

**A
PROJECT REPORT ON
“EFFECTS OF MOTIVATION AND JOB
SATISFACTION IN GENPACT ”**

**Submitted in partial fulfillment of requirement of the award of
degree**

**IN
BACHELOR OF BUSINESS ADMINISTRATION**

**By
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1084-19-684-025

**UNDER THE ESTEEMED GUIDANCE OF
LALITHA**



**Department of Commerce
GOVERNMENT CITY COLLEGE, HYDERABAD
(Autonomous)
Affiliated to Osmania University**

Re- Accredited with 'A' Grade by NAAC

(2019-2022)

GOVERNMENT CITY COLLEGE, HYDERABAD

(Autonomous)

Re-Accredited with 'A' Grade by NAAC

DEPARTMENT OF COMMERCE



CERTIFICATE

This is to certify that K.MANIPREETH Roll No: 1084-19-684-025 of Government City College, Hyderabad, Telangana, Submitted the Project Work on EFFECTS OF MOTIVATION AND JOB SATISFACTION IN GENPACT as Partial fulfillment of BBA for the academic year of 2021-2022.

INCHARGE DEPARTMENT

PRINCIPAL

DECLARATION

I'M K.MANIPREETH Roll No: 1084-19-684-025 Studying VI semester BBA at Govt. City College, Hyderabad during the academic year 2021-2022 hereby declares that this is my original work and submitted the project work on **EFFECTS OF MOTIVATION AND JOB SATISFACTION IN GENPACT** as partial fulfillment of Degree in Bachelor of Business Administration (E/M) under the guidance of LALITHA GARU.

Signature of the Supervisor

Signature of the Student

ACKNOWLEDGEMENT

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CHAPTER I

INTRODUCTION

INTRODUCTION:

Genpact is an American [professional services](#) firm legally domiciled in [Bermuda](#) with its headquarters in [New York City, New York](#). The company currently employs more than 100,000 people and provides services to clients in over 30 countries worldwide. Genpact is listed on the NYSE and in 2021 generated revenues of US\$3.71 billion.



History

Founding and early developments

Genpact was founded in 1997 as a unit of [General Electric](#).¹ The company was founded as GE Capital International Services (GECIS) in [New Delhi](#). Starting with 20 employees under the leadership of CEO [Pramod Bhasin](#), its charter was to provide business process outsourcing solutions to GE's businesses. In the beginning, GECIS created processes for outsourcing back-office activities for GE Capital such as processing [car loans](#) and credit card transactions. It was

an [experimental concept at the time](#) and the beginning of the [Business-Process-Outsourcing \(BPO\)](#) industry.

One year after its launch, GECIS employed about 800 people and generated revenues of US\$4 million. By 2001, GECIS operations had grown to 12,000 employees and the company began to manage a wide range of processes across GE's financial services and manufacturing businesses. [Jack Welsh](#), CEO of GE at the time, said that GECIS was a key driver of GE's growth between 1998 and 2001, and was responsible for reducing operating costs by approximately US\$1 billion.

In 2003, GE reduced its stake in GECIS to 40% and sold the remainder to two American [private equity](#) firms. At the time of the sale, GECIS employed around 13,000 people in India and 4,000 people in the US, China, Hungary and Mexico, providing a range of solutions in areas such as finance and [accounting](#), [insurance claim processing](#), [IT management](#) and [technical support](#).

By 2004, GECIS oversaw around 700 business processes for GE that had migrated from the US to India, generating revenues of US\$426 million.

Independence and international growth

In January 2005, the company became independent and started to serve clients outside of GE. As part of this transition, the company changed its name to Genpact for "generating business impact."¹ Also in 2005, the company opened additional offices in India and by the end of the year, recorded US\$493 million in revenue, with 15% coming from new global clients, and the remaining 85% from GE. In 2006, Genpact further expanded in India, the Philippines, Mexico and China.

In August 2007, Genpact was listed on the NYSE under the symbol 'G'. The company continued to grow, opening offices in six additional countries that same year and launching a joint venture with the Indian company [NDTV](#) to offer outsourcing services for the media industry. In 2008, the company crossed US\$1 billion in revenue, with 53% coming from clients other than GE.

From 2010 onward, the company increasingly focused its operations and presence in Europe and the US. As part of its shift west, the company moved its headquarters to New York and in 2011, Bhasin stepped down as CEO and became non-executive vice chairman of the

company. He was succeeded on 17 June 2011 by NV "Tiger" Tyagarajan, who was appointed to the Board of Directors and became Genpact's new CEO. Tyagarajan was previously CEO of Genpact from 1999 to 2002, when he led the business through a critical growth phase as a subsidiary of GE. When Genpact became an independent company, he rejoined the firm from [GE Capital](#) U.S. as executive vice president of sales and business development from 2005 to 2009. Thereafter, he took on the role of the firm's chief operating officer, before being named CEO in 2011.

[Bain Capital](#) became the firm's largest shareholder in October 2012.

In February 2019, Genpact [contractors](#) in [Hyderabad](#) who were assigned [content moderation](#) tasks for [Facebook](#) reportedly experienced [psychological trauma](#) while evaluating videos depicting [suicide](#), [torture](#), [terrorism](#), and [pornography](#).

Recent developments

In September 2020, UK [Medicines and Healthcare products Regulatory Agency](#) contracted Genpact to supply an [Artificial intelligence](#) software tool to process the expected high volume of [COVID-19 vaccine](#) [Adverse drug reactions](#) to ensure that no details from the ADRs reaction texts are missed.

Acquisitions

- April 2016: Endeavour Software Technologies, an enterprise mobility software company
- August 2017: TandemSeven, an experience design company
- September 2017: OnSource, a provider of an Inspection-as-a-Service (IaaS) product for [property and casualty](#) (P&C) insurance carriers and their customers
- June 2018: Commonwealth Informatics, a provider of cloud-based drug safety analytics products and services for medical research and healthcare delivery
- July 2018: Barkawi Management Consultants, a supply chain management firm
- January 2019: riskCanvas, an end-to-end Financial Crimes software platform
- October 2019, Rightpoint, a digital consultancy
- January 2021: Enquero a data engineering and analytics firm

Corporate affairs

Organizational structure

Genpact operates worldwide and is currently active in more than 30 countries.

Management structure

Genpact is managed by a leadership team of 17 members (2022), that the company refers to as Genpact Leadership Council. N.V. "Tiger" Tyagarajan has served as [president](#) and [CEO](#) of Genpact since 2011.

Products

In June 2017, Genpact announced Genpact Cora, an [artificial intelligence](#) (AI)-based platform for enterprises. The platform has an [application program interface](#) (API) design and [open architecture](#) that includes Genpact's own intellectual property as well as other providers. The platform's claimed benefits include deciphering large chunks of data, seamless customer service, faster financial reporting, and increasing speed to market.

EFFECTS OF MOTIVATION AND JOB SATISFACTION OF OFFICE PERSONNEL TOWARDS ORGANIZATIONAL PRODUCTIVITY ABSTRACT

Organizational productivity is the retention power of every organization as it ensures the loyalty of its market share. This is because it represents their value and creates a corresponding demand for organizational service.

This study was undertaken to examine the effects of motivation and job satisfaction of office personnel towards organizational productivity. The survey research method was adopted in this study. The data were collected from twenty (20) respondents of Genpact company, Hyderabad who were enrolled in the study. A null hypothesis was tested using Granuer test and rejected.

The findings of this study shows that there is a direct relationship between personnel motivation, job satisfaction and organizational productivity. This study recommended developing efficient workplace mechanism to ensure employee are at their best to deliver quality service.

OBEJECTIVES OF THE STUDY:

- To study the employment methods in a multinational company named Genpact at Hyderabad
- To study the satisfaction of the employees with their work
- To study the impact on rural students placement

SCOPE OF THE STUDY:

- The study, working conditions, motivation and job satisfaction confined to Genpact.

NEED OF THE STUDY:

- The main purpose of study on effects of motivation and job satisfaction is need to create awareness about the company and help to develop the organization and also personal growth of employee.

METHODOLOGY :

1. SOURCES OF DATA

PRIMARY SOURCE OF DATA

- The data is collected through well structured questionnaire from employees of genpact.
- The data is collected through likert 5 points scale technique questionnaire, open ended and closed ended questionnaire.

SECONDARY SOURCE OF DATA

The secondary source of data is collected with the help of internet.

2.SAMPLE SELECTION:

My sample is collected from the employees of Genpact company, hyderebad.

SAMPLE SIZE:

The sample size is " 20" which is collected from the employees of Genpact company, hyderebad.

3.STATISTICAL METHOD:

The data collected is been analyzed and is represented in the form of frequency tables,charts [pie chart, bar graph] and interpreted.

CHAPTER – II

THEORITICAL FRAMEWORK

EMPLOYEE MOTIVATION

1.Appraisal frequency should be at least 3 or 6 months / time. This help you regularly review satisfaction trends of employees .For some department, you should increase appraisal frequency for them because of lack of management skills or unsuitable personalities .Many organizations only perform appraisal satisfaction of employees 1 time per year, simply by applying the standard management rather than the needs of the organization. This is a very long time because the dissatisfaction of employees can occur at any time.

2. Implementation of feedback program regularly

You can not assess satisfaction of employees every month because it is very time-consuming. So how you know the opinions of employees? You can implement the program on the response of employees monthly or suddenly when a problem happened .The feedback of the staff are their comments, attitudes about problems that will occur or has occurred .The feedback can conduct independent or attached to the assessment of the work monthly.

How to improve employee satisfaction?

factors can improve employee satisfaction : Organization development

- Shared mission or vision: In many organizations, employee doesn't know what is mission, vision, objects. Building a corporate culture that requires employees to be an integral part of the organization can be an effective way of getting the most from the talents or competencies brought to the organization by each employee.

-

Feedback programs: These programs will help organization what is opinions of their employees.

Work itself

You can increase job satisfaction by

- Job rotation

- Job

enlargement: knowledge enlargement, task enlargement.

- Job enrichment

Compensation and benefits

Policies of compensation and benefits are most important part of organization. But you should

build your policies at “suitability” not “the best”.

Appraisal program

You should build the proper evaluation and fair and encourage employees perform work.

Relationship with supervisors

Relationship with management is the key factor often happen dissatisfaction of employees. The company should have policies to:

- Management must be fair treated with staff.
- Ready to help them.
- Full training
for staff
- Ready to listen and respond to employee.

Promotions and career development

- Develop programs to promote all titles in the organization.
- Develop training programs for employees
- Build programs for career development of each title.

Build corporate culture

- Build channel of communication in organization
- Relationship with co workers
- Build sharing culture.

Working condition and environment

- Build occupational
health and safety program.

Improvement programs of employee satisfaction

HR department must have the monitoring methods for improvement programs of employee satisfaction. Many organizations just do appraisal of employee satisfaction but not pay attention to role of monitoring . Build solutions to improve satisfaction training all level of management about the importance of satisfaction and methods to increase satisfaction.

Employees by them self

- Hiring the right employees:
- Clearly defined and communicated employee expectations.
(This chapter should cover all theoretical concept of your topic in details. This will be your second chapter of your project. An ideal second chapter will contain 7-10 pages.A model questionnaire for surveying employee satisfaction is provided below .A good questionnaire will have 20-25 questions objective type. If your respondents are illiterate then you may prepare an interview schedule ----

OBJECTIVES OF EMPLOYEE MOTIVATION :

Following are some important objectives of motivation:

1. To Create Conditions:

Main basic objective of motivation is to create conditions in which people are willing to work with zeal, initiative, interest and enthusiasm with a high moral satisfaction personal as well as group. Motivation, as well creates feeling or responsibility and loyalty. This ultimately results indiscipline. Naturally the workers feel pride and confident towards achievement of organisational goals effectively.

2. To Stimulate Employee Growth:

Motivational techniques are utilised to stimulate employee growth. Clarence Francis rightly said that “You can buy a man’s time, you can buy a man’s physical presence at a given place, you can even buy a measured number of skilled muscular motions per hour or day, but you cannot buy enthusiasm, you cannot buy initiative, you cannot buy loyalty, you cannot buy devotion of hearts, minds and souls. You have to earn these things.” Motivation helps management in winning those that cannot be bought. Managers believe that motivation is one of the most important factors in managing human resources today.

3.To Achieve Organisational Goals:

Predetermined objectives and goals of any organisation can be achieved by willful as well as efficient work by the work force. Motivation only, can make the workforce to stand to expected standards and efficiency. It, therefore, is a basic duty of every manager to motivate his subordinates for the attainment of predetermined organisational goals and objectives.

4. For Better Utilisation of Human and Non-Human Resources:

It is the duty of every manager to utilise both human and non-human resources in the best possible way. If managers motivate the employees continuously, they will automatically ensure best utilisation of human resources. If human resources are timely and properly motivated, they, in turn utilise the non-human resources properly. Through motivation there will be better utilisation of resources and worker’s abilities and capabilities.

5. For Job Satisfaction:

Higher motivation leads to job satisfaction of workers which can reduce absenteeism, turnover and labour unrest.

6. For Better Industrial Relations:

If management is successful in understanding the motives or needs of the workers and provides an environment in which appropriate incentives are available for their

need satisfaction, it leads to better industrial relations between management and workers. It also will increase efficiency and effectiveness of the organisation. Motivation will also foster team spirit among the workers and increase their loyalty to the organisation.

Employee Motivation – Importance

In the directing process, motivation is one of the important elements. By motivating people, the manager guides people's actions in the desired direction so as to enable him to achieve the organisational objectives. For performing any job, two important things are necessary, viz., will to work and ability to work. The importance of motivation lies in converting this ability to work into the will to work. For performing any job, there is a need for both, viz., the ability and willingness to work.

Without willingness, ability to work is of no use. Hence, there is a need for motivating a person to do his job. Performance depends on ability and willingness and in turn, willingness depends on motivation. It can be expressed in a formula – $\text{Performance} = \text{Ability} \times \text{Motivation}$.

The following points highlight the importance of motivation:

- (1) Maximum utilisation of factors of production – Motivation makes workers work sincerely for completing the task assigned to them. By this, there is a possibility of utilising the enterprise resources, viz., human, physical and financial, to the maximum.
- (2) Reduced employee turnover and absenteeism – Attractive motivational schemes bring about satisfaction to employees and by this, their

commitment to organisation increases and they are not easily tempted by offers from competitors. This means reduced employee turnover. Further, because of their satisfaction, they will be attending to their work regularly.

- (3) Increase in efficiency and output – As motivation brings about satisfaction to employees, they work wholeheartedly. Because of this, there will be an increase in their efficiency and output.
- (4) Sense of belonging – A proper system of motivational schemes promotes closer identification between enterprise and workers. The workers begin to feel that the enterprise belongs to them and the interests of the enterprise are their interests and there is no difference between them. This result in better relations between management and workers.
- (5) Easy availability of right personnel – Because of the proper motivational schemes, the enterprise is in a position to attract highly talented and competent persons from external sources to serve in its organisation. This helps the company in increasing its efficiency.
- (6) Helps in realising organisational goals – Motivated employees develop a feeling of total involvement in the task of organisation and put forth their efforts wholeheartedly for the relations of organisational goals.

MOTIVATIONAL METHODS :

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- (6) Helps in realising organisational goals – Motivated employees develop a feeling of total involvement in the task of organisation and put forth their efforts wholeheartedly for the relations of organisational goals.

Human resource is most vital asset for organizational development. It is the source that makes other source use and gets best return out of them. But getting best of human resource requires enormous moves by organization and their management.

If the human resource or employees are happy and contented with the moves and actions of employer they do their best for the best of organization. But if they are not in this state they might cause organization unmatched loss. Thus managing human resource has become an art.

Management always tries to use that art to satisfy their workforce. The greater the level of satisfaction of employees is, the higher will be returns for organization. And this has been realized by various researches, scholars, academicians, writers and leaders. In the literature of organizational behavior and organizational psychology, job satisfaction is considered Corresponding author.

The most extensively researched area (Keung-Fai, 1996; George and Jones, 2008). The different ways of satisfying the employees were found by the scholars and facilitated to the human resource managers to attract, motivate and retained the most committed workforce. Job satisfaction has direct impact on level of absenteeism, commitment, performance and productivity.

Furthermore, job satisfaction improves the retention level of employees and reduces the cost of hiring new employees (Murray, 1999). Alternatively, the outcome of job dissatisfaction is increase in the cost of recruitment, selection and training, discouragement of current employees and reduction in the growth of organization (Padilla-Velez, 1993).

The dissatisfaction of the employees has adverse effect on the efficiency of the organization. So studying job satisfaction is one of the most important topics of organizations setup. Importance of job satisfaction can be realized by taking Doctors in Pakistan as example. There was a severe strike by doctors in the province of Punjab, followed by strike in Sind, Baluchistan and capital city/Islamabad because they were not satisfied with the pay, promotion 2698 Afr. J. Bus. Manage.

and development policies, care given to doctors and many other factors. This led them a strike action and thus, they stayed out of their jobs. This proved to be a lash on the administration and public, as due to absence of doctors, 60% of the country clinics and hospitals were out of action which caused 500 deaths of patients (Kazmi, 2011).

It shows that satisfying employees is one of the most important functions of management and in its absence crisis like medical crisis in Pakistan might arise. This study aims to finding out the factors which are present in the medical sector of Pakistan that leads to strike action by employees.

LITERATURE REVIEW Here, we address various determinants of job satisfaction and their impact on various factors like job satisfaction and employees performance. Impact of rewards/pay on job satisfaction and performance Job satisfaction is an outcome of different factors like pay, promotion, the work itself, supervision, relationships with co-workers and opportunities for promotions (Opkara, 2002).

Out of these factors, pay is a very important factor. Frye (2004) found that there is positive relationship between equity based compensation and performance. It was further concluded that compensation plays vital role in human capital intensive firms to attract and retain expert workforce.

Furthermore, the compensation has significant impact on the level of job satisfaction of employees. It was also found that flexible compensation has no effect on the level of job

satisfaction (Igalens and Roussel, 1999). The study regarding the job satisfaction level of public sector managers was conducted and it was concluded that the income is the major determinants of job satisfaction (Sokoya, 2000).

The investigation about relationship among job satisfaction and pay was conducted and it was also found that job satisfaction is affected by the pay (Nguyen et al., 2003). Brudney and Coundry (1993) have explained different variables that influence performance of the employees in the organization. They included such as pay, organization commitment, relationship between pay and performance, etc.

There are some empirical evidences that there is positive correlation between compensation and performance (Gneezy and Rustichini, 2000; Gardner et al., 2004; Tessema and Soeters, 2006). From the literature review, we propose the following hypothesis: H1: Pay has positive impact on job satisfaction. H2: Pay has positive impact on employees' performance.

Impact of promotion on job satisfaction and employee performance The researcher in their results found the influence of different determinants of job satisfaction. Several studies focus on the demographic factors while others link the job satisfaction with reference to working environment.

The other factors such as fair promotion system, job autonomy, leadership behavior, social relations are also the dominant in determining the level of job satisfaction (Dawson, 1987). (Nguyen et al., 2003) concluded that job satisfaction is the result of promotion opportunities in the organization.

Teseema and Soeters (2006) concluded that there is positive relationship between promotion practices and perceived performance of employee. If organizations want to accelerate performance of employees in the organization, fair promotional opportunities should be given to employees (Park et al., 2003). On the basis of said previously studies conducted, we formulate the hypothesis: H3: Promotion has positive impact on job satisfaction. H4: Promotion has positive impact on employee performance.

Impact of job safety and security on job satisfaction and performance Various researcher conducted studies and found that job dissatisfaction is the outcome of insecurity among employees (Ashford et al., 1989; Davy et al., 1991). Important factors like low job security, working conditions and the nature of work, low wages and lack of promotion, low job autonomy have adverse affect on the level of job satisfaction of employees (Guest, 2004; Silla et al., 2005).

Abegglen (1958) found during the study of Japanese workers that employment arrangement like lifetime employment and seniority system, job security leads to high commitment. Bolt (1983), Mooney (1984), Rosow and Zager (1985) concluded that the job performance decreases due to insecurity of job.

Iverson (1996) argued that job security has significant impact on the organizational commitment. Morris et al. (1993) concluded the same. The research on the job insecurity was conducted and it was found that job performance and organizational commitment are negatively correlated with job insecurity (Rosenblatt and Ruvio, 1996).

In view of former studies we hypothesize the following: H5: Job safety and security has positive impact on job satisfaction. H6: Job safety and security has positive impact on employee performance. Impact of working conditions on job satisfaction and performance The researcher found that work environment is an important determinant of job satisfaction of employees (Herzberg, 1968; Spector, 2008).

The work environment, in the new research, was found to be better determinant of job satisfactions by the scholars (Reiner and Zhao, 1999; Carlan, 2007; Ellickson and Logsdon, 2001; Forsyth and Copes, 1994). Moreover, variation exists in terms of pay packages, working conditions, incentives, recognition and fringe benefits for the employees (Lavy, 2007). It was found that job satisfaction is adversely affected by the factors such as lack of promotion, working conditions, low job security and low level of autonomy.

Guest (2004), Silla et al. (2005) and (Ceylan, 1998) concluded that the working conditions have affect on the satisfaction of employees. These include comfortable proper work and

office spaces, temperature, lighting, ventilation, etc. It supports the following hypothesis: H7: Working conditions have positive impact on job satisfaction. H8: Working conditions have positive impact on employee performance. Impact of autonomy on job satisfaction and performance In politics, bioethical and moral attitude, the concept of autonomy, has its ancestry. It relates to the capacity of rational individual to take decision independently.

The underpinning of the autonomy is to fortitude an individual's actions in the context of moral responsibility. Self governing of the people is referred to autonomy (Smith, 1993). The researcher in their results found the influence of different determinants of job satisfaction.

Several studies focus on the demographic factors while others link the job satisfaction with reference to working environment. The other factors such as fair promotion system, job autonomy, leadership behaviour, social relations are also the dominant in determining the level of job satisfaction (Dawson, 1987).

It was found that job satisfaction is adversely affected by factors such as lack of promotion, working conditions, low job security and low level of autonomy (Guest, 2004; Silla et al., 2005). Brewer et al. (2000) suggested that employees should be involved in the decision-making process.

(2010) argued the employee commitment and loyalty toward organization are significantly affected due to job characteristics like work redesign and employee self governed. The literature review thus supported the hypothesis as follows: Khan et al. 2699 H9: Autonomy has positive impact on job satisfaction. H10: Autonomy has positive impact on employee performance.

Impact of relationship with co-workers on job satisfaction and performance The scholars previous found that environmental factors are important determinant of job satisfaction.

The level of salary, promotion, appraisal system, climate management, and relation with co-workers are the vital factors. (Lambert et al., 2001).

James (1996) concluded that the working as a team has significant impact on the satisfaction level of employees as it affects their performance. It is essential to recognize to the significance of these factors to boost the satisfaction level in the workforce. The researchers found the factors like pay, promotion and satisfaction with co-workers that influence the employee feeling towards job satisfaction (Schermerhorn et al., 2005).

Padilla-Velez (1993) argued that the performance can be improved and absenteeism can be decreased with the help of socialization and interaction among employees. Thus, on the basis of earlier studies we propose the hypothesis: H11: Relationship with co-workers has positive impact on job satisfaction. H12: Relationship with co-workers has positive impact on employee performance. Impact of relationship with supervisors on job satisfaction and performance Brunetto and Farr-Wharton (2002) concluded that supervision of the immediate manager increases the level of job satisfaction in the public sector employees.

The productivity and performance of subordinates can be improved with managerial actions and supervision. The recognition of the achievements by the supervisors leads toward job satisfaction and is useful to solve the problems (Yen and McKinney, 1992). Okpara (2004) conducted the study of IT managers and found that job satisfaction among managers can be increased with the help of supervision.

CHAPTER – III DATA ANALYSIS AND INTERPRETATION

Date Interpretation:

A questionnaire was prepared for the purpose of getting feedback from the employees of Genpact company. 20 employees are selected and were distributed the questionnaire throughout online from the purpose of the study.

Analysis of the data:

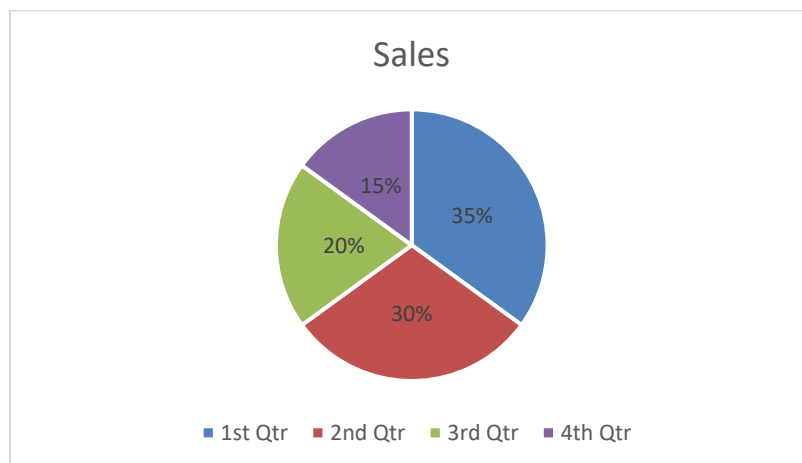
The analysis of data is done as per the survey finding. The data is represented graphically in percentage.

The percentage of people's opinion were analysed and expressed in the form of charts and have been placed in the next few pages.

1. Rate your level of satisfaction with the working culture of the organisation.

a.Highly satisfied b.satisfied c.average d.dissatisfied

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	Highly satisfied	7	35%
2	satisfied	6	30%
3	average	4	20%
4	dissatisfied	3	15%
	Total	20	100



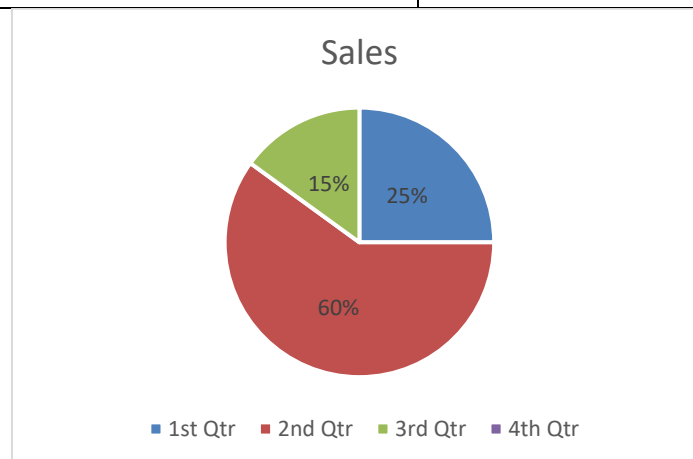
Interpretation :

From the above pie chart 35% of ☐ employees are Highly satisfied , 30% of employees are satisfied , 20% of employees responded as average sharing information and 15% of employees are dissatisfied

2. Which of the following factors that motivates you the most ?

a. incentive awards b. promotion c. appreciation letters

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	Incentive awards	5	25%
2	promotion	12	60%
3	Appreciation letters	3	15%
	Total	20	100



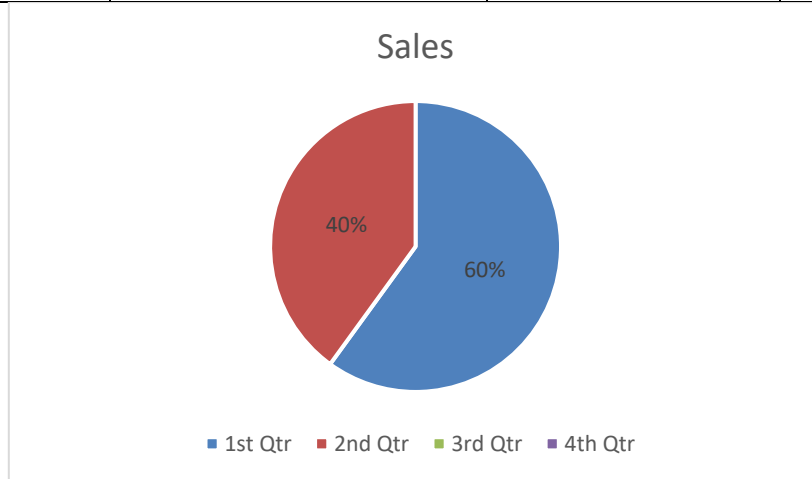
Interpretation:

From the above pie chart 60% of employees are motivated by promotion , 25%of employees by incentive awards ,15% by appreciation letters.

3. Does top management involve you in decision making which are connected to your department.

a. yes b. no

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
01	YES	12	60%
02	NO	8	40%
	Total	20	100



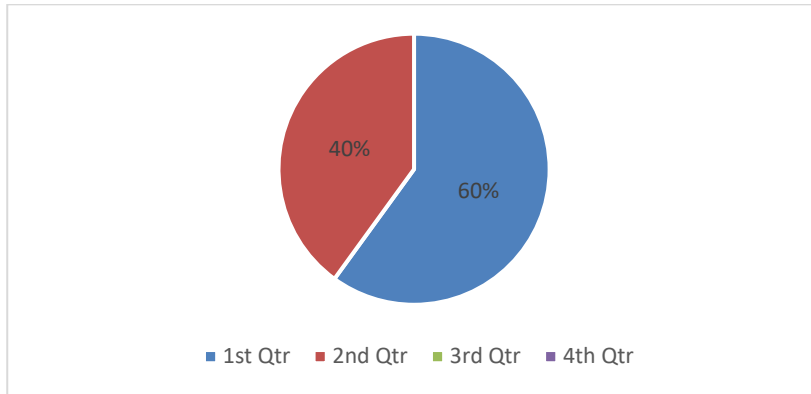
Interpretation:

From the above pie chart 60% of employees are answered, the involvement in decision making and 40% of employees are said that they are not involved in decision making.

4. Are you happy with your job?

a. yes b. no

S.NO		NO.OF RESPONDENTS	PERCENTAGE
01	yes	12	60%
02	NO	8	40%
	Total	20	100



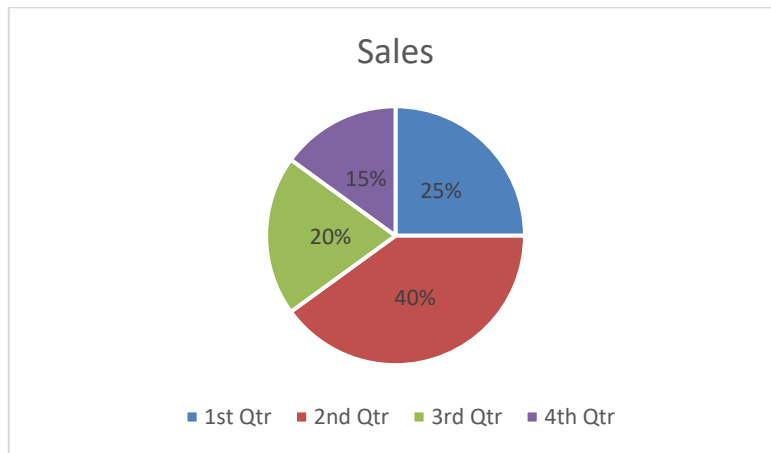
Interpretation:

. From the above pie chart 60% of employees are answered, they are happy with their job and 40% of employees are said that they are not happy with their job.

5. How do you feel about the employee review system?

a. good b. excellent c. bad d. poor

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	Good	5	25%
2	Excellent	8	40%
3	Bad	4	20%
4	Poor	3	15%
	Total	20	100



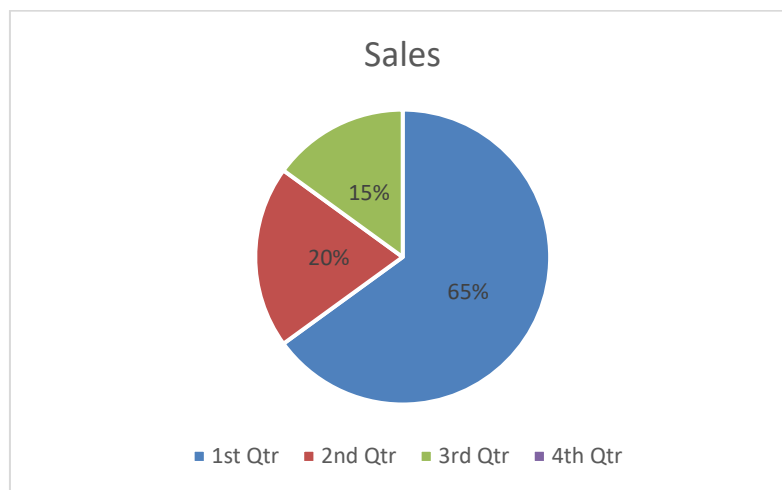
Interpretation:

From the above pie chart 40% of employees marked as excellent review system , 25% of employees as good,20% of employees as bad and 15% of employees marked as poor.

6. How effective is your manager?

a. 3 b. 2 c. 1

S.NO	OPINION /Rate	NO.OF RESPONDENTS	PERCENTAGE
01	3	13	65%
02	2	4	20%
03	1	3	15%
	Total	20	100



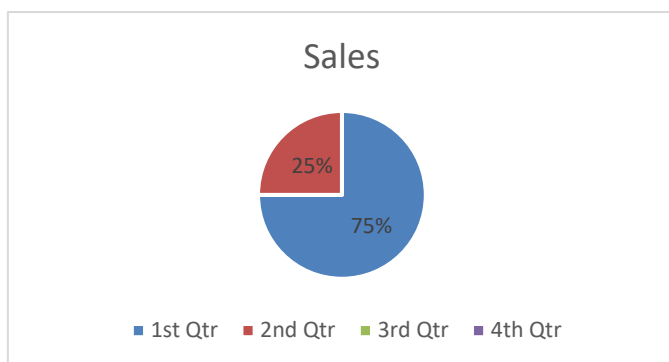
Interpretation :

From the above pie chart 65% of employees rated 3 about the effectiveness of their manager, 20% rated 2 and 15% rated as 1 regarding the effectiveness of their manager.

7. Do you think that incentives and other benefits will influence your performance?

a) influence b) does not influence

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
01	influence	15	75%
02	Doesnot influence	5	25%
	Total	20	100

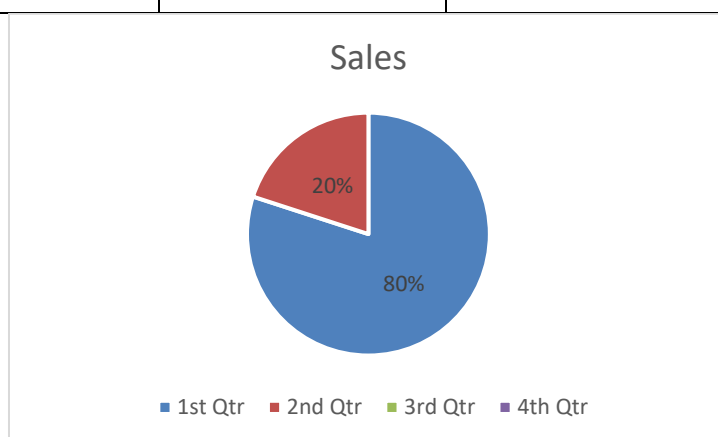


Interpretation:

From the above pie chart 75% of employees are influenced by the incentives and other benefits and remaining 25 % does not influence by them.

8. Since how many years you have been working in this organization?
a. 0-5 years b. above 5 years

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
01	0-5 years	16	80%
02	Above 5years	4	20%
	Total	20	100

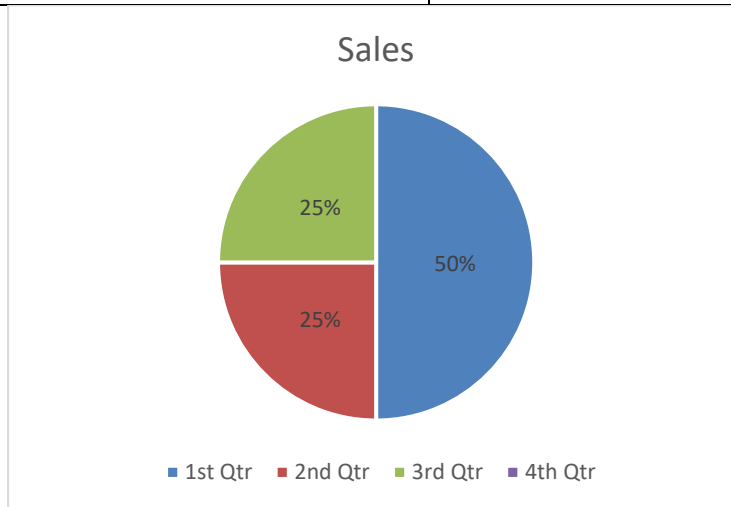


Interpretation :

From the above pie chart 80% of employees are working in the organization in last 5 years and rest 20% are in the organization above 5 years.

9. How do you feel about the pay levels at Genpact as compared to similar employers?
a. Good b. better c. bad

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	good	10	50%
2	better	5	25%
3	bad	5	25%
	total	20	100



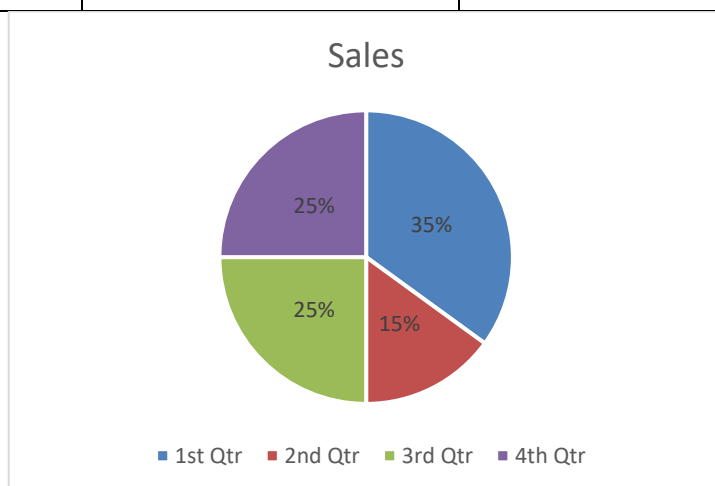
Interpretation :

From the above pie chart 50% employees feel that the pay levels are good compared to similar employers, 25% employees feel better and 25% feel bad about the pay levels.

10. What do you like the most about the job?

- a. Salaries b, working style c. security d, all the above

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
01	salaries	7	35%
02	Working style	3	15%
03	security	5	25%
04	All the above	5	25%
	total	20	100



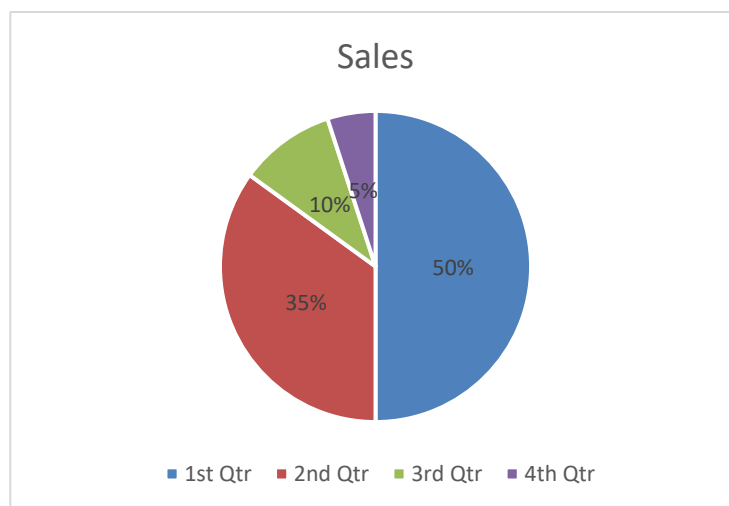
Interpretation :

From the above pie chart 35% employees like the salaries regarding their job ,15% working style , 25% security and 25% all of these criteria.

11. How do you feel about the responsibilities of your job?

a.good b. better c. bad d. worse

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
01	good	10	50%
02	better	7	35%
03	bad	2	10%
04	worse	1	5%
	total	20	100



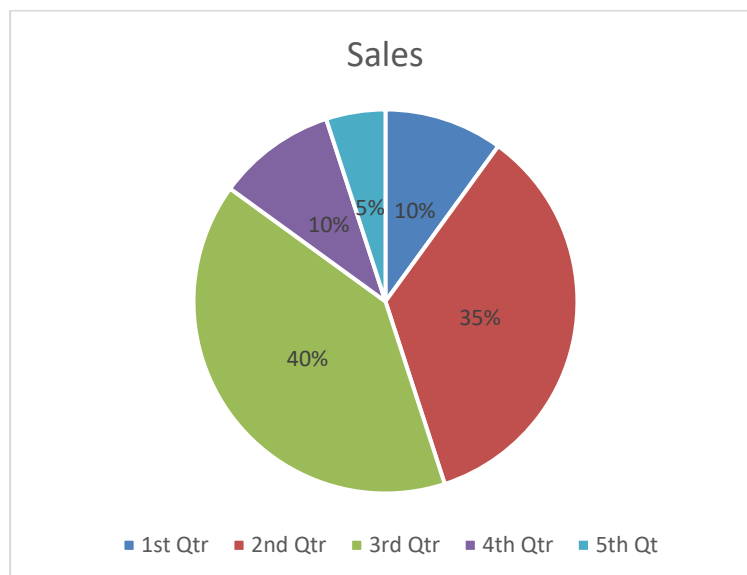
Interpretation :

From the above pie chart 50% employees feel good about the responsibilities of their job, 35% feel better, 10% feel bad and 5% feel worse about the responsibilities of their job.

12. On a scale of 1-5, how often you're stressed with deadlines and workloads?

a. 5 b. 4 c. 3 d. 4 e. 1

	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	5	2	10%
2	4	7	35%
3	3	8	40%
4	2	2	10%
5	1	1	5%
	Total	20	100



Interpretation :

From the above pie chart 10% employees rated 5 as the stress levels with the deadlines and workloads, 35% rated as 4, 40% rated as 3, 10% rated as 2 and 5% rated as 1 regarding the stress levels with the deadlines and workloads.

CHAPTER – IV
FINDINGS,
**CONCLUSION AND
SUGGESTIONS**

Findings

- From the above pie chart 35% of employees are Highly satisfied , 30% of employees are satisfied , 20% of employees responded as average sharing information and 15% of employees are dissatisfied
- From the above pie chart 60% of employees are motivated by promotion , 25% of employees by incentive awards ,15% by appreciation letters.
- From the above pie chart 60% of employees are answered, the involvement in decision making and 40% of employees are said that they are not involved in decision making.
- From the above pie chart 60% of employees are answered, they are happy with their job and 40% of employees are said that they are not happy with their job.
- From the above pie chart 40% of employees marked as excellent review system , 25% of employees as good,20% of employees as bad and 15% of employees marked as poor.
- From the above pie chart 65% of employees rated 3 about the effectiveness of their manager, 20% rated 2 and 15% rated as 1 regarding the effectiveness of their manager.

- From the above pie chart 75% of employees are influenced by the incentives and other benefits and remaining 25 % does not influence by them.
- From the above pie chart 80% of employees are working in the organization in last 5 years and rest 20% are in the organization above 5 years.
- From the above pie chart 50% employees feel that the pay levels are good compared to similar employers, 25% employees feel better and 25% feel bad about the pay levels.
- From the above pie chart 35% employees like the salaries regarding their job ,15% working style , 25% security and 25% all of these criteria.
- From the above pie chart 50% employees feel good about the responsibilities of their job,35% feel better , 10% feel bad and 5% feel worse about the responsibilities of their job.
- From the above pie chart 10% employees rated 5 as the stress levels with the deadlines and workloads, 35% rated as 4 , 40% rated as 3 , 10% rated as 2 and 5% rated as 1 regarding the stress levels with the deadlines and workloads .

Suggestions :

The following suggestions received from the respondents of the questionnaire.

These suggestions are based on their experience regarding the training.

- There is a need to improve incentives and work security.
- Working conditions are better but implementation, monitoring and control is not perfect, there is a need to implement the monetary head perfectly.
- This company helps a lot to enhance people, but there is a need to create awareness about the skills and programmes among the employees.
- Work on culture
- Establish trust with senior management
- Expand job benefits
- Offer competitive compensation
- They should provide stipend without delay of time.
- Strengthen employee engagement
- Provide opportunities for career advancement

CONCLUSIONS:

Employee motivation and Job satisfaction provides **positive effect on the overall performance of the organization**. Whether the organization is big or small, it is necessary for the company to understand that their employees should always be looked after and valued.

- The study of employees can be concluded as the employees are very much skilled and being recruited based on knowledge on the subject that leads to the development of the organization.
- The motivation factors have a strong influence on job satisfaction resulting in any positive feelings that accompany human, who is trying to keep this state as long as possible , which leads to further efforts.
- There is a need to create awareness through the online advertisements, newspaper and social media etc, about this offerings by the company in rural areas because most of the students don't know about the opportunities. By creating awareness about this will help the rural students to join the employment drive.
- This company is good for creating Job placement to people but there is a need to perfect implementation, monitoring and controlling.

QUESTIONNAIRE AND BIBLIOGRAPHY

Questionnaire

1. Rate your level of satisfaction with the working culture of the organisation.

- a. Highly satisfied
- b. satisfied
- c. average
- d. dissatisfied

2. Which of the following factors that motivates you the most ?

- a. incentive awards
- b. promotion
- c. appreciation letters

3. Does top management involve you in decision making which are connected to your department.

- a. yes
- b. no

4. Are you happy with your job?

- a. yes
- b. no

5. How do you feel about the employee review system?

- a. good
- b. excellent
- c. bad
- d. poor

6. How effective is your manager?

- a. 3
- b. 2
- c. 1

7. Do you think that incentives and other benefits will influence your performance?

- a) influence
- b) does not influence

8. Since how many years you have been working in this organization?

- a.0-5 years
- b. above 5 years

9. How do you feel about the pay levels at Genpact as compared to similar employers?

- a. good
- b. better
- c. bad

10.What do you like the most about the job?

- a. Salaries
- b. working style
- c. security
- d. all the above

11. How do you feel about the responsibilities of your job?

- a . good
- b. better
- c. bad
- d. worse

12. On a scale of 1-5 , how often you're stressed with deadlines and workloads?

- a.5
- b.4
- c.3
- d.2
- e.1

Bibliography:

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https://en.wikipedia.org/wiki/Job_satisfaction

<https://en.wikipedia.org/wiki/Motivation>