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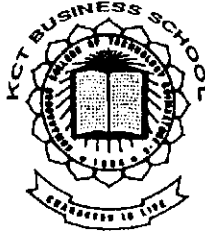
**A STUDY ON THE JOB SATISFACTION OF THE STAFF AND
EXECUTIVES OF HI-TECH MINERAL INDUSTRIES COVAI
PRIVATE LIMITED**

SUMMER PROJECT REPORT
Submitted to the
Faculty of Management Sciences, Anna University
In partial fulfillment of the requirement
for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION

by

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71205631025

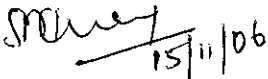
October 2006
DEPARTMENT OF MANAGEMENT STUDIES
KUMARAGURU COLLEGE OF TECHNOLOGY
COIMBATORE-641 006



DEPARTMENT OF MANAGEMENT STUDIES
KUMARAGURU COLLEGE OF TECHNOLOGY
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BONAFIDE CERTIFICATE

Certified that this project titled "A Study On Job Satisfaction Of Staff And Executives Of Hi-Tech Mineral Industries Covai Private Limited" is the bonafide work of M.S.KARUNYA DEVI(71205631025), who carried out this research under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.


15/11/06

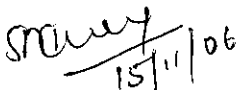
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Faculty Guide




Prof.S.GANESAN
Director

Evaluated and Viva Voce conducted on... 15.11.06

Examiner 1


15/11/06



Examiner 2

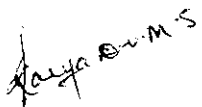
DECLARATION

I, hereby declare that this project report entitled as “study of job satisfaction of staffs and executives of Hi tech mineral industries covai pvt ltd”, has undertaken for academic purpose submitted to Anna University in partial fulfillment of requirement for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of, during the academic year 2006-2007.

I, also declare hereby, that the information given in this report is correct to best of my knowledge and belief.

Place: Coimbatore.

Date: 15.11.06


(M.S.Karunya devi)



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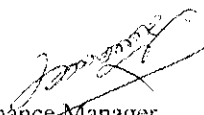
Date:05/08/2006

CERTIFICATE

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms.M.S.Karunya Devi, First Year M.B.A student of Kumaraguru College of Technology, Coimbatore, underwent project work in our organization. She started her project on 29th June 2006 and it was completed on 3rd August 2006.

For Hi Tech Mineral Industries Covai P.Ltd


Finance Manager
(J. Prem Kumar)

ACKNOWLEDGEMENT

I express my sincere gratitude to our beloved correspondent **Prof. Dr. K. Arumugam**, the prime guiding sprit of Kumaraguru College of technology.

I extend my heartfelt thanks to Principal **Dr. Joseph V.Thanickal**, Kumaraguru College of Technology, for providing facilities to do this project.

I express my sincere gratitude and thanks to our Director **Dr. S. Ganesan** for permitting me to carry out the project.

I extend my sincere thanks and gratitude to Hi-tech mineral industries covai private limited for permitting me to do the project.

ABSTRACT

Job Satisfaction can be defined as the favorableness or un-favorableness with which employees view their work. It can also be defined as the attainment of a good ‘fit’ between what the employee is seeking from their work, their job needs, expectations and aspirations and what is required to do in the job. Employee job satisfaction contributes directly to organizational growth.

It is one of the most important factor affecting employee efficiency, productivity, absenteeism, as well as turnover. An employee satisfied with his/her work is assumed to produce output at greater quantity and higher quality. Satisfied employees tend to be more productive, creative and committed to their employers.

At the end of the day unless the employees are happy, they would not put in their best efforts to enhance the productivity and the end customer would be the sufferer. The company should take a big leap ahead by ensuring employee delight rather than mere employee satisfaction.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Job satisfaction can be described as having a good attitude towards ones work or job. Job Satisfaction can also be defined as the favorableness or un-favorableness with which employees view their work. It can also be defined as the attainment of a good ‘fit’ between what the employee is seeking from his/her work – his/her job needs, expectations and aspirations - and what he is required to do in his job - the organizational job requirements which mould his experience. Employee job satisfaction contributes directly to organizational growth.

Job satisfaction is very important for a person's motivation and contribution to production. It may reduce irregular attendance at work, replacement of workers within a cycle. Organizations that learn what satisfies employees will gain the edge in increasing customer satisfaction, retaining employees, competing for top talent and driving success. The ramifications of job satisfaction are extremely influential to any organization. It alone can be a determining factor affecting employee efficiency, productivity, absenteeism, as well as turnover. An employee satisfied with his/her work is assumed to produce output at greater quantity and higher quality. Satisfied employees tend to be more productive, creative and committed to their employers.

1.1.1 Factors Influencing Employee Job Satisfaction

The factors that make up employee job satisfaction are comprised of objective and subjective criteria that may vary from individual to individual. Seventeen factors are identified as the influential factors for the employee job satisfaction survey.

1. Work Culture

Most employees want to work for an organization that they respect and which in turn respects its employees. Employees will be satisfied if they have the work culture that facilitates learning and encourages individual initiative.

2. Management Style

The style of management is a very important factor influencing job satisfaction. The employees will be satisfied if they have the freedom to set priorities. A democratic leader would delegate responsibility and hence in this way the workers would feel more satisfied.

3. Communications

Communication within the organization is another important factor affecting job satisfaction. Employees will be highly satisfied with their job if the organization takes every opportunity to communicate with their employees on issues of importance in the interest of transparency and open communication within the organization.

4. Relationship with Superiors and Subordinates

Employees are more satisfied when they have a good relationship with the superiors and subordinates. A good leader will motivate employees to do a good job, to strive for excellence. An employee will do better if the subordinates co-operate with him/her in doing the work.

5. “Your Role”

Employees are more pleased and satisfied, when they feel like contributing in interesting projects and opportunities for increased responsibility and are more satisfied when they have freedom and the right to do their jobs using their skills and abilities.

6. Ethics

Ethical standard of the organization plays an important role in job satisfaction as the employee may feel dissatisfied with the job if the job makes the employee to violate the ethical standard. The extent to which workers from diverse backgrounds feel included

in the organization may have a direct bearing on their job satisfaction and commitment. .Ethical fit can be achieved if the values of the employees match with those of the organization.

7. Health and Safety

The environment in which people work has a tremendous effect on their level of pride for themselves and for the work they are doing. Physical factors such as noise, dust, air conditioning, heating and canteen facilities are important to the employees' comfort. When stress is high, job satisfactions is low. Hence health and safety becomes one of the important factors.

8. Training Program

The employee needs training to do the job in an efficient manner. If the employee is not able to get the training needed he/she will feel dissatisfied with the job as they are not able to do it properly.

1.2 PROBLEM OF THE STUDY

The study has been carried out to assess the job satisfaction of the staffs and employees of Hi-tech mineral industries covai private limited. There are many factors which will lead to job dissatisfaction; some of them are as follows, insecurity of the job, salary not up to the satisfaction of the employees, no provision for the growth of the employees, employees not considered for any decision making process in the organization, no proper relation between the co-workers and their superiors etc. When job satisfaction increase employee turnover, absenteeism will decrease and factors like job performance, employee efficiency will increase.

1.3 OBJECTIVES

The followings are the objective of the study,

- To measure the present level of job satisfaction among the executives and staff of Hi-tech mineral industries covai private limited.
- To study the satisfaction level with respect to the various factors influencing job satisfaction.

1.4 SCOPE OF THE STUDY

The study on the employee and staff job satisfaction is undertaken for it is considered as a main ingredient in every organization. The scope of the study is to analyze and evaluate the satisfaction level of both the employees and staff in the Hi-tech mineral industries covai private limited, Coimbatore. The scope of the study was limited to a period of about six weeks.

1.5 METHODOLOGY

The methodology that was used for the study of job satisfaction among the employees and staff are as follows,

1.5.1 Type of research: The type of the research carried is descriptive in nature. The study was conducted to assess the job satisfaction level of the executives and the staff of Hi-tech mineral industries covai pvt ltd.

1.5.2 Population and Sample size: The study was conducted only for the executives and staff of the organization. There are 50 executives and approximately 250 workers in the company they are considered as the population of the study. The sample size of the study is as follows,

1. All the executives in the company i.e. 50
2. 20% of the workers in the company i.e. 50

1.5.3 Sampling technique: Simple random sampling is used for selecting the samples from the available workers.

1.6 TYPE OF STUDY

1.6.1 Data collection: Data collection was done through structured questionnaires. Two separate questionnaires were administered for both the executives and staffs for the data collection.

1.6.2 Tools used for analysis: Percentage analysis was used as the tool for the analysis of the data collected from the respondents.

1.7 LIMITATIONS

The limitations of the study are the following,

The researcher had to face certain difficulties during the course of research. There are many factors, which hindered the progress and the scope of the study. They were firstly the time and distance. The researcher found difficult to meet the respondents personally to collect adequate information. This was time consuming. Secondly the conclusion so arrived could not be projected and apply to all branches of their industry since it was limited only to the company s structure.

1.8 CHAPTER SCHEME

The following is the chapter scheme of the study

Chapter 1: Introduction

This chapter deals with the basic information's Of job satisfaction. It consists of details about the factors influencing job satisfaction, methodology, objectives, scope and limitations of the study.

Chapter 2: Profile of the organization

This chapter discusses the history, structure, product profile, strengths, future plans of the organization and also the various functional areas in the organization.

Chapter 3: Macro – Micro Economic analysis

This chapter consists of details regarding the ingot manufacturing business as a whole and the position of the organization in the business environment. Also it reveals

out the contribution of the organization for the economic development of the nation both in the macro and microenvironment.

Chapter 4: Analysis and Interpretation

This chapter analyses the responses obtained from the executives and staffs of the organization to the questionnaire presented for analyzing the job satisfaction. The responses are analyzed using simple percentage analysis.

Chapter 5: Conclusion

This is the concluding part of the report on the project discussing the findings of the analysis. The findings give the conclusion for the project and the most valuable recommendations for the organization.

CHAPTER 2

ORGANISATION PROFILE

2.1 HISTORY OF THE ORGANISATION

Hi-tech mineral industries covai private limited has its registered office in Coimbatore. The company was incorporated around March 2003. The manufacturing unit is located in Salem. They are manufacturers of sponge iron and iron ingots, which is used as a raw material for iron manufacturing. They have a limited product range and their main area of business is sponge iron and iron ingot manufacturing. They market their product in Tamil Nadu, Kerala, Pondicherry and Karnataka.

The unit is situated about 10 km from Salem city and about 1 km from Salem-Bangalore national highway. Salem is a industrial city and centrally located within the state of Tamil nadu and well connected by road and rail. The nearest town is Omalur about 3 km from the factory.

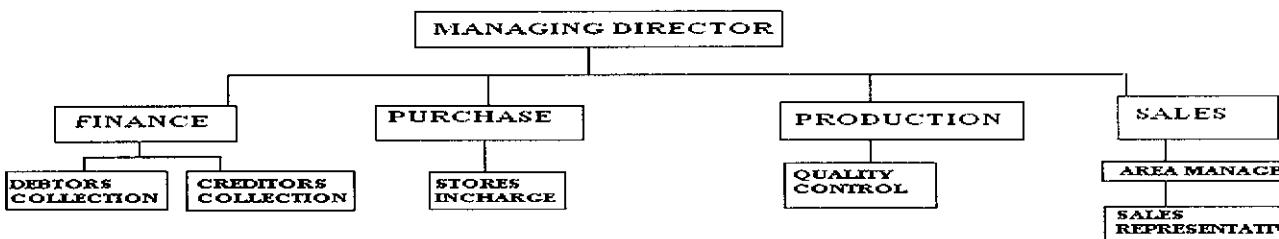
The location of the land which is dry land and favorable climate conditions for developing industries and the area is devoid of natural disaster like earthquake, cyclone and land slides.

2.2 Management

The shares of the company are held by Mr.P.Venkittapathy and Mr.P.Ganesh. The managing director of the company is Mr.P.Venkittapathy. The management hierarchy is from down to up and the control system designed is internal in nature. It functions by checking out all the possible checkpoints and feeds back it to higher grade.

2.3 ORGANISATION STRUCTURE

The organization structure of Hi-tech mineral industries covai private limited.



2.4 PRODUCT PROFILE AND MARKET POTENTIAL:

Sponge iron is the product created when iron ore is reduced to metallic iron, usually with some kind of carbon, at temperature below the melting point of iron. Sponge iron is a metallic product produced through direct reduction of iron and iron ore pellets in the solid state. It is a substitute for scrap and is mainly used in making steel through the secondary route. The process of sponge iron making aims to remove the oxygen from iron ore. The quality of sponge iron is primarily ascertained by the percentage of metallization (removal of oxygen), which is the ratio of metallic iron to the total iron present in the product. Sponge iron manufacture is highly sensitive to raw material

characteristics. Therefore, it is essential to examine the chemical and physical characteristics of raw materials, both individually and in combination. The basic raw materials for the production of sponge iron are iron ore, non-coking coal and dolomite.

2.5 COMPETITIVE STRENGTH OF THE COMPANY

The organization being a manufacturer of sponge iron and iron ingots has been growing ever since the company has begun. In this area of sponge and iron ingot manufacture there are many big players like Tata group, SAIL, etc to name a few. The company is trying to establish itself among the players and is growing steadily towards its goal. Since the company has been opening up the operations very recently it does not enjoy any competitive strength.

2.6 FUTURE PLANS OF THE COMPANY:

The future plans of the company are as follows,

The company incorporated since March 2003 has been growing constantly and improving its market potential and customer base. The company 's proposed expansion for the year 2007 are to roll down the iron billets during the year 2007 and to add one more to its product range namely the steel rods and to increase the production of sponge iron and iron ingots.

2.7 DESCRIPTION OF VARIOUS FUNCTIONAL AREAS:

The functional areas of the organization are Finance, Marketing, Human resource and Production whose functions are described briefly as follows.

2.7.1 FINANCE:

Financial area mainly deals with the sources of funds, allocation and proper utilization of it. The company is privately held with a paid up capital of Rs.19, 00,000 as on. The shares are held by the board of directors of the company. The company has been doing financially well over the years. The company's financial partners are Indian Overseas bank and State Bank of India. The auditors of the company are M/s.Iyer & co, Chartered accountants, Coimbatore.

2.7.2 MARKETING:

The company manufactures sponge iron and iron ingots. The product range is limited and the main areas of marketing are in regions of Tamil Nadu, Kerala , Pondichery, Karnataka. The channel distribution is direct.

2.7.3 HUMAN RESOURCE:

The company operates with an employee base of around 150 to 200 employees. The personal policy of promotion is set by the board of directors. The recruitment is also made by the board of directors. The salary of the employees are fixed on the basis of their qualification and based on their performance revision of salary takes place. The training period for any new employee is for a period of six months.

2.7.4 PRODUCTION

The company has well kept inventory and it is centralized one. The company maintains proper record of inventories and there s one production unit.

CHAPTER 3

MACRO-MICRO ECONOMIC ANALYSIS

The present scenario of this sponge iron manufacture industry is a developing one. There are many industries like Tata , Sail which is in this area. Hi-tech mineral industry is slowly developing along with the other big players .The company has made a turn over of Rs.353,386 and a total income of Rs.355,321The company ‘s performance has been gradually growing which could be made out from the sales figures of 14,475 tons of sponge iron to a growth of 41,911 tons of sales.

The total global production of sponge iron was estimated to be about 49.45 million tons in the year 2004 India, Venezuela, Iran and Mexico are the four largest producers of sponge iron with about 16%, 14%, 11% and 11% share of world's total production. Sponge iron is increasing being used in steel making because of lower availability of scrap in the international market and increased use of Electric Arc Furnace in steel making.

With the domestic steel industry picking up during the past year and prices moving up in leaps and bounds, India has emerged as the world's largest producer of

sponge iron (or direct reduced iron), accounting for around 16 per cent of the global output. India is the global leader with a production of 8.07 million tons (Year 2004), followed by Venezuela with 6.9 million tons.

Sponge iron is used to make steel by all Indian steel producers and is a substitute for steel melting scrap. Healthy demand growth in steel sector is also pushing sponge iron demand. Apart from declining availability of steel melting scrap, sponge iron demand has also gone up considerably and is likely to continue. About 45% of the domestic output is through EAF (Electronic Arc Furnace) route. However, going forward this is slated to increase. With steel production is likely to grow at 6%-7%, the demand for sponge iron is likely to grow at more than 10 percent till the year 2007 and then expected to stabilize at 8 percent after that.

CHAPTER 4

Data analysis and interpretation

4.1 Data analysis and interpretation for the executives are given below as follows,

The collected data have been analyzed and proper interpretations have been given in this chapter.

Table no 1: Workplace culture encourages my learning and individual initiatives.

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	17	15	1	6	11	50
Percentage of respondents	34	30	2	12	22	100

Interpretation:

From the above table it is found that 34% strongly agree with regard to the encouragement given in the work place culture and rest where 30% agree while 2% are neutral towards the encouragement given in the work place and 12% disagree and 22% strongly disagree.

Inference:

It's the inferred that the executives are happy with the encouragement given and the individual motivation given in the work place.



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Chart no 1: Workplace culture encourages my learning and individual initiatives.

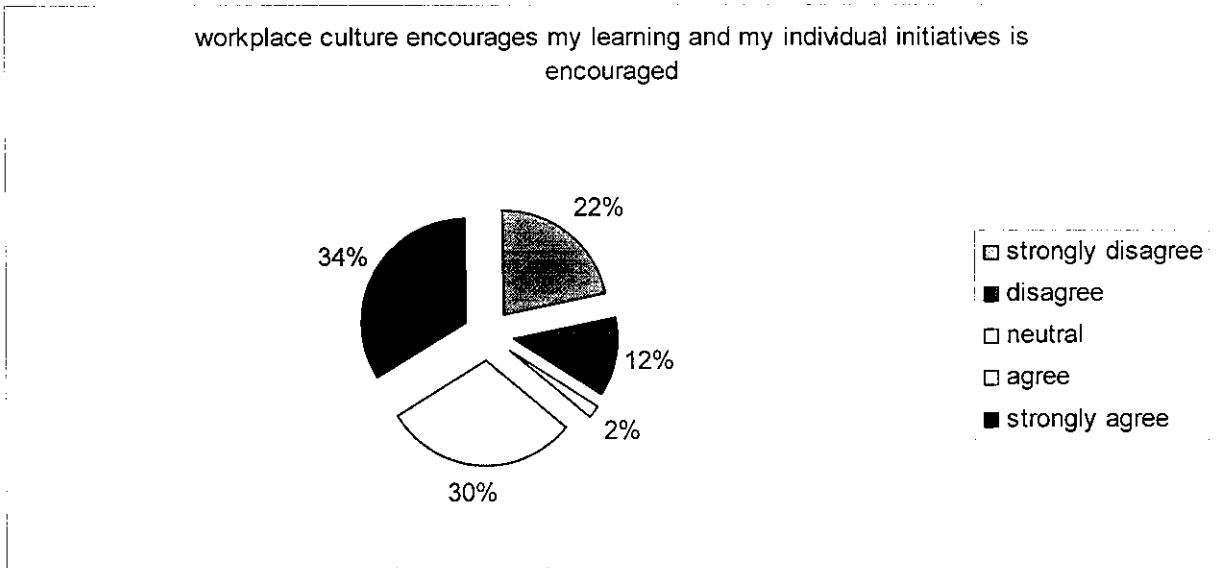


Table no 2: The management style generates high level of motivation

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	17	13	3	7	10	50
Percentage of respondents	34	26	6	14	20	100

Interpretation:

From the above table it is found that 34% strongly agree with regard to the management style followed in the work place and rest where 26% agree while 6% are neutral towards their opinion on management style and 14% disagree and 20% strongly disagree.

Inference:

It's the inferred that the executives are happy with the management style followed in the work place.

Chart no 2: The management style generates high level of motivation

the management style in the organization generatr high level of motivation

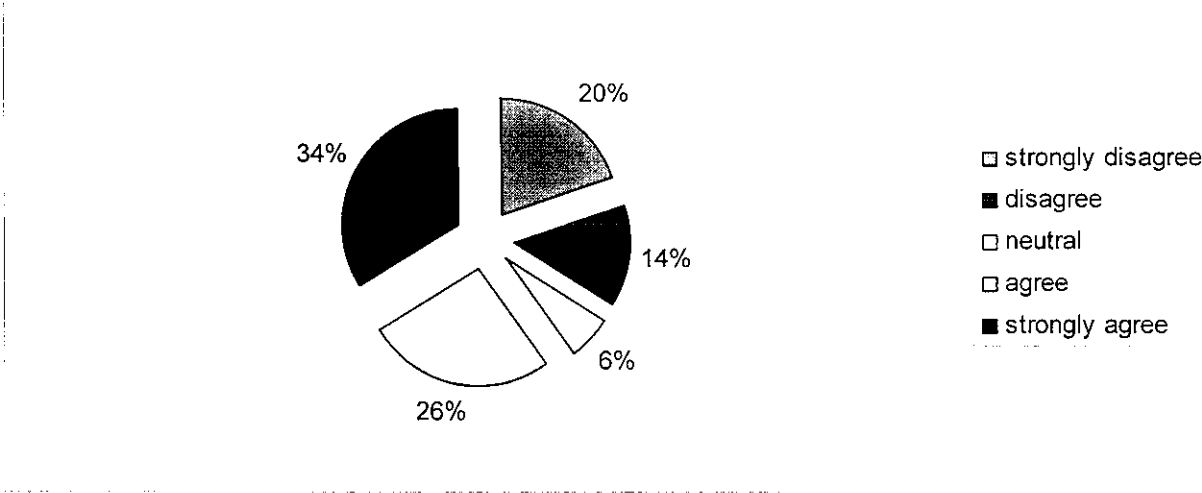


Table no 3: The communication is comfortable within one another regardless of the position

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	0	25	10	7	8	50
Percentage of respondents	50	20	14	16	0	100

Interpretation:

From the above table it is found that 50% strongly agree with regard to the communication in the work place and rest where 20% agree while 14% are neutral towards the encouragement given in the work place and 16% disagree and 0% strongly disagrees.

Inference:

It's the inferred that the executives are happy with the communication among the subordinates in the work place.

Chart no 3: The communication is comfortable within one another regardless of the position

the communication is comfortable within one another regardless of the position

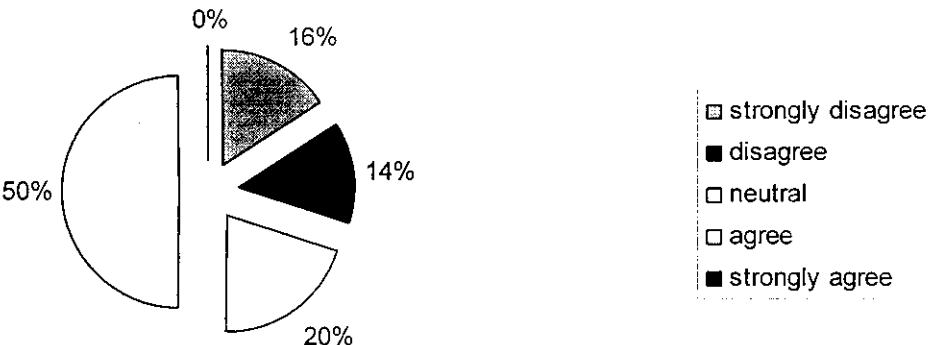


Table no 4: There is cordial industrial relationship between superiors and subordinates

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	0	15	17	14	4	50
Percentage of respondents	30	34	28	8	0	100

Interpretation:

From the above table it is found that 30% strongly agree with regard to the relationship among the subordinates in the work place and rest where 34% agree while 28% are neutral and 8 % disagree and 0% strongly disagrees.

Inference:

It's the inferred that the executives are satisfied with the relationship in the work place.

Chart no 4: There is cordial industrial relationship between superiors and Subordinates

cordial industrial relationship between superiors and subordinates

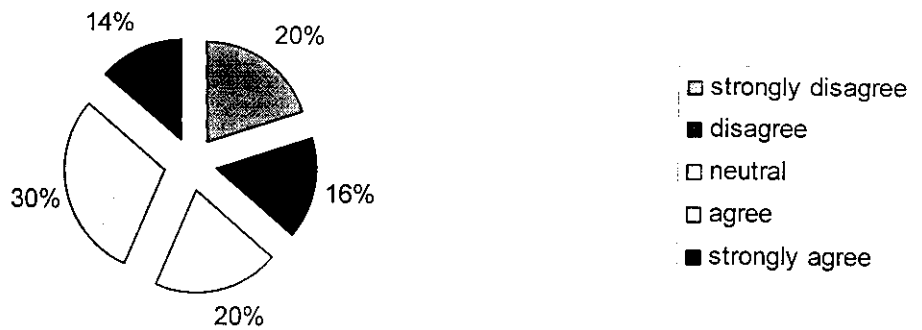


Table no 5: There is any violation in ethical standards

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	4	20	1	6	19	50
Percentage of respondents	8	40	2	12	38	100

Interpretation:

From the above table it is found that 8% strongly agree with regard to the pressures not given to them by the senior managers the work place and rest where 40% agree while 2% are neutral towards the encouragement given in the work place and 12% disagree and 38% strongly disagree.

Inference:

It's the inferred that the executives do not fully agree with the regard to the pressures given to them by the managers.

Chart no 5: There is any violation in ethical standards

I have never felt pressure from a senior manager to violate ethical standard

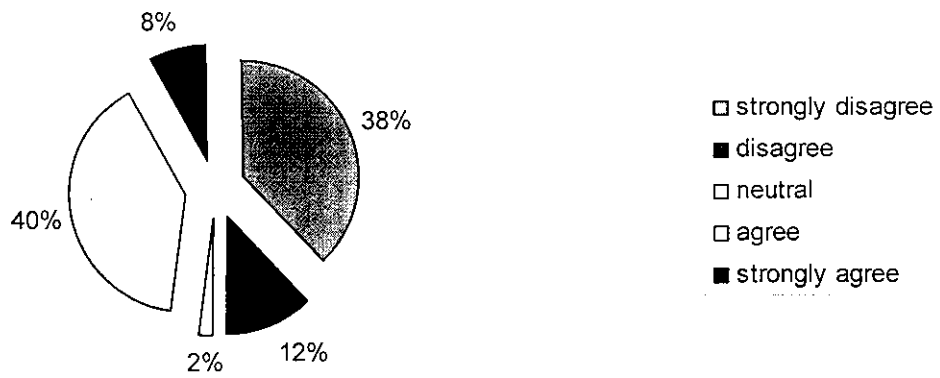


Table no 6: Health and safety is maintained at a higher degree of order

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	20	12	0	4	14	50
Percentage of respondents	40	24	0	8	28	100

Interpretation:

From the above table it is found that 40% strongly agree with regard to the health and safety in the work place culture and rest where 24% agree while 0% is neutral and 8% disagree and 28% strongly disagree.

Inference:

It's the inferred that the executives are satisfied with the health and safety in the work place.

Chart no 6: Health and safety in the work place

health and safety is maintained at a higher degree of order

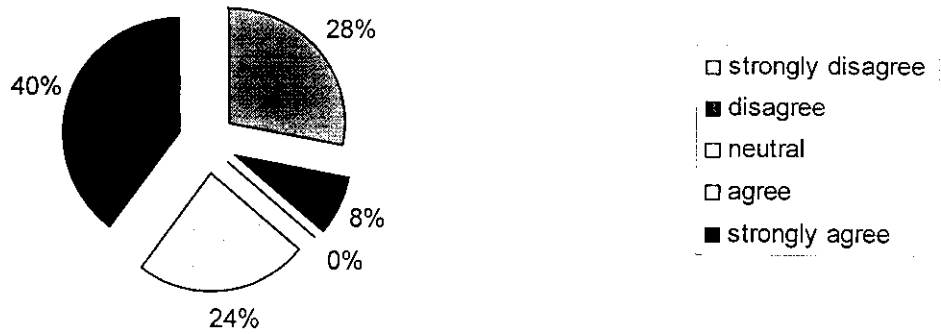


Table no 7: Satisfaction of training and development program

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	0	22	1	7	20	50
Percentage of respondents	0	44	2	14	40	100

Interpretation:

From the above table it is found that 0% strongly agrees with regard to the training and development in the work place and rest where 44% agree while 2% are neutral towards the training program in the work place and 14% disagree and 40% strongly disagree.

Inference:

It's the inferred that the executives are not satisfied with the training and development program in the work place.

Chart no 7: Satisfaction of training and development program

training and development program are satisfied

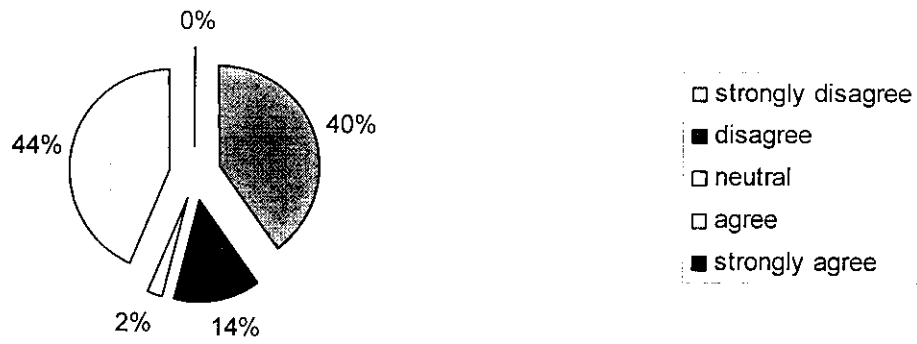


Table no 8: Established career path is available

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	18	16	1	9	16	50
Percentage of respondents	29	27	2	15	27	100

Interpretation:

From the above table it is found that 29% strongly agree with regard to the career path paved for them in the work place and rest where 27% agree while 2% are neutral and 15% disagree and 27% strongly disagree.

Inference:

It's the inferred that the executives are happy with the career path established in the work place.

Chart no 8: Established career path is available

I have a clearly established career path

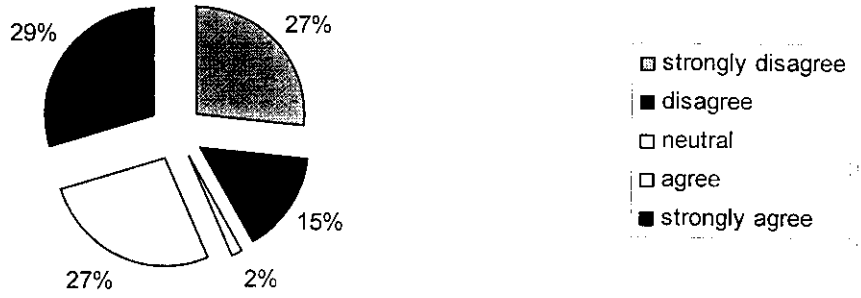


Table no 9: Happiness with the career-counseling program

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	9	22	1	6	12	50
Percentage of respondents	18	44	2	12	24	100

Interpretation:

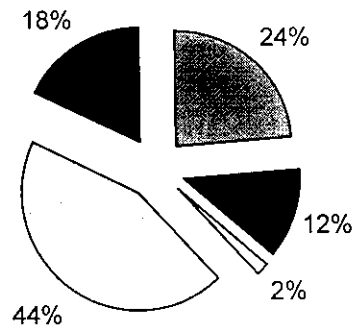
From the above table it is found that 18% strongly agree with regard to the career counseling given in the work place and rest where 44% agree while 2% are neutral and 12% disagree and 24% strongly disagree.

Inference:

It's the inferred that the executives are not much satisfied with career counseling given in the work place.

Chart no 9: Happiness with the career-counseling program

I am happy with the career counselling program



- strongly disagree
- disagree
- neutral
- agree
- strongly agree

Table no 10: Recognition for the work that's well done

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	0	32	1	7	10	50
Percentage of respondents	0	64	2	14	20	100

Interpretation:

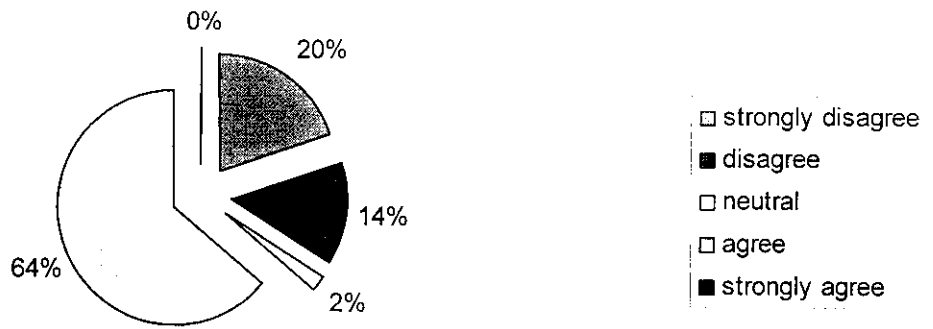
From the above table it is found that 0% strongly agrees with regard to the recognition given in the work place and rest where 64% agree while 2% are neutral and 14% disagree and 20% strongly disagree.

Inference:

It's the inferred that the executives are happy with the recognition given in the work place.

Chart no 10: Recognition for the work that's well done

the company gives enough recognition for the work that's well done



The data analysis and interpretation for the staffs are as follows,

Table No11: Workplace culture encourages my learning and individual initiatives

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	10	15	5	8	12	50
Percentage of respondents	34	30	2	12	22	100

Interpretation:

From the above table it is found that 34% strongly agree with regard to the encouragement given in the work place culture and rest where 30% agree while 2% are neutral towards the encouragement given in the work place and 12% disagree and 22% strongly disagree.

Inference:

It's the inferred that the staffs are happy with the encouragement given and the individual motivation given in the work place.

Chart no 11: Workplace culture encourages my learning and individual initiatives

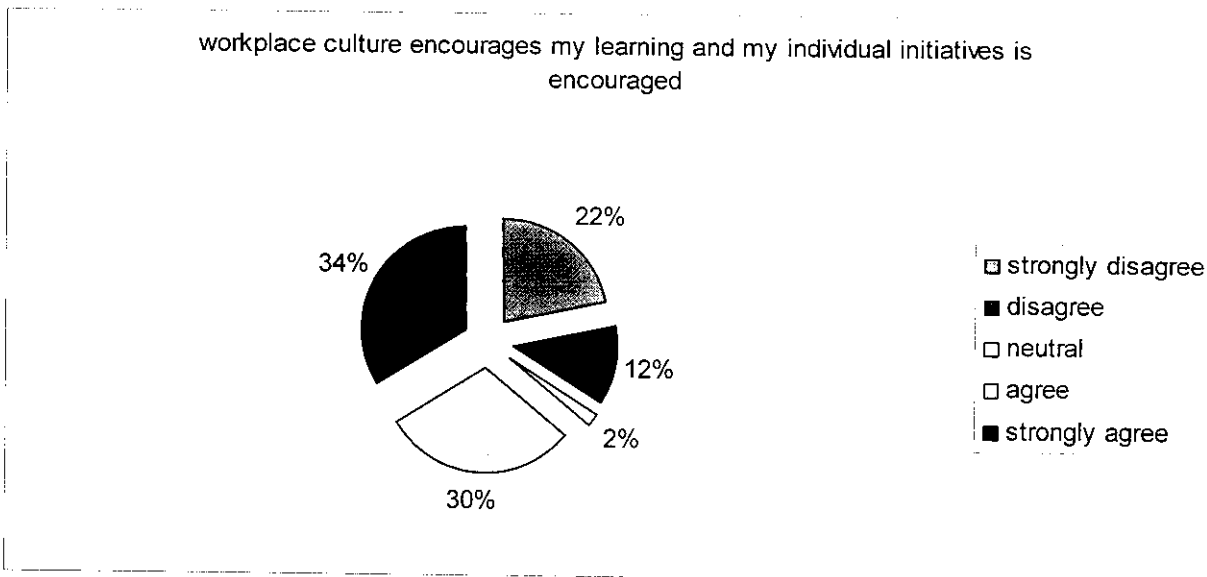


Table no 12: The management style generates high level of motivation

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	11	7	10	12	10	50
Percentage of respondents	22	14	20	24	20	100

Interpretation:

From the above table it is found that 22% strongly agree with regard to the management style followed in the work place and rest where 14% agree while 20% are neutral towards their opinion on management style and 24% disagree and 20% strongly disagree.

Inference:

It's the inferred that the staffs are happy with the management style followed in the work place.

Chart no 12: Management style generates high level of motivation

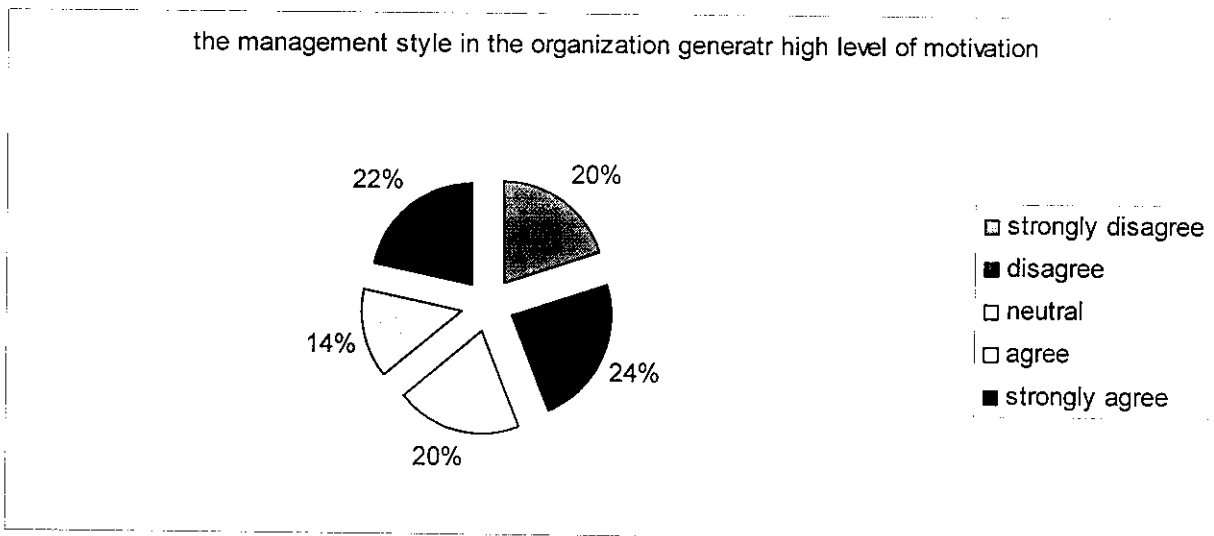


Table no13: The Communication Is Comfortable within One Another Regardless Of the Position

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	20	10	3	10	7	50
Percentage of respondents	40	20	6	20	14	100

Interpretation:

From the above table it is found that 40% strongly agree with regard to the communication in the work place and rest where 20% agree while 6% are neutral towards the encouragement given in the work place and 20% disagree and 14% strongly disagree.

Inference:

It's the inferred that the staffs are happy with the communication among the subordinates in the work place.

Chart no 13: The Communication Is Comfortable Within One Another Regardless Of the Position

the communication is comfortable within one another regardless of the position

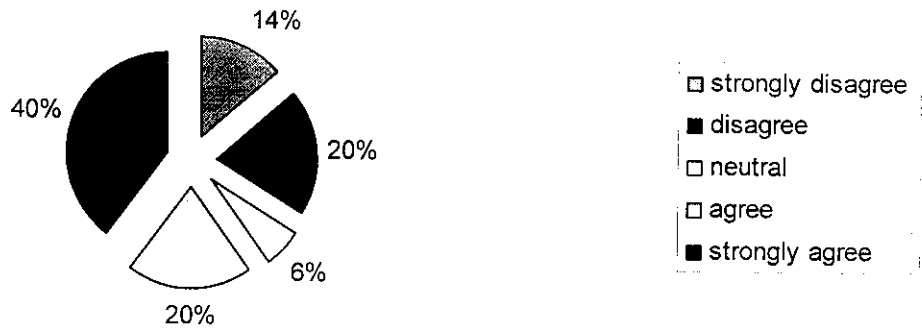


Table no 14: Cordial industrial relationship between superiors and subordinates

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	7	15	10	8	10	50
Percentage of respondents	14	30	20	16	20	100

Interpretation:

From the above table it is found that 14% strongly agree with regard to the relationship among the subordinates in the work place and rest where 30% agree while 20% are neutral and 16 % disagree and 20% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the relationship in the work place.

Chart no 14: Cordial industrial relationships between superiors and subordinates

cordial industrial relationship between superiors and subordinates

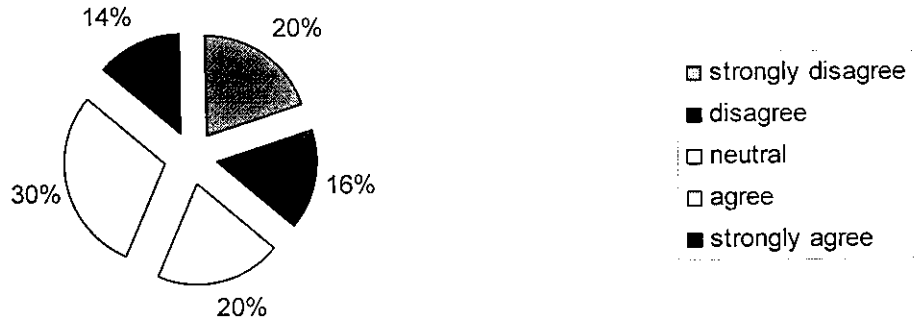


Table no 15: Job security is high

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	15	10	3	12	10	50
Percentage of respondents	30	20	6	24	20	100

Interpretation:

From the above table it is found that 30% strongly agree with regard job security provided in the work place and rest where 20% agree while 6% are neutral and 24 % disagree and 20% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the job satisfaction in the work place.

Chart no 15: Job security is high

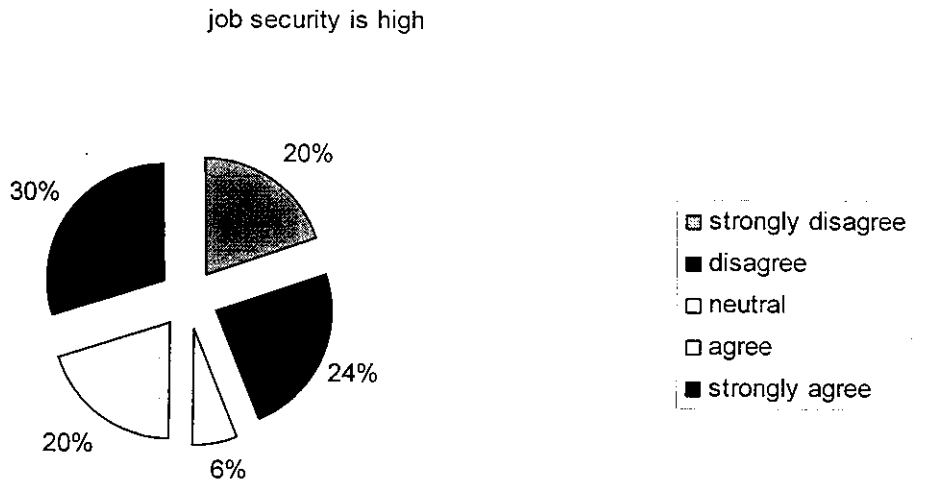


Table no 16: Health and safety is maintained at a higher degree of order

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	17	10	6	10	7	50
Percentage of respondents	34	20	12	20	14	100

Interpretation:

From the above table it is found that 34% strongly agree with regard to the health and safety provided in the work place and rest where 20% agree while 12% are neutral and 20 % disagree and 14% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the health and safety provided in the work place.

Chart no 16: Health and safety is maintained at a higher degree of order

health and safety is maintained at a higher degree of order

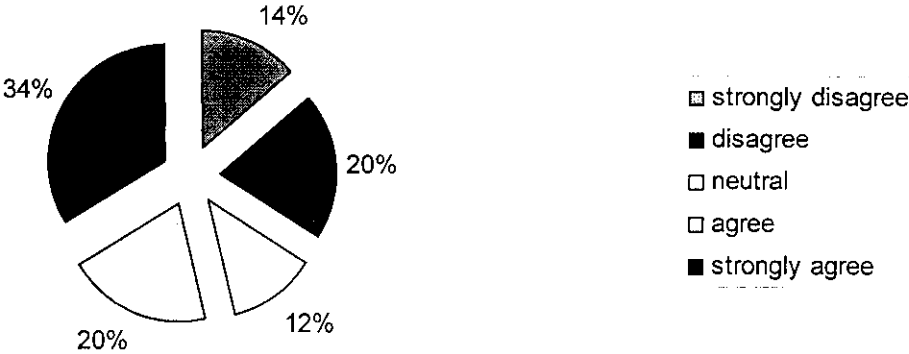


Table no 17: Satisfaction of training and development program

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	10	10	9	9	12	50
Percentage of respondents	20	20	18	18	24	100

Interpretation:

From the above table it is found that 20% strongly agree with regard to the training and development given in the work place and rest where 20% agree while 18% are neutral and 18 % disagree and 24 % strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the training and development in the work place.

Chart no 17: Satisfaction of training and development program

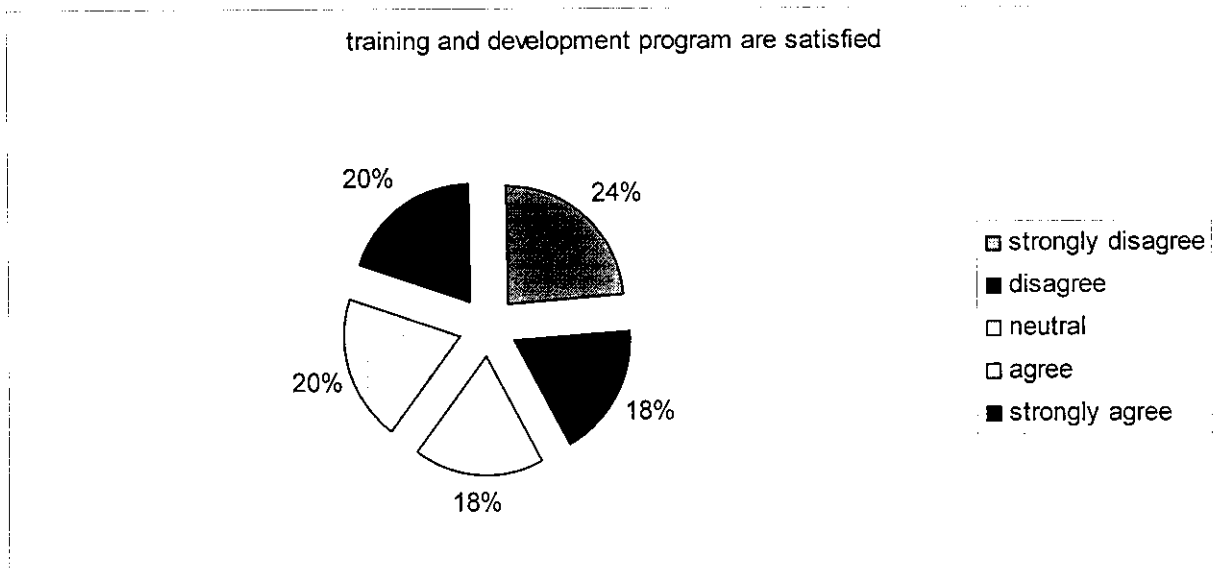


Table no 18: Established career path is available

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	15	5	10	9	11	50
Percentage of respondents	30	10	20	18	22	100

Interpretation:

From the above table it is found that 30% strongly agree with regard career path in the work place and rest where 10% agree while 20% are neutral and 18 % disagree and 22% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with regard to the career path established in the work place.

Chart no 18: Established career path is available

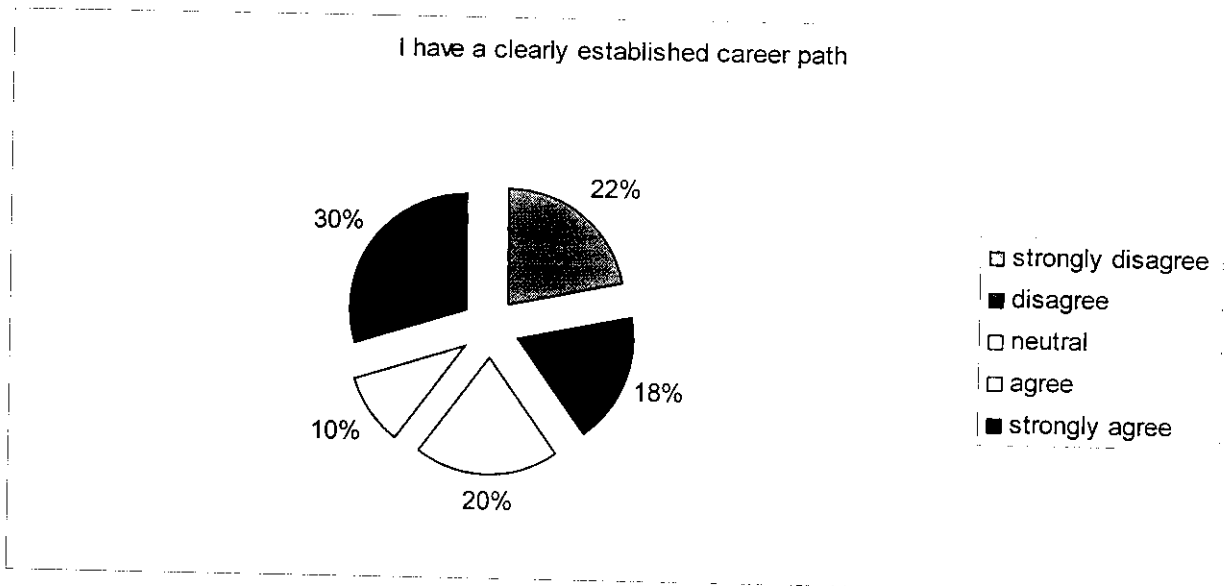


Table no 19: Happiness with the career-counseling program

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	17	15	8	4	6	50
Percentage of respondents	34	30	16	8	12	100

Interpretation:

From the above table it is found that 34% strongly agree with regard to the career counseling in the work place and rest where 30% agree while 16% are neutral and 8% disagree and 12% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the career counseling in the work place.

Chart no 19: Happiness with the career-counseling program

I am happy with the career counselling program

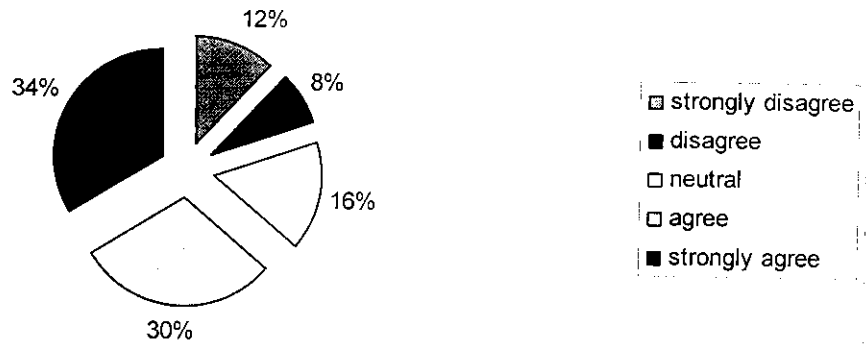


Table no 20: Recognition for the work that's well done

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	10	13	7	8	12	50
Percentage of respondents	20	26	14	16	24	100

Interpretation:

From the above table it is found that 20% strongly agree with regard to the recognition in the work place and rest where 26% agree while 14% are neutral and 16 % disagree and 24% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the recognition in the work place.

Chart no 20: Recognition for the work that's well done

the company gives enough recognition for the work that's well done

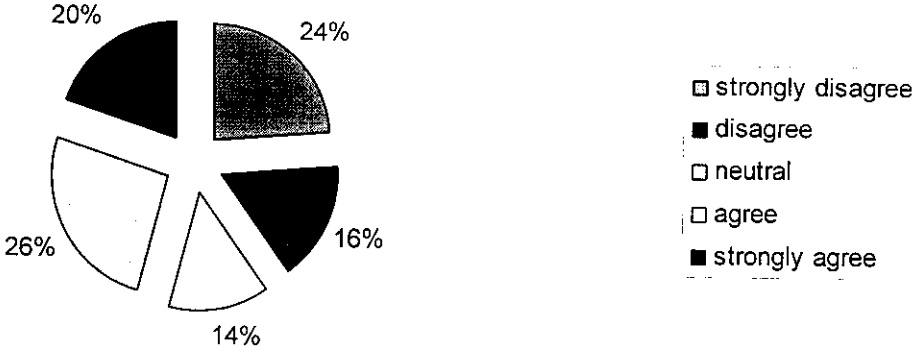


Table no: 21 Teamwork and co-operation is encouraged to achieve the objectives

Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
No of respondents	20	11	3	4	12	50
Percentage of respondents	20	26	14	16	24	100

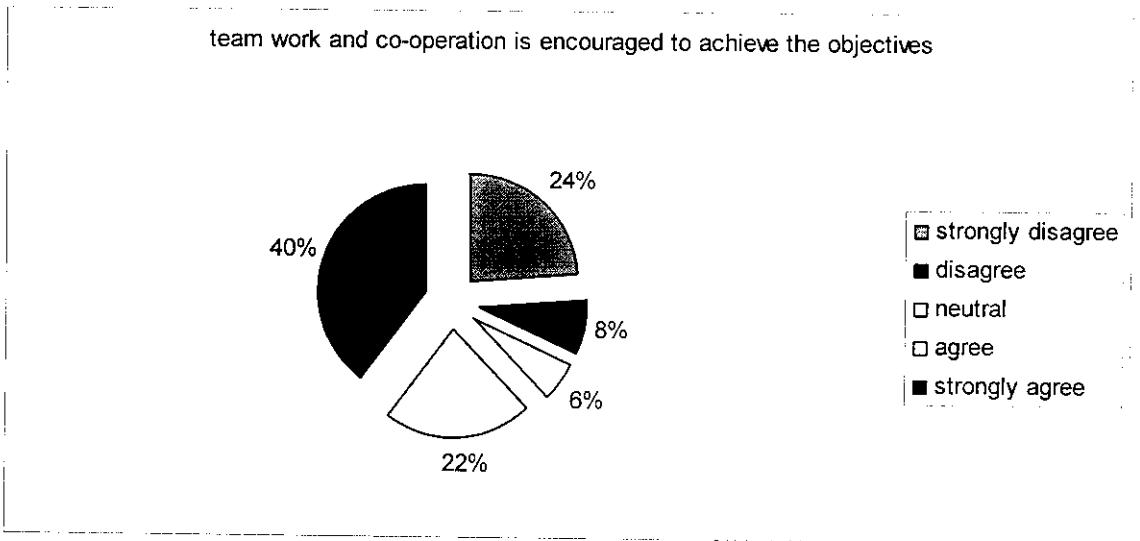
Interpretation:

From the above table it is found that 20% strongly agree with regard to the teamwork among the subordinates in the work place and rest where 26% agree while 14% are neutral and 16 % disagree and 24% strongly disagree.

Inference:

It's the inferred that the staffs are satisfied with the teamwork in the work place.

Chart no 21: Teamwork and co-operation is encouraged to achieve the objectives



CHAPTER 5

FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1 FINDINGS OF THE STUDY

The following are the findings of the study for executives

1. It's the inferred that the executives are happy with the encouragement given and the individual motivation given in the work place.
2. It's the inferred that the executives are happy with the management style followed in the work place.
3. It's the inferred that the executives are happy with the communication among the subordinates in the work place.
4. It's the inferred that the executives are satisfied with the relationship in the work place.
5. It's the inferred that the executives do not fully agree with the regard to the pressures given to them by the managers.
6. It's the inferred that the executives are satisfied with the health and safety in the work place.
7. It's the inferred that the executives are not satisfied with the training and development program in the work place.
8. It's the inferred that the executives are happy with the career path established in the work place.
9. It's the inferred that the executives are not much satisfied with career counseling given in the work place.
10. It's the inferred that the executives are happy with the recognition given in the work place.

The following are the findings of the study for staff:

1. It's the inferred that the staffs are happy with the encouragement given and the individual motivation given in the work place.
2. It's the inferred that the staffs are happy with the management style followed in the work place.
3. It's the inferred that the staffs are happy with the communication among the subordinates in the work place.

4. It's the inferred that the staffs are satisfied with the relationship in the work place.
5. It's the inferred that the staffs are satisfied with the job satisfaction in the work place.
6. It's the inferred that the staffs are satisfied with the health and safety provided in the work place.
7. It's the inferred that the staffs are satisfied with the training and development in the work place.
8. It's the inferred that the staffs are satisfied with regard to the career path established in the work place.
9. It's the inferred that the staffs are satisfied with the career counseling in the work place
10. It's the inferred that the staffs are satisfied with the recognition in the work place.
11. It's the inferred that the staffs are satisfied with the teamwork in the work place.

5.2 RECOMMENDATIONS:

1. Efforts should be taken to improve the satisfaction with respect to the recognition for the Executives by providing monetary or non-monetary Benefits.
2. Efforts should be taken to improve the satisfaction with respect to the job security by allowing them to be more independent in their work.
3. Efforts should be taken to improve the satisfaction for the executives by regular counseling.
4. Performance counseling should also be introduced which should be independent of the appraisal.
5. Performance based incentives should be given to the employees in order to motivate them to scale greater heights.

5.3 CONCLUSION

Job satisfaction is one of the major factors influencing productivity, turnover and employee efficiency. The management can improve the job satisfaction among the staff and the executives by making improvements based on the recommendations given. At the end of the day unless the employees are happy, they would not put in their best efforts to enhance the productivity and the end customer would be the sufferer. The company should take a big leap ahead by ensuring employee delight rather than mere employee satisfaction.

6	Is health and safety maintained at a higher degree of order					
7	Is training and development program satisfactory					
8	Is there an established career path					
9	Am I happy with the career counseling program					
10	Does the company give enough recognition for the work that's well done					

**THANK YOU FOR YOUR AND CO-OPERATION IN
FILLING UP THIS QUESTIONNAIRE**

**QUESTIONNAIRE TO ASSESS THE JOB SATISFACTION
OF STAFF AT
HI-TECH MINERAL INDUSTRIES COVAI PRIVATE LIMITED
COIMBATORE**

PERSONAL DATA

1. Name :
2. Age :

Please read the following and tick your appropriate response in the 5 scale points. I assure you, these data are purely for academic purpose and it will be kept confidential.

S.No		Strongly agree	Strongly disagree	Neutral	Agree	Disagree
1	Does the workplace culture encourages my learning and my individual initiatives is encouraged					
2	Does the management style in the organization generate high level of motivation					
3	Does the communication is comfortable within one another regardless of the position					
4	Is there comfortable relationship between superiors and subordinates					
5	Is the job security high					

6	Is health and safety maintained at a higher degree of order					
7	Is training and development program satisfactory					
8	Is there an established career path					
9	Am I happy with the career counseling program					
10	Does the company give enough recognition for the work that's well done					
11	Team work and co-operation is encouraged to achieve the objectives					

**THANK YOU FOR YOUR CO-OPERATION IN
FILLING UP THIS QUESTIONNAIRE**

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