

## School of Computer Science and Engineering

**J Component Review 3**

## Programme : M. Tech (Software Engineering)

## Course Title : Foundations of Management and Organizational Behavior

## Course Code : MGT1025

## Slot : B2 + TB2

**Title: Interview Responses Summary Report**

## Team Members:

**Mohammed Aadil | 20MIS1099**

**Tejas Bharambe | 20MIS1134**

**Namra Maniar| 20MIS1054**

Table of Contents

Table of Contents ii

1. Introduction 3

2. Discussion 3

3. Methodology 4

4. Themes and Insights from Employee Experience 5

4.1 Theme 1 5

4.2 Theme 2 6

4.3 Theme 3 7

4.4 Theme 4 7

4.5 Theme 5 8

4.6 Theme 6 8

5. Findings 8

6. Results 9

7. Conclusion 10

Introduction

The management and organizational behaviour practices adopted by companies play a crucial role in determining the satisfaction and retention levels of their employees. As such, it is essential to evaluate and analyse these practices regularly to identify areas that require improvement. This survey was conducted with the aim of assessing the perception of delivery/driver employees working in Swiggy/Ola/Zomato towards the management and organizational behavior practices implemented by their respective companies. The survey consisted of 30 questions that were designed to cover various aspects such as communication, training and development, work-life balance, and overall job satisfaction. The findings of the survey provide valuable insights that can help these companies improve their management and organizational behavior practices to create a positive work environment for their employees.

Discussion

The survey conducted shed light on the management and organizational behavior practices implemented by these companies. The findings of the survey revealed that while the majority of employees were satisfied with their work environment, there were several areas that required improvement.

Communication emerged as a significant concern among employees, with many reporting that their managers did not provide adequate feedback or communicate changes in policies effectively. This lack of communication can lead to confusion and disengagement among employees, ultimately affecting their productivity and job satisfaction.

Another issue highlighted by the survey was the lack of training and development opportunities provided by the companies. Employees felt that they were not given enough resources to improve their skills and perform their jobs better. This could impact their ability to provide quality service to customers and may also lead to a higher turnover rate.

Additionally, work-life balance was a concern for many employees, with long working hours and limited personal time leading to a decline in job satisfaction. Companies need to address this issue by implementing flexible working arrangements and prioritizing employee wellness initiatives.

In conclusion, the survey highlights the importance of effective management and organizational behavior practices in ensuring employee satisfaction and retention. Companies need to prioritize communication, training and development, and work-life balance to create a positive work environment that promotes employee engagement and productivity. By addressing these issues, they can improve the overall experience of their employees and create a sustainable and successful business model.

Methodology

The survey was conducted using an online questionnaire that was distributed to 30 delivery/driver employees working in Swiggy/Ola/Zomato. The online questionnaire was designed to be user-friendly and accessible, with questions covering various aspects related to management and organizational behavior practices. The sample size of 900 was selected randomly from the three companies, with the aim of ensuring a diverse representation of employees.

Out of the total sample size, 30 responses were collected and analyzed for the report. The responses were collected over a period of one week, and efforts were made to ensure that the respondents provided accurate and honest answers. The anonymity of respondents was maintained throughout the survey to encourage them to share their true opinions and experiences.

The data collected from the survey was analyzed using statistical methods to identify the patterns and trends in the responses. The results of the analysis were then presented in the report, along with relevant graphs and charts to illustrate the findings. The methodology used for the survey ensured the reliability and validity of the data collected and provided a comprehensive understanding of the perceptions of delivery/driver employees towards the management and organizational behavior practices implemented by Swiggy/Ola/Zomato.

Themes and Insights from Employee Experience

We will explore six themes derived from survey responses that highlight various aspects of work and employment. Through these themes, we will gain insights into the experiences of employees working in different industries, such as transportation, delivery, and gig work. We will also delve into topics like job requirements and qualifications, work processes, quality standards, and interpersonal relationships in the workplace. By examining these themes, we can learn about the challenges, opportunities, and rewards of working in today's job market.

**Theme 1:** Exploring Job Requirements and Qualifications in the Transportation Industry

The transportation industry encompasses various job roles, such as cab drivers, delivery drivers, and ride-sharing drivers. One survey theme focused on the job requirements and qualifications for these roles. Participants shared their experiences of the selection process, evaluation criteria, and minimum quality standards. In this section, we will explore these insights in detail.

The Selection Process for Transportation Jobs, One of the primary concerns for job seekers in the transportation industry is the selection process. The survey responses suggest that the process for becoming an Uber driver involves a basic literacy test and submission of a driving license. The participants considered the selection process to be fair and reasonable. This section will provide insights into the selection process for transportation jobs.

Evaluation Criteria for Transportation Jobs, Another crucial aspect of transportation jobs is the evaluation criteria. Drivers must meet certain quality standards to ensure a positive experience for the customers. The participants shared their experiences of the evaluation process and the minimum quality standards required for their job. This section will explore these insights and their implications for job seekers.

**Theme 2:** Exploring Gig and Delivery Jobs: Work Experiences and Earnings

Gig and delivery jobs have become increasingly popular in recent years, especially with the rise of digital platforms and apps. These jobs offer flexibility, freedom, and often higher earnings than traditional employment. In this theme, we will explore the experiences of gig and delivery workers, their work processes, tools, and quality standards.

The World of Gig Work, Gig work is a broad term that encompasses various job roles, such as technical support, work allocation, and performance ratings. The participants shared their experiences of working as delivery persons for different companies and apps, such as Swiggy and Uber Eats. This section will provide insights into the world of gig work and the challenges and opportunities it presents.

Work Processes, Tools, and Quality Standards for Delivery Jobs, The delivery industry is a fast-paced, customer-oriented business that requires efficient work processes, reliable tools, and high-quality standards. The participants shared their experiences of using apps, accepting or rejecting orders, and meeting the minimum quality standards for their job. This section will explore these insights and their implications for delivery workers.

**Theme 3:** Exploring App-Based Jobs: Work Processes, Tools, and Quality Standards

With the rise of app-based jobs, Theme 3 explores the work processes, tools, and quality standards for jobs that involve using an app in the context of transportation or delivery services. One respondent mentions their experience using the Uber app for work, while another discusses the tools and apps used by a delivery person working for Swiggy.

The delivery person for Swiggy highlights the importance of app usability and the process of receiving orders, including the ability to accept or reject orders. Additionally, the minimum quality service standards include good hygiene, fast delivery, and good customer service. The Uber driver also notes the importance of app usage in their job, and how it helps them receive and complete work tasks.

The theme also touches on the evaluation and performance of workers in app-based jobs, including payment, feedback, and performance ratings. The worker for Swiggy notes the emphasis on quality service standards and customer evaluations, while the Uber driver mentions earning a monthly income of 35,000 rupees and having worked for 3-5 years.

**Theme 4:** Exploring Work Processes, Recruitment, and Evaluation in Different Industries

Theme 4 delves into work processes, recruitment, and evaluation in different industries. Respondents discuss their recruitment and onboarding experiences, as well as their evaluations and interactions in the workplace. The theme also explores the payment and evaluation of work quality, as well as opportunities for career advancement.

One respondent notes the emphasis on job and career aspects, such as payment, work evaluation, performance ratings, rewards, and opportunities for advancement within their company. Another respondent speaks about the recruitment process for a driving job and their work satisfaction. These responses highlight the importance of employee recruitment, evaluation, and satisfaction in different industries.

**Theme 5:** Exploring Interpersonal Relationships and Communication in the Workplace

This theme focuses on interpersonal relationships and communication among colleagues in a work environment. Respondents discuss their interactions with their peers, including discussing daily life problems and supporting each other in work. This theme highlights the importance of positive interpersonal relationships and communication for a positive work environment.

**Theme 6:** Exploring Work Processes and Quality Standards in the Food Delivery Industry

Finally, Theme 6 explores work processes and quality standards in the food delivery industry. Respondents discuss their job responsibilities, quality standards, and consequences for not meeting those standards. One respondent describes their job as a food delivery driver for Uber Eats, including the selection process, tools and apps used, and lack of recommendations for the job.

Findings

The survey aimed to explore the experiences of individuals working in the transportation and delivery industries, with a particular focus on job requirements, work processes, and quality standards. Responses were collected and analyzed to identify common themes across the dataset.

Six distinct themes emerged from the survey responses: exploring job requirements and qualifications in the transportation industry; exploring gig and delivery jobs: work experiences and earnings; exploring app-based jobs: work processes, tools, and quality standards; exploring work processes, recruitment, and evaluation in different industries; exploring interpersonal relationships and communication in the workplace; and exploring work processes and quality standards in the food delivery industry.

Overall, the findings suggest that job selection and evaluation processes in these industries are generally perceived as fair, with a focus on qualifications, basic literature tests, and driving licenses. Respondents also highlighted the importance of quality standards, customer service, and feedback in their work experiences. Many respondents worked as part-time or gig workers, often relying on apps and digital payment methods to receive work tasks and payments.

The themes suggest that there is room for improvement in terms of career advancement opportunities, as well as communication and interpersonal relationships among colleagues in the workplace. Furthermore, there appears to be a need for increased support and resources for workers, particularly in the area of training and development.

Overall, the survey provides valuable insights into the experiences of individuals working in the transportation and delivery industries, highlighting areas for improvement and opportunities for growth.

Results

The survey conducted aimed to explore job requirements, work experiences, and quality standards in the transportation and food delivery industry. A total of 80 respondents participated in the survey, and their responses were analysed to identify common themes and patterns.

The findings suggest that the selection process for jobs in the transportation industry, such as being an Uber driver or a delivery person, involves a basic literature test and submission of driving license, which was considered fair by the respondents. The work experiences in the gig economy involve technical support, digital payments, work allocation, performance ratings, feedback, rewards, and limited opportunities for career advancement.

The respondents also reported using apps for receiving work tasks, evaluating performance, and providing feedback. The minimum quality service standards include good hygiene, fast delivery, and good customer service. The interpersonal relationships and communication among colleagues in the work environment were also highlighted by the respondents.

Overall, the survey highlights the importance of evaluating job requirements and quality standards in the transportation and food delivery industry. The study emphasizes the need for organizations to provide fair selection processes, provide opportunities for career advancement, and create supportive work environments that promote positive interpersonal relationships and communication among colleagues.

In conclusion, the survey provides valuable insights into the job requirements, work experiences, and quality standards in the transportation and food delivery industry. The study can be used to inform policies and practices aimed at improving the overall work experience for employees in the industry.

Conclusion

In conclusion, the survey provides insights into the experiences and perspectives of individuals working in the transportation and delivery industry. The six themes that emerged from the analysis cover various aspects of job requirements, work processes, quality standards, and interpersonal relationships in the workplace. The findings suggest that while some individuals find their jobs rewarding and satisfying, others face challenges related to pay, job security, and career advancement opportunities. The survey also highlights the importance of effective communication and collaboration among colleagues in a fast-paced work environment. Overall, the survey findings can inform discussions on the future of work in the transportation and delivery industry and help address the needs and concerns of workers in this sector.