of the form given by the alternative hypothesis. The alternative hypothesis, as the name suggests, is the alternative to the null hypothesis: it states that there *is* some kind of relation. The alternative hypothesis may take several forms, depending on the nature of the hypothesized relation; in particular, it can be two-sided (for example: there is *some* effect, in a yet unknown direction) or one-sided (the direction of the hypothesized relation, positive or negative, is fixed in advance

4.3: Chi square test:

A chi-square test (also chi-square or χ^2 test) is a statically hypothesis test that is valid to perform when the test statistic is chi-squared distributed under null hypothesis, specifically Pearson's chi-squared test and variants thereof. A chi-square statistic is one way to show a relationship between two categorical variables. In statistics, there are two types of variables: numerical (countable) variables and non-numerical (categorical) variables.

4.4: Null hypothesis:

A hypothesis, in general, is an assumption that is yet to be proved with sufficient pieces of evidence. A null hypothesis thus is the hypothesis a researcher is trying to disprove. A null hypothesis is a hypothesis capable of being objectively verified, tested, and even rejected.

When to reject null hypothesis?

- When the p-value of the data is less than the significant level of the test, the null hypothesis is rejected, indicating the test results are significant.
- However, if the p-value is higher than the significant value, the null hypothesis is not rejected, and the results are considered not significant.
- The level of significance is an important concept while hypothesis testing as it determines the percentage risk of rejecting the null hypothesis when H_0 might happen to be true.
- In other words, if we take the level of significance at 5%, it means that the researcher is willing to take as much as a 5 percent risk of rejecting the null hypothesis when it (H_0) happens to be true.

4.5: ALTERNATIVE HYPOTHESIS

In statistical hypothesis testing, the **alternative hypothesis** is one of the proposed proposition in the hypothesis test. In general the goal of hypothesis test is to demonstrate that in the given condition, there is sufficient evidence supporting the credibility of alternative hypothesis instead of the exclusive proposition in the test (null hypothesis). It is usually consistent with the **research hypothesis** because it is constructed from literature review, previous studies, etc. However, the research hypothesis is sometimes consistent with the null hypothesis.

In statistics, alternative hypothesis is often denoted as H_a or H_1 . Hypotheses are formulated to compare in a statistical hypothesis test.

4.6: HYPOTHESIS OF THE STUDY

H_1 : There is a significant relationship between Happiness at work and a strong relationship with their co- workers.

4.7: HYPOTHESIS OUTPUT

Q1: How happy are you at work

Q2: Do you have a strong relationship to your co- workers

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
7. How happy are you at work * 11. Do you have a strong relationship to your co-workers	148	100.0%	0	0.0%	148	100.0%

7. How happy are you at work * 11. Do you have a strong relationship to your co-workers Crosstabulation

Count		11. Do you have a strong relationship to your co-workers		Total
		No	Yes	
7. How happy are you at work	50.00%	8	13	21
	65.00%	6	21	27
	85.00%	11	51	62
	100.00%	0	38	38
Total		25	123	148

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	15.027 ^a	3	.002
Likelihood Ratio	19.955	3	<.001
N of Valid Cases	148		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 3.55.

Directional Measures

			Value	Asymptotic Standard Error ^a	Approximate T ^d	Approximate Significance
Nominal by Nominal	Lambda	Symmetric	.000	.000	. ^b	. ^b
		7. How happy are you at work Dependent	.000	.000	. ^b	. ^b
		11. Do you have a strong relationship to your co-workers Dependent	.000	.000	. ^b	. ^b
	Goodman and Kruskal tau	7. How happy are you at work Dependent	.029	.009		.005 ^c
		11. Do you have a strong relationship to your co-workers Dependent	.102	.039		.002 ^c
	Uncertainty Coefficient	Symmetric	.077	.020	3.614	<.001 ^e
		7. How happy are you at work Dependent	.052	.014	3.614	<.001 ^e
		11. Do you have a strong relationship to your co-workers Dependent	.148	.035	3.614	<.001 ^e

a. Not assuming the null hypothesis.

b. Cannot be computed because the asymptotic standard error equals zero.

c. Based on chi-square approximation

d. Using the asymptotic standard error assuming the null hypothesis.

e. Likelihood ratio chi-square probability.

Symmetric Measures

			Value	Approximate Significance
Nominal by Nominal	Phi		.319	.002
	Cramer's V		.319	.002
	Contingency Coefficient		.304	.002
N of Valid Cases			148	

4.8. HYPOTHESIS RESULT

- The Hypothesis frames the project Employee Satisfaction.
- I have got 0.304 in chi square test it accept alternative hypothesis and rejected null hypothesis.

CHAPTER -5

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS:

- Majority (56.5%) of the respondent are between the age of 25-35, the next highest is (16.7%) and they belong to 18- 25 after that comes (15.7%) of the respondent are More than 45 and (11.1%) of the respondent are 35- 45.
- Majority (81.5%) of the respondent are Male and the remaining (18.5%) of the respondent are Female.
- Majority (58.3%) of the respondent are Married and (41.7%) of the respondent are Unmarried.
- Majority (93.5%) of the respondent are Employee and next highest is (3.7%) of the respondent are supervisor and (2.8%) of the respondent are Manager.
- Majority (36.1%) of the respondent are 5- 10 years of experience and next highest is (23.1%) of the respondent are have 3- 5 years of experience and (23.1%) of the respondent of the respondent are have More than 10 years and (17.6%) of the respondent are have Less than 3 years of experience.
- Majority (45.4%) of the respondent are selected 85% and (23.1%) of the respondent are selected 100% and (19.4%) of the respondent are selected 65% and (12%) of the respondent are have 50% happy at their work.
- Majority (82.4%) of the respondent are selected Yes and (17.6%) of them selected No for the question that do you enjoy your company culture.
- Majority (57.4%) of the respondent are selected 9 Hours and next highest is (36.1%) of the respondent are have 8 Hours work and (3.7%) of them are have 7 Hours work and (1.9%) of the respondent are selected 6 Hours works.

- Majority (65.7%) of the respondent are selected that I feel motivated and energized while arrive to the work in morning and next highest (16.7%) of the respondent are selected None of these and (10.2%) of the respondent are I experience stressful situation from time but I manage stress well so it doesn't build up and (7.4%) of the respondent are selected I am already exhausted and can't wait to go home.
- Majority (87%) of the respondent of my are selected that Yes and (13%) of the respondent are selected No for the question that do you have a strong relationship with your co- workers.
- Majority (44.4%) of the respondent are selected Friendly and (36.1%) of the respondent are selected None of these and (15.7%) of the respondent are selected share the credit and (3.7%) of the respondent are selected Take initiative.
- Majority (84.3%) of the respondent of my questionnaire are selected Yes and (15.7%) of the respondent are selected No for the question Weather the company provide transport services.
- Majority (52.8%) of the respondent of my questionnaire are selected that Mental growth and (16.7%) of the respondent are selected Psychology and (15.7%) of the respondent are selected Emotional growth and (14.8%) of the respondent are selected Social growth as there personal growth in the company.
- Majority (29.6%) of the respondent of my questionnaire are selected less than a year and (27.8%) of the respondent are selected 1- 3 years and (24.1%) of the respondent are selected 4- 6 years and (18.5%) of the respondent are selected More than Six years.
- Majority (41.7%) of the respondent are selected Yes and (39.8%) of the respondent are selected No and (10.2%) of the respondent are selected Some what and (8.3%) of the respondent are selected None of these.

- Majority (48.1%) of the respondent of my questionnaire are selected Moderately and (25%) of the respondent are selected very and (19.4%) of the respondent are selected Not at all and (7.4%) of the respondent are selected slightly.
- Majority (74.1%) of the respondent are selected Yes and (25.9%) of the respondent are selected No to the question that Are you aware of all HR policies.
- Majority (65.7%) of the respondent are selected Agree and (17.6%) of the respondent are selected Some what agree and (16.7%) of the respondent are selected Neither agree or disagree for the question is the morale in your department is high.
- Majority (100%) of the respondent are selected yes for the question Is the company provide canteen.
- Majority (63.9%) of the respondent of my questionnaire are selected 50% and (26.9%) of the respondent are selected More than 50% and (9.3%) of the respondent are selected 25% for how transparent do you feel the management is.
- Majority (81.5%) of the respondent are selected Agree and (18.5%) of the respondent are selected NO for the question Are you feel valued for your contribution.
- Majority (40.7%) of the respondent are selected All of these and (38.9%) of the respondent are selected Daily team work and (12%) of the respondent are selected Self activity and (8.3%) of the respondent are selected week in week.

SUGGESTIONS:

- Majority of the respondent are happy and satisfied at their work. Hence 12% of the respondent are selected 50% happy in there work we need to find the solution to give 100% Happy at their work.
- Sufficient opportunities should be given to employees to improve their skills.
- Majority 87% of the respondent are said that they have a strong relationship with the co- workers. Hence 13% of them are said No we need to find the solution and give the employees a strong relationship to make a positive work space with the co- workers and support your fellow team members.
- Majority 65.7% of the respondent are Feel Motivated and energized while arrive at the office at morning. Hence some of them are selected I can manage stressful situation and can't wait to go home we need to find solution to give every employee to get motivated and energized.
- Majority 65.7% of the respondent are selected Agree morale in there department is high. Hence 16.7% of them are selected Neither agree or disagree have Measure the employees morale regularly and make positive changes.
- Majority 48.1% of the respondent are selected Moderately sense of accomplishment. Hence 19.4% of them selected Not at all we need to find solution and give them a great sense of accomplishment and give them have skill and opportunity to make a measurable contribution in work.
- To get a personal growth in the company they should promote and acknowledge and encourage outside development.
- To feel valued for your contribution you should a meaningful work and celebrate achievements and make time for the team.

LIMITATIONS:

- The employees hesitate to disclose the true facts in order to secure their job.
- It is very time consuming process.
- Difficulty in getting information from secondary sources.
- It was also very disappointing for me at times when the feedback given by the employees were below expectation.

CONCLUSION:

The present study is to determine employees satisfaction in SUCCESS STEEL STRUCTUTE. It is indeed necessary for any organization to understand the need of their employees and fulfillment. From the study it was identified that the most of the employees are satisfied with the job. Majority of the employees are satisfied with the relationship with manager and co- workers.

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APPENDIX:

A STUDY ON EMPLOYEE SATISFACTION

QUESTIONNAIRE:

1. Name of the respondent _____

2. Age of the respondent _____

A) 18- 25

B) 25- 35

C) 35- 45

D) More than 45

3. Gender of the respondent

A) Male

B) Female

4. Marital status

A) Married

B) Unmarried

5. Occupation of the respondent

A) Student

B) Employee

C) Business

D) Others

6. How much experience do you have

- A) 5- 10 years
- B) 10- 20 years
- C) 20- 30 years
- D) More than 30 years

7. How happy are you at work

- A) 50%
- B) 65%
- C) 85%
- D) 100%

8. Do you enjoy your company culture

- A) Yes
- B) No

9. How many hours do you work in your company

- A) 5 Hours
- B) 6 Hours
- C) 8 Hours
- D) 9 Hours

10. How do you feel when you arrive at the office in the morning

A) I am already exhausted and can't wait to go home

B) I feel Motivated and energized

C) I experience stressful situation from time but I manage stress well so it doesn't build up

D) None of these

11. Do you have a strong relationship to your co-workers

A) Yes

B) No

12. How is your relationship with your manager

A) Friendly

B) Take initiative

C) Share the credit

D) None of these

13. Whether your company provides transport services

A) Yes

B) No

14. What is your personal growth in your company

A) Mental Growth

B) Social Growth

C) Emotional Growth

D) Psychological Growth

15. How many years have you been with this company

A) 1- 3 years

B) 4- 6 years

C) Less than a year

D) More than a year

16. Do you have a health benefits that are available to you through the city

A) Yes

B) Some what

C) No

D) None of these

17. Does your work give you a sense of accomplishment

A) Slightly

B) Moderately

C) Very

D) Not at all

18. Are you aware of all the HR policies in your company

A) Yes

B) No

19. The morale in my department is high

- A) Strongly
- B) Disagree
- C) Neither agree or Disagree
- D) Some what agree

20. Is the company provides a canteen

- A) Yes
- B) No

21. How transparent do you feel the management is

- A) 25%
- B) 50%
- C) More than 50%
- D) Less than 25%

22. Do you feel valued for your contributions

- A) Agree
- B) Disagree

23. Do your superiors communicate company news effectively and in a timely manner

- A) Week in Week
- B) Daily team work
- C) Self Activity
- D) All of these