

CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

Job is one of the important elements of people's life. Their living style and their social lives depend on their jobs. Therefore, every organization must have a satisfied workforce. Nowadays, the private sector plays a significant role in uplifting the economy of Pakistan. They are not only providing good services but are also providing job opportunities to a large group of people. Keeping in view the contribution of the private sector to society and the significant role of job satisfaction to improve the employees' performance, the present study aims to know the job satisfaction of employees and its relationship with the performance level.

There is a general understanding that the overall productivity and success of an organization depends on the effective and efficient performance of employees and that better performance depends on the employees' job satisfaction. For that purpose, researchers have identified various aspects of job satisfaction, its relative importance, and its relationship with performance and productivity.

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.

Job satisfaction is the positive and negative feelings of an employee towards his job or it is the amount of happiness connected with the job. Therefore, job satisfaction is one of the most widely spread researched topics in the field of organizational psychology. According to Locke, job satisfaction is the positive and enjoyable feeling that results from the evaluation of one's job or job experience.

It is observed from the previous studies that when an employee is satisfied, he will perform at his level best to achieve the organizational objectives. Highly satisfied employees are usually regular and punctual, more productive, more committed, and more satisfied in their lives. For that purpose, to boost the level of job satisfaction to improve performance, employees should be given opportunities for advancement, i.e., pay scales, participation of the employees in policy-making, and taking efforts to increase organizational commitment.

Similarly, the banking sector also plays an important role in the financial and economic development of Pakistan. A few years ago, only public banks were serving the people of the country, but now with the wave of challenging, competitive market and globalization, private banks also entered in Pakistani market. As the banking industry is one of the most demanding industries, the employees working in banks are under constant pressure to meet the challenges of the dynamic environment. Job satisfaction is the only way to motivate them towards high-level performance. As far as university teachers are concerned, who are considered the backbone of the country are also going through constant stress due to unclear political, economic, and educational policies. In Pakistan, teachers are facing a lot of issues that are not properly addressed due to which job dissatisfaction and poor performance result. Many studies confirmed that higher job satisfaction can only lead to higher performance. Hence, managers, human resource departments, or employers must develop strategies that provide a good working environment to increase job satisfaction which in turn leads to the highest level of performance and productivity. In human resource terms, employee satisfaction means employees are contented with their work and position. To be contented, they likely enjoy much of their work, they feel management is fair and cares about them, and they are comfortable in their work environment - both with other staffers and with the resources they have available to complete their jobs. It ties in closely with employee turnover since unhappy staffers are more likely to seek positions elsewhere. It is expensive to replace employees, so many HR departments have a goal of keeping employee satisfaction at a high level so turnover stays low.

1:2 Significance of the Study

The meaning of employment for people in Pakistan has changed over the past decades. Today employees not only need extrinsic satisfaction but also demand psychological or intrinsic satisfaction from their jobs. This study will greatly help the readers to know the satisfaction and performance level of employees of private organizations, in Peshawar, by using the Minnesota Satisfaction Questionnaire (MSQ short form) and Performance Evaluation Form (PEF). More, importantly, the present research was the first attempt to study highly educated employees from three different organizational setups of the private sector, viz., hospitals, banks, and universities of Peshawar, Pakistan. The reason behind the selection of such types of professions was that, in cities like Peshawar, which is one of the underdeveloped and conservative cities, the abovementioned professions are considered the most prestigious and respected professions. The people belonging to these fields are highly educated, have good conduct, and have well-groomed personalities; therefore, the researcher has preferred to compare their job satisfaction about performance. Furthermore, their educational background is somewhat the same, therefore it is preferable to select these professions rather than other office workers who have different educational setups.

1:3 DEFINITION

Job satisfaction or employee 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).

One of the most widely used definitions in organizational research is that of Edwin A. Locke (1976), who defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" (p. 1304). Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job.

It is assessed at both the global level (whether the individual is satisfied with the job overall), or at the facet level (whether the individual is satisfied with different aspects of the job). Spector (1997) lists 14 common facets: appreciation, communication, co workers, fringe benefits, job conditions, nature of the work, organization, personal growth, policies and procedures, promotion opportunities, recognition, security, and supervision.

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job 1) An affective reaction to one's job 2) An attitude towards one's job 3) Weiss (2002) has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affected (emotion), belief, and behaviors 4) This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our beliefs, and our behaviors

1.4 NEED OF THE STUDY

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

Beyond the research literature and studies, job satisfaction is also important in everyday life. As many studies suggest, employers benefit from satisfied employees as they are more likely to profit from lower staff turnover and higher productivity if their employees experience a high level of job satisfaction.

1:5 SCOPE OF STUDY:

- 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.

The study aims to understand employee satisfaction in karpagam garments Pvt Ltd. which covers the various working schedule, remuneration, developing overtime allowance, work freedom, job position, etc. The scope is to understand employee satisfaction. The study is conducted at karpagam garments Pvt ltd covering 50 employees and needs to collect data based on the questionnaire prepared.

The backbone of employee satisfaction is respect for workers and the job they perform. And easy revenue for an employee to discuss problems with upper management should be maintained and carefully monitored. The study was done to know the employee satisfaction in karpagam garments Pvt Ltd. Employees are the backbone of every organization so the organization should consider a lot the employees should be motivated and satisfied. So that they can work more and hence to reach the organization is to its great.

1:6 OBJECTIVES OF THE STUDY:

Primary Objective: The objective of the research is to find employees' satisfaction levels with the organization.

Secondary Objective:

- To access the general attitude of the employee towards KARPAGAM GARMENTS
- To understand the problem of the employee in the working condition.
- To know the employee's opinion about the workplace, pay, and benefits. • To study and analyze the various factors affecting the job satisfaction level.
- 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.

1:7 LIMITATIONS OF THE STUDY

- ✓ The respondents were unable to respond due to personal bias.
- ✓ Some information cannot be accessed due to its confidential nature.
- ✓ The respondents are less interested in answering the questionnaire,as it is an interruption to their regular work.
- ✓ Time was the main constraint.

1:8 SWOT ANALYSIS

STRENGTHS

- Differentiation
- Focus on the local market
- Positioning
- Emotional value
- Innovation

Weakness

- Low profitability
- The internship
- Limited program
- Poor advertisement

Opportunities

- Market potential
- Improved roads
- Change of trends

Threats

- Technology
- Competition

CHAPTER-2

INDUSTRY PROFILE

2.1 INDUSTRY PROFILE

Established in the year 1991, as early garment exporters, Today Karpagam Garment has expanded vastly as a seasoned garments exporter, with rich experience on complete fashion cycle and cost and quality. All our Garment Buyers are reputed brands in international markets. We have achieved many certificates like SA 8000, Star Export House certificate to meet the welfare of our workforce and ensure better business practices. Our long export experience has powered us the ability to cater our clients with market winning products in mind winning prices. In fact our size and growth has allowed us to share the profits of bulk production with our clients. With 200 sewing machines and InHouse Dyeing factory in operation Garment buyers can extract reliable quantity merchandise from us and our Website Photo tour gives you a clear idea of these facilities

Karpagam Garment is glad to submit our Garment Manufacturing Profile Print out for your assessment. We are Exporters of quality Knitted and Woven Garment from Tirupur City in India. Our export capacity garments is to a tune of 2,00,000 pieces per month and our yearly turnover crosses US \$5 million apprx. out latest manufacturing facilities and around 400 of our variety rich products. Given below is a text profile of our company.

Karpagam garment core focus is on hifashion garment manufactureing and exporting. They prioritize in-house garment dyeing to maintain quality control and avoid the out sourcing issues, which are become less reliable globally. their commitment to ethical and safe practices is evident through their various certification which ensure by using Oeko tex stander dyes and accessories, karpagam garement also demonstrates their dedication to environmental responsibility.

Karpagam Garment's primary focus lies in exporting high-fashion garments, catering to a global market. They supply 5 million USD worth of garments annually and are known for their reliable and consistent delivery. Their in-house garment dyeing facilities ensure a controlled quality and reduce reliance on external suppliers, which can be a source of inconsistency and delay, according to the company's website. This in-house production allows them to maintain tighter control over the entire process, from fabric dyeing to final garment production.

The company's commitment to quality and ethical standards has earned them several certifications, including SA 8000, which focuses on social accountability and ethical labor practices, according to the company's website. Primark Factory Approval indicates that they meet the stringent standards set by Primark, a leading global apparel retailer, according to the company's website. The Factory Safety Standards certificate ensures a safe and secure working environment for their employees, according to the company's website. These certifications underscore Karpagam Garment's dedication to responsible business practices.

CHAPTER-3

REVIEW OF LITERATURE

3.1 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.

3.2 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. **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.

4. **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.
5. **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 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.
6. **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.
7. **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
8. **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.

10. 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

11. 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).

12. 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

13. 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

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

Karpagam Garment is a prominent garment manufacturer and exporter in Tirupur, India, known for its high-quality garments, reliable supply chain, and commitment to ethical and sustainable practices. Their in-house garment dyeing facilities, along with certifications like SA 8000 and Primark Factory Approval, demonstrate their dedication to quality and responsible business operations. The company's focus on exporting high-fashion garments to a global market, coupled with their commitment to environmental responsibility, positions them as a leading player in the Indian garment industry.

3.3 REFERENCE

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Job satisfaction can be defined as a sense of employee achievements and success- es. It is generally believed that it is directly related to productivity and work performance, as well as to personal well-being. Job satisfaction means doing the work one likes, doing it well, and being rewarded for own efforts (Kaliski, 2007; Aziri, 2011). People can also have different approaches to various aspects of their work, such as the type of work they are doing, colleagues, superiors, or subordinates, and their salary (George and Jones, 2008). Different motivation styles and leadership styles can work differently for every employee, resulting in increased work performance and job satisfaction. Therefore, job satisfaction is an essential element in motivating employees and encouraging them to achieve better results (Raziq and /Maul b7/akhsh, 2015). Ostroff (1992) says that employee satisfaction is of great importance not only for employees but also for the entire organization. Because satisfied employees are usually happy and motivated to work, consequently the organization can get amazing results from their work, from the other side, those dissatisfied employees will not be encouraged and will be disturbed by their work routine, they will run away from responsibility and even avoid work (sick leave, days off, etc.) (Judge, et al., 2001). Job satisfaction is considered one of the main factors of the effectiveness and efficiency of business organizations. The new managerial paradigm, which insists that employees should be treated primarily as someone who have their own needs and personal desires, is a very good indicator of the importance of Job satisfaction in modern enterprises. Analyzing job satisfaction, it can be concluded that a satisfied employee is a happy employee and a happy employee is a successful employee (Aziri, 2011).

The availability of superiors at the time of need, the ability to connect with employees, stimulating creative thinking and knowledge of values, openness in the eyes of employees, and the ability to communicate with employees are basic features of supervision. Various researches have shown that with good and effective supervisors, the level of employee satisfaction was high, while with poorer communication skills, the level of employee dissatisfaction was high (Schroffel, 1999; Raziq and Maul bakhsh, 2015).

Rötze claims that there are four determinants influencing employee satisfaction: “supervisor/leader”, “job design”, “workplace environment” and “performance pay”. According to his research, the factor supervisor/leader has not a so strong impact on motivation but is crucial for job-design satisfaction and affects the level of satisfaction with performance pay very much (Brenninger, 2015). So it can be claimed that managers can influence employee satisfaction, commitment, and performance through appropriate leadership styles.

According to Nancy C. Morse (1997) “Satisfaction refers to the level of fulfillment of one’s needs, wants, and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets.” Employee satisfaction is a measure of how happy workers are with their job and working environment. Surely, there may be many factors affecting organizational effectiveness and one of them is employee satisfaction. Effective organizations should have a culture that encourages employee satisfaction.

CHAPTER-4

RESEARCH METHODOLOGY

4.1 METHODOLOGY:

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis. Research methodology simply refers to the practical “how” of any given piece of research. It’s about how a researcher systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

4.2. RESEARCH INSTRUMENT:

A questionnaire was prepared to keep the objective in mind, the questions were structured and directed to make the respondent understand them easily. The respondent has to use a rating scale to answer some questions. The questionnaire includes open-ended and closed-ended questions.

4.3.DESRIPTIVE RESEARCH

Descriptive research design is called explanatory design. This describes the demographic characteristics of employers who are attending training programs. Descriptive studies are undertaken in many circumstances. When the researcher is interested in knowing the characteristics of certain groups such as age, occupation, experience, etc., a descriptive study is necessary. Hence the researcher has chosen the descriptive research method for the study.

4.4. RESEARCH DESIGN:

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

4.5 SAMPLE DESIGN :

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

4.6 PERIOD OF STUDY:

This study on employee satisfaction was conducted during 28 days

4.7 SAMPLE SIZE:

The sample size of this study is 95 respondents

4.8 DATA REQUIREMENT:

PRIMARY DATA

In the study, primary data were collected through personnel interviews using a questionnaire. The questionnaire was administered to hundred employees of karpagam garments Pvt Ltd.

SECONDARY DATA

Secondary data for this study was collected from.

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

4.9 SAMPLING DATA :

A sample design is a definite plan for obtaining a sample from a given population. The convenience sampling method was used in the selected.

4.10 QUESTIONNAIRE:

In this study, the researcher has used a questionnaire consisting of eighteen choice-based questions

4.11 TOOLS USED FOR ANALYSIS:

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

4.12 GRAPHICAL REPRESENTATION OF DATA:

Graphical representation tools such as bar graphs and pie charts have been used for the data analysis.

1. STATISTICAL TOOLS:

1. Percentage Analysis

2. CROSSTABS STATISTICS:

- Chi-square NOMINAL
- Contingency Coefficient
- Phi and Cramer's V

TABLE NO 5.24

Q: THE COMPANY HAS AN EFFECTIVE WORK CULTURE

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	41	43.16
Agree	28	29.47
Neither	12	12.63
Disagree	9	9.47
Strongly disagree	5	5.26
Total	95	100

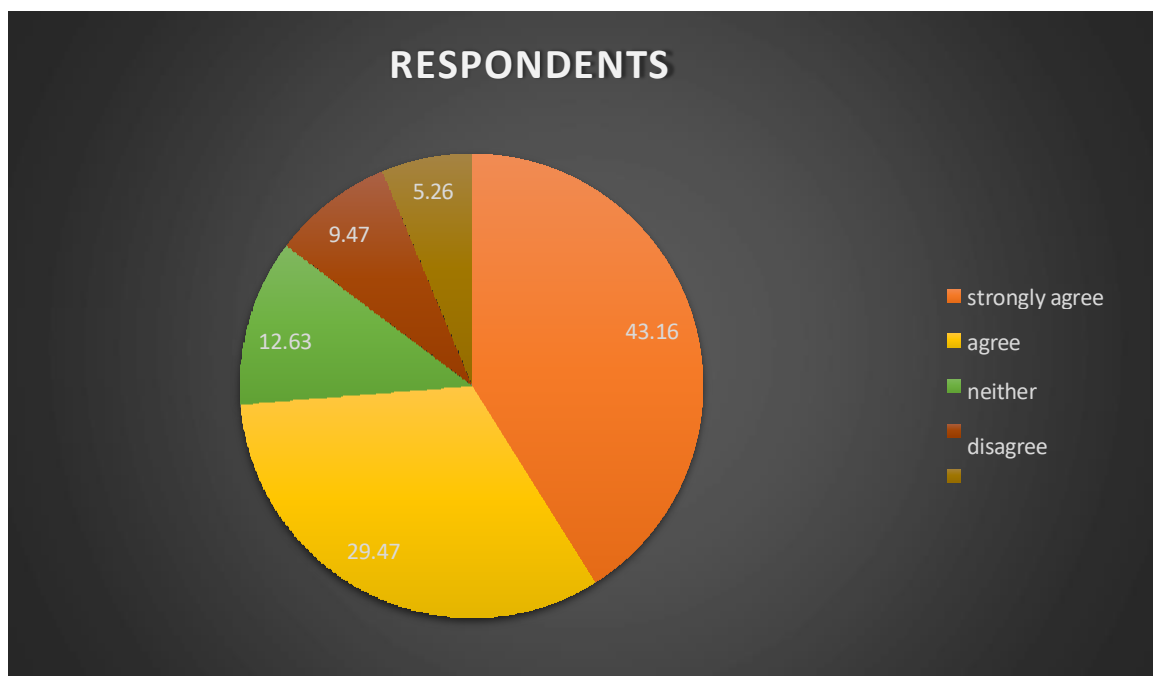


Fig no 5.24

INTERPRETATION

From the above table, 43.16% of the employees strongly agree with their work culture and 29.47% of employees agree, 12.63% of employees neither, 9.47% of employees disagree, and 5.26% of employees strongly disagree.

TABLE NO 5.25

Q. THE ORGANIZATION IS OPEN TO THE CHANGE

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	41	43.16
Agree	28	29.47
Neither	11	11.58
Disagree	9	9.47
Strongly disagree	6	6.32
Total	95	100

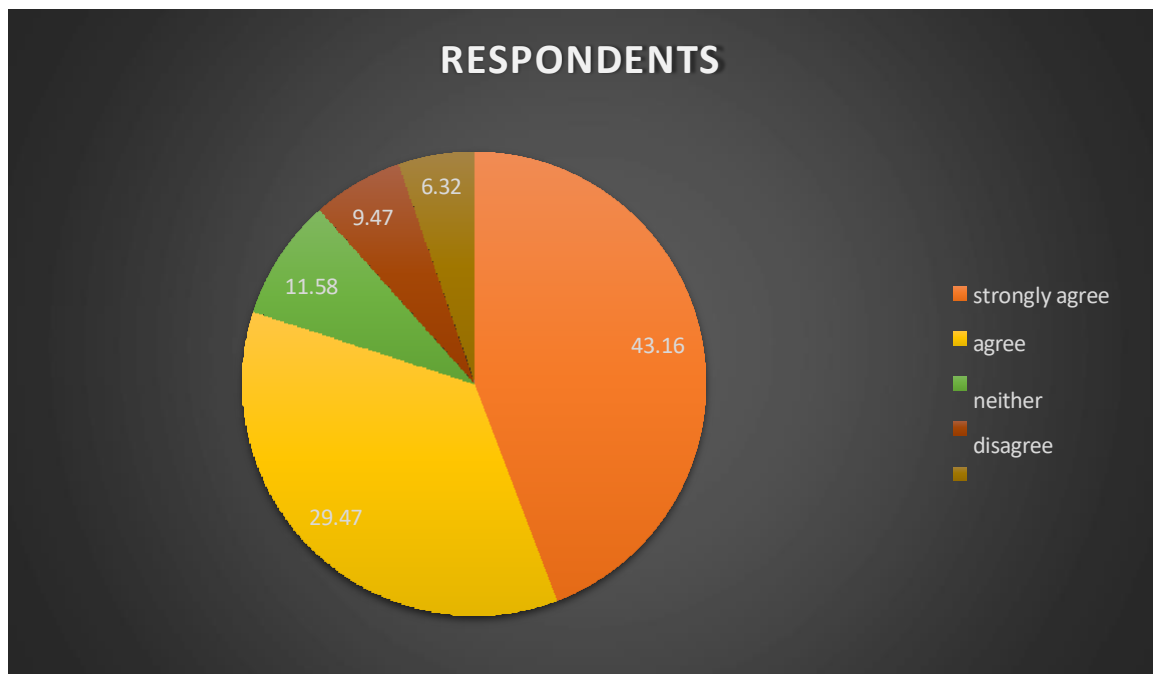


Fig no 5.25

INTERPRETATION

From the above table, 43.16% of the employees strongly agree that the organization is open to the change and 29.47% of employees agree, 11.58% of employees neither, 9.47% of employees disagree, and 6.32% employees strongly disagree.

TABLE NO 5.26

Q. COMMUNICATION IS EFFECTIVE AND TIMELY AMONG THE EMPLOYEE

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	46	48.42
Agree	26	27.37
Neither	9	9.47
Disagree	8	8.42
Strongly disagree	6	6.32
Total	95	100

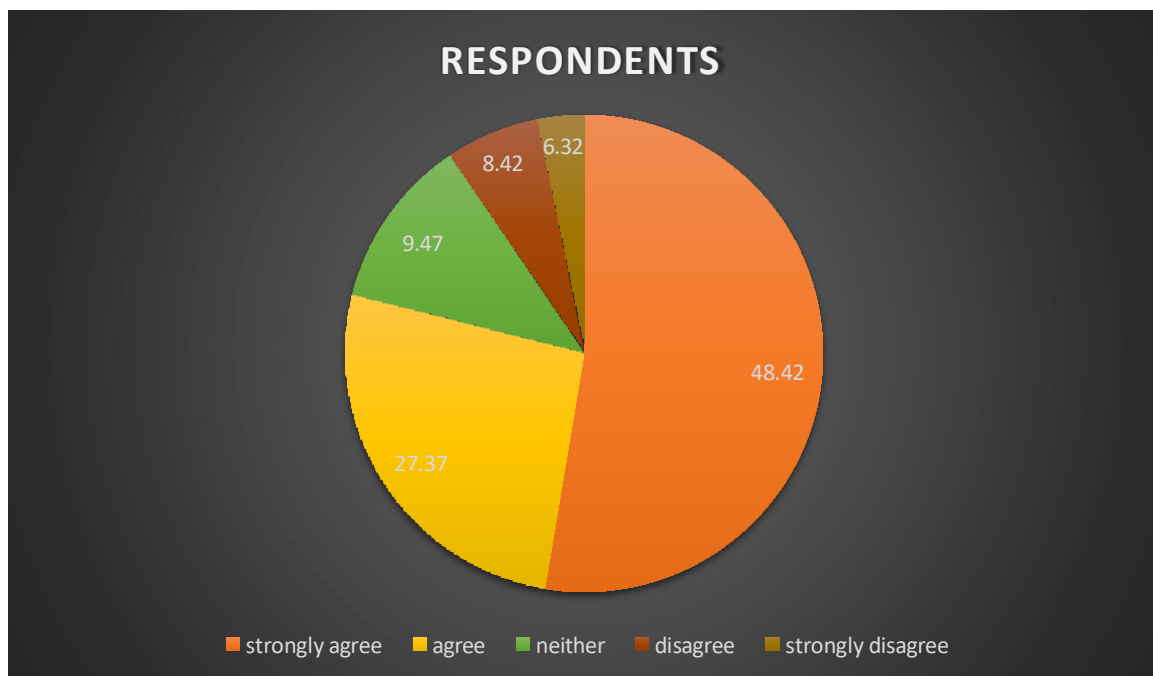


Fig no 5.26

INTERPRETATION

From the above table, 48.42% of the employees strongly agree that the communication is effective among the employees and 27.37% of employees agree, 9.47% of employees neither, 8.42% of employees disagree, and 6.32% employees strongly disagree.

TABLE NO 5.27

Q. DELEGATION OF WORK IS EFFECTIVE IN THE ORGANIZATION

OPTIONS	NO.OF. RESPONDENTS	PERCENTAGE
Strongly agree	40	42.11
Agree	24	25.26
Neither	17	17.89
Disagree	7	7.37
Strongly disagree	7	7.37
Total	95	100

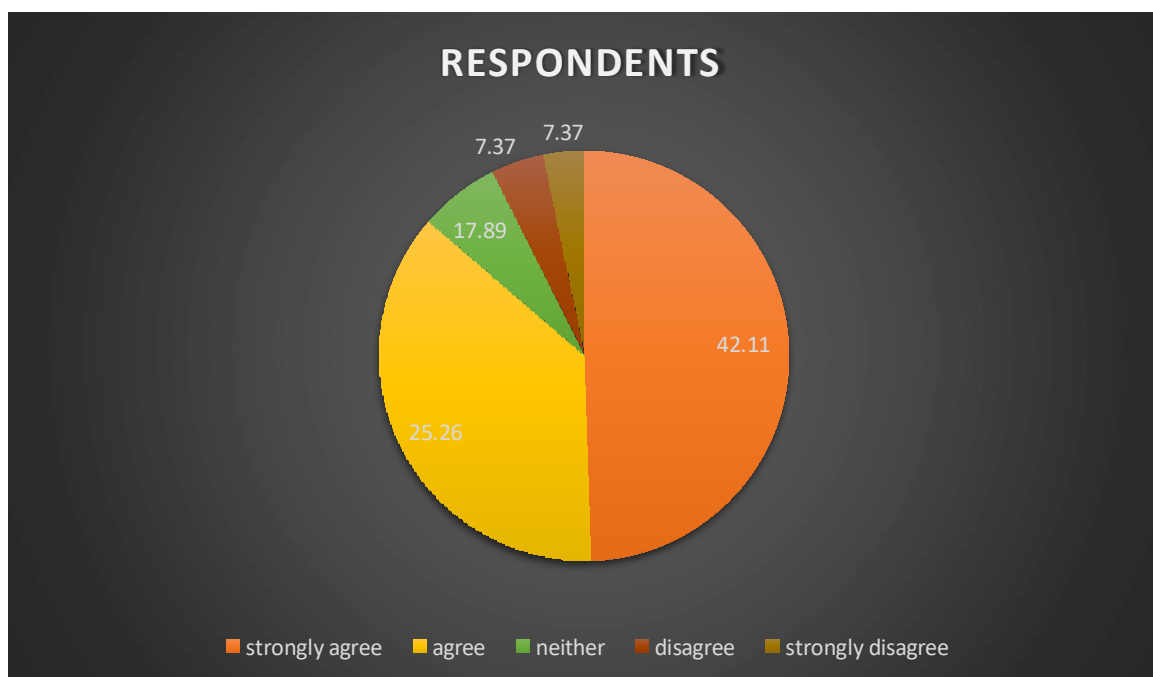


Fig no 5.27

INTERPRETATION

From the above table, 49.47% of the employees strongly agree that the delegation of work is effective in the organization and 36.84% of employees agree, 6.32% of employees neither, 4.12% of employees disagree, and 3.16% employees strongly disagree.

TABLE NO 5.28

Q. THE COMPANY GIVES REQUIRED MATERIALS, RESOURCES, AND TECHNOLOGIES TO YOUR JOB

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	45	47.37
Agree	24	25.26
Neither	13	13.68
Disagree	8	8.42
Strongly disagree	5	5.26
Total	95	100

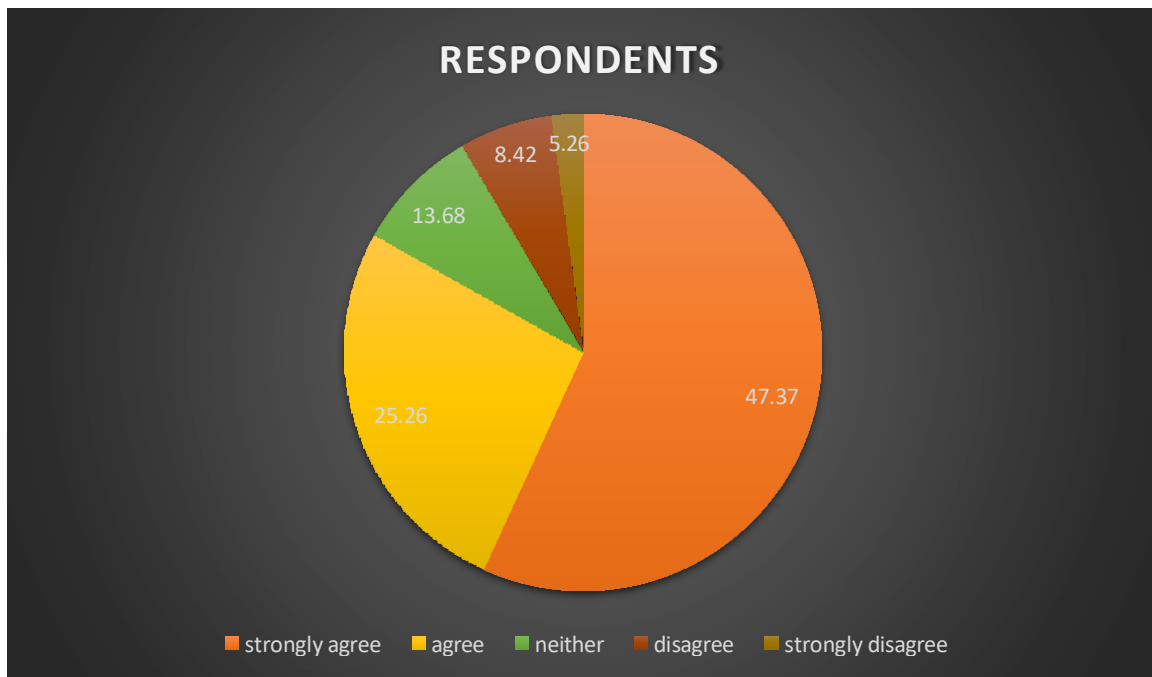


Fig no 5.28

INTERPRETATION

From the above table 47.37% of the employees strongly agree that the company gives required materials, and resources for their job and 25.26% of employees agree, 13.68 of employees neither, 8.42% of employees disagree, and 5.26% employees strongly disagree.

TABLE NO 5.29

Q. THE JOB RESPONSIBILITIES ARE CLEARLY DEFINED

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	49	51.58
Agree	18	18.95
Neither	12	12.63
Disagree	9	9.47
Strongly disagree	7	7.73
Total	95	100

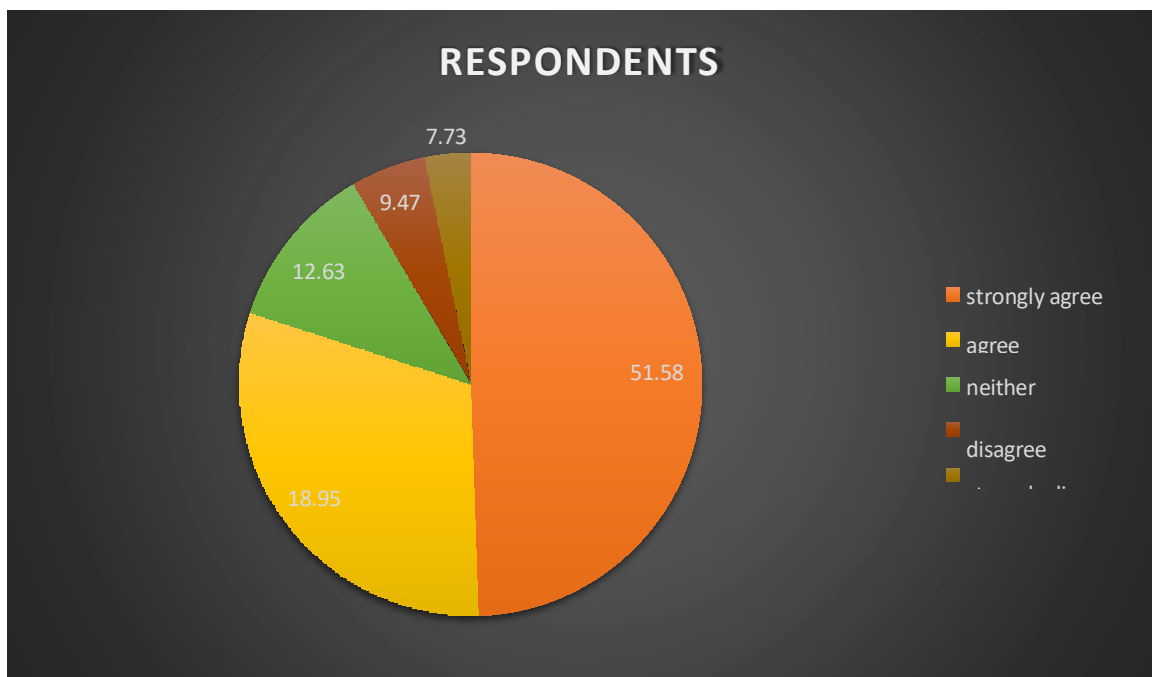


Fig no 5.29

INTERPRETATION

From the above table, 51.58% of the employees strongly agree that the job responsibilities are clearly defined and 18.95% of employees agreed 12.63% of employees neither, 9.47% of employees disagree, and 7.73% employees strongly disagree.

TABLE NO 5.30

Q. THE COMPANY FOLLOWS STRATEGIC OBJECTIVES

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	44	46.32
Agree	24	25.26
Neither	12	12.63
Disagree	10	10.53
Strongly disagree	5	5.26
Total	95	100

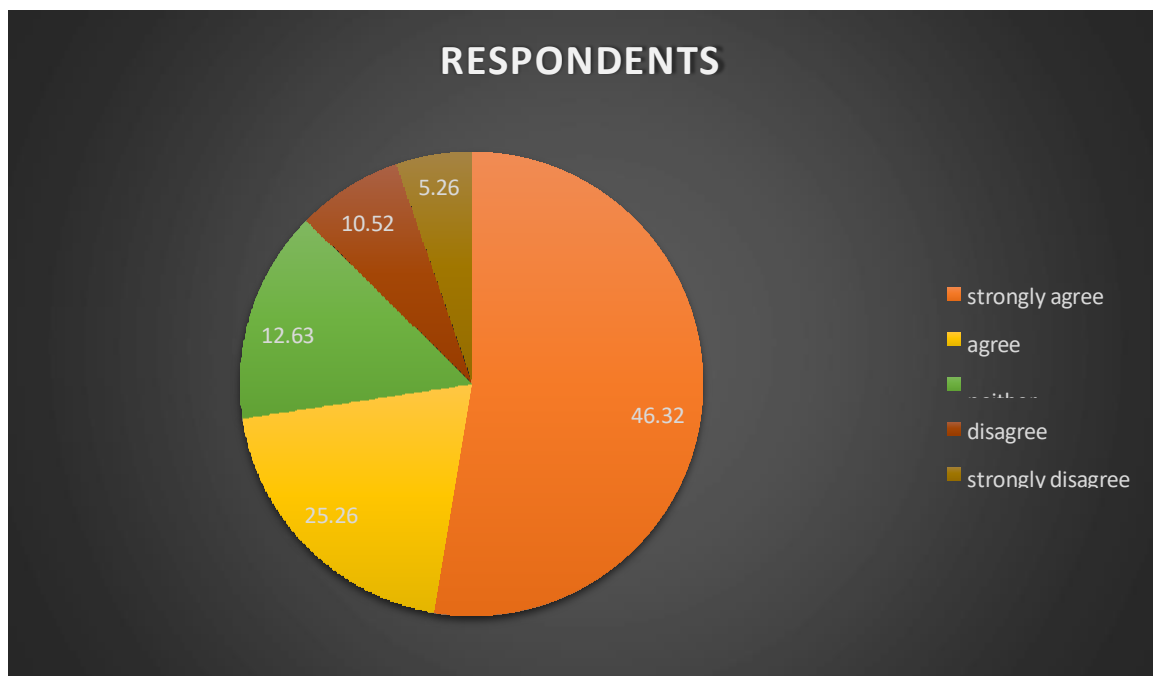


Fig no 5.30

INTERPRETATION

From the above table, 46.32% of the employees strongly agree in the company follows strategic objectives and 25.26% of employees agree, 12.63% of employees neither, 10.52% of employees disagree, and 5.26% employees strongly disagree.

TABLE NO 5.31

Q. MANAGEMENT INVOLVES IN THE SUCCESS OF PERSONAL GROWTH AND PROFESSIONAL GROWTH

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	44	46.32
Agree	25	26.32
Neither	14	14.74
Disagree	8	8.42
Strongly disagree	4	4.21
Total	95	100

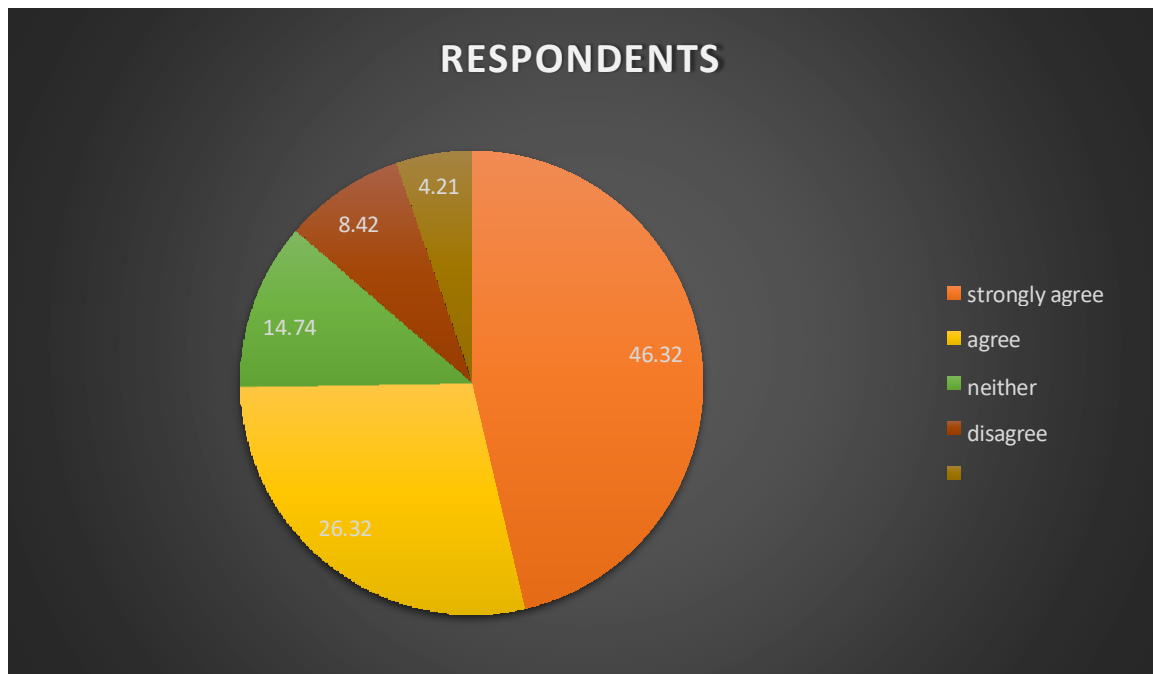


Fig no 5.31

INTERPRETATION

From the above table, 46.32% of the employees strongly agree with the success of personal growth and professional growth and 26.32% of employees agree, 14.74% of employees neither, 8.42% of employees disagree, and 4.21% employees strongly disagree.

TABLE NO 5.32

Q. THE COMPANY CREATES AN ATMOSPHERE OF WORK-LIFE BALANCE

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	42	44.21
Agree	23	24.21
Neither	12	12.63
Disagree	10	10.53
Strongly disagree	8	8.42
Total	95	100

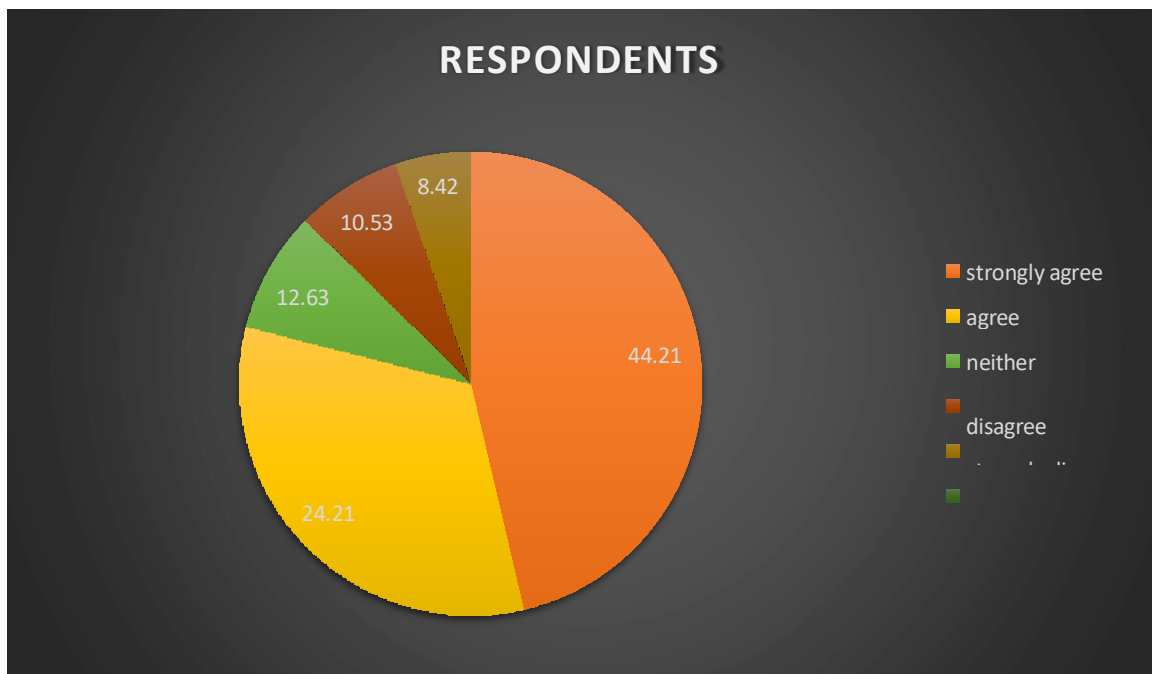


Fig no 5.32

INTERPRETATION

From the above table 44.21% of the employees strongly that the company creates an atmosphere for their work-life balance and 24.21% of employees agree, 12.63% of employees neither, 10.53% of employees disagree, and 8.42% employees strongly disagree.

TABLE NO 5.33

Q. INVOLVEMENT OF EMPLOYEES IS EFFECTIVE IN THE DECISION-MAKING PROCESS

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	40	42.11
Agree	27	28.42
Neither	13	13.68
Disagree	9	9.47
Strongly disagree	6	6.32
Total	95	100

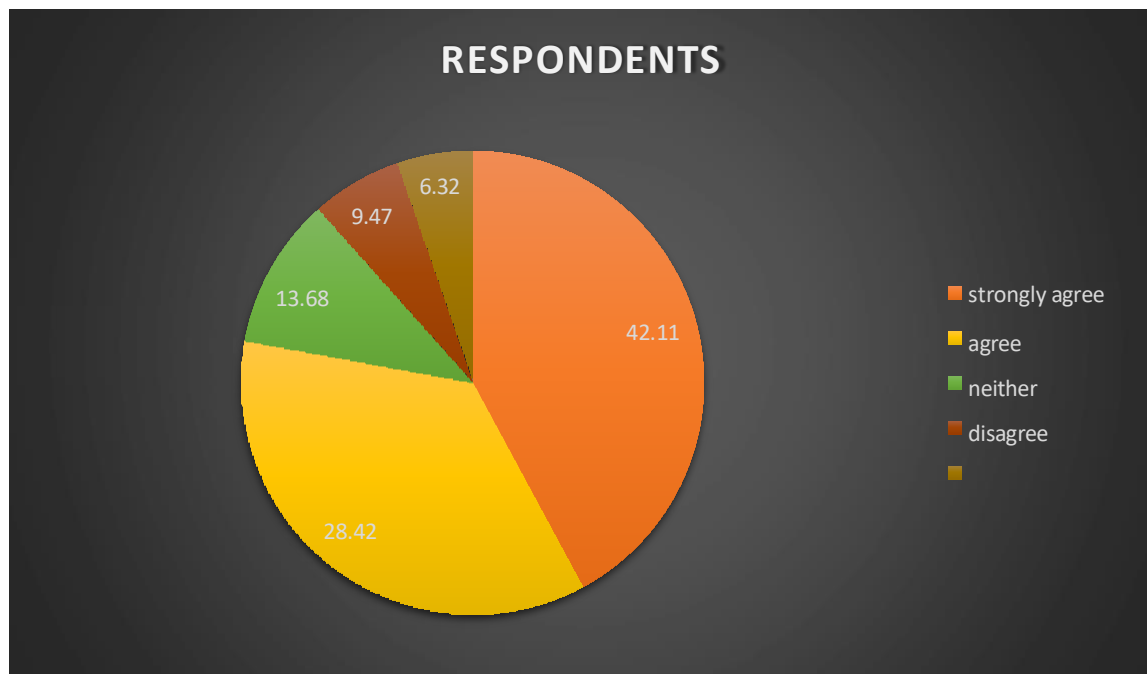


Fig no 5.33

INTERPRETATION

From the above table, 42.11% of the employees strongly agree in employees are effective in the decision-making process and 28.42% of employees agree, 13.68% of employees neither, 9.47% of employees disagree, and 6.32% employees strongly disagree.

5.2 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

5.3: 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.

5.4: 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.

5.5 : 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.

5.6: HYPOTHESIS OF THE STUDY

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

5.7 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	

5.8. 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 -6

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 responden _____

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

