

A STUDY ON EFFECTIVENESS OF EMPLOYEES JOB SATISFACTION IN NIVEDHAN WATER SOLUTION AT SELAIYUR.

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In partial fulfillment of the requirements for the Award of the degree of
BACHELOR OF BUSINESS ADMINISTRATION

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APRIL 2015

BONAFIDE CERTIFICATE

This is to certify that the project report titled “**A STUDY ON EFFECTIVENESS OF EMPLOYEES JOB SATISFACTION IN NIVEDHAN WATER SOLUTION AT SELAIYUR**” is a record of personal work done by **K.JAYANISHANTH** (Reg.no: NK22896) **J.SANTHOSH**(Reg.no: NK22901) **K.SATHISHKUMAR** (Reg.no: NK22902) a full-time student of bachelor in Business Administration, specializing in **VELTECH RANGA SANKU ARTS COLLEGE** Chennai, during the period of his study in the academic year 2014 – 2015. This project report represents entirely a team work on the part of the candidates under my supervision and guidance.

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INTERNAL EXAMINER

EXTERNAL EXAMINER

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DECLARATION

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K.SATHISHKUMAR (Reg.no:NK22902)- Student of Department of Management Studies, VELTECH RANGA SANKU ARTS COLLEGE AVADI CHENNAI, hereby state that the project on “**A STUDY ON EFFECTIVENESS OF EMPLOYEES JOB SATISFACTION IN NIVEDHAN WATER SOLUTION AT SELAIYUR**” In partial fulfillment of Degree of Bachelor of BusinessAdministration of the Madras University, Chennai is our original work.

EXECUTIVE SUMMARY

“A STUDY ON EFFECTIVENESS OF EMPLOYEES JOB SATISFACTION IN NIVEDHAN WATER SOLUTION AT SELAIYUR. An ISO 9001-2008

Certified Company, the Reverse Osmosis (RO) water purifier manufacturers in Chennai founded in 2003 as Nivedhan Enterprises in the brand name of Aqua CureSystems.

The Data collected for the study were both primary and secondary data, the primary data collected from the employees of the company and the secondary data collected from the books, company brochures, and internet for the study. The type of research adopted for the project was descriptive in nature. Sample size of 100 employees, sample population is 300, the type of questionnaire used is structured, open-ended, close –ended questions, multiple choice, and dichotomous questions.

The tool which was used for the data analysis and interpretation is: Percentage Method, Chi-square Analysis, weighted average method, rank correlation.

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CHAPTER - 1

1.1 INTRODUCTION

Human Resource is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee's performance which ultimately decided and attainment of goals. However, the employee performance is to a large extent influenced by motivation and job satisfaction.

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling-state accompanying the attainment of any goal, the end-state is feeling accompanying the attainment by an impulse of its objective. Job dissatisfaction does mean absence of motivation at work. Research workers differently described the factors contributing to job satisfaction and job dissatisfaction.

DEFINITION

“Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job dissatisfaction” - **DUBRINS**

DETERMINANTS OF JOB SATISFACTION

While analyzing the various determinants of job satisfaction, we have to keep in mind that all individuals do not derive the same degree of satisfaction though they perform the same job in the same job environment and at the same time. Thus all those factors which provide a fit among individual variables, nature of job, and situational variables determine the degree of job satisfaction. Let us see what these factors are:

(a) INDIVIDUAL FACTORS

Individuals have certain expectations from their jobs. If these expectations are met from the jobs, they feel satisfied. These expectations are based on an individual's level of education, age, and other factors

❖ LEVEL OF EDUCATION

Level of education of an individual is a factor which determines the degree of job satisfaction. **For example,** several studies have found negative correlation between the level of education, particularly higher level of education, and job satisfaction. The possible reasons for this phenomenon may be that highly educated persons have very high expectations from their jobs which remain unsatisfied.

❖ AGE

Individuals experience different degree of job satisfaction at different stages of their life. Job satisfaction is high at the initial stages, gets gradually reduced, starts rising up to certain stage, and finally dips to a low degree. The possible reasons for this phenomenon are like this. When individuals join an organization, they may have some unrealistic assumptions about what they are going to derive from their work. These assumptions make them more satisfied. However, when these assumptions fall short of reality, job satisfaction goes down. It starts rising again as the people start to assess the jobs in right perspective and correct their assumptions

❖ **OTHER FACTORS**

Besides the above two factors, there are other individual factors which affect job satisfaction. If an individual does not have favorable social and family life, he may not feel happy at the work place. Similarly, other personal problems associated with him may affect his level of job satisfaction.

EFFECTS OF JOB SATISFACTION

Job satisfaction has a variety of effects. These effects may be seen in the context of an individual's physical and mental health, productivity, absenteeism, and turnover.

❖ **PHYSICAL AND MENTAL HEALTH**

The degree of job satisfaction affects an individual's physical and mental health. Since job satisfaction is a type of mental feeling, its favorableness or unfavourableness affects the individual psychologically which ultimately affects his physical health. **FOR EXAMPLE**, Lawler has pointed out that drug abuse, alcoholism, and mental and physical health results from psychologically harmful jobs. Further, since a job is an important part of life, job satisfaction influences general life satisfaction. The result is that there is spillover effect which occurs in both directions between job and life satisfaction.

❖ **PRODUCTIVITY**

There are two views about the relationship between job satisfaction and productivity:

1. A happy worker is a productive worker,
2. A happy worker is not necessarily a productive worker.

The first view a direct cause-effect relationship between job satisfaction and productivity. When job satisfaction increase, productivity increase; when job satisfaction decrease, productivity decrease.

❖ **ABSENTEEISM**

Absenteeism refers to the frequency of absence of a job holder from the work place either unexcused absence due to some avoidable reasons or long absence due to some unavoidable reasons. It is the former type of absence which is a matter of concern. This absence due to lack of satisfaction from the job which produces a 'lack of will to work' and alienates a worker from work as far as possible. Thus, job satisfaction is related to absenteeism.

❖ **EMPLOYEE TURNOVER**

Turnover of employees is the rate at which employees leave the organization within a given period of time. When an individual feels dissatisfaction in the organization, he tries to overcome this through various ways of defense mechanism. If he is not able to do so, he opts to leave the organization. Thus in general case, employee turnover is related to job satisfaction. However, job satisfaction is not the only cause of employee turnover, the other cause being better opportunity elsewhere.

COMPANY PROFILE

NIVEDHAN WATER SOLUTIONS PRIVATE LIMITED AN ISO 9001-2008 CERTIFIED COMPANY, THE REVERSE OSMOSIS (RO) WATER PURIFIER MANUFACTURERS IN CHENNAI FOUNDED IN 2003 AS NIVEDHAN ENTERPRISES IN THE BRAND NAME OF AQUA CURE SYSTEMS.

We do sales and services of our Aqua Cure Systems RO water purifier product throughout Tamil Nadu. Our product is widely used in Houses, Schools, Colleges, Corporate Companies, Hospitals and in all Commercial sectors. Getting purified water seems very hard now a day in Chennai, to overcome from this situation we offer affordable services in domestic and semi-commercial water purification systems which give us 0% bacteria and 100% hygienic drinking water which is most essential in day to day life. Aqua Cure Systems' reputation has been built on 100% customer satisfaction with its unique products, easy installation, periodic maintenance, enhanced on-time after-sales-service.

ABOUT NIVEDHAN WATER SOLUTIONS:

Founded in 2003 as Nivedhan Enterprises with the brand name of Aqua Cure Systems now converted to Nivedhan Water Solutions Pvt Ltd. is one of the Chennai's largest marketers and service providers of domestic and semi-commercial water purification systems based on Reverse Osmosis Technology which is the best drinking water solution for your everyday need. Aqua Cure Systems' reputation has been built on 100% customer satisfaction with its unique products, easy installation, periodic maintenance, enhanced on-time after-sales-service and convenient mode of payment. The company is supported by a large team of highly skilled and dedicated professionals, who have wide knowledge of this business sphere. The Company is ISO 9001:2008 Certified for its Quality Management Service by BSCIC Certificates for the scope of Marketing, Assembling, Installing and Servicing of Reverse Osmosis Based Water Purification Systems.

COMPANY'S HEAD OFFICE:

Kilkattalai, Chennai.

BRANCHES:

Selaiyur,
Pallikaranai,
Chromepet,
Madhavaram,
Ambathur,
Nanganallur,
Pammal,
Old Perungalathur,
Mudichur,
Urapakkam,

OUR SERVICE SPECIALITY:

"Nivedhan Water Solutions Pvt Ltd is one of the best service provider for RO water purification systems in Chennai. We make our customers happy by providing RO service within 24 hours from the complaint registered time. Our Company's speciality is we replace the defected spare parts instead of rectifying it. We use genuine spares as per ISO norms. Our Company service will seem little costly but the lifetime of the filters is extended without repeated service. Frequent breakdown of units is avoided.

“Our customer satisfaction is our moto and we do our best in accomplishing it”

PRODUCTS :

1. Majestic (Ro+UV Minerals)
2. Majestic
3. Unique
4. Aura
5. Crown
6. Glad
7. Pride
8. Wall Mount
9. Esteem
10. Aura Plus

MAJESTIC (RO+UV+MINERALS) :



Model	MAJESTIC (RO + UV + Minerals)
Production capacity	10 Ltrs/hr (2.6 gal/hr)
Tank capacity	9 litres
Tank	Polycarbonate Unbreakable
Power consumption	(230V 50 Hz)DC 40V
TDS reduction	90% (Max)
Dimension (W x D x H)	16.5" x 10.2" x 12"
Net weight	13 kg
Motor	Heavy duty (48V DC)
Membrane	TFC (Heavy Duty)
Stages	7 (RO + UV + Minerals)
Warranty	One full year
Rate	Rs.14,990/-

MAJESTIC:



Model	MAJESTIC
Production capacity	10 Ltrs/hr (2.6 gal/hr)
Tank capacity	9 litres
Power consumption	(230V 50 Hz)DC 40V
TDS reduction	90% (Max)
Dimension (W x D x H)	16.5" x 10.2" x 12"
Net weight	13 kg
Motor	Heavy duty
Membrane	TFC
Rate	Rs.13,500/-

AURA PLUS:



Model	AURA PLUS (RO + UV)
Production capacity	10 Ltrs/hr (2.6 gal/hr)
Tank capacity	9 litres
Tank type	Polycarbonate (unbreakable)
Power consumption	(240V 50 Hz) DC 40V
TDS reduction	90% (Max)
Net weight	13 kg
Motor	Heavy duty (48V DC)
Membrane	TFC – Heavy duty
Stages	6 (RO + UV)
Warranty	One Full year
Rate	Rs. 13,990/-

UNIQUE:

Model	UNIQUE
Production capacity	10 Ltrs/hr (2.6 gal/hr)
Tank capacity	8 litres
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	90% (Max)
Dimension (W x D x H)	12" x 12" x 16"
Net weight	12.5 kg
Motor	Heavy duty (48V DC)
Membrane	TFC
Tank	Unbreakable (Polycarbonate)
Warranty	One Full year
Rate	Rs. 12,500/-

CROWN :

Model	CROWN
Production capacity	8 Ltrs/hr (2.6 gal/hr)
Tank capacity	8 litres
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	90% (Max)
Dimension (W x D x H)	342 x 342 x 455mm
Net weight	12.5 kg
Motor	24V or 36V DC
Membrane	TFC
Tank	Unbreakable (Polycarbonate)
Warranty	One Full year
Rate	Rs. 10,990/-

GLAD:



Model	GLAD
Production capacity	8 Ltrs/hr (2.6 gal/hr)
Tank capacity	7 litres
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	85% (Max)
Dimension (W x D x H)	342 x 342 x 455mm
Net weight	10 kg
Motor	24V DC
Membrane	TFC
Warranty	One Full year
Rate	Rs. 8,490/-

PRIDE :



Model	PRIDE
Production capacity	7 Ltrs/hr
Tank capacity	7 litres
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	85% (Max)
Dimension (W x D x H)	342 x 342 x 455mm
Net weight	10 kg
Motor	24V DC
Membrane	TFC
Warranty	One Full year
Rate	Rs. 7,990/-

WALLMOUNT :



Model	Wallmount (Semiautomatic)
Production capacity	8 Ltrs/hr
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	85%
Net weight	8 kg
Motor	24V DC
Membrane	TFC
Warranty	<u>Service</u> 1 year, Spare 6 months
Rate	Rs. 6,990/-

AURA:



Model	AURA
Production capacity	8 Liters / hrs. (2.6 gal/hr.)
Tank capacity	8 liters
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	90% (Max)
Dimension (W x D x H)	365 x 320 x 485mm
Net weight	13 kg
Motor	24V or 36V DC
Membrane	TFC
Tank	Unbreakable (Polycarbonate)
Warranty	One Full year
Rate	Rs. 11,990/-

ESTEEM:



Model	ESTEEM (9 STAGES)
Production capacity	10 Ltrs/hr (2.6 gal/hr)
Tank capacity	9 litres
Tank type	Polycarbonate (unbreakable)
Power consumption	(230V 50 Hz) DC 40V
TDS reduction	90% (Max)
Net weight	12.5 kg
Motor	Heavy duty (48v DC)
Membrane	TFC – Heavy duty
Stages	9 (RO + UV + Minerals + TDS controller + ALKALINE)
Warranty	One Full year
Rate	Rs.16,990/-

FUCTION OF REVERSE OSMOSIS

Reverse Osmosis is a natural process. Which is forcing a solvent from a region of high concentration through a semipermeable membrane to a region of low solute concentration by applying in excess of the osmotic pressure? Osmosis describes how solvent moves between two solutions separate by a permeable membrane to reduce concentration differences between the solutions. When two solutions with different concentrations of a solute are mixed, the total amount of solutes in the two solutions will be equally distributed in the total amount of solvent from the two solutions. Instead of mixing the two solutions together, they can be put in two compartments where they are separated from each other by a semipermeable membrane. The semipermeable membrane does not allow the solutes to move from one compartment to the other, but allows the solvent to move.

It is the latest technology to remove all excess total dissolved solids, chemicals in water up to 95%. It removes Bacteria and virus to a level of 99%++. It restores the original taste and quality of water. Other purification methods have no effect on TDS level of water.

SOFTNERS

Softeners are used for reduction of the concentration of calcium, magnesium, and certain other metal cations in hard water. These "hardness ions" can cause a variety of undesired effects including interfering with the action of soaps, the buildup of lime scale, which can foul plumbing, and galvanic corrosion. Conventional water-softening appliances intended for household use depend on an ion-exchange resin in which hardness ions are exchanged for sodium ions. Water softening may be desirable where the source of water is hard. However, hard water also conveys some benefits to health by providing dietary calcium and magnesium and reducing the solubility of potentially toxic metal ions such as lead and copper.

HOW IT'S WORKING: REGENERATION !

The resin's capacity is gradually exhausted and eventually it contains only divalent ions (e.g., Mg^{2+} and Ca^{2+} for cation exchange resins, and SO_4^{2-} for anion exchange resins). At this stage, the resin must be regenerated. If a cationic resin is used (to remove calcium and magnesium ions) then regeneration is usually effected by passing concentrated brine, usually of sodium chloride or potassium chloride, or hydrochloric acid solution through them. For anionic resins, regeneration typically uses a solution of sodium hydroxide (lye) or potassium hydroxide. The salts used for regeneration are released into the soil or sewer.

IRON REMOVER

Iron Remover Water Package system is perfect to remove almost all the dissolved iron contents and makes the water you drink safe from the iron. Iron Remover is specially designed to revive the taste of water lost due to a high concentration of iron particles. The process used by most water purifiers do not remove these impurities. Thus the water they provide may be micro biologically safe but may not be chemically potable depending on input water quality. We offer you the best solution to purify the water at affordable price range.

WHY AMC?

Company's objective is the smooth working of our RO system at customers' home by providing periodic maintenance and breakdown service free of cost during the warranty period which gives safe & pure drinking water all the time that protects our customers' family from water borne diseases. Thus the company offers high quality water treatment systems at competitive prices. So get ready to rejuvenate your family health by choosing our RO system.

BENEFITS OF RO SYSTEM

- Removes impurities naturally and does not use chemicals and preservatives.
- Removes 90% of unnecessary salts and minerals.
- Removes bacteria and viruses.
- Eliminates excess of minerals that cause high blood pressure, kidney stones, indigestion, gastric bacterial diseases etc.,
- Enhances the taste of water.
- Saves money as you need not buy expensive and dubious bottled mineral water.

WE CURE YOUR WATER

Our water purifier is specially designed for domestic use. Its latest technology enables it to purify water in the best possible way. It uses Reverse osmosis (RO) Technology to efficiently remove chemicals and dissolved impurities as it passes water through a semi-permeable membrane. This specially designed semi-permeable membrane allows the water molecules to pass by and bars other impurities ensuring pure drinking water to you and your family.

FUNCTIONS OF WATER

- Water transports nutrients & oxygen into cells.
- Moisturizes the air in lungs.
- Regulates body temperature.
- Helps with metabolism and detoxification.
- Protect and moisturizes our joints.

NEED OF HOUR

The Quality of drinking water is weakening day-by-day. Physical, micro-biological and toxic impurities caused by increasing pollution have contaminated our drinking water. Also there are invisible impurities (dissolved) and hardness caused by salts that make water undrinkable. Bottled mineral water is expensive and inconvenient. In such a scenario it becomes difficult to keep your family away from the hazards of water borne diseases. But here we are to handle all your water treatment related problems.

REVIEW OF LITERATURE

- Human resource development is “concerned with the people dimension in management, since every organization is made up of people acquiring their services developing their skills, motivating them to high levels of performance and ensuring that they continue to maintain their commitment to the organization are essential to achieving organizational objectives. This is true, regardless of the type of organization, government, business, health, recreation or social action”

- A popular definition quoted in any book on resource / personnel management is the one given by Edwin B. Flippo. According to him, management is the planning, organizing, directing and controlling of the procurement, development, compensation, integration, maintenance, and separation of human resources to the end that individual , organizational and social objectives are accomplished.

- Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job (Hoppock, 1935). According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction.

- Vroom in his definition on job satisfaction focuses on the role of the employee in the workplace. Thus he defines job satisfaction as affective orientations on the part of individuals toward work roles which they are presently occupying (Vroom, 1964).

- Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Meanwhile, when a worker employed in a business organization, brings with it the needs, desires and experiences which determinates expectations that he has dismissed. Job satisfaction represents the extent to which expectations are and match the real awards. Job satisfaction is closely linked to that individual's behavior in the work place (Davis et al., 1985).
- Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation (Statt, 2004).
- The term job satisfactions refer to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).
- Job satisfaction is the collection of feeling and beliefs that people have about their current job. People's levels of degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction. In addition to having attitudes about their jobs as a whole. People also can have attitudes about various aspects of their jobs such as the kind of work they do, their co-workers, supervisors or subordinates and their pay (George et al., 2008).

CHAPTER-2

SCOPE OF THE STUDY

- The project work is totally attempt to study on “Assessment of job satisfaction among the employees in nivedhan water solution”.
- Determination of the job satisfaction is important as it is directly involved in the efficiency of production activities. So this study will be used to find the need for further measures to improve the present job satisfaction.
- The scope of the study is restricted to all department employees who are considered as the backbone of the organization.

Need for the study

The Enterprise wanted to study the Job Satisfaction of their workers. In connection to this a study had to be conducted and hence the outcome with a project title called **A Study On effectiveness of employees job satisfaction in nivedhan water solution at selaiyur**".

OBJECTIVES OF THE STUDY

Primary Objective:

- To study on effectiveness of employees job satisfaction in **NIVEDHAN WATER SOLUTION AT SELAIYUR, CHENNAI.**

Secondary Objectives:

- To find out the employees involvement, behavior and approachment of the Job.
- To evaluate the employees satisfaction towards the job.
- To analyze the job satisfaction on their working conditions.
- To observe the needs and wants of the employees.

LIMITATIONS OF THE STUDY

- The respondents are not frank.
- Time duration of the survey is not sufficient.
- Only the major and primary factors are considered for analysis, due to time constraint.
- The accuracy is yet another problem as data from the sample may not reflect the whole population.
- The research work could not carry under shift workers.
- Employees reluctant to give proper response out of the fear of management.
- The sample size taken for the study is very low.
- Respondent information may be over excited or under estimated. So from this we are not able to determine the accurate.
- The responses from the respondents could be casual in nature. This may be due to lack of interest or time on their part.

RESEARCH METHODOLOGY

Research is a systematic search for suitable information for a specific objective. The research method adopted here is **exploratory in nature**. Research is a voyage of discovery. The research method adopted here is Descriptive.

SOURCE OF INFORMATION:

Basically these are two sources of information

- Primary data
- Secondary data

Primary data:

- Primary data are those, which are collected a fresh for the first time, and thus happen to be pertaining to the current process.
- Primary data is known as the data collected for the first time through field survey. Data are collected by the researcher as a primary data. This primary data is collected through questionnaire.

Secondary data:

- Secondary data are those, which are collected from earlier records from company files, magazines, journals and other sources. Secondary data refers to the information or facts already collected.
- These data were collected from sources like magazine, journals, companion reports and industrial magazines.

The survey method was selected because:

- Considering the sample size and the time allotted for the study, the survey method was selected because of the other two methods call for a longer period of time and more expensive.
- This research mainly focuses on primary data since we tend to identify the current self-motivation level of employees and job satisfaction

RESEARCH DESIGN:

The purpose of the study is to investigate the job satisfaction of the employees. Thus the researcher has selected descriptive research.

The major purpose of descriptive research is description of the state of affairs, as it exists at present. The main characteristics of this method are that the research has no control over the variables. We can only report what has happened or what is happening. The methods of research utilized in descriptive research are survey methods of all kinds.

Fundamental to the success of any formal research is a sound research design. The functions of a research design are to ensure that the required data are collected accurately and economically. A research design is purely and simply the frame work or plan for a study that guides the collection and analysis of data.

A research design for a particular problem usually involves the consideration of the following factors.

- The objective of the problem to be studied.
- The nature of the problem to be studied.
- The availability of time and money for the research.

Tools used in this study:

The questionnaire was structured by the researcher based on the objectives. The following types of questions were used.

- Multi-choice questions
- Open ended questions

Statistical tools used in this study:

- ❖ Percentage Analysis
- ❖ Chi-square Analysis

1. Percentage (%) Analysis

Percentage refers to a special kind of ratio. This is used to find out the relationship between two variables.

This type of diagram enables us to show the partitioning of a total into its components parts. The diagram is in the form of circle. The entire graph looks like a pie and its components resembles the proportions of the components out of the total.

$$\text{Percentage} = \frac{\text{Number of Respondents}}{\text{Total number of Respondents}} * 100$$

2. Chi – Square Tests

The chi-square test is an important test amongst the several tests of significance developed by statisticians. Chi-square, symbolically written as χ^2 is a statistical measure used in the contest of sampling analysis for company a variance to a theoretical variance.

It is symbolized as χ^2 . The Chi – square test was first sued by Karl Pearson in the year 1990. it is applied in statistics to test the significance of association between two attributes.

$$\chi^2 = \frac{\sum(O_i - E_i)^2}{(O_i - E_i)^2}$$

$$E_i = \frac{\text{Column total} \times \text{Row total}}{\text{Grand Total}}$$

E_i = Expected frequency

O_i = Observed frequency

Which follows χ^2 distributions with $(r-1)*(c-1)$ degree of freedom

Where,

‘r’ is number of rows in the table

‘c’ is number of columns in the table

Sampling Technique:

Convenient sampling technique was used in this study.

2.5.5 Sample size:

A sample size is the number of units taken from the population. A sample size of 100 was chosen. Careful techniques were applied to gain unbiased answers.

2.5.6 Area of study:

The research work is carried out at nivedhan water solution.

Theoretical Background:

There are vital differences among experts about the concept of job satisfaction. Basically, there are four approaches/theories of job satisfaction. They are:

- (1) Fulfillment theory
- (2) Discrepancy theory
- (3) Equity theory
- (4) Two-factor theory

Fulfillment Theory:

The proponents of this theory measure satisfaction in terms of rewards a person receives or the extent to which his needs are satisfied. Further they thought that there is a direct/positive relationship between job satisfaction and the actual satisfaction of the expected needs.

Discrepancy Theory:

The proponents of this theory argue that satisfaction is the function of what a person actually receives from his job situation and what he thinks he should receive or what he expects to receive. When the actual satisfaction derived is less than expected satisfaction, it results in dissatisfaction.

Equity Theory:

The proponents of this theory are of the view that a person's satisfaction is determined by his perceived equity, which in turn is determined by his input-output balance compared to his comparison of others, input-output balance. Input-output balance is the perceived ratio of what a person receives from his job relative to what he contributes to the job.

Two-factor Theory:

As discussed earlier, this theory was developed by Herzberg, Mausner, Peterson and Capwell who identified certain factors as satisfiers and dissatisfiers. Factors such as achievement, recognition, responsibility etc., are satisfiers, the presence of which causes satisfaction but their absence does not result in dissatisfaction. On the other hand, factors such as supervision, salary, working conditions etc., are dissatisfies, the absence of which causes dissatisfaction. Their presence, however, does not result in job satisfaction.

Factors of Job Satisfaction:

Job satisfaction refers to a general attitude which an employee retains on account of many specific attitudes in the following areas:

- (1) Job satisfaction
- (2) Individual characteristics
- (3) Relationships outside the job.

There are different factors on which job satisfaction depends. Important among them are discussed hereunder

Personal Factors:

They include workers' sex, education, age marital status and their personal characteristics family background, socio-economic background and the like.

Factors Inherent in the Job:

These factors have recently been studied and found to be important in the selection of employees. Instead of being guided by their co-workers and supervisors, the skilled workers would rather like to be guided by their own inclination to choose jobs in consideration of 'what they have to do'.

Factors Controlled by the Management:

They include the nature of supervision job security, kind of work group, wage rate, promotional opportunities, and transfer policy duration of work and sense of responsibilities. All these factors greatly influence the workers. Their presence in the organisation motivates the workers and provides a sense of job satisfaction.

Though performance and job satisfaction are influenced by different set of factors, these two can be related if management links rewards to performance. It is viewed that job satisfaction is a consequence of performance rather than a cause of it. Satisfaction strongly influences the productive efficiency of an organization where as absenteeism, employee turnover, alchalism, irresponsibility, uncommitments are the result of job dissatisfaction. However, job satisfaction or dissatisfaction forms opinion about the job and the organization which result in employee morale.

Dimension of job satisfaction:

There are three important dimension of job satisfaction

- ❖ Job satisfaction is an emotional response to a job situation a. as such it cannot be seen. It can only be inferred.
- ❖ Job satisfaction is often determined by how well customs meet or exceed expectations.
- ❖ Job satisfaction represents an employee's attitude towards five specific dimension of the job; pay, the work itself, promotion opportunities supervision and co workers

Determination of job satisfaction

1. Attitude:

- The zeal of their worker over the job given job satisfaction, “Job satisfaction and employee morale are special varieties of the organizational attitude” .They are reflected in certain specific behavior like performance absenteeism and accidents.
- So it is also considered as an important factor that affects job satisfaction

Wages:

Wages do play a significant role in determining job satisfaction and as significant to whit color workers play in such an important determinants of job satisfaction because it is instrumental. In fulfilling so many of the needs. Sick wage affects the organization effectiveness and it also affects the workers zeal for the work.

2. Work group:

The nature of work group influenced job satisfaction. Friendly cooperative, co-workers or team members are a modest source of job satisfaction to individuals employees the work group especially a “tight” team, serves as a source of support, comfort, advice and assistance to the individual workers.

3. Working condition

The worker job may affect if there is poor working conditions. Working environment too contributes in a modest way to job satisfaction.

Features such as

1. Temperature
 2. Humidity
 3. Ventilation
 4. Lighting an noise
 5. Work schedules
 6. Cleaning of work place
 7. Adequate tools and equipment
- (Call all affect job satisfaction)

Career development:

If there is no career development to the workers, there the job performance many affect career development. It is always for an organization to sustain of increase its employee’s current productivity level.

CHAPTER-3

3.1 DATA ANALYSIS AND INTERPRETATION.

Table – 1

The table show Respondents classification according to their Sex

S.NO	SEX	NO OF RESPONDENTS	PERCENTAGE (%)
1.	Male	85	85%
2.	Female	15	15%
Total		100	100%

Source: Primary data

Interpretation:

The above table indicates that out of 100%, 85% Respondents were Male and 15% respondents were female.

CHART-1

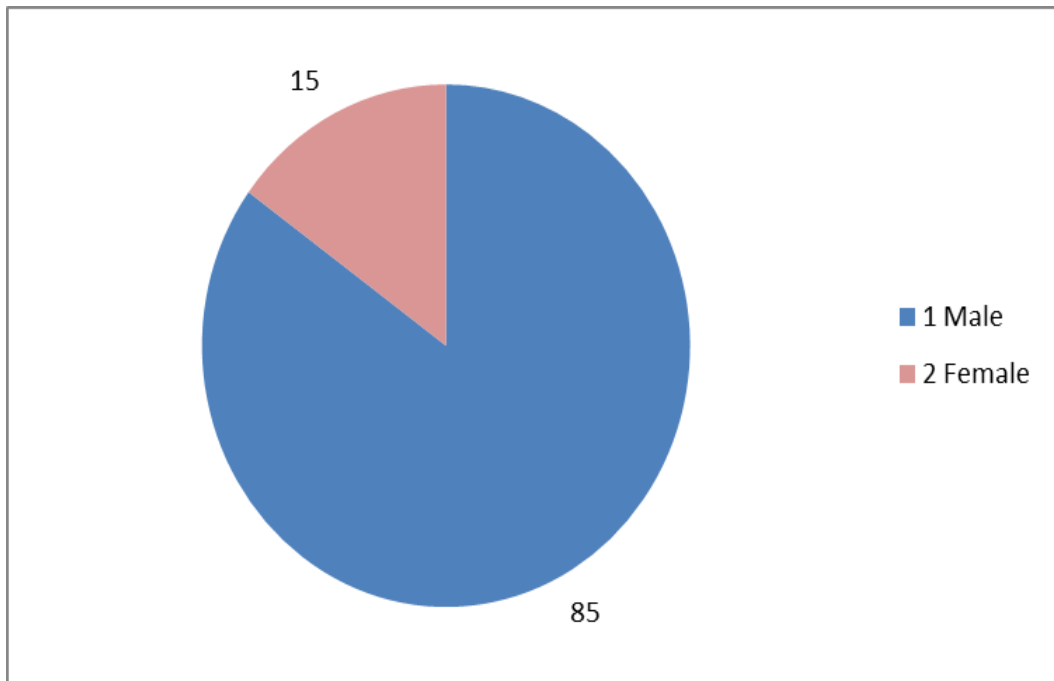


Table – 2

The table show Respondents classification according to their Age

S.No.	AGE	NO OF RESPONDENTS	PERCENTAGE
1.	Below 25 yrs	8	8%
2.	26-35 yrs	12	12%
3.	36-45 yrs	20	20%
4.	46-55 yrs	60	60%
Total		100	100%

Source: Primary data

Interpretation:

The above table shows that 60% of Respondents are the Age group of 46-55 years and 20% of Respondents are of the age group 36 – 45 years, 12% of Respondents are of the age group 26 – 35 years and the remaining, 8% of the Respondents of the age group below 25 years.

Chart-2

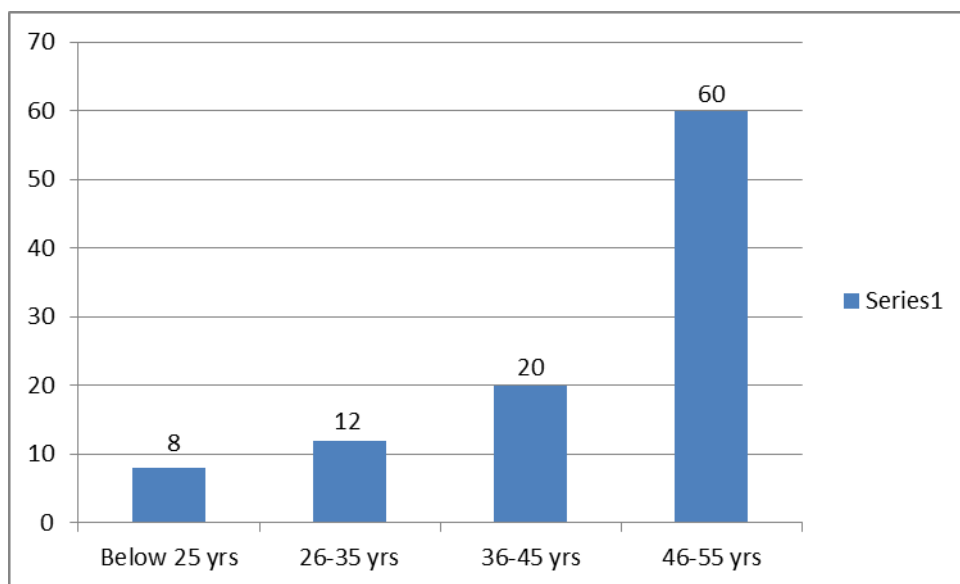


Table – 3

The table show Respondents classification according to their Marital Status

S.No	MARITAL STATUS	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Married	83	83 %
2.	Unmarried	17	17 %
Total		100	100%

Source: Primary data

Interpretation:

The above table reveals that out of the total selected Respondents 83% of them were married and the remaining 17% of the Respondents were Unmarried.

Chart – 3

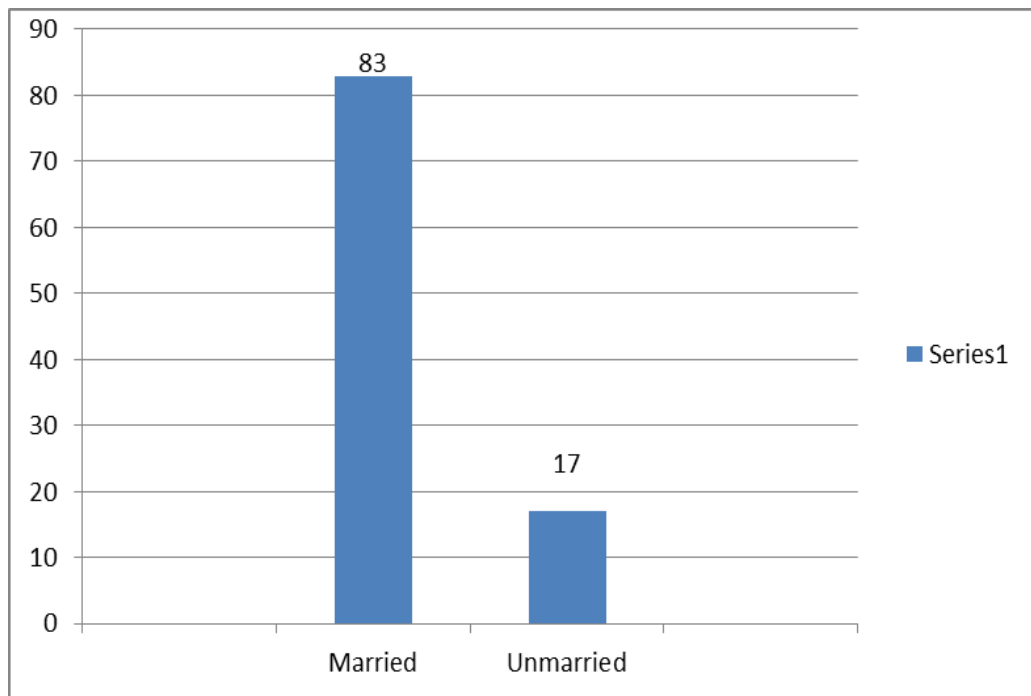


Table – 4

The table show Respondents classification according to their Educational Qualification

S.No.	EDUCATIONAL QUALIFICATION	NO.OF RESPONDENTS	PERCENTAGE (%)
1.	Up to 10 th	52	52%
2.	Higher Secondary	20	20%
3.	ITI	8	8%
4.	Diploma	12	12%
5.	Degree	8	8%
Total		100	100%

Source: Primary data

Interpretation:

The above table express that among the total selected 100% of Respondents out of 52% of them were qualified up to 10th standard and 12% of the Respondents were qualified Diploma, 8% of the Respondents were qualified ITI, 8% of the Respondents were qualified Degree and the Remaining 20% of the total Respondents were qualified Higher Secondary.

Chart – 4

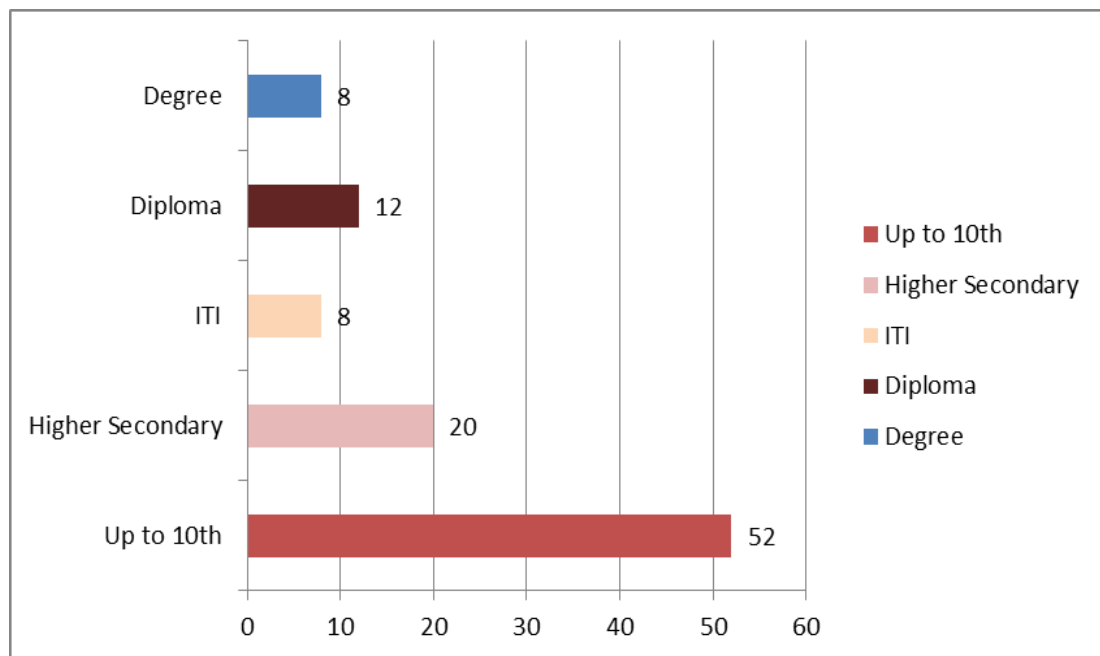


Table – 5

The table show Respondents classification according to their years of Service

S.NO	YEARS OF SERVICE	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Less than 5 yrs	0	0%
2.	6-10 yrs	8	8%
3.	11-15 yrs	12	12%
4.	16-20 yrs	20	20%
5.	Above 20 yrs	60	60%
Total		100	100%

Source: Primary data

Interpretation:

The above table shows that the service of employees among the total selected Respondents 60% are having above 20 years of experience, 20% of them are having 16 – 20 years of experience and 12% of the remaining Respondents are having 11 – 15 years of experience.

Chart – 5

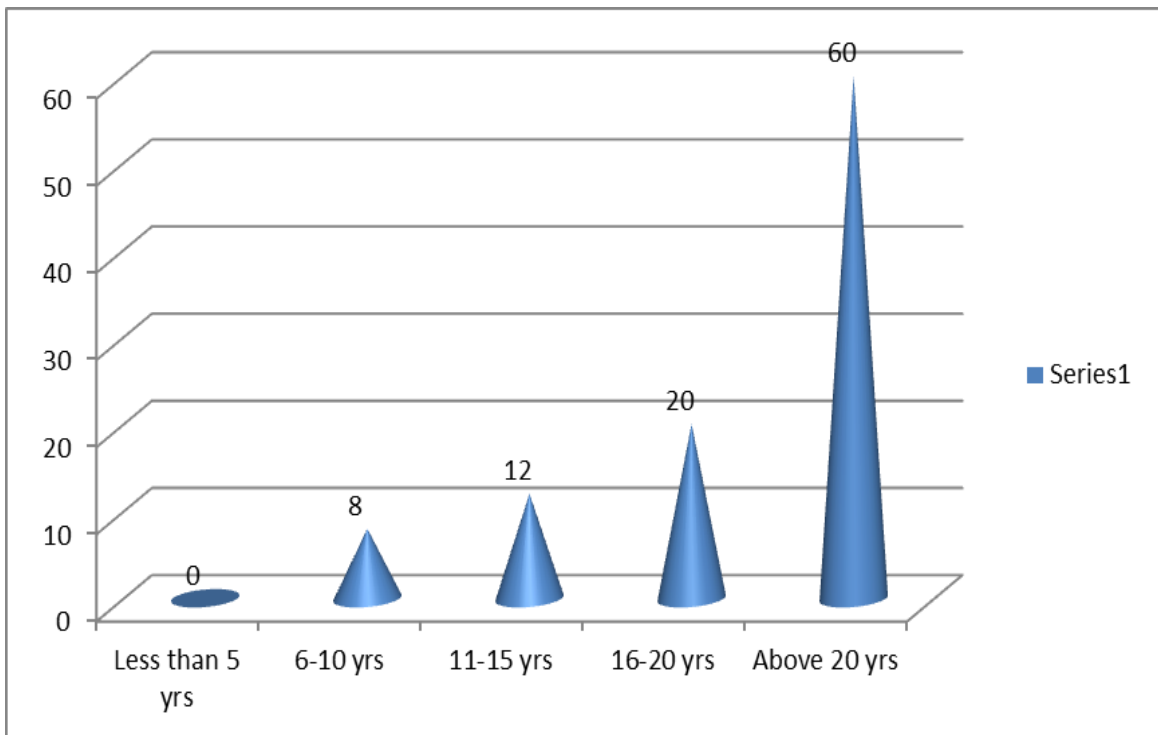


Table – 6

The table show Respondents opinion about the Guidance of their Superior

S.NO.	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	68	68%
3.	Neutral	22	22%
4.	Disagree	6	6%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table indicates that 68% of them were Agree, 22% of the Respondents were Neutral, 6% of the Respondents were Disagree and remaining 4% of the Respondents were Strongly agree about the Guidance of their Superiors.

Chart – 6

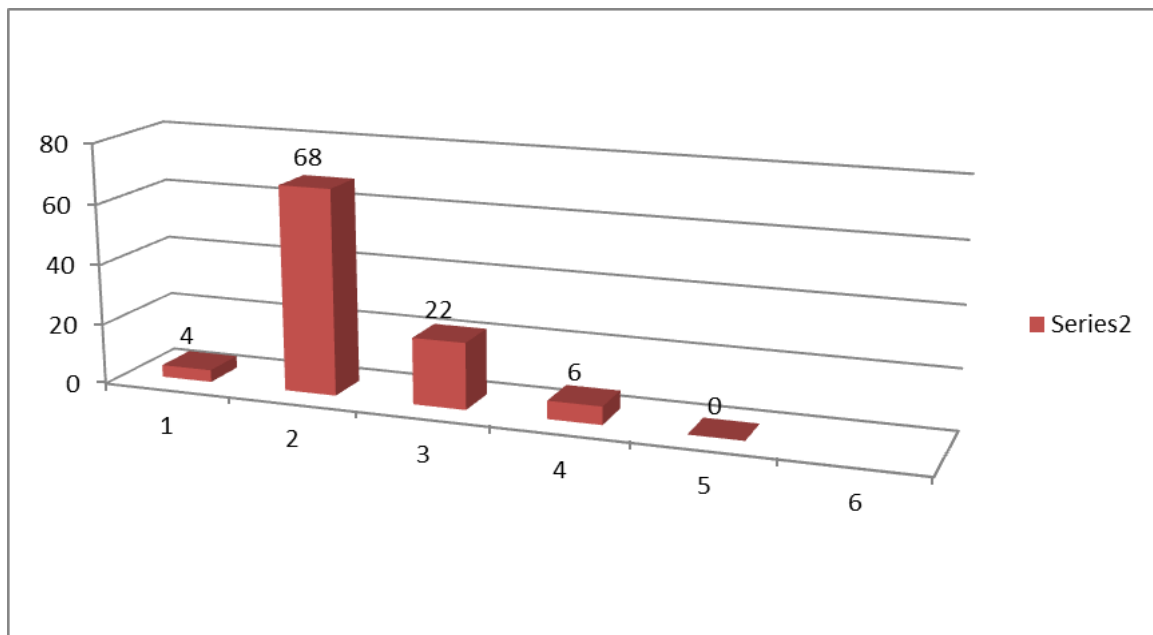


Table – 7

The table show Respondents opinion about the Satisfaction with their Job

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	22	22%
2.	Agree	56	56%
3.	Neutral	10	10%
4.	Disagree	8	8%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table illustrates that among the 100% of the Respondents, 56% of them were Agree, 22% of the Respondents were Strongly Agree, 10% of the Respondents were Neutral, 8% of the Respondents were Disagree, and the remaining 4% of the total Respondents were Strongly Disagree on their Job Satisfaction.

Chart – 7

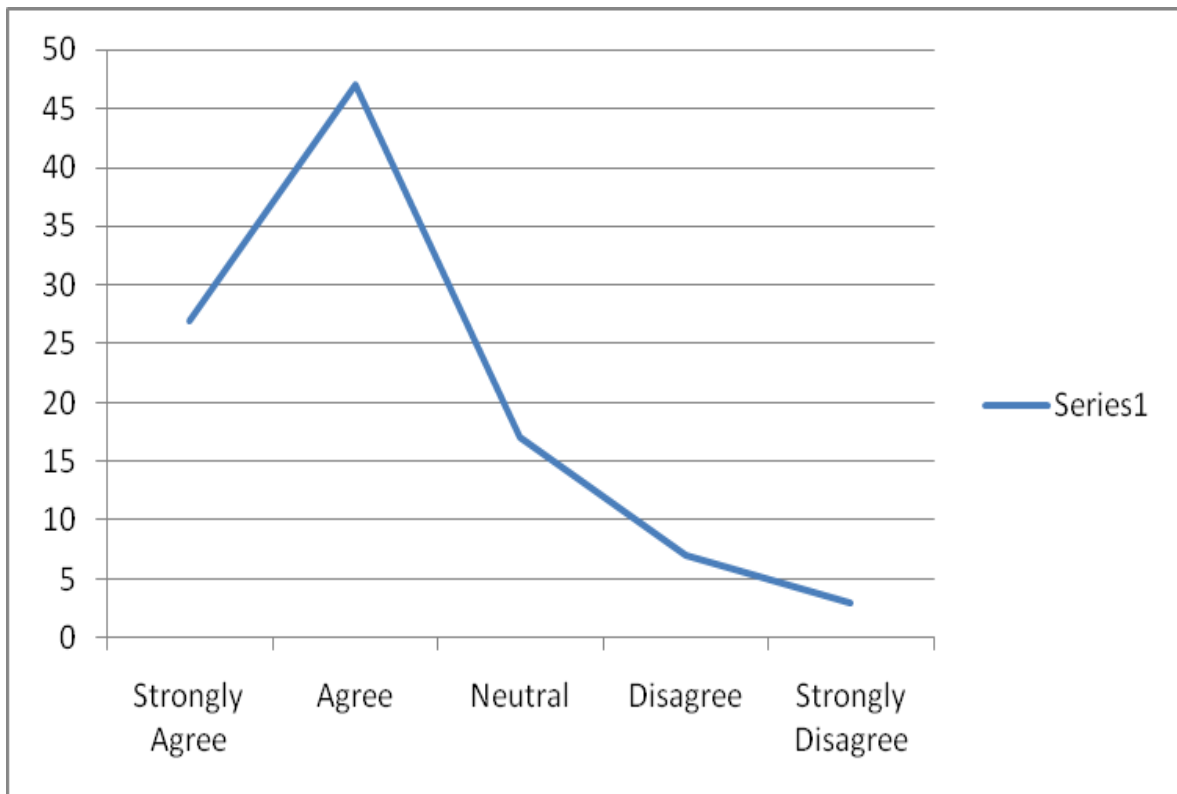


Table – 8

The table show Respondents opinion about their Team Spirit in the organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	68	68%
3.	Neutral	20	20%
4.	Disagree	8	8%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table exhibits that the opinion about the Team Spirit of the Respondents among the total number of Respondents in the organization, 68% of them were Agree and 20% of them were Neutral, 8% of them were Disagree and the remaining 4% of the Respondents were Strongly Agree.

Chart – 8

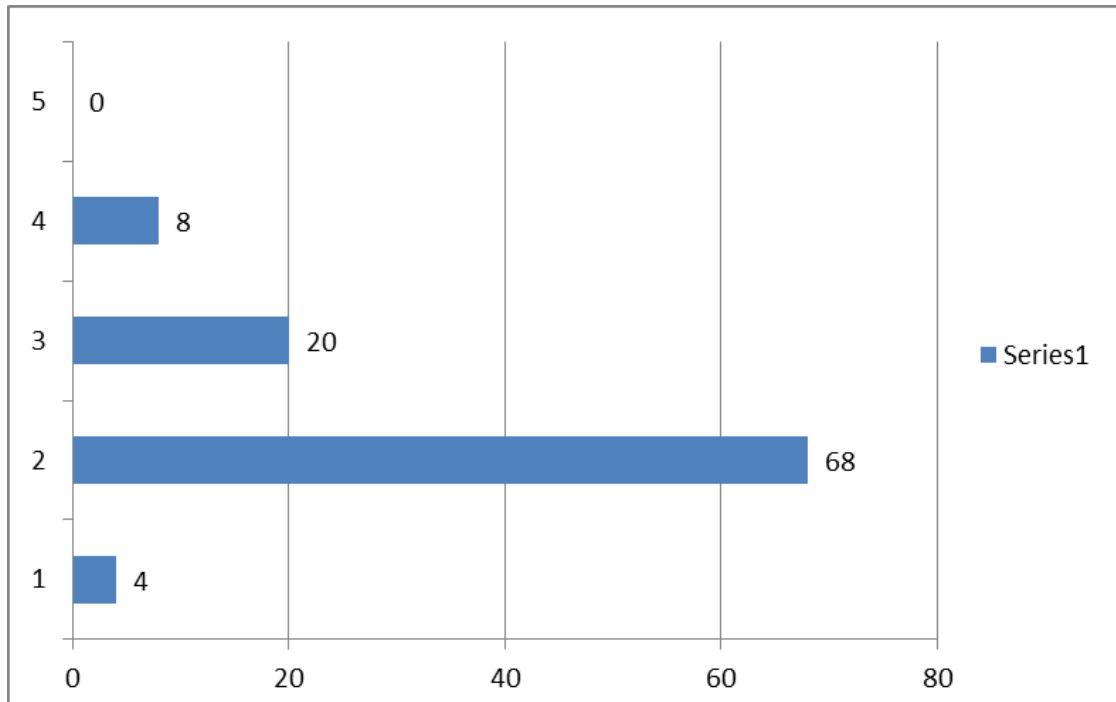


Table – 9

The table show Respondents opinion about the Safety Measures provided in their Organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	40	40%
3.	Neutral	28	28%
4.	Disagree	20	20%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table states that opinion among the 100% of the Respondents 40% are Agree, 28% are Neutral, 20% are Disagree, 8% are Strongly Agree and the Remaining 4% of the Respondents are Strongly Disagree on the Safety Measures provided in their organization.

Chart - 9

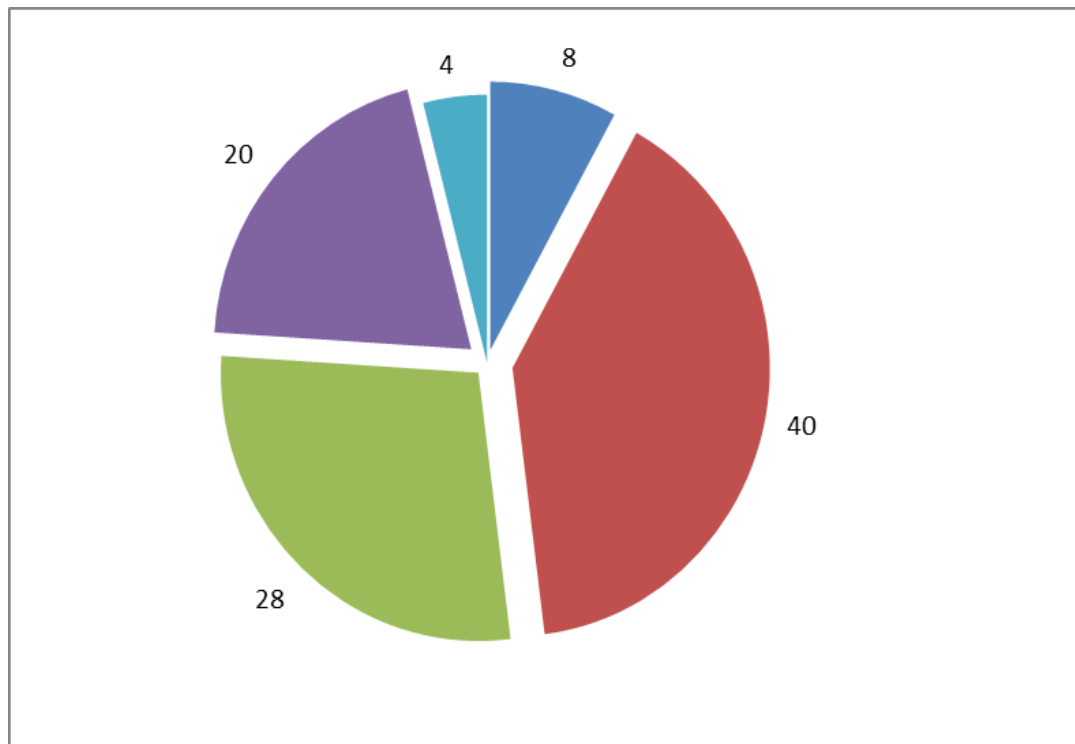


Table – 10

The table show Respondents opinion about their great deal of Interest in the company and its future

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	10	10%
2.	Agree	50	50%
3.	Neutral	30	30%
4.	Disagree	10	10%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table indicates that 50% of Respondents are Agree, 30% of Respondents are Neutral, 10% of Respondents are Disagree and remaining 10% of Respondents are Strongly Agree about their great deal of interest in their company and its future.

Chart - 10

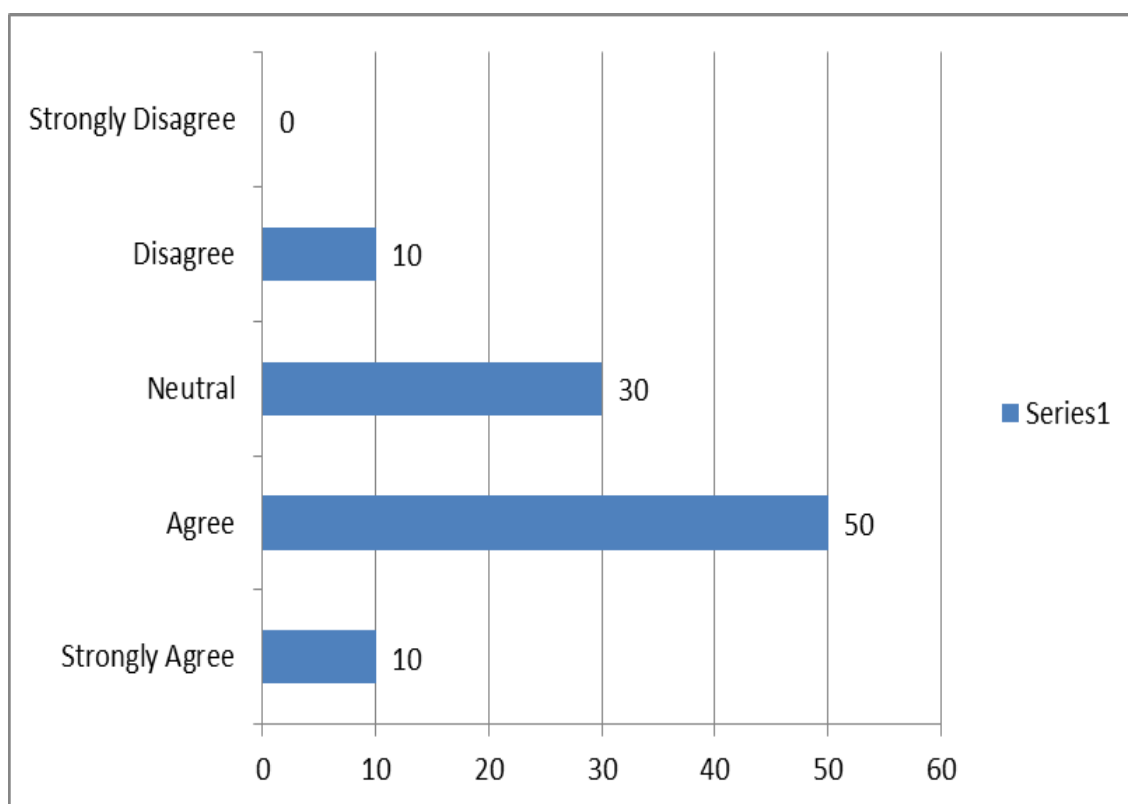


Table – 11

The table show Respondents opinion about their performance of Job Assigned

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	54	54%
3.	Neutral	22	22%
4.	Disagree	16	16%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

From the above table it is clear that 54% of the total selected Respondents were Agree about their performance of job assigned to them will help to achieve the organization objectives, remaining 22% of Respondents were Neutral, 16% of Respondents were Disagree and 8% of Respondents were Strongly Agree on the above.

Chart - 11

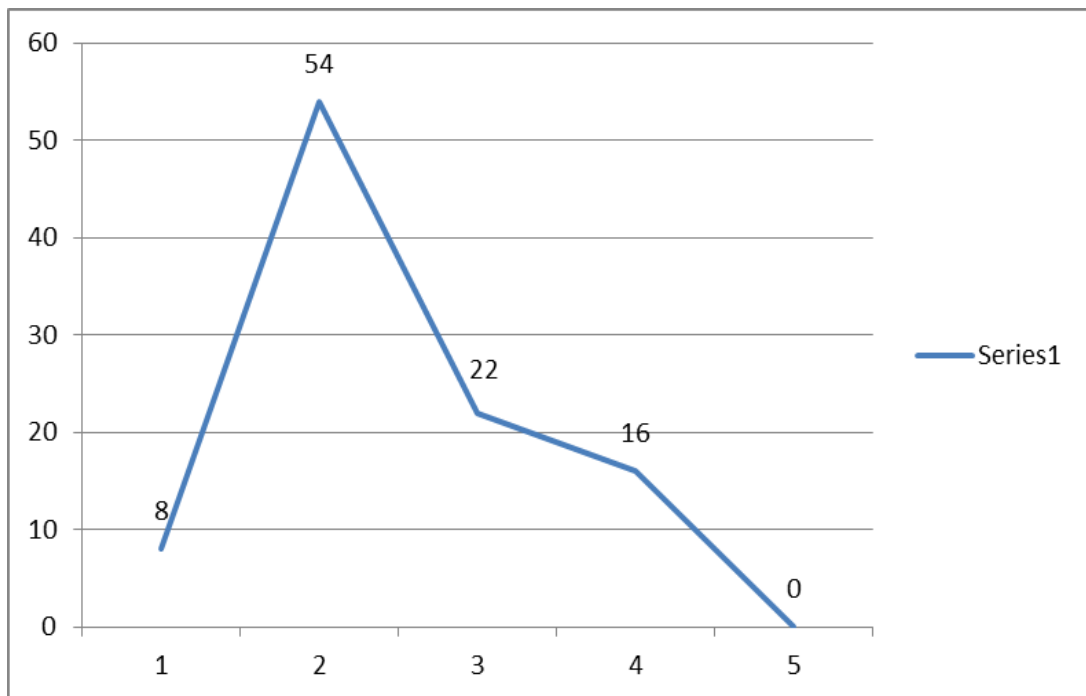


Table – 12

The table show Respondents opinion regarding their Organization is much better than Any Other Organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	42	42%
3.	Neutral	18	18%
4.	Disagree	28	28%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table shows that out of the total selected 30 Respondents 42% of them were Agree, 18% of Respondents were Neutral, other 28% of Respondents were Disagree, 8% of Respondents Strongly Agree and Remaining 4% of Respondents were Strongly Disagree their better than any other organization.

Chart – 12

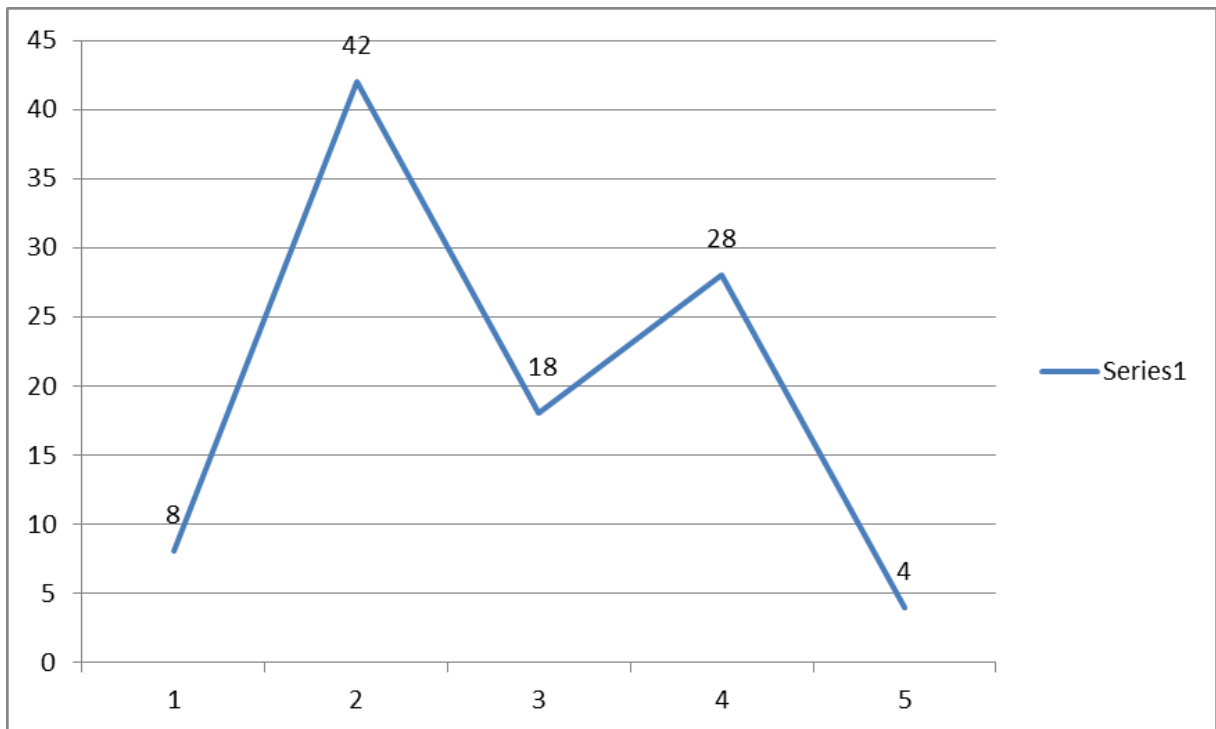


Table – 13

The table show Respondents opinion regarding their understanding on Organizational Objectives and Goals

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	54	54%
3.	Neutral	22	22%
4.	Disagree	16	16%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table states that 54% of Respondents among the total Respondents were Agree, 22% of Respondents were Neutral, 16% of Respondents were Disagree on their understanding about the organizational Objectives and Goals.

Chart - 13

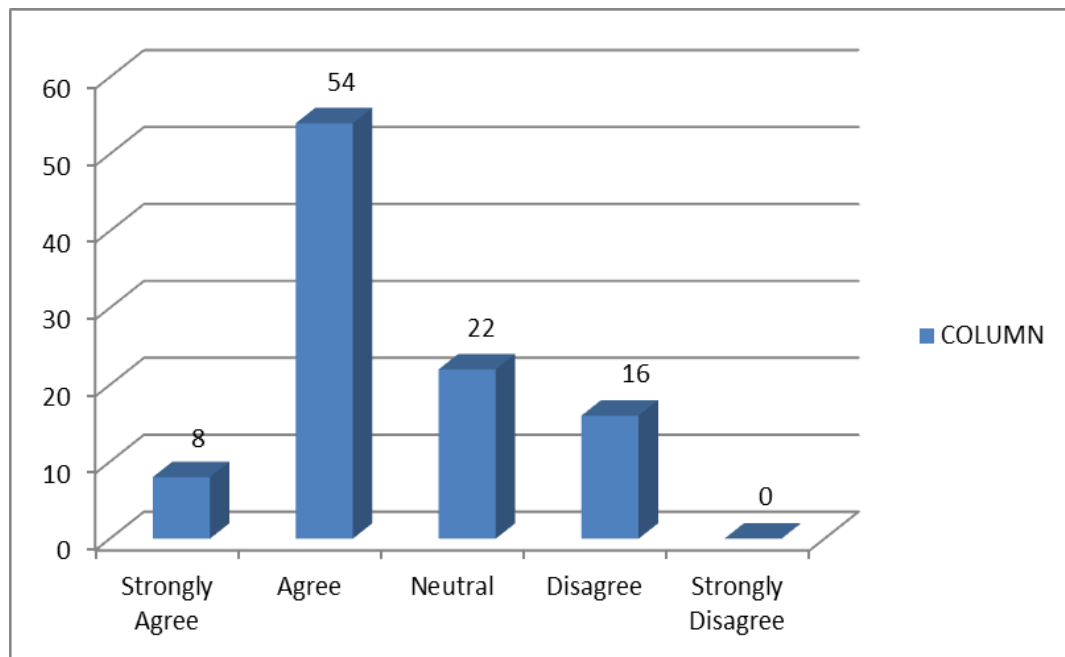


Table – 14

The table shows Respondents opinion about the Satisfaction with Pay Scale

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	32	32%
2.	Agree	50	50%
3.	Neutral	0	0%
4.	Disagree	18	18%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table exhibits that out of total 100% of Respondents 50% of the Respondents were Agree on the Satisfaction of their Pay Scale, and 32% of Respondents were Strongly Agree and 18% of Respondents were Disagree and remaining 0% of the Respondents were Strongly Disagree about the Satisfaction of their Pay Scale.

Chart – 14

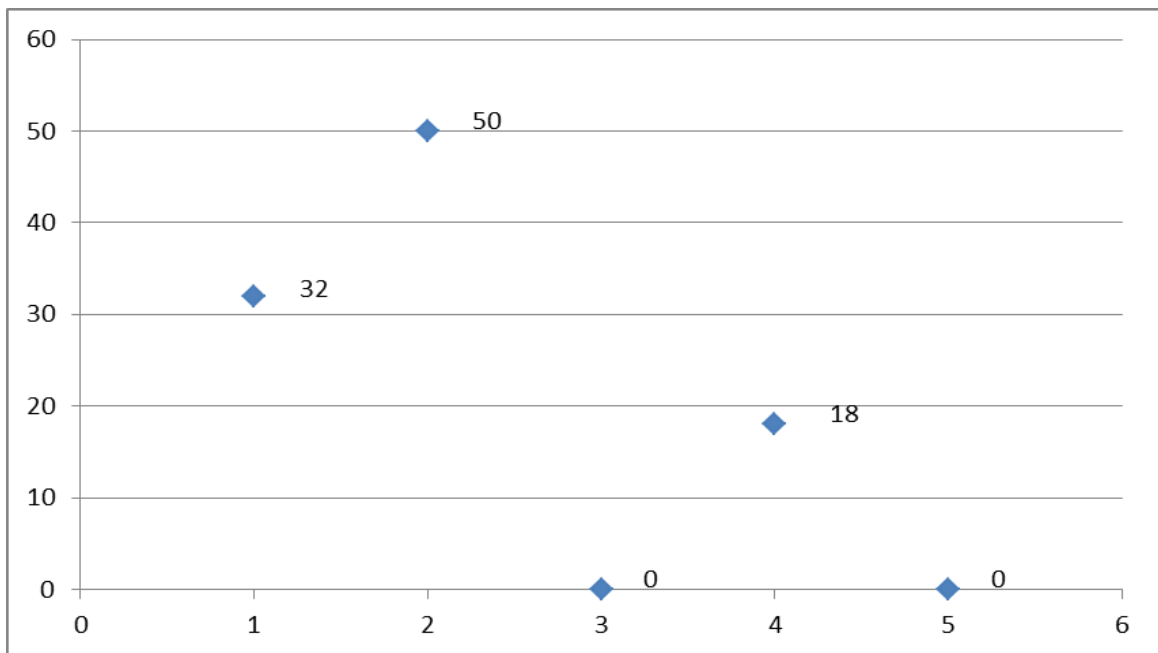


Table – 15

The table show Respondents opinion regarding the adequate Welfare Measure provided by the Organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	58	58%
3.	Neutral	10	10%
4.	Disagree	24	24%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table illustrates that 58% of the Respondents were Agree, 24% of the Respondents were Disagree, 10% of the Respondents were Neutral, 4% of the Respondents were Strongly Agree, and remaining 4% of the Respondents were Strongly Disagree regarding the adequate Welfare Measure provided by their organization.

Chart – 15

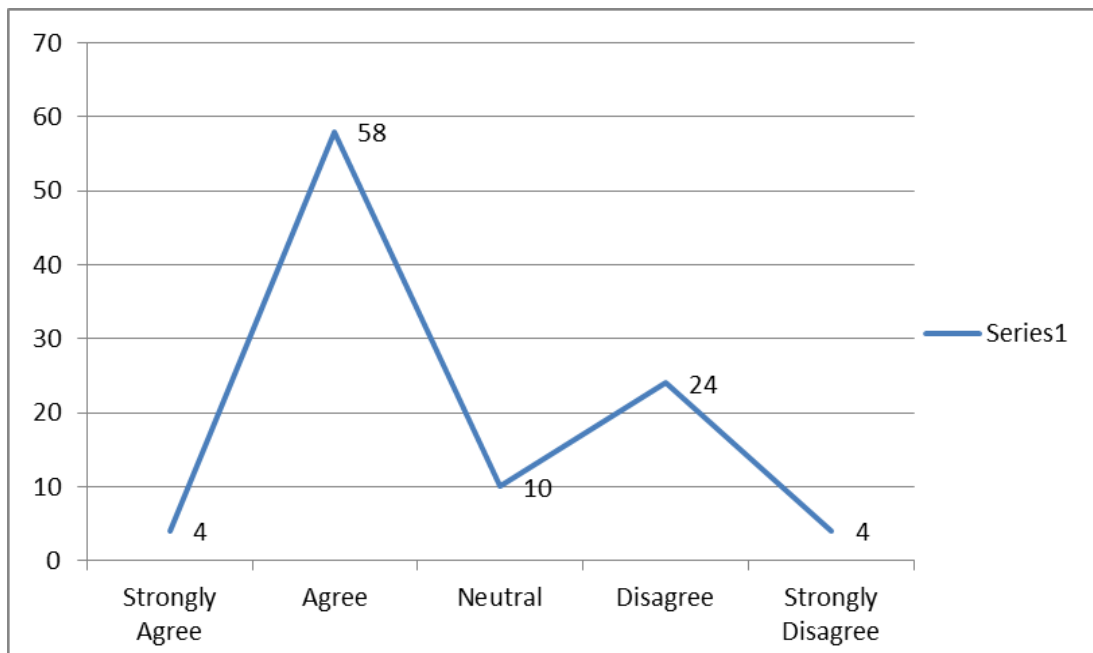


Table – 16

The table show Respondents opinion regarding the rewards given by the Organization to motivate the employees

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	30	30%
3.	Neutral	22	22%
4.	Disagree	36	36%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table indicates that among the total Respondents 30% of them were Agree, 36% of the Respondents were Disagree, 22% of the Respondents were Neutral, 8% of the Respondents were Strongly Agree and the Remaining 4% of the Respondents were Strongly Disagree about the rewards given by their organization motivate the employees.

Chart – 16

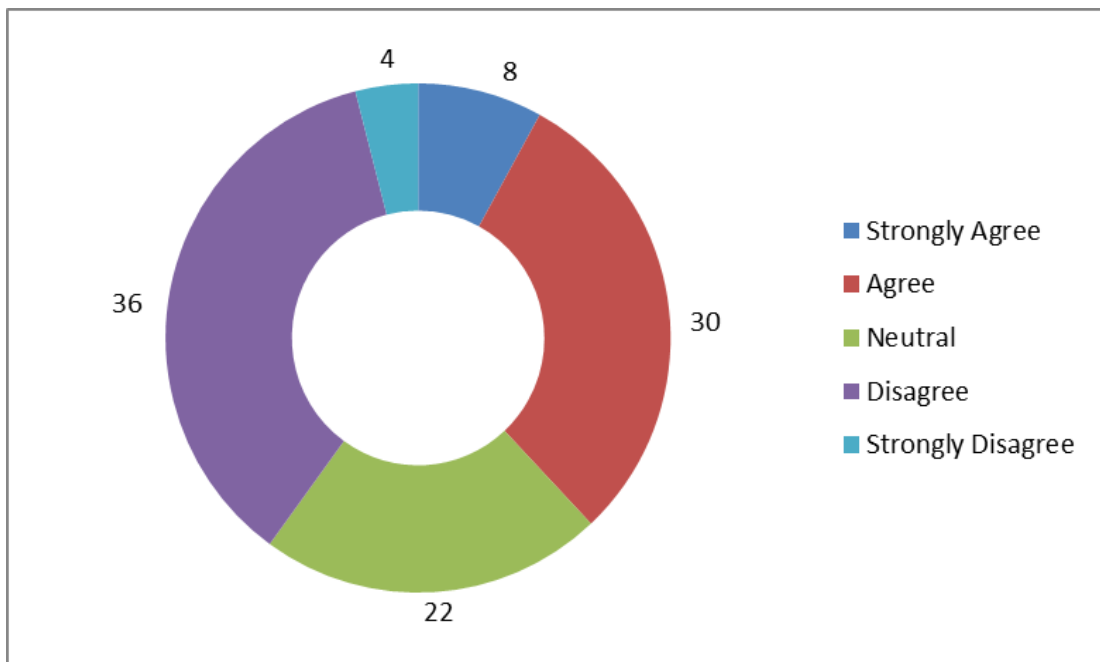


Table – 17

The table show Respondents opinion regarding their ideas considered by the organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	55	55%
3.	Neutral	27	27%
4.	Disagree	6	6%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table express that 55% of the Respondents were Agree that their ideas taken into consideration by the organization, 27% of them were Neutral, 6% of the Respondents were Disagree, 8% of the Respondents were Strongly Agree and the Remaining 4% of the Respondents were Strongly Disagree on the above.

Chart - 17

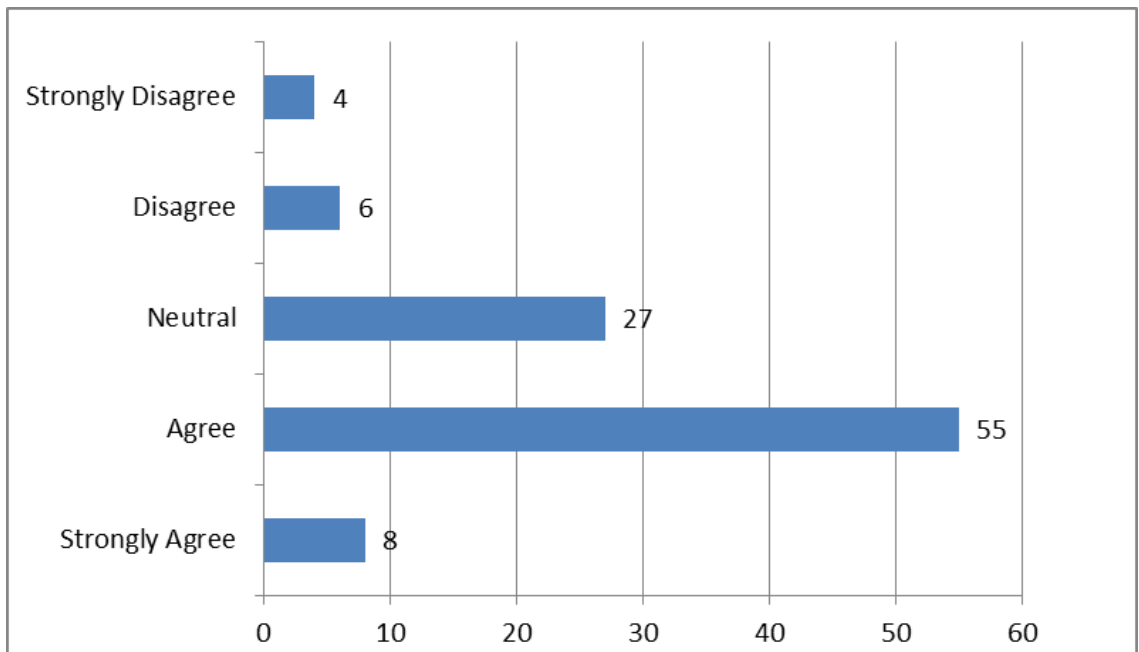


Table – 18

The table shows Respondents opinion about the Appreciation by Superior

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	68	68%
3.	Neutral	18	18%
4.	Disagree	10	10%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table reveals that 68% of the Respondents were Agree, 18% of the Respondents were Neutral, 10% of the Respondents were Disagree, and the remaining 4% of the Respondents were Strongly Agree that the superior of the organization appreciate their work when they do better.

Chart - 18

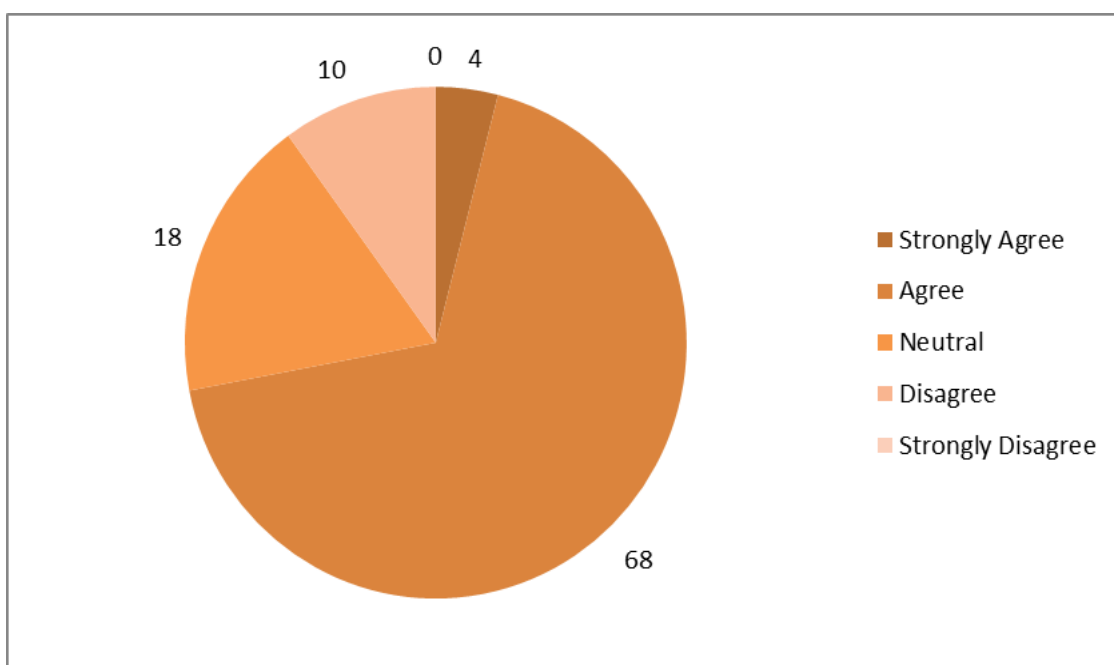


Table – 19

**The table show Respondents opinion about the encouragement of Superior
“Good Initiatives”**

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	54	54%
3.	Neutral	28	28%
4.	Disagree	10	10%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table reveals that 54% of the Respondents were Agree, 28% of the Respondents were Neutral, 10% of the Respondents were Disagree, 8% of the Respondents were Strongly Agree on the encouragement of their Superior “Good Initiatives”.

Chart - 19

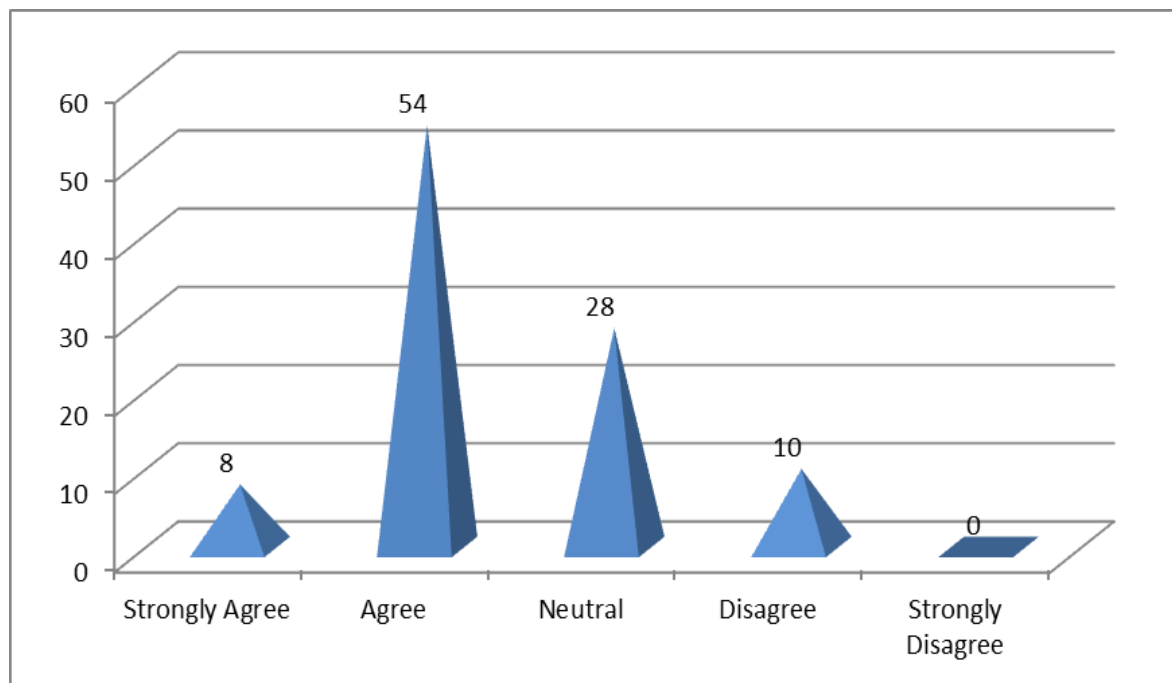


Table – 20

The table show Respondents opinion regarding the subordinates extend their Good Support to the Employees

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	6	6%
2.	Agree	50	50%
3.	Neutral	32	32%
4.	Disagree	8	8%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table express that among the total 100% of the Respondents 50% of them were Agree, 32% of the Respondents were Neutral, 8% of the Respondents were Disagree, and the remaining 6% of the Respondents were Strongly Agree regarding the subordinates extend their Good Support to the Employees.

Chart - 20

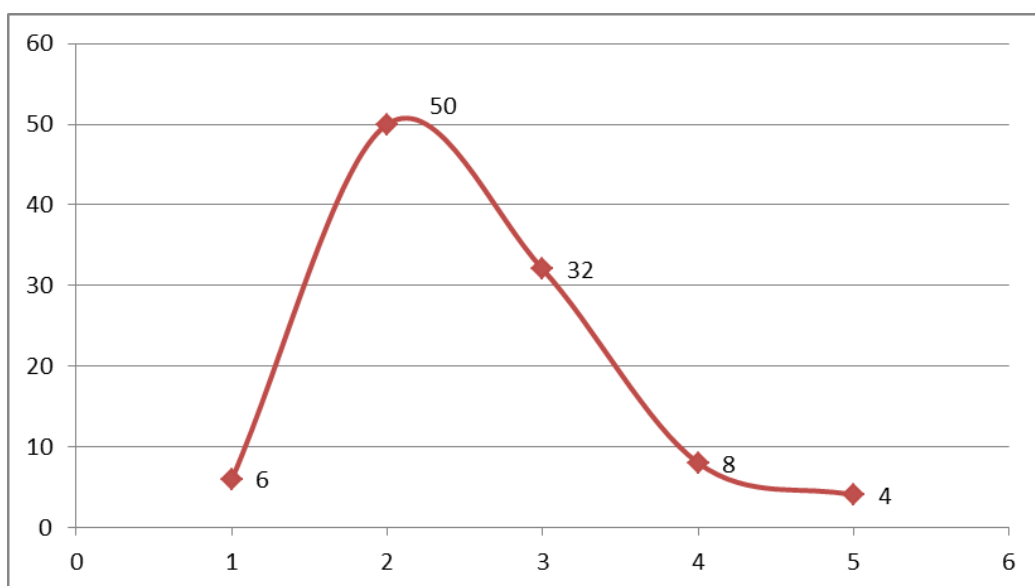


Table – 21

The table show Respondents opinion about the subordinates are always ready to take up any assignment given by them

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	66	66%
3.	Neutral	14	14%
4.	Disagree	12	12%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table clears that 66% among the selected Respondents were Agree, 14% of the Respondents were Neutral, 12% of the Respondents were Disagree, 4% of the Respondents were Strongly Agree and the remaining 4% of the Respondents were Strongly Disagree about the subordinates were always ready to take up any assignment given by the employees.

Chart - 21

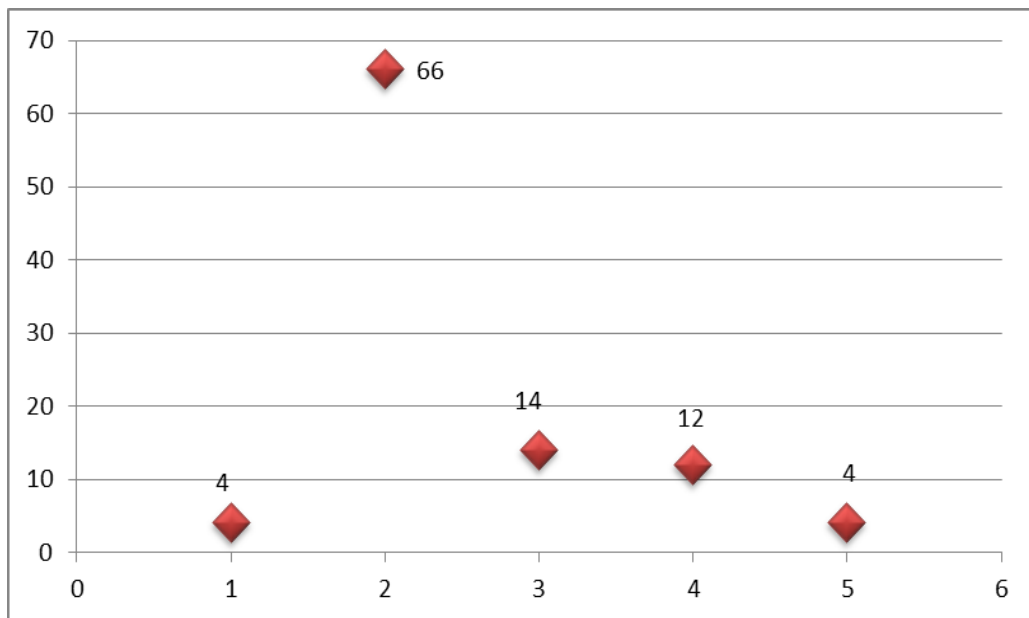


Table – 22

The table show Respondents opinion about their growth depends upon the growth of their Organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	36	36%
3.	Neutral	32	32%
4.	Disagree	20	20%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table exhibits that among the selected total 100% of the Respondents 20% of the Respondents were Disagree, 36% of the Respondents were Agree, 32% of the Respondents were Neutral, 8% of the Respondents were Strongly Agree and the remaining 4% of the Respondents were Strongly Disagree about their growth depends upon the growth of the Organization.

Chart - 22

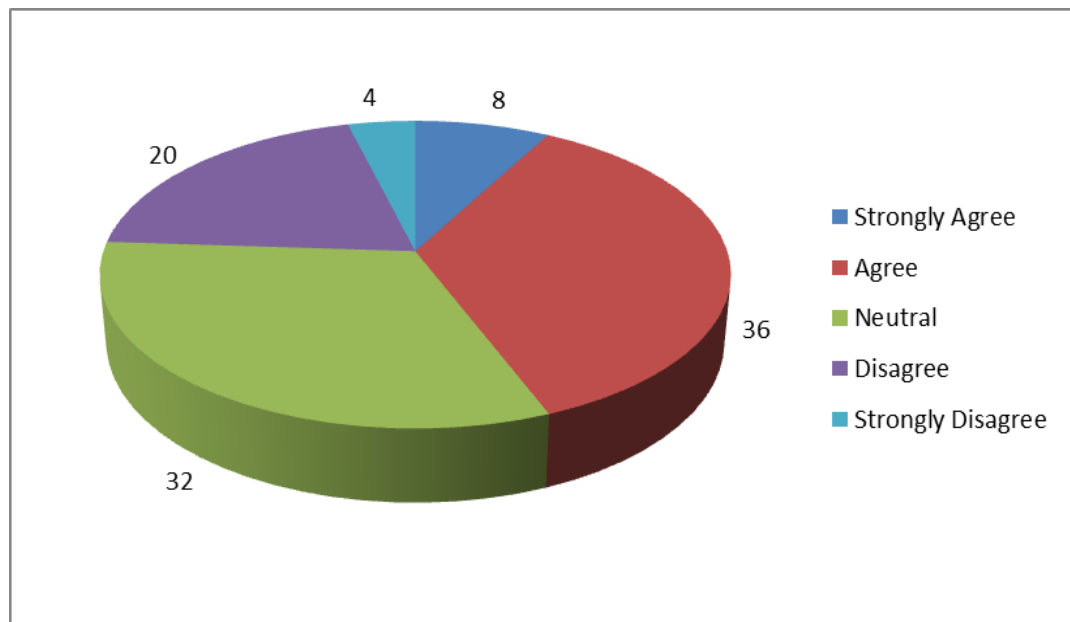


Table – 23

The table show Respondents opinion about their Organization takes care of the Employees Needs

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	8	8%
2.	Agree	50	50%
3.	Neutral	26	26%
4.	Disagree	12	12%
5.	Strongly Disagree	4	4%
Total		100	100%

Source: Primary data

Interpretation:

The above table illustrates that 50% of the Respondents were Agree about their organization takes care of the employees Needs, 26% of the Respondents were Neutral, 12% of the Respondents were Disagree, 8% of the Respondents were Strongly Agree and the remaining 4% of the Respondents were Strongly Disagree on the above.

Chart – 23

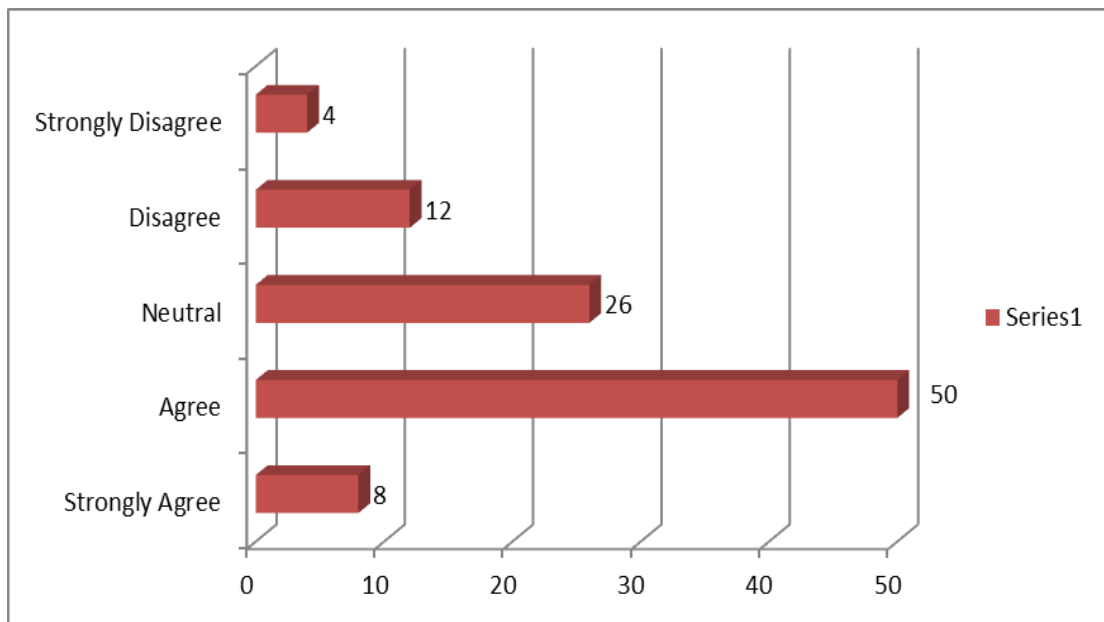


Table – 24

The table show Respondents opinion about the comfortable Working Condition prevailing in the Organization

S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	54	54%
3.	Neutral	32	32%
4.	Disagree	10	10%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

The above table reveals that 54% of Respondents among the total Respondents were Agree, 32% of the Respondents were Neutral, 10% of the Respondents were Disagree and the remaining 4% of the Respondents were Strongly Agree about their comfortable working condition prevailing in the organization.

Chart - 24

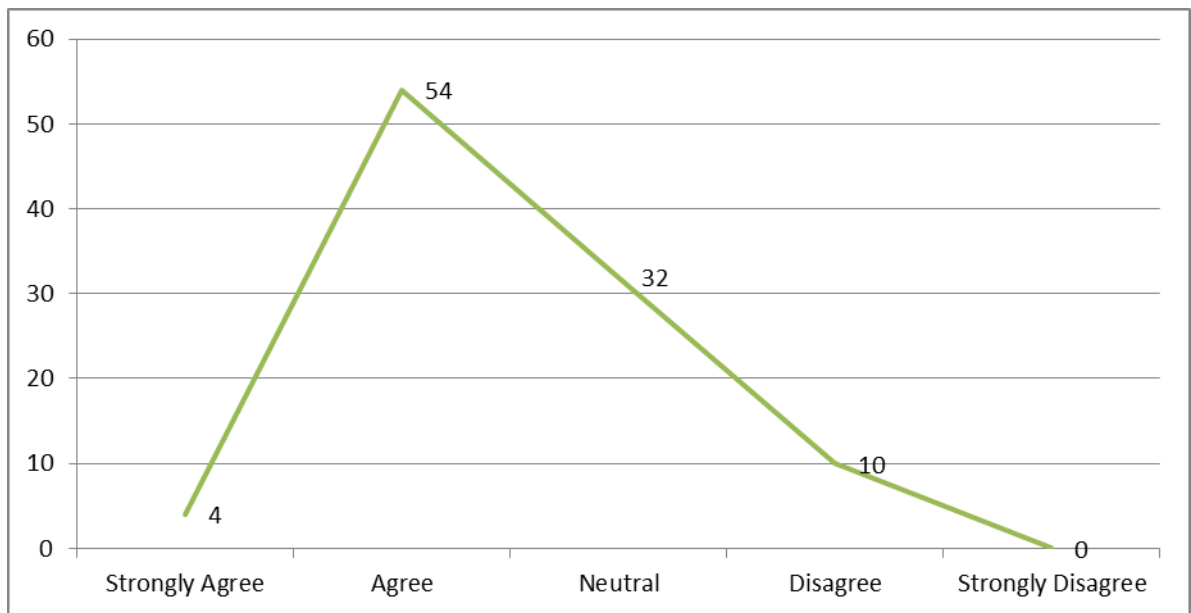


Table – 25

The table show Respondents opinion about the satisfaction of the Training Opportunities

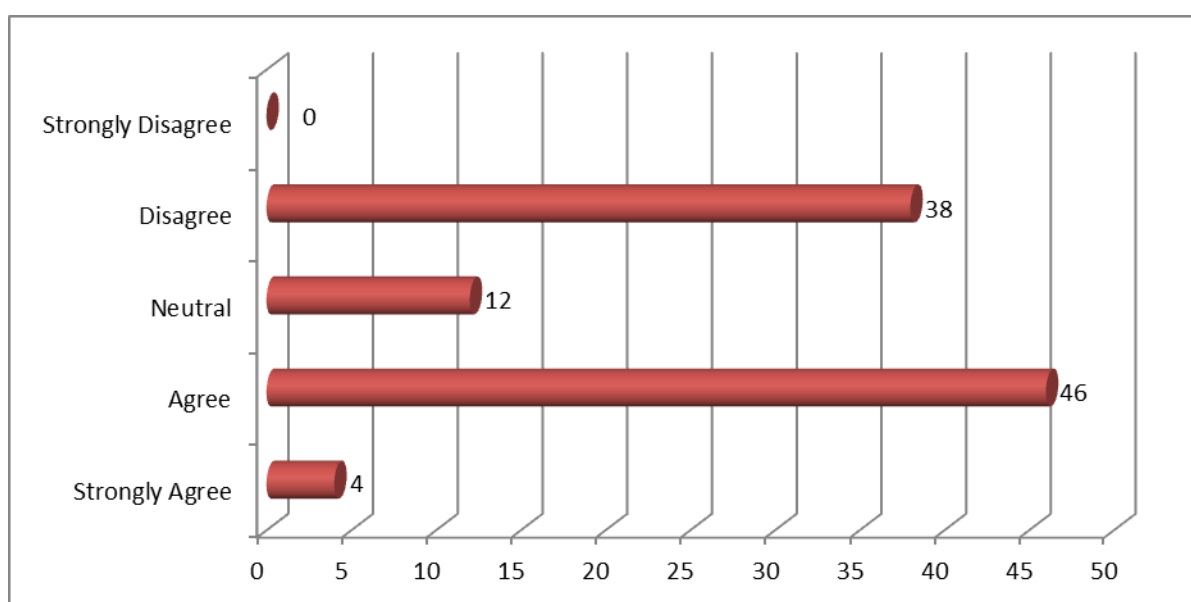
S.NO	OPINION	NO.OF.RESPONDENTS	PERCENTAGE (%)
1.	Strongly Agree	4	4%
2.	Agree	46	46%
3.	Neutral	12	12%
4.	Disagree	38	38%
5.	Strongly Disagree	0	0%
Total		100	100%

Source: Primary data

Interpretation:

From the above table it is found that among the 100% of total selected Respondents 46% of Respondents were Agree, 38% of Respondents were Disagree, 12% of Respondents were Neutral and the Remaining 4% of the selected Respondents were Strongly Agree about the satisfaction of their Training Opportunities.

Chart - 25



CHI-SQUARE TEST

AIM:

To find the relationship between the employee's Team Spirit and Satisfaction of job.

NULL HYPOTHESIS (H_0):

There is no significant relationship between the employee's Team Spirit and Satisfaction of job.

ALTERNATIVE HYPOTHESIS (H_1):

There is a significant relationship between the employee's Team Spirit and Satisfaction of job.

OBSERVED FREQUENCY- Table 1

Team Spirit →	SA	A	N	D	SD	Row Total
Satisfied ↓ job						
SA	1	1	0	1	0	3
A	13	33	6	4	1	57
N	10	10	10	2	1	33
D	2	3	1	0	1	7
SD	0	0	0	0	0	0
Column Total	27	46	17	7	3	100

EXPECTED FREQUENCY- Table 2

$$E = \frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$$

0.8	1.4	0.5	0.2	0.1
14.8	26.8	9.7	4.0	1.7
6	15.5	5.6	2.3	1.0
1.8	3.3	1.2	0.5	0.2
0.0	0.0	0.0	0.0	0.0

O_i	E_i	O_i-E_i	(O_i-E_i)²	$\frac{(O_i - E_i)^2}{E_i}$
1	0.8	0.22	0.05	0.062
1	1.4	-0.41	0.17	0.119
0	0.5	-0.51	0.26	0.510
1	0.2	0.79	0.62	2.972
0	0.1	-0.09	0.01	0.090
13	14.8	-1.82	3.31	0.224
33	26.8	6.21	38.56	1.439
6	9.7	-3.69	13.62	1.405
4	4.0	0.01	0.00	0.000
1	1.7	-0.71	0.50	0.295
10	8.6	1.42	2.02	0.235
10	15.5	-5.51	30.36	1.957
10	5.6	4.39	19.27	3.435
2	2.3	-0.3	0.10	0.042
1	1.0	0.01	0.00	0.000
2	1.8	0.18	0.03	0.018
3	3.3	-0.29	0.08	0.026
1	1.2	-0.19	0.04	0.030
0	0.5	-0.49	0.24	0.490
1	0.2	0.79	0.62	2.972
0	0.0	0	0.00	0.000
0	0.0	0	0.00	0.000
0	0.0	0	0.00	0.000
0	0.0	0	0.00	0.000
0	0.0	0	0.00	0.000
			Total	16.321

Degrees of freedom = (C-1) (R-1)

$$= (5-1) (5-1)$$

$$= 16$$

Total tabulated value at 16% level of significance =16.321

Calculated Value= 8.850

So we accept NULL HYPOTHESIS (Ho) and we reject ALTERNATIVE HYPOTHESIS (H1).

Conclusion:

There is no significant relationship between the employee's Team Spirit and Satisfaction of job.

CHAPTER - 4

FINDINGS

- Majority of workers 60%, working in the concern are the age group of 46 – 55 years.
- Among the total employees 87% of them were married.
- Out of 100% of the workers only 7% of them were Degree holders, 60% of the workers were qualified S.S.L.C.
- Provision on Safety measures in the working environment is favorable to 50% of employees, 17% of workers are not happy with the Safety measures.
- Out of total employees 43% of them are favoring their organisation which is much better than other organisation, but 23% of employees are criticizing their organisation.
- Above 87% of the employees has satisfied with their pay scale, 13% of them were dissatisfied with the company pay scale.
- The organisation does not follow the Management by Objectives and Management by Exemption principles so far.
- Out of 100% of respondents, 39% of them distribute their ideas with wavering mind that their organisation does not support and care about their employees and their needs.

- Finally according to the respondents' opinion ideas only 50% of the employees were satisfied, 13% of the employees were not satisfied with Job satisfaction and the remaining 27% of them were neutral.
- From the computed table it is clear that the Job Satisfaction on the basis of year of service were insignificant at 5% level.
- From the analysis made it is quite clear that the organisation is better than any other organisation on the basis of Educational Qualification were in significant at 5% level.
- From the analysis made it is clear that the adequacy of Welfare measures provided on the basis of year of service were insignificant at 5% level.

SUGGESTIONS

- The organisation shown keen interest with their workers needs and Welfare activities. Such as personal loan recommended from the Commercial banks, Housing loan and other essential should be provided by the organisation.
- Increase the Safety measure to all the employees. The organisation should adopt Modern Safety Measures to the entire layout.
- Job training must be implemented to relevant workers according to their education and experience. It will lead to better productivity power and create voluntary involvement from the employee's family.
- Motivation measure was kindly provided to express the motivational strategy to all the level of workers.
- MBO and MBE principles should be implemented to the entire department, which will lead to achieve Fast goal objectives, Better labour relations and Better unity to superior – subordinate relationship.
- Employees' pay scale must be increased and the organisation must give periodical increment to the employees, which is necessary to their cost of living and to create Job satisfaction and dedication.

- Bonus, Festival allowance, Medical allowance, Educational allowance for employee's children, traveling allowance should be provided to all the employees.
- Work awareness programme, Cultural programme and other refreshment activities should be conducted by the organisation. It will reduce the mental stress of the employees.
- The organisation environment should be kept clean and should check up every safety organs daily.
- Employee State Insurance and Employees Provident Fund must be provided to all the employees.

CONCLUSION

- The final year give me one opportunity for doing this project work. By this, I got more information about Job Satisfaction.
- The survey conducted **“A Study on Job Satisfaction of Employees in NIVEDHAN WATER SOLUTION AT SELAIYUR, CHENNAI”** made an attempt to find out the reasons for Job Satisfaction among the employees in the company.
- The ultimate objective of the firm is to make profit. It is obvious that the Job Satisfaction is less in the case of married persons. This is mainly due to their personal and family problems and engaging in other business.
- The NIVEDHAN WATER SOLUTION has great opportunities to grow in the future period. It has played a vital role for development of members' wealth and protects their interest. Its confidence of success is member's needs are immediately fulfilled with satisfactory approaches.
- So if the company takes appropriate measures to increase Job Satisfaction level among the employees, the productivity of the company can increase in a better level.

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QUESTIONNAIRE

A STUDY ON EFFECTIVENESS OF EMPLOYEES JOB SATISFACTION IN NIVEDHAN WATER SOLUTION AT SELAIYUR, CHENNAI.

1. Name :

2. Sex :

a) Male

☐

b) Female

☐

3. Age :

a) Below 25

☐

b) 25-35 Years

☐

c) 36-45 yrs

☐

d) 46-55 yrs

☐

4) Marital Status

a) Married

☐

b) Unmarried

☐

5) Education-Qualification

- a) Up to 10th ☐ b) Higher Secondary ☐
c) ITI ☐ d) Diploma ☐
e) Any Degree ☐

6) Years of service in

- a) Less than 5 years ☐ b) 6-10 years ☐ c) 11-15 years ☐
d) 16-20 years ☐ e) Above 20 years ☐

7) Whenever I am in need of my help superior is ready to guide me

- a) Strongly Agree ☐ b) Agree ☐
c) Neutral ☐ d) Disagree ☐
e) Strongly Disagree ☐

8) I am satisfied with my job

- a) Strongly Agree ☐
b) Agree ☐
c) Neutral ☐
d) Disagree ☐
e) Strongly Disagree ☐

9) There is team spirit in the organization

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

10) Safety measures are provided in the work place

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

11) I have a great deal of interest in the company and its future

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

- 12) Fulfilling the job assigned to me will help to achieve the organization objectives
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 13) NIVEDHAN WATER SOLUTION is much better than any other organization
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 14) Objectives and goals of the organization clearly understood
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐

- 15) I am satisfied with my pay scale
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 16) Welfare measure provided are adequate
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 17) Rewards are given to motivate the employees
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐

18) The ideas given by the employees are also taken into consideration

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

19) My superior appreciate “job well done”

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

20) My superior encourage “good initiatives”

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

- 21) My subordinates are provides good support to me
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 22) My subordinates are always ready to take up any assignment given by me
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐
- 23) I feel that my growth depends in the growth of the organization
- a) Strongly Agree ☐
 - b) Agree ☐
 - c) Neutral ☐
 - d) Disagree ☐
 - e) Strongly Disagree ☐

24) Organization takes care of the needs of the employees

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

25) I am comfortable with the working condition prevailing in NIVEDHAN WATER SOLUTION.

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

26) I am satisfied with the training opportunity

- a) Strongly Agree ☐
- b) Agree ☐
- c) Neutral ☐
- d) Disagree ☐
- e) Strongly Disagree ☐

