

**STUDY ON SATISFATION LEVEL ON EMPLOYEES WITH SPECIAL
REFERENCE, PHOENIX MALL AT VELACHERY**

Submitted in partial fulfillment of the requirements for the award of

Bachelor of business administration

By

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BONAFIDE CERTIFICATE

This is to certify that this project report is the bonafide work of **D. Antony mercy mira (38280019)** who carried out the project entitled "**A study on satisfaction level on employee with special reference phoenix mall at velachery**" supervision from January 2021 to March 2021

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DATE:

CANDIDATE NAME:

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ABSTRACT

job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 150 no's of respondents have been taken as sample. Percentage analysis, weighted average, chi-square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider on the salary, relationship of employees and supervisors, grievance handling and give more opportunity for the new employees.

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CHAPTER 1

INTRODUCTION

Employee satisfaction or job satisfaction is, quite simply, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured using an employee satisfaction survey. Factors that influence employee satisfaction addressed in these surveys might include compensation, workload, perceptions of management, flexibility, teamwork, resources, etc. .

These things are all important to companies who want to keep their employees happy and reduce turnover, but employee satisfaction is only a part of the overall solution. In fact, for some organizations, satisfied employees are people the organization might be better off without. HR ideas and strategies focused on how to improve employee satisfaction oftentimes have results that demoralize high performers.

Employee satisfaction and employee engagement are similar concepts on the surface, and many people use these terms interchangeably. The importance of knowing the difference between satisfaction and engagement is critical for an organization to make strategic decisions to create a culture of engagement. Employee satisfaction covers the basic concerns and needs of employees. It is a good starting point, but it usually stops short of what really matters.

INDUSTRY PROFILE

- Phoenix Market City is a shopping mall developed by Phoenix Mills Limited located in Chennai, Tamil Nadu, India.
- It was opened in January 2013 and is the largest mall in the city. It was the fourth largest mall in India in 2018.
- Almost all the top brands are found in the premises of this 1,000,000 square ft majestic building and thousands of employees work on daily basis.

CHAPTER 2

REVIEW OF LITERATURE

1) Morge (1953) in his study on the Job satisfaction of the employees of white collar jobs found that fifty five male teachers were satisfied with their job with oppose to thirty five percent female employees who were not satisfied with their job. This study highlighted the relationship between gender and job satisfaction and concluded that satisfaction is affected by gender.

2) Gardon (1955) in his research on the Job satisfaction of the workers of industrial concern and human needs industries found that if person,s individual needs are satisfied then their job satisfaction increases; thereby reflecting a positive relation with the job satisfaction.

3) Bidwel and Charles (1956) studied on the Job satisfaction and school management and concluded that effective education is necessary to develop good image of the school and that teachers,,Job satisfaction increased by perfect management.

4) Sinha and Singh (1961) studied the relationship between job satisfaction and absenteeism. A random sample was selected from various departments of Tisco, Jamshedpur. The sample consisted of high and low absentee workers. Respondents consisted of 50 each from both the categories. Job satisfaction questionnaire consisted of items of four components of job satisfaction namely nature of work, wages and security, supervisors and supervision and company,,s overall personnel policy. It was found that low absentees were significantly more satisfied with their job than high absentees.

5) Prasad (1964) studied the personality and the relative elements of Job satisfaction namely age and experience. In his study he concluded that the age of professionals had no effect on job satisfaction, while job satisfaction increase with the frequencies of experience thereby showing significant relation with the Job satisfaction.

6) Rajgopal (1965) in his study explored the relationship between satisfaction and productivity of textile mills workers belonging to high and low productive mills. Six mills, three high and three low (Productivity was indexed in terms of operative hours per unit of Production four the past three years) were chosen for the study. 75 workers each from high Productive and low Productive mills were chosen for the study. They were asked to indicate their degree of satisfaction/dissatisfaction on a 5-point scale ranging

from extreme satisfaction to extreme dissatisfaction on thirty items representing seven aspect of work (i.e., salary, job, management, working condition, welfare facilities , coworkers, and union management relations). The results highlighted that high productive mill workers were significantly more satisfied with five of the seven aspect excluding job and coworkers

7) Lodahl&Kejner (1965) found in a study that Job satisfaction is affected by meaningfulness of work and adequacy of supervision.

8) Kapoor and Rao (1969) had examined the age and attitude towards officers in understanding the Job satisfaction of 146 female employees. His research highlighted that female employee and married female employee having more than twenty five years of age always oppose against injustice and struggle against management too

9) Jawa (1971) collected data on 70 semi-skilled workers in his study on anxiety and job satisfaction. On the basis of the anxiety scale filled by the respondents and their scores, anxiety was divided into three groups of high, average and low anxiety. In addition to this a satisfaction questionnaire was also filled by the respondents. The results indicate a trend of increasing satisfaction with decreasing anxiety level

10) Smith, Scott and Hulin (1977) selected 4000 managers of the 145 company for the sample of the study on Job satisfaction of professional employees of the company. It was found out through this research that satisfaction increase with the age. Thus, indicating a positive relation of Job satisfaction with the age.

11) Richmond, McCroskey and Davis (1982st), stated that “moderately satisfied employees may be more productive than dissatisfied employee; extremely satisfied employees may form the type of work group known as the “happiness for lunch bunch” (McCroskey, Larson & Knapp, 1971) and be more of a social group than a work group, hence lowering productivity.

12) Bhatt (1987) studied the personality determinations of Job satisfaction of college teachers of Saurashtra University and all college teachers were included in the sample of the study. It was found that female teachers were more satisfied than male teachers, also no significant difference was found in the mean scores of married and unmarried teachers. It was also found that Job satisfaction had no significant relation with the age, area of the work, educational qualification and experience.

13) Sharma(1987) examined the effects of work culture on employee satisfaction, sense of participation, role stress and alienation in private sector and public sector and found that the private sector and the public sector varied 238 | P a g e significantly on the dominant culture variables and there was significant correlation between the work culture variable and role stress variables.

14) Rajendran (1987) in a public sector industry highlighted a significant correlation between work culture and employee satisfaction. Rain et al., (1991) stated that job satisfaction has a correlation with life satisfaction. People who are satisfied with life will tend to be satisfied with the job and vice versa

15) Cardona (1996) in a survey of members of the Association for Investment Management and Research found that 81% of the managers were satisfied or very satisfied with their job. Most managers named professional achievement, personal or professional growth, the work itself and their degree of responsibility more important than compensation as the factors that create positive feelings about their job. Factors like company policies, administration, relationships with supervisors, compensation and the negative impact of work on their personal lives were viewed as those which create negative feelings about the job.

16) National Center for Education Statistics, (1997) in a report on job satisfaction among American teachers identified that more administrative support and leadership, good student behavior, a positive school atmosphere, and teacher autonomy as working conditions associated with higher job satisfaction. A weak relationship was found between faculty satisfaction and salary and benefits. Research also shows that demographic variable such as age and gender have little or no significant impact on job satisfaction

17) Yankelovich Partners (1998) in their study surveyed 10,339 workers across 10 European countries, Russia, Japan, and the United States. Researchers consistently identified the same top five key attributes in a job: ability to balance work and personal life, work that is truly enjoyable, security for the future, good pay or salary and enjoyable co-workers. Across the four major geographic regions studied, importance of potential advancement and the opportunity to build skills as a way to maintain employability and job security was emphasized by the workers

18) Karl & Sutton (1998) found that from an employee point of view, job satisfaction is a desirable outcome in itself. While from a managerial or organizational effectiveness point, job satisfaction is important due to its impact on absenteeism (1) turnover, (2) and pro-social “citizenship” behaviors such as helping coworkers, helping customers, and being more cooperative. Thus it becomes important for the managers to understand what employees value in order to redesign jobs, reward systems, and human resource management policies that will result in optimum job satisfaction and productivity.

19) Ali and Akhtar (1999) studied and explored the effect which work culture has on employee satisfaction and found that those who scored high on work culture also differed significantly on satisfaction scale.

20) Wiggins & Bowman (2000) studied the relationship among career experience, life satisfaction, and organizational factors for managers. The study was conducted in healthcare organizations. Nine domains of important job skills, knowledge, and abilities necessary for success as healthcare managers were identified in a two stage Delphi analysis of American College of Healthcare Executives (ACHE) members. Cost/finance, leadership, professional staff interactions, healthcare delivery concepts, accessibility, ethics, quality/risk management, technology, and marketing were the nine domains.

21) Resheske (2001) examined job satisfaction among full time faculty of the College of Human Development at Wisconsin University. Thirty-six full time faculty members were included in the study. The results indicated that overall the faculty of the College of Human Development at UW-Stout was satisfied with their current employment and that group cohesion does play a role in overall job satisfaction. The study also determined that job autonomy, working with the students and fellow colleagues and supervisors were the top three best reasons for working here. It was also concluded that pay, having more time and assistance with meeting deadlines and having equal workloads between colleagues were the three top priorities for improving the work environment.

22) Harter (2002) ,selected 7,939 business units in 36 organizations for the sample of the study on job satisfaction sentiments and employee engagement. The study examined aggregated employee job satisfaction sentiments and employee engagement.

23) Schneider (2003) studied the relationships between several facets of employee satisfaction and organizational financial (return on assets; ROA) and market performance (earnings per share; EPS). The study included 35 organizations over a period of eight years. Significant positive relationships were found between attitudes concerning satisfaction with security, satisfaction with pay, and overall job satisfaction with financial (ROA) and market performance (EPS).

24) Niranjana and Pattanayak(2005) tried to explore the dynamics of organizational citizenship behavior, learned optimism, and organizational ethos represented by OCTAPACE in service and manufacturing organizations in India. The manufacturing sector was found to have a better work culture whereas service sector had high organizational citizenship behavior and learned optimism.

25) Singh (2009) revealed a significant difference between high and low work culture groups which is related to their satisfaction with management. The possible reason for it being the obligation towards others produced a sense of responsibility within individuals which made them more satisfied in comparison to low scorers on this dimension

26) Vagh (2010) highlighted that most of the employees of Municipal Corporation of Saurashtra Region were not satisfied. Employees of the Municipal Corporations have

many questions and there is a strong need to give the attention on solution of employees questions as and when it arises.

27) Adeniji (2011) in his study on Organizational Climate and Job Satisfaction among Academic Staff in Some Selected Private Universities in Southwest Nigeria. The study was based on the responses received from 293 respondents of five private Universities in the South-West Zone of Nigeria. The results showed a positive relationship between organizational climate and job satisfaction. Herzberg's Two-Factor theory was used as a framework for this study

28) Dev (2012) in his study on Public and Private Sector Banks found that clients of private sector banks are more satisfied than those of public sector banks in most of the dimensions except Interest rates and other Charges and 240 | P a g e Accessibility whereas the clients of public sector banks are more satisfied than the clients of private sector. One area where both types of Banks are lacking the most is Customer orientation. Performance norms have also suffered in all types of banks. It was also observed that banks in India, especially the public sector banks need to equip themselves with the latest technology

29) Gurusamy&Mahendran (2013), in their study found that Salary occupy the First Rank for determining job satisfaction compared with other major determinants. The study was conducted on 300 respondents and was limited to the automobile industries of India.

30) Rashid Saeed, (2014) in his study found promotion, pay, fairness and working condition to be the key factors that contribute to employee job satisfaction. The study was conducted on 200 telecom sector employees of Pakistan. It was concluded that money and compensation play an important role in the job satisfaction of the telecom employees of Pakistan.

CHAPTER 3

NEED FOR THE STUDY:

- **PROBLEM STATEMENT:** “A STUDY ON LEVEL OF JOB SATISFACTION”. It is said that satisfied employee is a productive employee, any kind of grievance relating to organizational or personal to a greater extent influence on the job.
- Analysis of the essence of the worker to change the working environment in order to improve his or her mental and physical health.
- The company's benefit can be improved by enhancing the employee's well-being.

SCOPE OF THE STUDY

The present research work is conducted within the district of Chennai. According to 2011 census. Chennai district have a population of 4,110,956. At a population growth rate of 13.39% the district has a population density of 1158 inhabitants per square kilometer. The census statistics also indicates a sex ratio of 1096 females for every 1000 males and a literacy rate of 93.55% in this district.

OBJECTIVES OF THE STUDY

Primary objective:

- To determine the level of satisfaction of the respondents regarding their job.

Secondary objective:

- To study the various factors which influencing job satisfaction among the employees.

- To study the employee monetary benefits like salary, bonuses, promotion policy, facilities, job security etc.

RESEARCH DESIGN:

- **Type of research:** Descriptive
- **Sampling area:** Chennai
- **Sample Size :** 150
- **Sampling method:** Convenience sampling

Data collection method used for study

- **Primary data :** Collected directly from the employee with the help of a questionnaire
- **Secondary data:** Surveys. Probably the simplest of the data collection methods.
- Interviews.
- Records Reviews

Sources of Data:

Data collection is the term used to describe a process of preparing and collecting data

Primary data- questionnaire given to 100 respondents

Secondary data – websites and online journals, published reports & review of literature from published articles.

STRUCTURE OF QUESTIONNAIRE

Questionnaire was the part contained the respondents of opinions about customer preference.

Sampling technique:**Convenience sampling method**

A convenience sample is one of the main types of non- probability sampling methods. A convenience sample is made up of people who are easy to reach.

Period of study:

The duration of study is from January 2021 to March 2021 which is three months of study.

CHAPTER 4

Data analysis and interpretation

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: gender of the respondents

Gender	Gender
female	69
male	80

Source: primary data

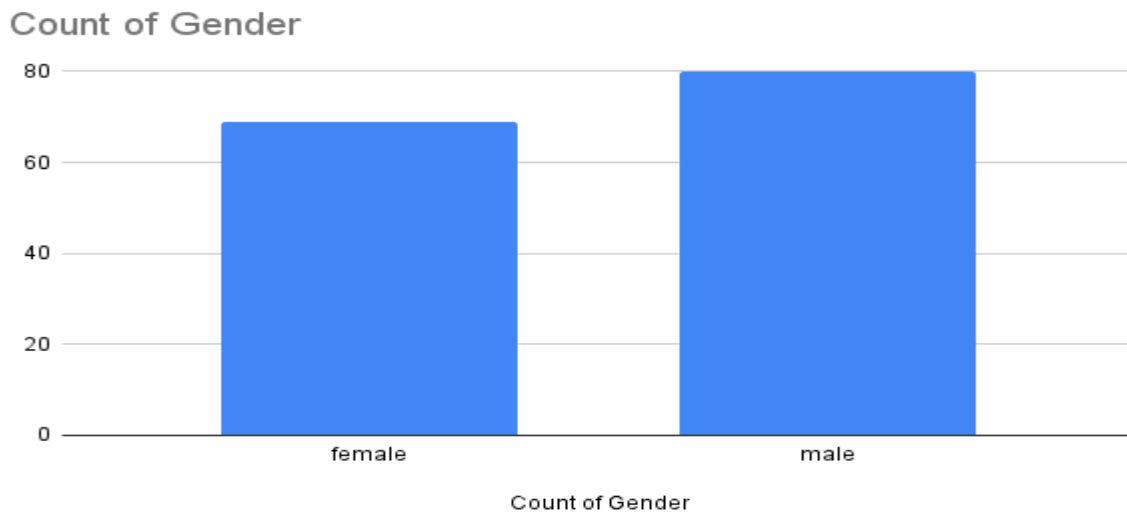


CHART 4.1.1: gender of the respondent

INTERPRETATION

From the above table it interpreted that number of male respondents is 53.7% and female respondents is 46.3%

INFERENCE

Majority (53.7%) of the respondents are male .

Table 4.1.2: Age of the respondent

Age	Age ▲
45 +	4
35 - 44 yrs	14
25 - 34 yrs	41
18 - 24 yrs	90

Source : Primary data

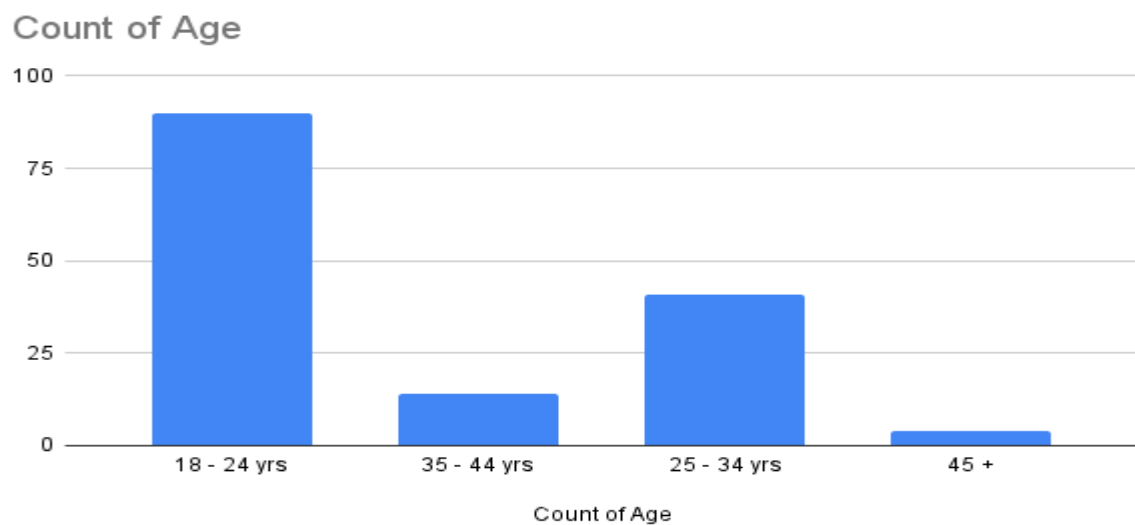


Chart 4.1.2: Age of the respondents

INTERPRETATION

From the above table it is interpreted that the number of respondents between 18 – 24 age are 60.4% between 25 to 34 the age of respondents are 27.5% . between 34 to 44 age of respondents are 9.4% and 45 above age of respondents are 2.7% .

INFERENCE

Majority (60.4%) of the respondents are the age between 18- 24 years

Table 4.1.3 : education of the respondents

Education	Education
bachelor's degree	93
high school	6
master's degree	50

Source: primary data

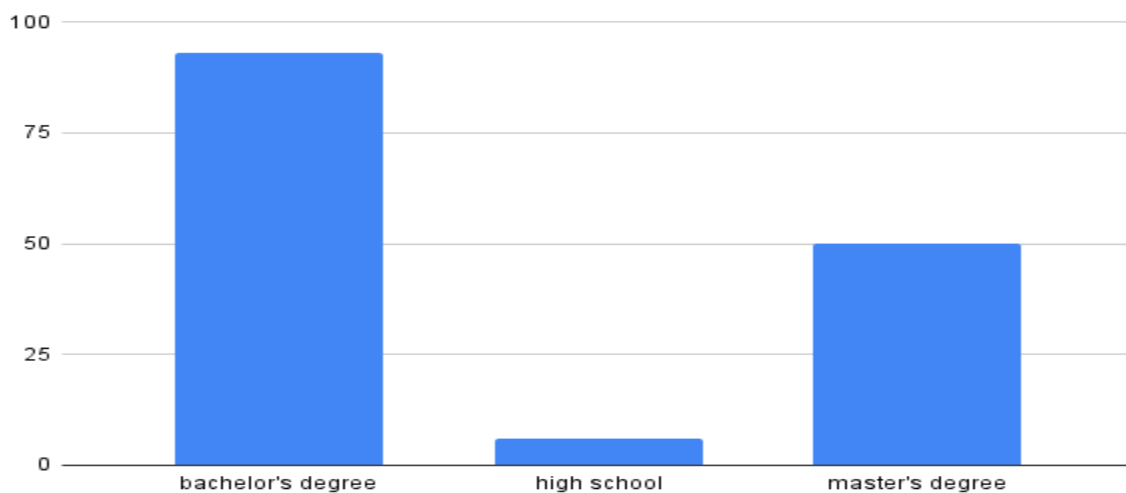


Chart 4.1.3: Education of the respondent

INTERPRETATION

From the above table it is interpreted that bachelors degree respondent are 62.4% master degree respondents are 33.6% high school respondents are 4%

INFERENCE

Majority (62.4%) of the respondents are from bachelor's degree

Table 4.1.4 : Marital status of the respondent

Marital status	Marital status
unmarried	111
married	38

Source: primary data

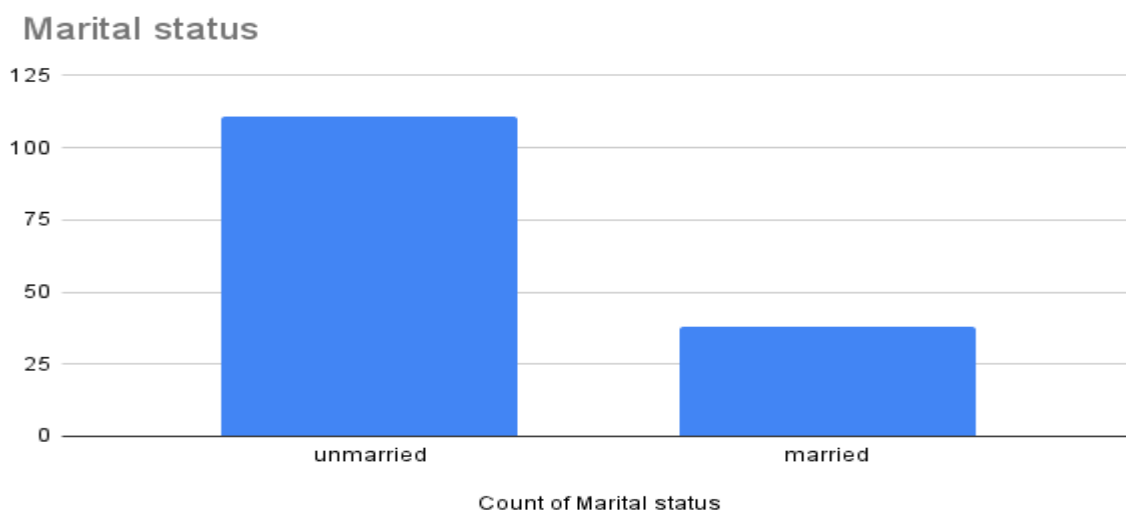


Chart 4.1.4: Marital status of the respondents

INTERPRETATION

From the above table its interpreted that the number of respondents were 74.5% in unmarried and 25.5% in married

INFERENCE

Majority (74.5%) of the respondents are unmarried

Table 4.1.5: how many years did the respondents work here

1) how many years are you working here	1) how many years are you working here
1 - 2 yrs	71
more than 10 yrs	11
2 - 5 yrs	50
5 - 10 yrs	17

Source : primary data

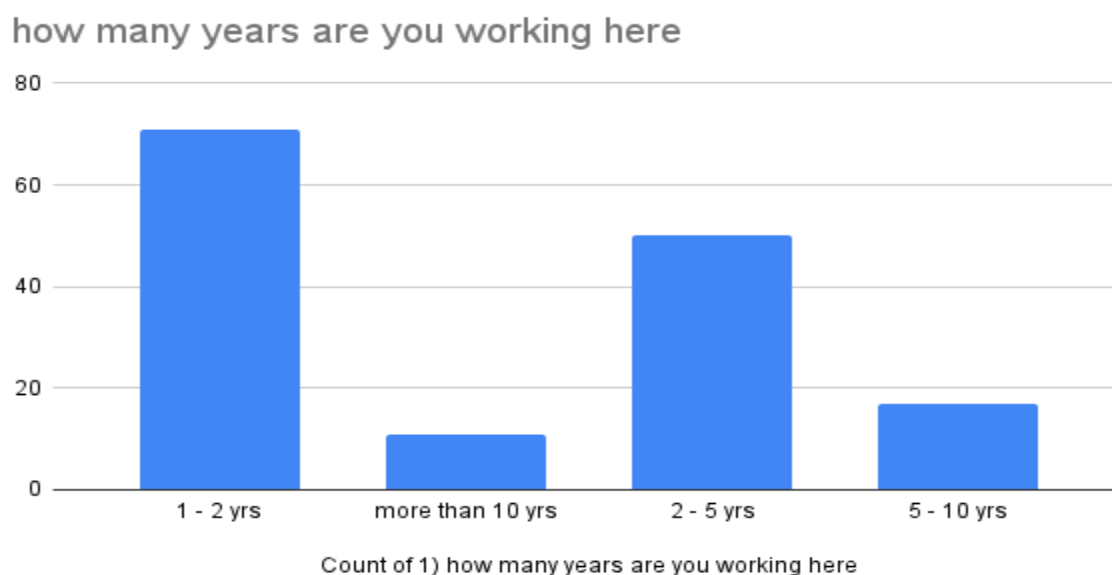


Chart 4.1.5: how many did the respondent work here

INTERPRETATION

From the above table the 1-2 years respondents are 47.7% , 2- 5 years respondents are 33.6%, 5 – 10 years respondents are 11.4% and more than 10 years respondents are 7.4%

INFERENCE

Majority (47.7%) of the respondents are working here.

Table 4.1.6: how many years of job experience do u need to work here

2) how many years of job experience do you need to work here?	2) how many years of job experience do
less than 1 year	
2 yrs	
5+ yrs	
3 - 5 years	

Source : primary data

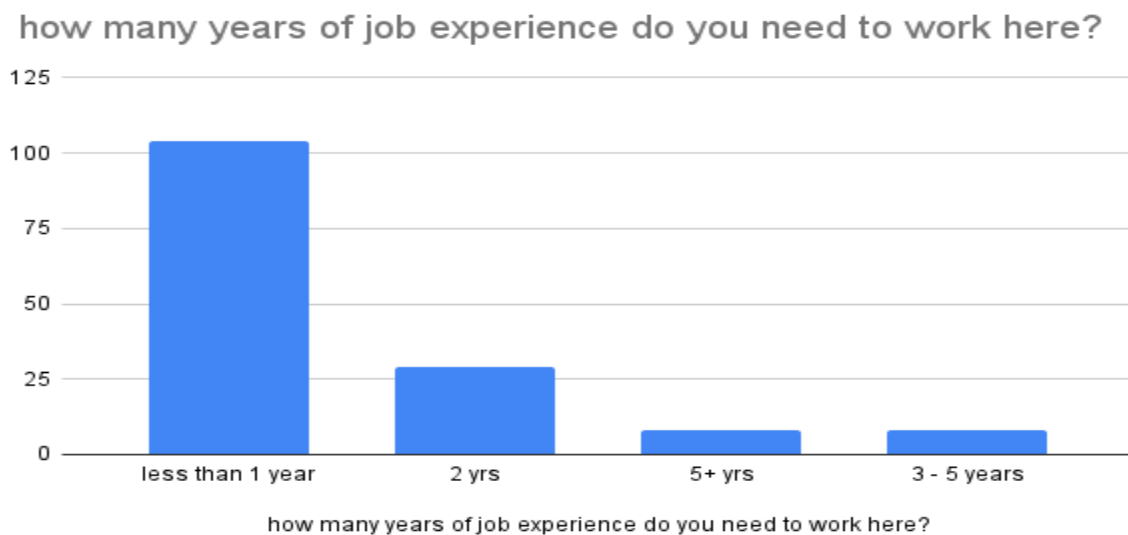


Chart 4.1.6 : how many years of experience do you need to work here

INTERPRETATION

From the above table less than 1 year respondents are 69.8% , less than 2 years respondents are 19.5% , 3-5 years respondents are 5.4% and more than 5 years respondents are 5.4%

INFERENCE

Majority (69.8%) of the respondents are less than 1 year

Table 4.1.7: is your salary good enough

3) salary good enough?	3) salary good enough?
good	42
poor	16
average	76
very good	15

Source: primary data

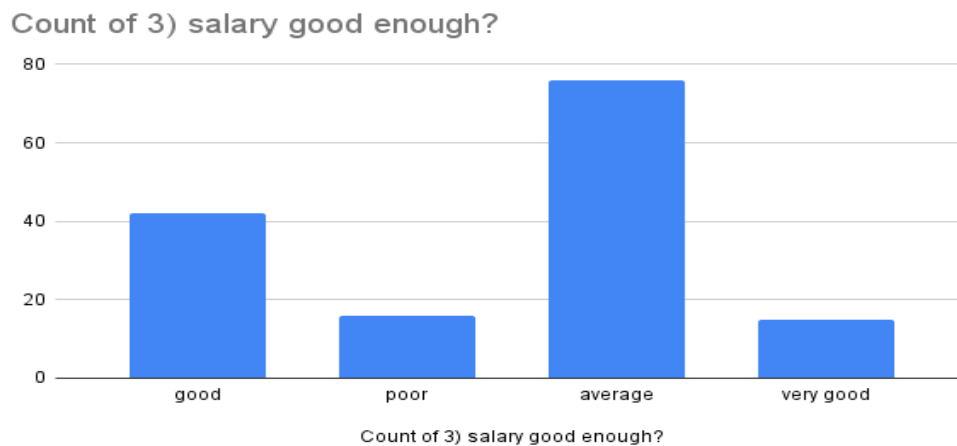


CHART 4.1.7 Is their salary good enough?

INTERPRETATION

From the above table 28.2% have good salary, 10.7% have poor salary, 51% have average salary and 10.1% have very good salary.

INFERENCE

Majority(51%) of the respondents are earning average salary,

TABLE 4.1.8 how are you treated by your authorities:

4) how are you treated by your authorities ?	4) how are you treated by your authorities ?
good	67
poor	9
very good	21
average	52

Source : primary data

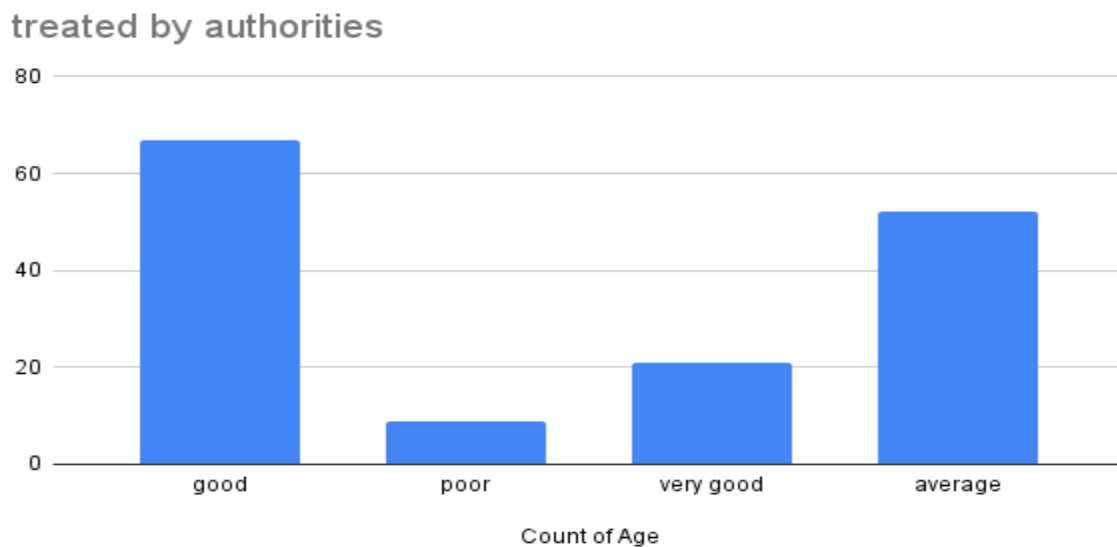


Chart 4.1.8 how are they treated by their authorities

INTERPRETATION

From the above table 45% were treated good 14.1% respondents were treated very good 34.9% were treated average and 14.1% poor.

INFERENCE

Majority (45%) of the respondents are treated good

Table 4.1.9 how are they treated by your customers:

5) how are you treated by your customers ?	5) how are you treated by your customers ?
average	52
good	66
poor	9
very good	22

Source : pimary data

Count of 5) how are you treated by your customers ?

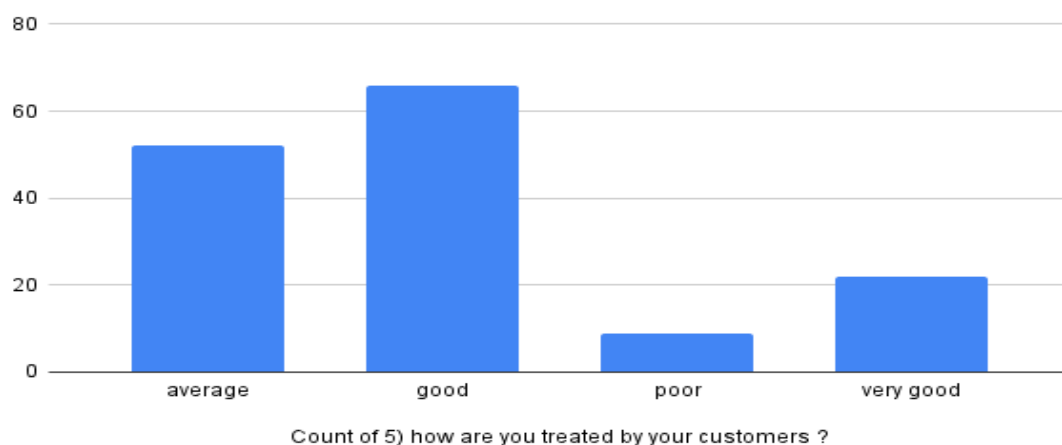


Chart 4.1.9 how are they treated by your customes:

INTERPRETATION

From the above table the employee treated by the customer in good manner is 44.3% in average manner is 34.9% in a very good manner is 14.8% in poor manner 6%

INFERENCE

Majority (44.3%) of the respondents are treated good by the customers

Table 4.1.10 how are the respondents treated by their co workers

6) how are u treated by your co-workers ?	6) how are u treated by your co-workers ?
average	48
very good	25
poor	9
good	67

Source : primary data

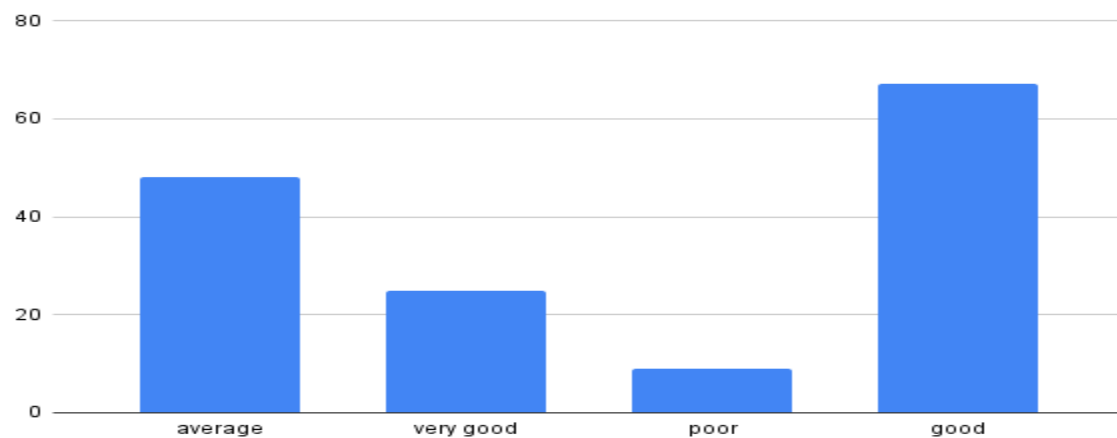


Chart 4.1.10 how are the respondents treated by their co workers

INTERPRETATION

From the above table the respondents are treated by their co workers in good manner is 45% in average 32.2% in very good manner 16.8% and in poor is 6%

INFERENCE

Majority (45%) of the respondents are treated by their co workers in good manner

Table 4.1.11 : how often is their premises cleaned and sanitized ?

7) how often is your premises cleaned and santized?	7) how often is your premises cleaned and santized?
twice a day	53
once a month	14
once a week	23
once a day	56

Source : primary data

Count of 7) how often is your premises cleaned and santized?

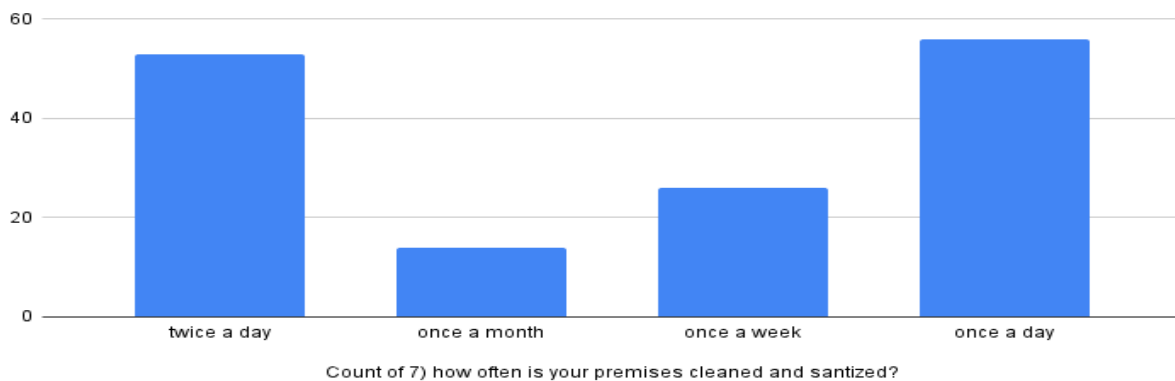


Chart 4.1.11: how often is their premises cleaned and sanitized :

INTERPRETATION

From the above table 37.6% is cleaned once a day 35.6% is cleaned twice a day 35.6% is cleaned one a week 9.4% is cleaned on once a month and 17.4% is cleaned on a week

INFERENCE

Majority (37.6%) of the respondents claimed that the premises is cleaned once a day

Table 4.1.12 what category are they working in :

8) what category are you working in?	8) what category are you working in?
purchases	33
HR	58
marketing	41
operations	17

Source : primary data

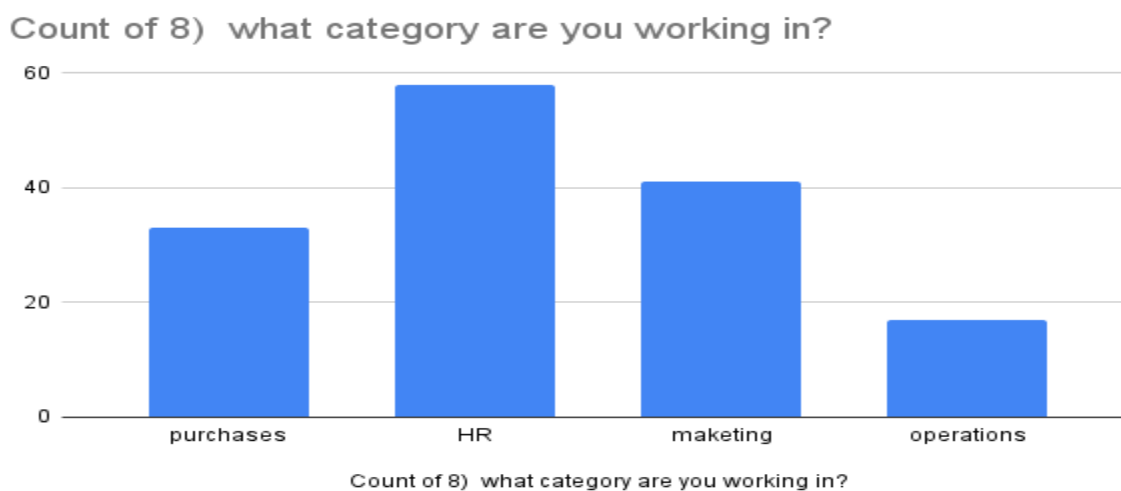


Chart 4.1.12 what category are they working in :

INTERPRETATION

From the above table the categories worked by the respondents are 22.1% for purchases 38.9% for HR 11.4% for operations and 27.5% for marketing

INFERENCE

Majority (38.9%) of the respondents is working in HR.

Table 4.1.13 : expected customers :

9) expected customers per day	9) expected customers per day
20 - 30	48
40 - 50	58
10 - 20	12
50 - 100	31

Source : primary data

Count of 9) expected customers per day

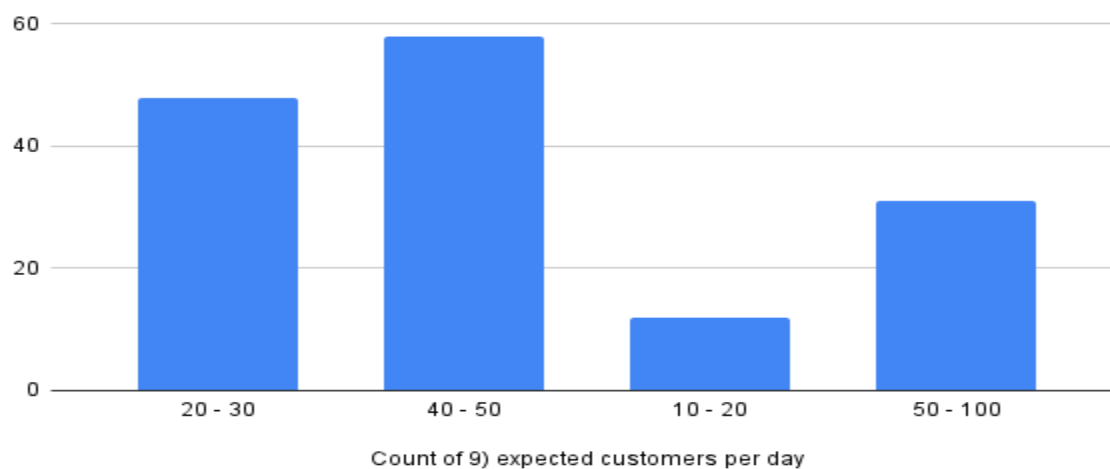


Chart 4.1.13 : expected customers

INTERPRETATION

From the above table 32.2% of the respondents estimated 20 to 30 customers 38.9% of the respondents estimated 40 to 50 customers 8.1% of respondents estimated 10 to 20 customers 20.8% of the respondents estimated 50 to 100 customers.

INFERENCE

Majority (38.9%) of the respondents estimated 40 to 50 customers

Table 4.1.14 : environment of their job:

10) how do you find the environment of your job?	10) how do you find the environment of your job?
satisfying	40
hectic	18
amazing	36
comfortable	55

Source : primary data

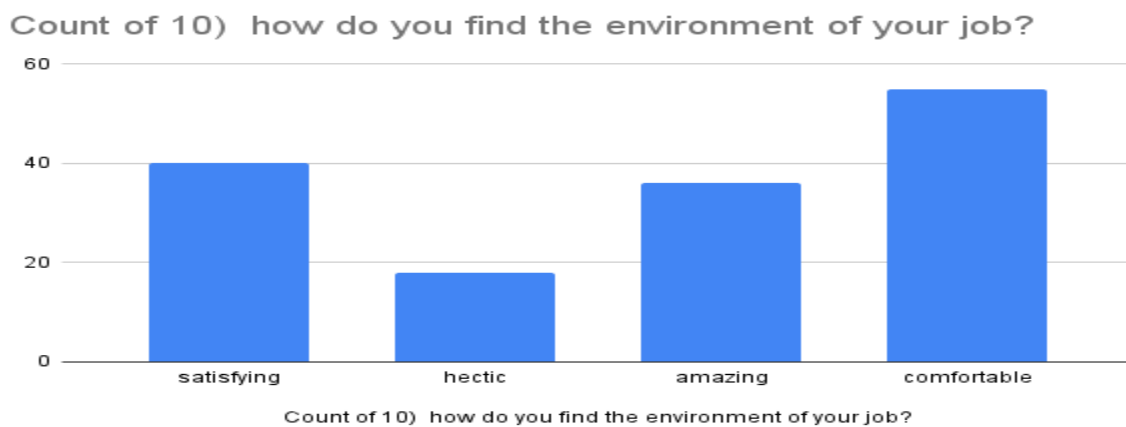


Chart 4.1.14 environment of the job

INTERPRETATION

From the above table 36.9% of the respondents find it comfortable 24.2% find it amazing 12.1% find it hectic and 26.8% find it satisfying.

INFERENCE

majority (36.9%) of the respondents find it comfortable .

table 4.1.15 how they are paid

11) how are you paid ?	11) how are you paid ? ▼
monthly	113
yearly	16
weekly	11
daily	9

Source : primary data

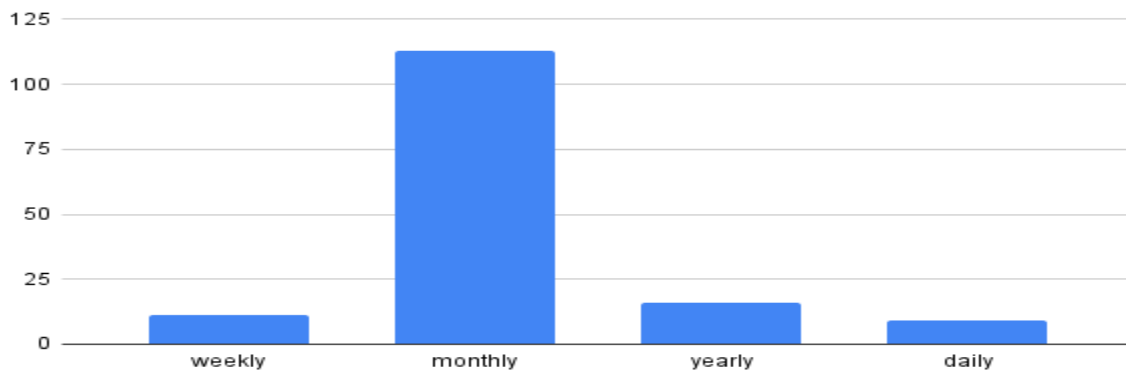


Chart 4.1.15 how they are paid

INTERPRETATION

From the above table 7.4% of the respondents are paid weekly , 75.8% are paid montly , 10.7% are paid yearly and 6.0% are paid daily

INFERENCE

Majority (75.8%) respondents are paid montly.

Table 4.1.16 number of holidays

12) how many days are you allowed to take off in a month ?	12) how many days are you allowed to take off in a month ?
4 - 6 days	68
more than 10 days	11
2 - 3 days	32
7 - 10 days	38

Source : primary data

Count of 12) how many days are you allowed to take off in a month ?

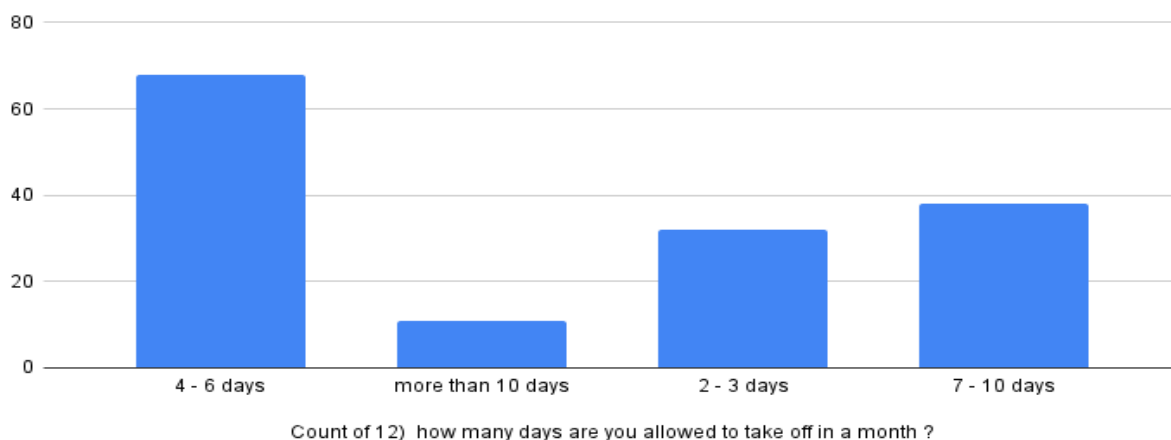


Chart 4.1.16 : number of holidays

INTERPRETATION

From the above table the respondents off in a month 4 to 6 days 45.6% , 7 to 10 days 25.2% , 3 to 3 days 21.5% and more than 10 days 7.4%

INFERENCE

Majority (45.6%) of the respondents take off in a month 4 to 6 days

Table 4.1.17: are they satisfied with their bonus?

13) are you satisfied with your bonus ?	13) are you satisfied with your bonus ?
yes	79
no	70

Source : primary data

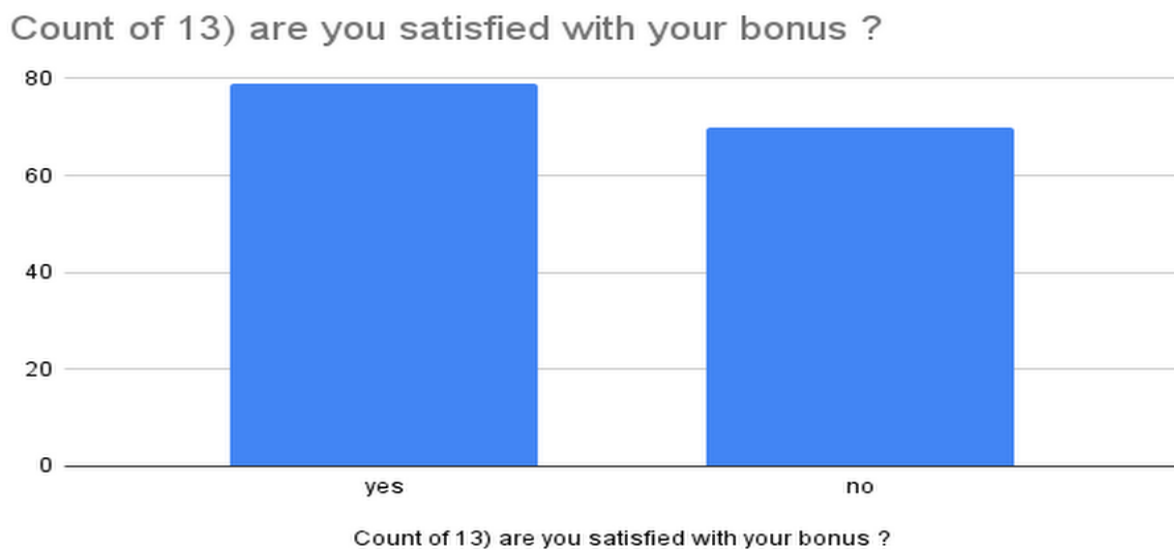


Chart 4.1.17 : are they satisfied with their bonus

INTERPRETATION

From the above table 53.0% of the respondents are satisfied with their bonus and 47.0% of the respondents are not satisfied.

INFERENCE

Majority (53.0%) of the respondents are satisfied

Table 4.1.18 does their company offer them health insurance ?

14) does your company offer you health insurance ?	14) does your company offer you health insurance
yes	8
no	6

Source : primary data



Chart 4.1.18 does their company offer them health insurance?

INTERPRETATION

From the above table 57.0% of the respondents receive health insurance and 43.0% of the respondents does not receive health insurance.

INFERENCE

Majority (57.0%) of the respondents receive health insurance.

Table 4.1.19 overall satisfaction

15) overall satisfaction	15) overall satisfaction
more than 50%	69
more than 30%	33
less than 10%	9
more than 90%	38

Source : primary data

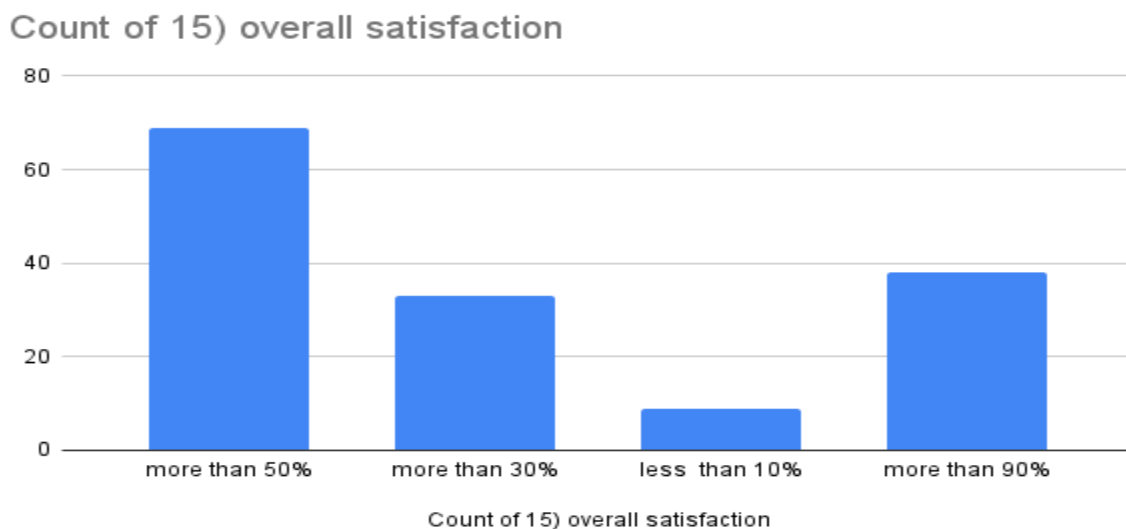


Chart 4.1.19: overall satisfaction

INTERPRETATION

From the above table it is interpreted that overall satisfaction of the employee's more than 50% (46.3%) more that 90% (25.5%) less than 10% (6.0%) and more than 30% (22.1%)

INFERENCE

Majority (46.3%) of the respondents overall satisfaction is more than 50%.

Chapter 5

FINDINGS:

- 1) Majority (53.7%) of the respondents are male.
- 2) Majority (60.4%) of the respondents are the age between 18- 24 years.
- 3) Majority (62.4%) of the respondents are from bachelor's degree.
- 4) Majority (74.5%) of the respondents are unmarried.
- 5) Majority (47.7%) of the respondents are working here.
- 6) Majority (69.8%) of the respondents are less than 1 year.
- 7) Majority(51%) of the respondents are earning average salary.
- 8) Majority (45%) of the respondents are treated good.
- 9) Majority (44.3%) of the respondents are treated good by the customers.
- 10)Majority (45%) of the respondents are treated by their co workers in good manner.
- 11)Majority (37.6%) of the respondents claimed that the premises is cleaned once a day.
- 12)Majority (38.9%) of the respondents is working in HR.
- 13)Majority (38.9%) of the respondents estimated 40 to 50 customers.
- 14)majority (36.9%) of the respondents find it comfortable.
- 15)Majority (75.8%) respondents are paid montly.
- 16)Majority (45.6%) of the respondents take off in a month 4 to 6 days.
- 17)Majority (53.0%) of the resondents are satisfied.
- 18)Majoity (57.0%) of the respondents receive health insurance.
- 19)Majority (46.3%) of the respondents overall satisfaction is more than 50%.

Suggestions:

- The employee has a very good idea on employee satisfaction and to know their satisfaction level and their response were very much useful to know their satisfaction level
- Several changes has to be done to get more employees in a suitable working environment
- The employee has a good view on employee satisfaction
- It goes without saying that employees must feel respected by their manager and colleagues
- A lack of respect in the work place is a poison for which there is no antidote
- Few things are important in modern business as transparency its harder than ever to paper pull the wool over your customers eyes. If your product or service aren't up to the scratch.

Conclusion

In short, job satisfaction is an important aspect that helps organization improves their overall performance and productivity. Besides that, the employee turnover rate may have a dramatically decrease since the employees satisfy with their current job. The organization can also prevent wasting money in recruiting and training new employees. An employee with high level of job satisfaction may perform well and put in more effort in his/her job. However, the employees with low level of job satisfaction may bring a lot of effect to the organization. For example, the employees may have negative attitude, betray their organization and increase complaint and absenteeism. These negative effects may cause the company lose image and reduce their performance and productivity.

Appendix (questionnaire)

NAME: _____

GENDER: a) male b) female

AGE: _____

EDUCATION: _____

INCOME: _____

MARITAL STATUS: a) married b) unmarried

1) How many years are you working here?

- a) 1 -2 years
- b) 2-5 years
- c) 5-10 years
- d) More than 10 years

2) How many years of job experience do you need to work here?

- a) Less than 1 year
- b) 2 years
- c) 3-5 years
- d) 5 + years

3) Is your salary good enough?

- a) Poor
- b) Average
- c) Good
- d) Very good

4) How are you treated by your authorities?

- a) Poor
- b) Average
- c) Good
- d) Very good

5) How are you treated by your customers?

- a) Poor
- b) Average
- c) Good
- d) Very good

6) How are you treated by your co-workers?

- a) Poor
- b) Average
- c) Good
- d) Very good

7) How often is your premises cleaned and sanitized?

- a) Once a day
- b) Twice a day
- c) Once a week
- d) Once a month

8) What category are you working in?

- a) Marketing
- b) HR
- c) Purchases
- d) Operations

9) Expected customers per day

- a) 10-20
- b) 20-30
- c) 40-50
- d) 50-100

10)How do you find the environment of your job?

- a) Comfortable
- b) Amazing
- c) Satisfying
- d) hectic

11)Are you forced to work over time?

- a) Yes
- b) No
- c) Sometimes
- d) During high pressure days

12)How are you paid?

- a) Daily
- b) Weekly
- c) Monthly
- d) Yearly

13)How many days are you allowed taking off in a month?

- a) 2-3 days
- b) 4-6 days
- c) 7-10 days
- d) More than 10 days

14)How many times do you get break per day?

- a) More than 2 times
- b) Less than 2 times
- c) Any number of times
- d) No break

15)Are you satisfied with your bonus?

- a) Yes
- b) No
- c) Expecting more
- d) No bonus

16)Does your company offer you health insurance?

- a) Yes
- b) No

17)Are you paid during your day off?

- a) Yes
- b) No

18)How does this job help you with your personal growth?

- a) I learn a lot from this job
- b) its just a job it pays
- c) this job doesn't teach anything though I want to learn

19)Does your company provide food and beverages?

- a) Yes
- b) No
- c) Sometimes
- d) Only paid

20)Overall satisfaction

- a) Less than 10%
- b) More than 30%
- c) More than 50%
- d) More than 90%

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