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A STUDY ON EMPLOYEE SATISFACTION

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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BONAFIDE CERTIFICATE

Certified that this project titled '**A study on employee satisfaction**' is the bonafide work of **Mr. K.SHIYAM SHENTHURAN (71205631050)** 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.


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Faculty Guide


Prof. S. GANESAN
Director

Evaluated and viva-voce conducted on...13-11-2006.....


Examiner I


Examiner II

DECLARATION

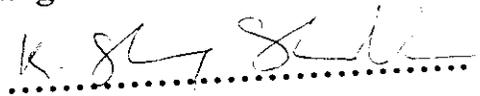
I, hereby declare that this project report entitled as "**A Study on employee satisfaction**" done in Tarantella fashions (p) Ltd, Coimbatore has been undertaken for academic purpose submitted to Anna University in partial fulfillment of the requirements for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of **Prof.K. Chitra** 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: 13-11-2006

Signature of the candidate


.....

TARANTELLA FASHIONS (Pvt) Ltd.

Manufacturers and Exporters of Fashion Apparels



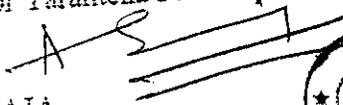
07/09/2006

Admin/06

To Whom So Ever It May Concern

This is to certify that Mr. K. Shiyam Shenthuran Roll No.05MBA50 has successfully completed his summer Project in our concern from 10/07/2006 to 09/08/2006. During this period his conduct was good.

For Tarantella Fashions (P) Ltd.,


RAJA
Administrative Manager



ACKNOWLEDGEMENT

Few people are as fortunate as I have been. Throughout my life I have always benefited from many wonderful people around me, and the last two months of my final project have been no exception. I have many people to be thankful to.

I adore the almighty and extol his glory by paying my contribution of thankfulness for blessing me with all knowledge required to complete this project successfully.

I thank our respected chairman **Dr. N. Mahalingam** who helped us to undergo this master's degree and acquire a lot of knowledge.

I thank our beloved correspondent **Dr. K. Arumugam**, for his kind blessings and moral support for carrying out this project.

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Abstract

Human resources are 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 of executives, supervisors, the rank and the file employees. The employees need to taken care since the demand for them is huge. Tarantella fashions (p) ltd is fashion appraisals they export all variety of garments like t-shirts, pants, trousers and they even deal with kids wear. The study is based on the employees satisfaction towards the facilities provided to them. From the study we can say that the employees are satisfied with the facilities provided to them and apart from that they also suggest that some improvements have to be done.

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CHAPTER 1

INTRODUCTION

1. INTRODUCTION

Human resources are considered as the one of the effective resource in the organization. All the organization takes much care on this aspect as they don't want loose any skillfull labour. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. So for this more concern have to be shown towards the workers.

In the field of textile there is scarcity of labours, the organization needs more workers but they were not able to meet the requirement due to the heavy competition. In this area the employees intend to swift from one organization to other (i.e) were ever they get maximum pay they will swift over. So in order to avoid this organization is providing lots of facilites to create interest in the mind of the workers. All the organization gives plenty of facilites to the workers so that they are satisfied and retatined their job. So apart from salary, the workers also look for facilities to make their life easy.

1.1 BACKGROUND OF THE STUDY

As we all know that labour scarcity is more in the field of textiles, so the organization has been taking all the positive steps to retain the workers. In the textile field, since labour resources is considered as the important asset the organization is taking all the steps to retain. So they consider more on the facilities provided to them. These facilities will motivate them to work effiecently and give desired results. So this study is concentrated on the facilities provided by the organization to the workers.

This study has been carried out in TARATELLA FASHIONS (P) LTD. Its is a fashion appraisal and export organization. Since it's a texile unit they also face the problem of labour scarcity so In order to overcome the problem of labour scarcity many facilities are provided to the welfare of the workers. This study is undertaken to understand whether the workers are satisfied with the facilities provided to them or not. From this study the organization willl come to know the opnion about the workers

towards the facilities the provided. This helps the organization to know whether they are satisfied with the facilities provided or still need some more improvement in it.

1.2 OBJECTIVE OF THE STUDY

- To understand the facilities provided by the organization to the workers.
- To identify the level of satisfaction of workers with the facilities provided to them
- To enable the organization to know the workers view and enable them to make appropriate changes to satisfy the workers needs.

1.3 SCOPE OF THE STUDY

Since labours are considered as the key elements in every industry. So all industry give importance to the requirements of the employees. Here the study is based on the satisfactory level of the workers in the facilities provided to them. The study is done in TARANTELLA FASHIONS (P) LTD.In this study we examine their needs and their satisfactory level towards the various facilities provided to the workers by the organisation.

1.4 METHODOLOGY

a) Type of study

The study assumes the characteristic of descriptive research. The study helps to understand the characteristic of a group in a given situation, offers ideas for future research, helps to make certain simple decisions.

b) Data collection

The study relies on both primary and secondary data. The primary data was collected through a specially designed interview schedule. The secondary data consists of the files and records of the organization, books, journals and internet sources.

c) Sampling design

To suggest suitable measure for improving the existing programme. seventy five respondents were identified from the universe of 350 labours by using simple random sampling method at Tarantella fashions(p) ltd.

d) Tools of analysis

The data collected were carefully analyzed and processed with the help of SPSS and the percentage analysis is done for the each segment.

1.5 LIMITATIONS OF THE STUDY

The limitations of the study are

1. The sample restricted to 75 respondents only.
2. The survey was done only in lunch and the tea break and so it was difficult to get more survey.
3. The finding and recommendation are limited to the TARANTELLA FASHIONS (P) LTD.

1.6) CHAPTER SCHEME

Chapter 1: Introduction

The first chapter deals with the background, objectives, scope of the study, methodology used in data collection, limitations of the study, and brief introduction of all the chapters.

Chapter 2: Organization Profile

Organization profile includes details on the history of the organization, management and organization structure, product profile and market potential, competitive strength of the company .

Chapter 3: Data Analysis and Interpretation

The Chapter mainly deals with various Tables and Charts Which helps to identify the satisfactory level of the employees.

Chapter 4: Conclusion

Conclusion includes the findings and the result of the satisfactory levels of the employees,

CHAPTER 2

COMPANY PROFILE

2. COMPANY PROFILE

TARANTELLA FASHIONS (P) Ltd., is the sister concern of Tradition International LLC., which was situated in U.A.E.

Tarantella Fashions (p) Ltd., was establish in the year 2001 as on of the leading Garments (Knits & woven) Manufacturer, situated at Karumathampatti, Coimbatore. They are specialized in manufacturing high quality men's, ladies, kids and all kind of outer wear Garments catering for USA,UK and Europe Markets.

Since its inception Tarantella Fashions Private Limited has dedicated itself to pushing the Frontiers of excellence I its chosen field. They have skilled operators who incorporate the latest contemporary Designs in their work. The unit is equipped with hi-tech sewing machines and Equipments that ensure the highest quality in manufacturing technology.

Tarantella Fashions enjoys non-comparable position with reputation for quality in the Export Market and have ever growing adaptability. Due to this enthusiasm and dedication the company has become strong in its quality policies.

The factory is maintaining world class work environment both in manufacturing and ethical aspects by strongly adhering to system and standards.

TRADITION INTERNATIONAL LLC,

Tradition international llc has an annual Turnover of \$30.00 Million, is one of the best Garment Manufacturer unit in U.A.E., since 1992 Ajman chamber of commerce and industry of United Arab Emirates awarded the best Garment Manufacturer- award 2000 for the best performance in Garment manufacturing and Exports. Since its inception

Tradition International LLC., has been focusing for attaining excellence in its chosen field.

Tradition international has a simple philosophy, that philosophy is to work hand with our clients to the mutual benefit of both.

They entirely professional and quality oriented approach has resulted in a number of highly valuable relationships wit our esteemed clients. Some of them include such reputed names like Body Drama Inc., Russell Newman Inc., Bon Prix., J.C. Penny, Marvin and Khols to quote just a few.

A tradition international and tarantella fashion is a private limited company so the shares are split among the family members. The proposition of share split is 89% hold by the chairmen, 6% by is wife, 3% by is daughter, 2% by is son.

Company's turnover for last four years is

31-3-2003	→	98.84 lakhs
31-3-2004	→	771.47 lakhs
31-3-2005	→	1013.93 lakhs
31-3-2006	→	1208.51 lakhs

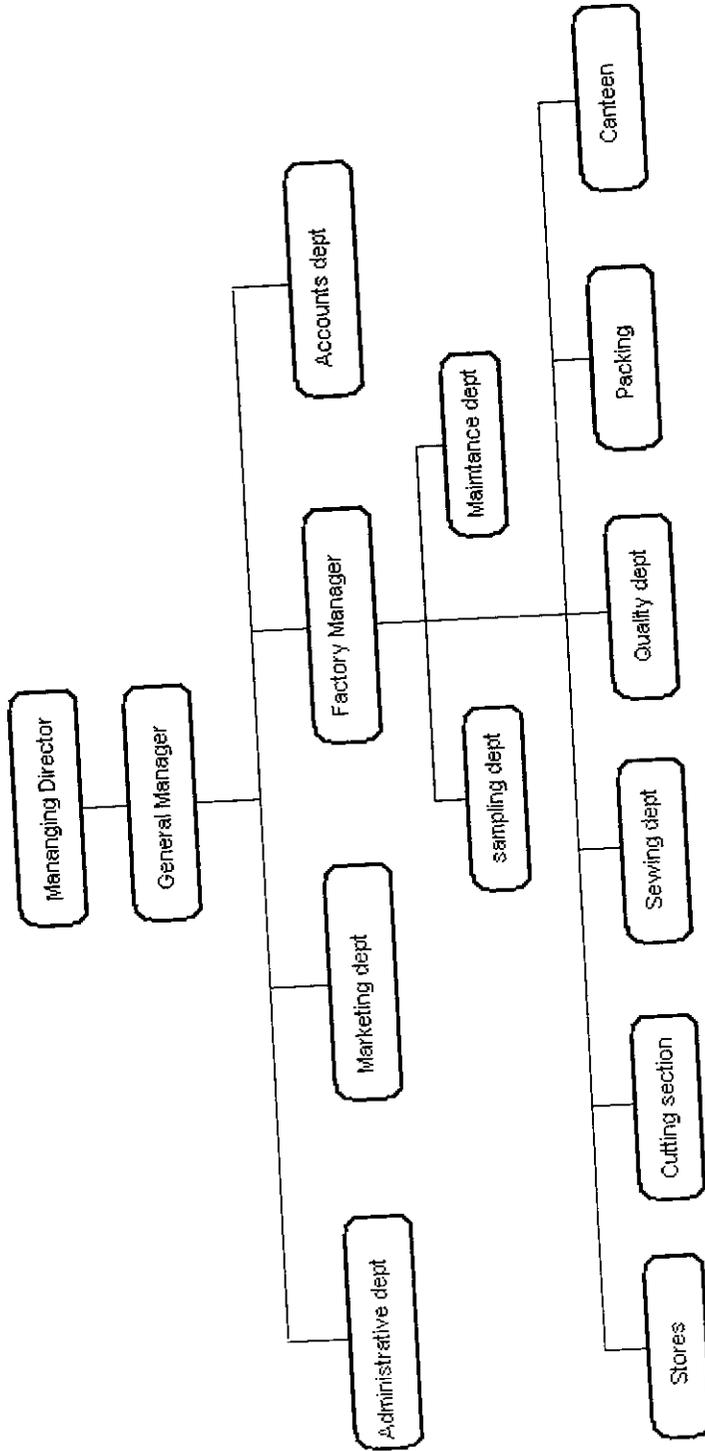
Company's assets value for last four years

31-3-2003	→	830.73 lakhs
31-3-2004	→	835.65 lakhs
31-3-2005	→	825.58 lakhs
31-3-2006	→	792.96 lakhs

2.1 MANAGEMENT

TARANTELLA FASHIONS(P) LTD is the sister concern of the TRADITIONAL INTERNATIONAL located in Dubai.. The shares of the company is divided among the family members. There is no external forces are involved in the management. The director of the firm is Mr. Radhakrishnan, and the other four important persons in the firm are Mr. Senthil kumar general manager, is the head the production manager, and administration manager are the heads of their concern department. Apart from that around 350 workers and 30 staffs are working in the concern.

Organization Chart



2.3 MARKET POTENTIAL

Tarantella fashions is a exports and fashion appraisal concern. They highly concentrate on the world market. They mostly export their product to U.S, U.K and other European countries. The product has a high demand in these countries. Their main feature is that they can vary their production line according to the requirements of the customer. They deal with all kinds of garments like mens wear, ladies wear and they also deals with kids wear. They first get the order and based on that they start the production. They give much importance to the quality. They have good reputation in the foreign countries.

2.4 COMPETITIVE STRENGTH OF THE COMPANY

When compared to other company tarantella is considered as the small concern. Their strength is their customer satisfaction. Another major factor is their quality standards. They give more importance to the quality. Their strength and weakness is given in the swat analysis format

Strength

- They have a high reputation among their foreign buyers
- They have good relationship with the employees and they are also very faithful to the organization
- Their price is relatively cheap when compared to their competitor products

- They also take care of the forwarding process on the demand on demand of the buyer

Weakness

- They have a scarcity of workers so its makes them to go for contact workers which leads to expenses.
- The workers are enable to adopt to the technology in quick span of time so they invest huge amount on training.
- Since it's a sister concern, the benefits received by them is low when compared to their parent organization.

Opportunities

- They have good market in Hongkong and Malaysia.
- The technology is highly increased. They use advaced equipment.,
- Since they have a good reputation in u.s their market value increases in that region.
- They have facilities to have flexible version in their product design.

Threats

- Compared to competitors their technology level is low.
- They haven't considered about the local markets.
- They have scarcity of labours.

2.5 FUNCTIONAL AREAS



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Stores Department

The Stores Department is situated inside the factory. The stores department is maintained and controlled by the store keeper and his assistants.

Two types of items are kept in the stores. They are Fabric and Asseries items. These items are stored in an order according to the department's requirements. When goods are delivered to the stores they are entered in the gate pass according to the quality and name of the goods.

Every day the department heads check whether the goods stored are in correct quantity. If it is correct they sign in the books maintained by the stores.

The materials need for the factory or other sections will be supplied according to the quantity required. This will be recorded in the column of the register maintained and the signature of the person applies for the materials.

The goods will be supplied only if the issue slip is submitted to the stores departments. No goods will be supplied without the issue slip.

Once a order is acquired a order sheet will be issued to the stores dept, they check for available stock if there is any excess or deficit of stock will be inform to marketing department through material indent(issue by stores dept). Order sheet contain all the A to Z information regarding a particular order and a copy of it is sent to all the five phase of production dept.

According to customer the raw material are purchased. 90% of raw material purchased in local market, if any specifications by customer the raw material are imported.

Label:

Label are prepare according to buyer specification. There 3 types of labels are used 1) Name label 2) Size label & 3) Wash care label

Trim card:

Trim card are used to know what kind of asseries and fabric to be used in particular garment (samples are attached).

Forms used

1. Material receipt
2. Material issue note
3. Material return note

Accessories:

- Buttons
- Needles
- Elastics
- Thread(for a cone 5000m)
- Satin tape
- Shoulder tape

Fabric:

- Knit(kgs)
- Woven(meters)

Types of material available in knit and woven

Knit

Single jersey
 Heavy jersey
 Interlock
 Drop needle
 Derby rib
 Variegated rib
 Mélange
 Fleece
 Vellore

woven

Filbrushed fabric
 60's voil
 80's voil
 Satin
 Yarn dyed
 Panel
 Jeans
 Turkey
 Leno

Production Department

In production department the working system are designed with emerging technologies that ensures the delivery of goods on time and right quality.

Cutting plays a vital role in garment production. By using CAD, they ensure entire specification and quality required by the customer is met.

The Sewing department is well equipped with latest user friendly machines and well trained operators to fetch exact styling and quality.

The finishing department is indulged with international quality standard systems that evident every quality aspect of finished garment is attained.

Production are in five different phase, they are

- Cutting
- Sewing
- Checking
- Ironing
- Packing

Cutting:

Spread machine are used to layout the fabric and they are sketch, then they are cut by using straight knife and brand knife for cutting small parts. There are 30 workers in the cutting department. The cutting operators are trained in knife cutting with metal glouse handling. Sometime the cutting operator has to work with the design team; they will design the format, with which the cutting operator has to work

Sewing:

In this phase the stitching work begins. The sewing department is divided into five lines. In a single line only two or three types of sewing take place then the material is sent to next line and then to the next line and finally it gets complete. The use latest and computerized sewing machines with advanced technology. The workers are given training for three to four weeks to handle the advanced machine. There are totally 300 machines and 250 workers are working in it.

Types of machines used in the sewing department

- Button attach machine
- Button hole machine
- Single needle machine
- Double needle machine
- Flat lock machine
- Over lock machine

Monthly twice the machines are serviced.

Checking:

Checking is done manually and there are no machine used. Checking department is also considered as quality department. The workers in the checking department are provided with string cutters and with stain removing machine. If any major defects are found that material will be rejected and if any minor defect is found it will sent back to the sewing department. There are 93 workers in the checking department.

Ironing:

In this 12 to 15 tables are used for this process, vacuum steam iron table are used.

This process consumes 13liters of diesel per hour.

Packing:

Packing are done according to buyers specification (i.e.) how much of piece to be placed in a box. And what sizes to be placed in a box

For example:

S	M	L	XL	
2	2	1	1	6*4=24 in a box

Research & Development

The research and development team design and develops Fashionable Garments in all the areas, which meets international standards. Sampling department has all facilities to meet the designs as desired by customers in time with required AQL.

The research and development department is one of the smallest departments in the organization. Research and development department consist of a designer and a co-designer.

They use the latest Lectra CAD system, which is one of advanced model used in the field. Once the designing is over, the design patterns are sent to the sampling department.

Sampling Department

Sampling department plays important role in the organization. The samples made by the sampling department are shown to their customer to conform the order. The sampling department works in two ways (i.e.) the sample made for regular customer according their specification and the sample made to attract new customer.

In the second way, the sampling department work along with R&D department. The R&D design entirely a new format, then the design will be developed by the sampling department. With these new designs the marketing department looks for new customers.

In the first way, the sampling department will make a sample when a order is acquired. These samples are to satisfy the buyer's specification. The samples are made in five different phases. The first three samples are made before the production. They are

- Fit approval sample
- Original sample
- Size set or pre-production sample

The first sample is a rough sample made with low quality cloth. This is just to get the approval whether all the fittings are right, then the original sample is made with the Fabric specified for the order. Then the sample is sent to the buyer, still if there is any changes needed by the buyer, it is specified. After that size set sample is prepared, this is the final sample for approval.

Then the other two samples are mid production sample and shipment sample. The mid production samples are taken from the middle of the production to see whether the stitching are going in proper way. The shipment samples are taken after the whole production is over (i.e.) the order is ready for shipment.

Marketing department

The whole process of marketing department is very small, the work of the marketing department starts with finding the potential buyer. As they are dealing with exports, they look for buyers only in foreign countries. They find buyers through internet. The marketing department was headed by a marketing manager. She is assisted by a merchandiser, a fabric coordinator and by two assistants to look after the marketing department.

The new customers will not always accept the proposal made by the company, so the company as to pursue again and again to secure an order.

Once the company get order the marketing dept will prepare the order sheet according to the buyer specification, then this order sheet will be pass to stores department and they will give the requirement of raw material needed for production. If there is any shortage of raw materials or if it needs new materials, the stores department will inform the marketing through material indent, then the marketing will get approval from the general manager to purchase the needed raw material.

Some of the orders are given by their parent company; these orders taken by the company, once finished its exported back to their parent company.

The company mostly encourages the mode of payment through letter of credit (LC), it specifies number of days for payment, and maximum of 30 day credit is given. The payment is made only through bankers by all agents and parties.

Administration Department

It means an establishment which carry's on the Business of advertising, commission forwarding a commercial agency or industrial undertaking or insurance

company are exchange and includes other establishment as the State government by notification declares to the Commercial Establishment.

Function of Administration Department:

- Appointment of Staff
- Maintenance of Office Maintenance such as Typewriters, Telephone etc.,
- Maintenance of Working Condition.
- Medical Reimbursement
- Maintenance of Files and Records

RECRUITMENT

The workers are mostly recruited in two ways through banners and through existing employees. The staffs are recruited through paper advertisement. Receive application for appointment scrutinize the application call candidate for interview – in case of workers selection the Administrative Manager forward the candidates to the factory manager, he conduct the oral interview and test them by giving some practical test, after that candidate will sent be to the general manager for the final approval.

In case of selecting the staff members, the candidates are call forth for interview by the administrative manager. He will conduct a through screening test for the candidates and then the selected candidates are interviewed by the general manager and then by the managing director.

The selected employees are given a temporary number and under go test for 15 days (i.e.) he is observed by the administrative manager. After a six month period the employee will be confirm has permanent.

GRIEVANCES

Handle grievances of a varied nature as and when they arise and restore them wherever possible at production level. Report when necessary to supervisors. Advance the production in charge and the manager at the respective levels and the resolution of grievances. See that the administrative Officer collects all grievances.

There are also suggestion box available where the workers can post their grievances. These letters are viewed by the management and the problems are solved immediately.

DISCIPLINE ACTION

Maintenance disciplinary issue show case notices when necessary scrutinize relies hold enquiry and report findings of enquiry to the manager.

TRAINING

Be present when the supervisors give induction training to workers and supplement the instructions in a general way to make than realize their responsibilities, duties and role in the organization.

Training for the workers is given for four to five weeks. They have special space with twenty sewing machines for training purpose.

PROVIDEND FUND

Maintain an over all check on the labour welfare officer in the submission of returns, scrutiny of housing advance applications settlement of claims and remittance of contributions and administrative charges before the 15th of each month.

EMPLOYEES STATE INSURANCE

Maintain an over all check on the labour welfare officer in the registration new entrance scrutiny and dispatch of contribution cards, returns and general correspondence, remittance of contributions, loading of franking machines and franking of cards before the 21st of each month.

MONTHLY MEETING

The company arrange for monthly meeting for the workers. In the meeting gifts are distributed to the workers who are regular in work and also for the performance has a motivation for the workers.

TIME OFFICE

The time office is concerned with the recording of time of each worker engaged in the factory. The recording of time is for two purposes, i.e. for time keeping and time Booking.

The time keeper who records the timing of each worker engaged in the factory. He prepares pay roll, muster roll and maintains the attendance register of each worker on the basis of this, wages and salaries are calculated. He is coordinated by another time keeper who also performs the same job.

Purpose of time office is as follows:

- a) Preparation of Pay Rolls and Muster Roll
- b) Meeting the statutory requirements

- c) Ensuring discipline in attendance
- d) Recording of each worker's time (in and out of the factory)

Accounts Department

The whole process of financial accounting has been computerized in the organization, but the cash payments and cash receipts are also maintained in manual form. The Accounts Department is headed by a Manager. He is assisted by an officer and 3 assistants to look after the accounting process. Further there are separate staff members to look after the fixed deposits and insurance. The officer looks after the disbursements of cash through hand towards various commitments like salary, payment to creditors and repayments of fixed deposits.

FUNCTIONS

1. Cash payments and cash receipts.
2. Bank payment and receipts through cheque, demand draft.

Bank payments are accounted by cheque payment voucher and demand draft are accounted by credit adjustment voucher.

Demand draft, local cheques are accounted by clearing document and out station cheque are accounted by collection documents.

Books of accounts maintained are.

PURCHASE BOOK

Raw materials purchase and stores material purchase are accounted in purchase book. The purchase book contains purchase voucher and weight list respectively.

SALES BOOK

Garment sales are accounted by distant document with invoices, debit notes, credit noted, general vouchers are maintained in the department.

The following results will be obtained if the above documents are feeded in the EDP Department, Output form the EDP.

1. Purchase Journal
2. Sales Journal
3. General Journal
4. Debit and Credit Note Journal
5. Cash Book
6. Bank Book
7. General Ledger
8. Creditors Ledger
9. Debtors Ledger
10. Trial Balance
11. Balance Sheet

ELECTRONIC DATA PROCESSING (EDP)

This Department is headed by one officer and four assistants. The information is supplied by various departments to the EDP Department. This department actually comes under the Accounts department.

The various applications are follows:

1. Financial Accounting.
2. Pay Roll
3. Fixed Deposit
4. Invoicing

5. Production
6. Store Inventory.

The work done in the EDP department will be accurate, consumes less time and clearly is achieved.

SHIPMENTS:

After the packing, the finished goods are taken to the port. The transportation charges are barred by the company. The goods are taken to Cochin port or to the Turin corn port.

Electronic data information (EDI) registration is required for shipment, before that the company has to register with export and import authority and has to get the pin number. Once the EDI form registered, it goes to the custom. For clearance the company has to submit the following invoice bill, packing list, purchase order list, S.D.F and other documents as per the government norms.

Buyer's documents for import clearance are invoice bill, packing list, certificate of origin, inspection certificate (original) and other documents as per the government norms.

CHAPTER 3

DATA ANALYSIS AND INTERPRETATION

3. ANALYSIS AND INTERPRETATION

This chapter deals with the percentage analysis of the data collected and the interpretation is done based on it.

3.1 Gender of the respondents

The following table shows the distribution of the respondents with the respect of the gender.

Table.1

Gender	No of respondents	Percentage
Male	34	45
Female	41	55
Total	75	100

This table.1 shows most 55% of the respondents are female employees so there are more than that of the male employees.

3.2 Age of the respondents

This table indicates the age of the workers. Their ages are categorized into four ranges.

Table.2

Age	No of respondents	Percentage
15 to 20	14	19
21 to 25	34	45
26 to 30	18	24
Above 30	9	12
Total	75	100

From the above table.2 it could be seen that mostly 45% respondents belong to the age group of 21 to 25 years.

3.3 Designation of the respondent

This table shows nature of work of the each worker in the organization.

Table.3

Designation	No of respondent	Percentage
Supervisor	5	7
Production in charge	5	7
Tailor/cutter/ironer	36	48
Helper	18	24
Others	11	15
Total	75	100

From above the table.3 shows that most 48% of the employees belong to the tailor,cutter or ironer category.

3.4 Department of the respondent

This table indicates the department of the workers working in the organization.

Table.4

Department	No of respondent	Percentage
Cutting	14	19%
Sewing	30	40%
Checking	12	16%
Ironing	8	11%
packing	11	15%
Total	75	100%

From the above table.4 shows that most 40% of the employees belong to sewing department.

3.5 Salary satisfaction

This table shows the salary satisfaction level of the workers.

Table.5

Level of satisfaction	No of respondent	Percentage
Highly satisfied	9	12
Satisfied	55	73
Neutral	6	8
Dissatisfied	5	7
Total	75	100

Table.5 shows that regarding salary 73% of the employees are satisfied 12% are highly satisfied and 8% have neutral opinion and 7% are dissatisfied.

3.6 Work atmosphere

This table indicates the satisfaction level of the workers regarding the working atmosphere.

Table.6

Level of satisfaction	No of respondent	Percentage
Highly satisfied	14	19
Satisfied	58	77
Neutral	3	4
Total	75	100

Table.6 shows that regarding work atmosphere 77% of the employees are satisfied 19% are highly satisfied and 4% have neutral opinion.

3.7 Lighting facility

This table indicates the satisfactory level of the workers towards the lighting facility provided to them.

Table.7

Level of satisfaction	No of respondent	Percentage
Highly satisfied	17	23
Satisfied	55	73
Neutral	3	4
Total	75	100

Table.7 shows that regarding lighting facility 73% of the employees are satisfied 23% are highly satisfied and 3% have neutral opinions.

3.8 Drinking water facility

This table shows the level of satisfaction towards the drinking water facilities given to them.

Table.8

Level of satisfaction	No of respondent	Percentage
Highly Satisfied	20	27
Satisfied	51	68
Normal	3	4
Dissatisfied	1	1
Total	75	100

Table.8 shows that regarding drinking water facility 68% of the employees are satisfied 27% are highly satisfied and 4% have neutral opinions and 1% are dissatisfied.

3.9 Refreshment

This table shows the satisfactory level towards the refreshment provided to them.

Table.9

	No of respondent	Percentage
Highly satisfied	9	12%
Satisfied	53	71%
Neutral	10	13%
Dissatisfied	3	4%
Total	75	100%

Table.9 shows that regarding refreshment 71% of the employees are satisfied 9% are highly satisfied and 10% have neutral opinion and 3% are dissatisfied.

3.10 Bus facility

This table shows the satisfactory level of the workers towards the bus facilities provided to them.

Table.10

Level of satisfaction	No of respondent	Percentage
Highly satisfied	3	4%
Satisfied	49	65%
Neutral	6	8%
Total	58	77%

Table.10 shows that regarding bus facility 65% of the employees are satisfied 4% are highly satisfied and 6% have neutral opinion.

3.11 Equipment provided

This table shows the satisfactory level of the workers towards the equipment provided to them.

Table.11

Level of satisfaction	No of respondent	Percentage
Highly satisfied	5	7
Satisfied	59	79
Neutral	11	15
Total	75	100

This table shows the satisfactory level of the workers towards the equipment provided to them. The satisfactory frequency is high and so the workers are satisfied with the equipment provided to them.

3.12 Canteen facility

The table shows satisfactory level of the workers towards the canteen facility provided to them.

Table.12

Level of satisfaction	No of respondent	Percentage
Highly satisfied	5	7
Satisfied	62	83
Neutral	8	11
Total	75	100

Table.7 shows that regarding canteen facility 83% of the employees are satisfied 7% are highly satisfied and 11% have neutral opinion.

3.13 Relation with the co-worker

This table indicates the satisfactory level of the workers towards the relationship with the co-workers.

Table.13

Level of satisfaction	No of respondent	Percentage
Highly satisfied	8	11
Satisfied	62	83
Neutral	5	7
Total	75	100

Table.13 shows that regarding relation with co-worker 83% of the employees are satisfied 11% are highly satisfied and 7% have neutral opinion.

3.14 General safety

This table shows the labours satisfaction towards the general safety standards of the organization.

Table.14

Level of satisfaction	No of respondent	Percentage
Highly satisfied	38	51
Satisfied	37	49
Total	75	100

Table.14 shows that regarding General safety 51% of the employees are highly satisfied 49% are satisfied.

3.15 Counseling procedure

This table shows whether the counseling procedure is satisfactory to the workers.

Table.15

Level of satisfaction	No of respondent	Percentage
Highly satisfied	14	19
Satisfied	61	81
Total	75	100

Table.15 shows that regarding counseling procedure 81% of the employees are satisfied 19% are highly satisfied.

3.16 Hostel facility

This table indicates how many workers avail the hostel facility.

Table.16

Opinion	No of respondent	Percentage
Yes	17	23
No	58	77
Total	75	100

The above table shows that only 23% respondents avail the hostel facility.

3.17 Level of satisfaction regarding hostel facility

This table shows the satisfactory level of the workers how avail the hostel facility.

Table.17

Level of satisfaction	No of respondent	Percentage
Highly satisfied	4	5
Satisfied	8	11
Normal	4	5
Dissatisfied	1	1
Total	17	22

The above table shows that mosyt (11%) of the respondent are satisfied with the hostel facility provided.

CHAPTER 4
FINDINGS AND
CONCLUSION

4. FINDINGS SUGGESTION AND CONCLUSION

4.1 Findings

- Majority of the employees are female workers.
- Majority of the employees belong to the age group of 21-25 years.
- The employees are highly satisfied with the general safety standards.
- The employees are satisfied with the bus,canteen, lighting,drinking water, refreshment, equipments facilities.
- The employees are also satisfied with the other aspects like work atmosphere,relation with co-worker and couselling prodecure.
- The employees are also satisfied with the hostel facilities provided to them.

4.2 Suggestion

Apart from all these positive aspects of the organization the workers have also suggested some opinions they are

- The organization can concentrate on taking measures to increase the Level of 'satisfaction zone' to 'highly satisfied zone' in salary, work Atmosphere, lighting, canteen, bus, hostel, refreshment, drinking water.

- The lunch timings should be increased from half hour to forty five minutes.
- The workers who stays in hostel feels that they need some entertainment facilities like television, radio and newspapers etc.

4.3 conclusion

This study is done on the labour satisfaction towards the facilities provided to the workers by the organization. Thus the study clearly states that the workers are very much satisfied with the facilities provided to them and it also states that the organization takes much care about the welfare of the workers. The organization also provide useful and necessary facilities to workers to motivate them to attain their goal.

QUESTIONNAIRE

NAME: _____

GENDER: Male Female

AGE: 15 - 20
 21 - 25
 26 - 30
 Above 30

DESIGNATION:

Supervisor Production In charge Tailor/Cutter/Ironer
 Helper Others

DEPARTMENT:

Cutting Sewing Checking
 Ironing Packing

Are you satisfied with?

	Highly Satisfied	Satisfied	Normal	Dissatisfied	Highly Dissatisfied
Salary	<input type="checkbox"/>				
Work atmosphere	<input type="checkbox"/>				
Lighting	<input type="checkbox"/>				
Drinking Water	<input type="checkbox"/>				
Refreshment	<input type="checkbox"/>				
Bus facility	<input type="checkbox"/>				

	Highly Satisfied	Satisfied	Normal	Dissatisfied	Highly Dissatisfied
Equipment provided	<input type="checkbox"/>				
Canteen	<input type="checkbox"/>				
Relation with co-worker	<input type="checkbox"/>				
General safety Standards	<input type="checkbox"/>				
Safety equipment	<input type="checkbox"/>				
Counseling	<input type="checkbox"/>				
Grievances redressed	<input type="checkbox"/>				

8) Do you avail the hostel facility?

Yes No

9) If yes, please record your opinion about the hostel facility provided

Highly satisfied Satisfied Normal
 Dissatisfied Highly dissatisfied

10) Give your suggestion about any additional requirement you prefer

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