

**A STUDY ON EMPLOYEES JOB SATISFACTION IN SREE DURGA  
METALS & ALLOYS**

P-2110

By

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A PROJECT REPORT

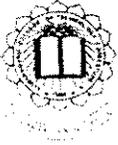
Submitted to the

**FACULTY OF MANAGEMENT SCIENCES**

In the partial fulfillment of the requirements  
for the award of the degree

Of

**MASTER OF BUSINESS ADMINISTRATION**



**KCT Business School**  
**Department of management studies**  
**Kumaraguru College of Technology**  
**Coimbatore – 641006**

**BONAFIDE CERTIFICATE**

Certified that this project report titled “ A STUDY ON EMPLOYEES JOB SATISFACTION IN SREE DURGA METALS AND ALLOYS ” is the bonafide work of DINAKARAN.N (Reg no:71206631012) who carried 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.

  
**Prof. Col.N.Jothilingam**  
**Project Guide**

  
**Director**

Evaluated and Viva Voce conducted on \_\_\_\_\_

  
**INTERNAL EXAMINER**

  
**EXTERNAL EXAMINER**

02.08.2007

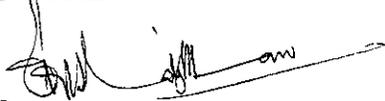
**TO WHOMSOEVER IT MAY CONCERN**

**CERTIFICATE**

This is to certify that MR. N. DINAKARAN (Roll No. 06MBA12),  
M.B.A of Kumaraguru College of Technology , Post Box No.2034  
Coimbatore – 641 006. has done his project at Our Organisation,  
From June 19<sup>th</sup> 2007 to August 1<sup>st</sup> 2007.

During this period his conduct and character were good.

For SREE DURGA METAL AND ALLOYS,

  
Manager.

Factory Cum Office

## **DECLARATION**

I, hereby declare that this project report entitled “ **A STUDY ON EMPLOYEES JOB SATISFACTION IN SREE DURGA METALS AND ALLOYS**” 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.Col.N.Jothilingam 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.

Date : *29.10.07*

Place: Coimbatore

  
DINAKARAN

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## **EXECUTIVE SUMMARY**

This project was undertaken to study the employees, satisfaction towards their job in SREE DURGA METALS & ALLOYS, COIMBATORE, perception of employees towards work environment, welfare facilities, co-workers co-operation, promotional opportunities, supervision and their pay are considered as the factor of job satisfactions.

It has major influence of human performance, individual motivation, safety measures and leave concessions. Individuals in the organization have certain expectations and fulfillments. This expectation depends upon their perception as to how the job suits to the satisfaction of their needs. Since satisfaction of individuals goes a long way in determining his efficiency.

Job satisfaction is an individual's general attitudes towards his or her job. Job satisfaction requires interaction with co-workers and bosses, following organization rules and policies, meeting performance standards, living with working condition, that are often less than ideal and the like.

The research design used for the study was descriptive research design. In this study convenient sampling techniques was employed in selecting the samples. The workers (samples) were selected according to the convenience and interviewed.

The primary data was collected through the interview method by means of a structured questionnaire like workers attitudes towards their working environment, welfare facilities, pay and job satisfaction were included in the schedule. All the employees in SREE DURGA METALS & ALLOYS were selected.

The data was analyzed by using appropriate statistical tools and conclusions were drawn. The data collected from the respondents were converted into readable form to the process of classification and arrangements. The data was tabulated and analyzed for logical statement using simple statistical methods like simple percentage analysis. Chi-Square and Correlation was used as the statistical tool for analysis.

A worker will be satisfied if he gets what he expected. Job satisfaction relates to inner feeling of a worker. Naturally, it is satisfied worker who show the maximum effectiveness and efficiency in his work. Most people generalized that workers are concerned more about pay rather than other factors, which also affect their level of satisfaction, such as canteen facilities, bonus working conditions etc..

## TABLE OF CONTENTS

CHAPTER NO	TITLE	PAGE NO
	List of Tables	
	List of Figures	
<b>1</b>	<b>Introduction</b>	
	1.1 Background	1
	1.2 Review of Literature	2
	1.3 Statement of the problem	4
	1.4 Objectives of the study	4
	1.5 Scope of the study	5
	1.6 Methodology	14
	1.7 Limitations	17
	1.8 Chapter Scheme	18
<b>2</b>	<b>Organization Profile</b>	
	2.1. History of the Organization	19
	2.2. Description of various functional areas	20
	2.3. Management	40
	2.4. Organization Structure	41
<b>3</b>	<b>Data Analysis &amp; Interpretation</b>	<b>44</b>
<b>4</b>	<b>Conclusions</b>	
	4.1. Considered Recommendations	78
	4.2. Results and Discussions	79
	<b>Bibliography</b>	<b>80</b>

## LIST OF TABLES

S.NO	PARTICULARS	PAGE NO
1	Table showing the age of employees working in the organisation	44
2	Table showing the qualification of the employees	46
3	Table showing the number of departments in the organisation	48
4	Table showing the wages and salaries of employees	50
5	Table showing the experience of the employees	52
6	Table showing the gender of the employees	54
7	Table showing the job satisfaction level of employees	56
8	Table showing the average working hours of the employees per day	58
9	Table showing the opinion about the workload	60
10	Table showing the opinion about the medical facilities	62
11	Table showing the opinion about the cooperation among staff	64
12	Table showing the satisfaction level of bonus	66
13	Table showing the level of workers participation in decision making	68
14	Table showing the level of satisfaction regarding motivation	70

## LIST OF CHARTS

S.NO	PARTICULARS	PAGE NO
1	Chart showing the age of employees	45
2	Chart showing the educational qualification of the employees	47
3	Chart showing the number of departments in the organisation	49
4	Chart showing the wages and salaries of the employees	51
5	Chart showing the experience of the employees	53
6	Chart showing the gender of the employees working in the organisation	55
7	Chart showing the level of job satisfaction among the organisation	57
8	Chart showing the average working hours of the employees per day	59
9	Chart showing the opinion about the workload	61
10	Chart showing the opinion about the medical facilities	63
11	Chart showing the opinion about the cooperation among the staff	65
12	Chart showing the satisfaction level of bonus	67
13	Chart showing the level of workers participation in decision making	69
14	Chart showing the employees level of satisfaction regarding motivation	71

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

Labour Plays an important role in industrial production of the country. The personnel management concern with the management of people at work.

“Management is an art of getting the work done by people”.

Therefore it is necessary to seek the co-operation of labor force in order to increase the production and to earn higher profit. The co-operation of employees is possible only when they are fully satisfied with the employer and working conditions of job.

The primary objective of any industry is to derive the maximum results from all its resources of which manpower is vital, if Maximum results are to be obtained from man. However management from the laborers can derive benefit with the available infrastructure facilities in the industry.

There are many factors given by industrial psychologists and management experts for development of industries. They are moral attitude job satisfaction and efficiency etc.

It's clear that a worker can be satisfied when his efforts are being fully utilized. But term satisfaction explains that nobody knows what factors bring this as far as workers are concerned. Normally dissatisfaction arises when they are poorly paid. But there are other factors too. Perhaps sources may appear insignificant when compared to wages.

Business can achieve success and peace only when the problems of efficiently absenteeism. Labor turnover can be dealt with scientific investigation can be solved as and when there are technical problem in machinery problems. Through human problems of industry also need scientific investigation for their successful handling as they involve so many complication that pose themselves so scaring that even management may remain noncommittal.

Dissatisfied workers initially show their conditions by grievances and complaints. when their dissatisfaction grows the results come in shape of go s/no tactics, strikes etc. when it reaches the peak, they are forced to lose rationality, there by indulging in anti-social behavior like fights, damages o machinery, materials etc..

At the first time of dissatisfied itself, remedial measures should taken before it gets intensified by taking an active, aggressive form. A sound management can seek suitable actions in time when charges take place in labour unions. High job satisfaction administration and they feel satisfied. So all, for the success of an organization and me, accepts it.

Job satisfaction is an attitudinal to job. It represents feelings of employees about how happy he/she is with various aspect of job. Job satisfaction is result of various attitudes possessed by an employee. In a narrow senses these attitudes are related to job and concerned with such specific factors as wages, supervision, advancement opportunity, fair evaluation of work, social status, recreational outlets, activity in contribute ultimately to job satisfaction.

By discovering attitudes on facts related to work situation, an organization can correct certain- pleasant situation and they're by improved employee satisfaction, which in turn influences productivity of organization.

## 1.2 REVIEW OF LITERATURE

According to M.L.Blum "Job satisfaction is a general attitude which is the result of many specific attitudes in three areas namely, specific job factors, individual characteristic and group relationships outside the job"

In the opinion of wanous "Job satisfaction is the favorableness or un favorableness with which employees view their work. The author says it is the viewpoint of the workers that determines the satisfaction or dissatisfaction of the job and he is silent about the ingredients of the job. Job satisfaction is pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. This definition gives importance to the state of the workers.

As per lawshe, "Man does not live by bread alone pay is not all. The wants to work with people who he respects and who respect him".

According to Hoppock, "Job satisfaction is an outcome of psychological, physiological and environmental forces that cause a person to say truthfully. I am satisfied with my job".

According to Smith, "Job satisfaction is the persistent feeling towards discreditable aspects of the job situation".

Vroom defines job satisfaction as, "The positive orientation of an individual towards

all aspects of the work situation”.

David J. Charrington states “Job satisfaction is the result of a comparison between that what ought to be and what is”.

Bullock considers job satisfaction as “An attitude, which results from a balancing and summation of many specific likes and dislikes experienced in connection with the job”.

Blum is of the opinion that job satisfaction is a result of various attitudes of an employee. Attitudes are related to job and are concerned with such specific factors as wages, job security, supervision, opportunities for advancement, condition of work, and recognition of ability fair evaluation of work, social relation on job, prompt settlement of grievance, fair treatment by employer etc.

Kuntson found that the patterns of security of very similar occupational groups are more alike than those of more distantly related occupational groups are more alike than those of more distantly related occupational groups. This finding would lead to the speculation that job satisfaction may not be a unitary trait but that it may exist in some people when they are employed in certain occupations and not in others”.

#### **Bray field and Crockett (1955):**

Who examined all research relating job satisfaction to job performance up to that time and concluded that there was vitally no evidence of any relationship between these two variables.

#### **Singh (1979):**

In his study on self-esteem needs using a rating scale reveals that age, seniority and level of formal education were independently related to self-esteem needs.

#### **Pathak (1979)**

In his study on “job involvement and need fulfillment in nationalized bank of Chandigarh” has found that employees scored high on opportunities for advancement.

#### **Natraj and Hakeer’s**

On a sample of skilled workers found that besides education and salary organization

also was significantly related to job satisfaction.

### **Smha and Nair:**

Reported that satisfied worker is usually more skilled is either fresh to the organization has put in many years in it and has a few dependents to support. This study was conducted on the employees of a large machinery manufacturing plant is south India.

### **Dixit:**

He has reviewed some of the researches regarding preference of various job factors by workers in India. Their order of importance is adequate salary, job security, adequate personal benefits, opportunities for advancement and comfortable working conditions.

## **1.3 OBJECTIVES OF THE STUDY**

- The following are the objectives of Study
- .The Study the level of job Satisfaction with the employees at all the levels.
- .To Study the factors affecting job Satisfaction.

## **1.4 STATEMENT OF THE PROBLEM**

Man is not happy due to want of needs. So a totally satisfied human being can hardly be seen. The reason is that the needed of a person are always directly proportions to his progress. If his needs are not fulfilled he feels frustrated and it may lead to disturbance in the atmosphere.

The worker is breadth and brawn of a business. They are persons bringing prospects on peril to an organization. Such individuals should be encouraged. Then only an organization will attain the success.

Job satisfaction of worker is a boon of an organization. It's vital element for positive attitude of a workmen. It's an important factor to bring shape to mind or a workman. It enacts loyalty, Moral, Gratitude, Responsibility and other such positive sense in mind or worker. It's the responsibility of management of avoid frequent strike and other demonstration by the worker.

Of all the factors of production the most sensitive labor force. It is that workers who determine economy of a nation. The government expects high productivity from the workers for national development. India being a developing country, labor force can be maintained for high productivity. Labour dissatisfaction creates stagnation in productivity. But nation is waiting for betterment of creating a dynamic society. In this sense an analysis in job satisfaction is of permanent importance.

In short job satisfaction is a general attitude, which is result of many attitudes in these areas viz.

1. Specific Job factors
2. Individual characteristics
3. Group relation outside the job

But one cannot analyze the above factors individually without considering the other derives a concrete solution. By applying various statistical tools, the significance and relative important factors could be derived. It's merely an imbalance between employee's expectation from job and what he gets from job. His favorable or unfavorable attitude much depends on this.

### **1.5 NATURE & SCOPE OF THE STUDY**

- ✓ From the project it is easy to identify the job satisfaction of the employees in all the levels.
- ✓ We can also find out in the difference of opinion given by employees.
- ✓ This project also helps in studying the factors that affects the job satisfaction of the employees.

#### **Introduction:**

The job satisfaction is one of the most crucial but controversial issue in industrial psychology. There are number of definitions for the job satisfaction. But no one is so easily acceptable and at the same time they could not be rejected as impertinent or irrelevant.

#### **Definition:**

According to M.L. Blum job satisfaction is a general attitude which is the result of

many specific attitudes in three areas viz specific job factors, Individual characteristics and group relationships outside the job.

Job satisfaction is a function of, or is positively related to the degree to which one's personal needs are fulfilled in job situation: and job satisfaction is which the characteristics of the job meet, with approval and desires of the group to which the individual looks for guidance in evaluating the world and defining social reality.

C.L.Hulin measured the effects of community characteristics on job satisfaction of female clerical workers employed in 300 different catalogue order office (journal of applied psychology, 1966, 50). He found that with job conditions held constant job satisfaction was less among persons living in a well-to-do neighborhood than among those whose neighborhood was poor.

### **Concepts of job satisfaction:**

The concept of satisfaction is related to morale and job involvement however it can also be distinguished.

From these, both morale and satisfaction refer to positive emotional status which may be experienced by employees' vitelers (1953), defines morale as an attitude of satisfaction with device to continue in and willingness to strive for goals of particular organization. Morale is more future oriented which satisfaction is more present oriented and satisfaction is made by a single individual out of his job satisfaction.

### **(i) Job Satisfaction and Job Involvement:**

Job satisfaction must also be distinguished from job involvement (Lodahi of kesmer 1965).

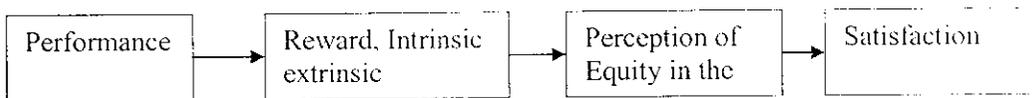
A person who is involved in his job whose moods and feelings are significant affected by his job experience and who is mentally pre occupied with his job. Thus a person who is highly involved in his job should be more likely to feel extremely satisfied or extremely dissatisfied with it.

### **(ii) Job Satisfaction and Performance:**

At one time it was assumed that, if the management would provide satisfactory working conditions for its employees, all types of desirable ends would be achieved, it now appears, however that the relationship between job satisfaction and employee turnover, absenteeism and performance is not as simple as once believed.

### **(iii) Job Satisfaction and Productivity:**

Achievements of productivity accompanied by satisfaction of the employees needs should be the object of every organization. Productivity describes the relationship of output to input over a period of time. It is not always true that high satisfaction leads to high performance and high productivity satisfied workers may produce high, or low or average.



### **Theories of job satisfaction**

Job satisfaction is often mistaken for work motivation job satisfaction is a feeling where as work motivation is concerned with behavior some different theories exist concerned dynamic of job satisfaction and as general impact upon worker behavior. A brief mention of the theories is as follows

#### **(i) The Traditional Approach:**

Earliest research in job satisfaction was almost exclusively predicted as the assumption that it's the presence of a variable in work situation leads to satisfaction, and then its absence will lead to job dissatisfaction and vice versa.

#### **(ii) Vroom's Theory of Satisfaction:**

Victor H.Vroom's instrumentality theory hypothesis's states that a person's attitude inwards an outcome depends upon his perception to relationship between that outcome and

attainment of various other consequences towards which he feel differing degree of liking and disliking.

**(iii) Fulfillment theory:**

Fulfillment theorists have considered how various satisfaction measures combine to determine the over all job satisfaction. Some job factors are more important than other for each individual, Hence it's imperative that these important factors need to be weighted more in determining the individual satisfaction.

**(iv) Herzberg's motivation hygiene theory:**

This theory suggests a non-linear relationship between man's performance and environment. It tests the concept that man has two sets of needs, the need to avoid pain and the need to grow psychological. It proposes that job satisfaction and job dissatisfaction that on is not the obverse of the other.

**(v) McGregor's Theory X and Theory Y:**

Mcgregor's theories presented two opposite sets of assumptions in his x and y theories. Theory x is based on assumptions and beliefs that supervisor has a low opinion of the workers and still lower opinion from them. Such beliefs reduce the supervisor's effects to enhance satisfaction in work. Theory y puts forwards the opposite assumptions which provide a totally different picture of human nature and therefore call for a different managerial strategy in dealing with employees.

**(vi) Maslow's Needs Hierarchy Theory:**

The need hierarchy theory of Maslow (1954) becomes the most significant in job satisfaction research. Maslow's theory was based on the idea that an individual's need develop in a sequence from lower order to higher order needs.

Maslow's theory of hierarchy of needs states that only after lower level is satisfaction does a person become concerned with fulfilling the higher orders since its only the unmet

needs which motivation them.

**Importance of job satisfaction:**

Job satisfaction is one measure of quality of life, in organization and is worth understanding even if it does not relate to performance. The importance for studying job satisfaction is to discover the effective working environment in organization. Satisfaction is closely related to absenteeism and turnover both of which are closely related to organization. Thus there is a practical economical reason for organization to be concerned with job satisfaction.

The problem of job satisfaction has attracted considerable attention and industrial psychologists. It's regarded as a very significant factor in worker morale, absenteeism, accidents, and turnover and to some extent productivity through its relationship with productivity is not very clear.

There is little dispute regarding its relationship with mental health of human beings. It's generally agreed that poor job satisfaction (i.e) dissatisfaction in work is more often accompanied by poor mental health and may be manifested in a number of conditions from anxiety and headache to depression from loss of appetite to psychosomatic states and such as acute hyperacidity.

A dissatisfied worker, what so ever may be underlying there is far more interested in his own misfortune than in his job and has a demolishing influence on all those who work near him. Dissatisfaction is infectious and quickly spreads to other workers and shapes the morale of organization.

The amount of co-operation that management may expect from employees would depend greatly on extent of satisfaction amongst them. Dissatisfied workers may seriously cause damage to reputation and property of company and harm its business interest.

Since individuals join to make small groups together make large organization and committee the society, 'job satisfaction is of greater importance for individuals organization which employee them and society as a whole.

Money is considered as one of important factors to be satisfied by men. No doubt, money is motivator it's a reward for once needs its satisfied. So many desires connected with the psychological needs of a man. But to term it 'lure-all' would not be correct.

India is picking up fast after independence but there is great inequality of wealth, lack of employment opportunity, exploitation of labor due to wide gap between supply of the work needs and attitudes. So satisfaction motivates them for efficient and qualitative performance.

### **Consequences of job satisfaction**

While job satisfaction is obviously of great personal concern, managers are also concerned about consequence of job satisfaction. For employee behaviors are as follows.

### **Performance**

Of all the behavior that job satisfaction of dissatisfaction could affect. This is more positive feeling about work would lead to greater output and higher quality work. Unfortunately, four decades of research into this issue does not lend support to this belief.

The relationship between job satisfaction and job performance, Empirical research studies suggest that these two variables are not clearly related to each other in organization. The factors besides job satisfaction is that condition of work equipment, on workers seen abilities have a much greater impact on how much a person can produce that has on her job satisfaction.

Employees who perform well and who have successfully completed their jobs receive intrinsic as well as extrinsic rewards. As a result the best performance receives rewards.

In contrast, employees who do not perform well feel depressed about their competence and will probably receive less pay and fewer promotions. Consequently poor performance will result in less job satisfaction.

## **Turnover and Absenteeism**

Dissatisfaction of the employees makes them to quit their job altogether, (job turnover) and to be absent frequently from work with drawing from work and allows. Employees avoid unpleasant or punishing aspects of their work environment.

Turnover is a considerable concern to managers because it disrupts normal operations and necessitates the costly selection and training and replacement. Workers who have relatively low levels of job satisfaction are most likely to quit their jobs. In addition the lowest average satisfaction has highest turnover rates.

Absenteeism is also highly related to job satisfaction workers who are dissatisfied are more likely to make "mental health" days (i.e.) days off due to illness or personal business. Research has pretty well demonstrated an inverse relationship between satisfaction and absenteeism. When satisfaction is low, absenteeism is to be high. Additionally it's important to remember that while high job satisfaction is likely to bring about high absenteeism.

### **Factors influencing job satisfaction:**

We need to have a set of professional managers so that they are able to feel pulse of the employees. These professional managers should be able to forecast and visualize the various problems of workers and should be able to suggest ways and means to solve them. The proper education, training and development of manager is a challenge with top management these days which should be accepted to bring the traditional change is dealing with human problems. The managers should be able desire maximum out of their work force and at same time they should be competent enough to keep their work force happy and satisfied, the attitude and actions will also affect overall efficiency and morale of workers.

## 1.PERSONAL FACTORS:

### **Age:**

Studies have found different result in different groups on relationship of age to job satisfaction among employee but lower financial and job status satisfaction among this group from concern with other studies, age has little relationship to job satisfaction all employees but it's important in some job situations. In some groups job satisfaction is higher with increasing age. In order there is job satisfaction is low and in other is no different.

### **Education:**

There is a great deal of conflicting evidence on relationship but education of job satisfaction on study of all level workers indicated that those who had not completed high school were most satisfied other studies have shown no relationship certain variables such as company advancement policies in relation to education would have to be considered before any generalize would be made

### **Sex:**

Most investigation on subject has found that men are more satisfied with their jobs. In study 350 employees it was found that 100% men were satisfied with jobs.

### **Factor inherent in job:**

#### **Types of work**

Interest in work is an important contributing factor to feeling that job is satisfying several jobs with production characteristics. To break monotony management can introduce a system rotation where no special skills required in those jobs variety. It applies to person to a person in any work or any organization. A man doing same job over number of years get fed up and he likes to change.

**Skill Required:**

Skill in relation to job satisfaction has a bearing on several other factors, kind of work, occupational status, responsibility etc. in a study of skills relation to job satisfaction it has been found that where skill exists to a considerable degree it tends to become first important source of satisfaction to workman satisfaction condition of work in wages become predominant only where satisfaction in skill has materially decreased.

**Occupational status:**

Most of people want that there should be high status in job or their business, profession or organization or any other work. Studies reveal that low-level jobs are placed prominently on jobs of list of occupation status. The status depends not only way, it's regarded by other. The employees are more dissatisfied in job that has less social status and prestige. These values are constant in a country but they vary from Country from time under some conditions. There fore it has been suggested that important of every job to all employees be focused.

**Factors controllable by management****Supervision:**

To a worker, supervision is an equally strong contributor to job satisfaction as well as job dissatisfaction. The feelings of workers towards his supervisions are usually similar to his feelings towards the company having a friendly rather than an oppressive supervisor changed attitudes greatly.

The supervisor is good, if the is able to produce and establish a climate of good term spirit. The role of a supervisor is a focal point for attitude formation bad supervision results in absenteeism and labor turnover.

**Co-workers**

Various studies have traced this factor as factor of intermediate importance. It's quite reasonable as well because people like to be near their friends. The other reason that since men

belong to various groups and these greatly influence their expectations and behavior with the economic conditions and with employees beliefs about the job satisfaction.

### **Responsibility**

Responsibility is usually related with several other important determinants of job satisfaction unemployed person's related responsibility is one of a few things that had been as characteristic of job they has preferred.

### **Opportunity or advancement**

This factor ranks high in importance particularly to a person striving for upward mobility every young employed whenever the joins some organization is full of aspirations. He has the drive and desire to forgo a head but desire is quite different to persons who are ends of social economic scale. The desire for advancement however keeps on reducing as one grows in age once a man has reached his opportunity level and becomes adjusted to his situations other factors like length of the service, net retirement benefits become more important than need for promotion.

### **PAY**

Management has greatly over emphasized the important of pay as a factor of job satisfaction. In one study of feeling of important of pay decreased mightily with an increasing number of depends and increased with those better education. The relative importance of pay will probably change factor in job satisfaction or dissatisfaction

## **1.6 RESEARCH METHODOLOGY**

### **Introduction**

Research is a careful inquiry or examination to discover new information or relationship to expend and to verify existing knowledge. Research methodology is a way to solve systematically the research problem. It explains the various steps generally adopted in

studying research problem to know not only the research method or technique but also the methodology.

The following methodology is used in the study.

### **ADMINISTRATIONS**

For the purpose of study a structure questionnaire was prepared with open-ended and close -- ended questions.

### **POPULATION**

The total number of workers working in Sree Durga Metals & Alloys 350, so whole populations is taken for census study.

## DATA COLLECTION

The data used for the study are both primary and secondary data. The data was collected by using questionnaire whereas secondary data includes reference made from the Sree Durga Metals & Alloys office records and information from various text books.

## STATISTICAL TOOLS USED

The primary data is collected through questionnaire. The analysis was done by using appropriate statistical techniques. The tools used in the study are simple percentage analysis, Graphical analysis, Gross tabulation and chi-Square analysis.

## RESEARCH TECHNIQUE

Chi-square test is one of the simplest and most widely used non parametric tests. Chi-square test is applied in statistics to test to goodness of fit to verify distribution of observed data with assumed theoretical distribution. The symbol  $\chi^2$  is the Greek letter Chi. The chi square test was first used by Karl Pearson in the year 1900. The quantity  $\chi^2$  describes the magnitude of the discrepancy between theory and observation.

## FORMULA

$$\text{Chi - Square } (\chi^2) = \sum \frac{(O - E)^2}{E}$$

$$\text{Degrees of freedom} = (R-1) (C-1)$$

Where

O = Observed Frequency

E = Expected Frequency

C = NO. of Columns

R = No. of Rows

## **1.7 LIMITATIONS OF THE STUDY**

- Due to Limited time factor, an in-depth study could not be made.
- The present study pertains only to Sree Durga Metals & Alloys., now applicable to other industries.
- The time period for survey is limited.

## **1.8 CHAPTER SCHEME**

### **Chapter 1: 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 and a brief description on various functional areas of the organization.

### **Chapter 2: Concepts**

The second chapter deals with the concepts, background, objectives, need for the study, methodology used in data collection, limitations of the study.

### **Chapter 3: Macro –Micro Economic Analysis**

Macro-Micro analysis deals with the prevailing scenario of the organization with respect to its respective industry and to perform the SWOT analysis of the company.

### **Chapter 4: Data Analysis and Interpretation**

The Chapter mainly deals with performing various ratio analysis related to working capital in order to analyze and compare the performance of the company & trend analysis.

### **Chapter 5: Conclusion**

Conclusion includes the results and the discussions put forth regarding the performance of the company for the past 5 years and the considered recommendations to improve the performance of the company.

## 2. COMPANY PROFILE

Sree Durga metal and Alloys entered the business in the year 1992 . The company is one of the largest producer of alloys, handlebar`s, sprockets ,and defucers of high quality using sophisticated technology.

### LOCATION

The Alloy Wheels manufacturing company is a dream comes true of **Mr.C.N.Ravirajan** who has tremendous knowledge in the business for more than 10 years. Being situated in panoramic view of Coimbatore town , the company stands as a landmark.

The company owns several machines with warp and weft motion, which enables them to manufacture standard Alloys with an excellent design in the Indian industry .

## **ACCOUNTS DEPARTMENT**

The Finance management is a part of management which is concerned with the planning ,directing and controlling of all activities related with the procurement and utilization of the financial resources of the enterprise for the business purpose .

The finance is must for every business firm to run production and marketing activities .So finance is the “lifblood ” of the company.

In the present time will know company collects funds very quick and because the public are interested to invest their money for safe and profitability. The finance department is controlled by the finance manager.

There are two types of funds collected by the company.

1. Internal Sources
2. External Sources

## **ACCOUNTS DEPARTMENT**

The General Manager is in charge of this department. He has control over various section of accounts department. The accounts departments does the important functions like cash transactions, costing, budgeting, sales , central excise, etc..

The accounts department can be divided into nine sections. They are

1. Accounts Payable
2. Accounts Material
3. Accounts Raw Material
4. Accounts Services
5. Accounts Wages
6. Accounts Cash
7. Accounts General
8. Accounts Receivable
9. Cost Accounting System

### **1. ACCOUNTS PAYABLE**

This section takes the purchase of materials from vendor or seller. A purchase order is issued by the purchase section for every increase. After receiving the purchase order the supplier issues a bill. The store department freight charges which are added to goods value and goods receipts note ( GRN). These receipts are received by accounts payable department. Journal vouchers are passed by crediting party's account. Handling charges are debited to stores accounts. The advance amount is received by the suppliers is defined to suppliers a/c and for all the transactions vouchers are prepared.

### **2. ACCOUNTS MATERIALS**

This section receives the goods receipt note from accounts payable with values and also receives the material requisition slip from stores. This section arrives at the rate per unit of each material consumed during the month.

### **3. ACCOUNTS RAW MATERIAL**

The aluminium is received from all over the country. In furnishing the details about the consumption of aluminum every days invoice is raised once in 15 days. In this section ledger accounts are maintained a personal accounts include payments and other payment to aluminum givers.

### **4. ACCOUNTS SERVICES**

This section is responsible for employing service. This section also maintains all the general expenses namely canteen, income taxes, license fees, etc.

### **5. ACCOUNTS WAGES**

The main function of this session is to prepare wage sheet. They also maintain the attendance of staffs and workers.

#### **Function of wage section**

The personnel department and time office gives the attendance of staff and employee to wage section.

1. On the basis of attendance of salary and employees salary, wages are calculated.
2. Salary and wages includes the following Basic Pay +D.A+ Other allowance.
3. Individual recovery of staff and employee.
4. 60% of bonus is calculated on Total Salary received by the employee for annum.

The above functions are carried by wage section.

### **6. ACCOUNTS CASH**

This section mainly maintains cash bode. Everyday they enter the transaction of every department.

The payment voucher can be divided into two

1. Cash Payment
2. Bank Payment

### **7.ACCOUNTS GENERAL**

This section is responsible for the preparation of the balance sheet and profit and loss account statement. It receives the journal voucher from another section.

This accounts section finally prepares the annual financial report.

### **8.ACCOUNTS RECEIVABLE**

The main function of this section is to collect the amount as per invoice for what they have sold. That is to collect the amount from the debtors. The credit limit is allowed up to 15 days from the date of invoice.

**Debit Note**

It is issued by debtor when the value of the materials return to the company for any reason ( i.e) damage, less quality product.

**Credit Note**

It is raised when the value of material returned by the company for any reason (i.e) less quality raw material, less count, high black & white neps.

## **FINANCE DEPARTMENT**

### **CREDIT PERIOD**

The company gives a credit period of 40 to 60 days to the buyer from the date of building.

### **ANNUAL TURNOVER**

Sree Durga Metal and Alloys has an annual turnover of 5 crores. It sells alloy wheels, hand bars, sprackets and defucers.

#### **Local Sales**

- Chennai
- Erode
- Ambur
- Coimbatore

#### **National Sales**

- Jaipur
- Delhi
- Bombay
- Balotra
- Cochin

### **DEBTORS**

The alloys outstanding amount is collected from debtors against delivery or after 15 days as per our sales contract and the amount is remitted in banks.

### **CREDITORS**

For purchase of raw materials the payments are made as when the raw materials arrived as per the terms and conditions as per confirmation. For the purchase of store materials and consumable, the payments are made once in 40 days credit purchase.

## **FUNCTIONS OF FINANCE DEPARTMENT**

1. Finance planning
2. Cash transactions
3. Formulation in Finance Budget
4. Working Capital Management
5. Day to Day management of funds
6. Preparation of Profit & Loss account
7. Preparation of Balance Sheet
8. Purchase Statement
9. Preparation and passing of Cash Voucher
10. Sales Tax Matters
11. Income Tax Matters
12. Maintenance of all accounts book.

## **PERSONNEL AND HUMAN RESOURCE DEPARTMENT**

Personnel management is the management of human resource in an organization and is concerned with the certain harmonious working relationship among its participants and bringing about almost individual development. Such management is concerned with leadership in both group and individual relations and personnel management.

It effectively described the processed planning and directing the application development and utilization of human resource employment. In fact personnel management undertakes all the activities which are concerned with human elements or relations as well as with materials elements in an organization.

### **FUNCTIONS OF PERSONAL DEPARTMENT**

The functions of personal department are as follows

1. To maintain the relationship with in factory.
2. To advice the management about the effective use of human resource.
3. To plan man power and welfare activities.
4. To maintain time keeping workers records.
5. To give training to the workers.

### **Working hours**

Sree Durga metal and Alloys works 24hours a day and are rightly supported by the employees. It works continuously for 7 days in a week. The time schedule is strictly followed and maintained in Sree Durga Metal and Alloys strictly follows the labour law and allows only 8 hours of work.

There are 3 shifts timings are as follows:

<b>SHIFT</b>	<b>TIMINGS</b>
1	6.00 A.M -- 2.00 P.M
2	2.00 P.M - 10.00 P.M
3	10.00P.M - 6.00A.M

### **TIME OFFICE**

The time office plays a vital role in maintaining the time of the employee in the organization. The register strictly maintained which reflects the attendance of the workers. This can be used to check the performance and the ratio of labour hour in the organization.

Timings from 9 A.M to 12 P.M is considered as the general shift and one hour for lunch break.

### **ATTENDANCE FOR THE EMPLOYEES**

1. They are to be followed strictly.
2. The exemption of permission are granted only for 10 minutes.
3. After the time lag of 10 minutes the workers are marked as "late".
4. If the workers are late of 10 minutes of his shift time the employee is registered on "absent".
5. The about employee is allows to work only for half shift.

### **SYSTEM FOR THE ATTENDANCE**

1. In Sree Durga metal and Alloys computers are used to maintain the attendance of the employee.
2. Each employee is allocated with a card namely "punch card".
3. On the arrival, the employee inserts the card into the card ledger of the computer.
4. This entry is manually checked by the persons in the time office.
5. Each employee is provided with a "code word" through which an employee is identified.
6. This system is more useful and efficient in maintaining the attendance for the employees.

### **CATEGORIES OF WORKERS**

- Trainees
- Permanent Workers
- Temporary Workers
- Seasonal Workers
- Apprenticeship
- Regular Workers

## **PAYMENT OF WAGES**

The wages are paid by certain rules,

- Per day 130 rupees is paid and extra for continuous presence for
- 7 days will be 5 rupees per day is allowed.
- If there is a continuous presence for whole month extra 150 rupees per month will be allowed.

## **DEDUCTIONS**

1. Fine imposed on the employee if any
2. Recovery of loan
3. Absent for the duty.

## **PAYMENT OF BONUS**

In order to encourage the employees, Durga Metal and Alloys offers bonus to them. The minimum percent is fixed to be 18% from the profit of the company.

## **SAFETY MEASURES**

Sree Durga Metal and Alloys strictly follows all the regulations as per the factories. Act of the welfare of the employees.

## **MEDICAL FACILITIES**

The employees are provided with a free medical service. The medical reimbursement is also provided for the staff. There is a part time doctor available in the campus and the company owns an ambulance for any mishaps.

## **COMMUNICATION**

The communication followed is very simple And efficient. The message is conveyed with the help of circulars and notices to the employees. The oral communication system is also allowed.

## **MAINTENANCE OF REGISTER AND RECORDS**

- Payment of the wages
- Work performed by the workers
- Overtime details
- Receipt given by the employees.

The human resource department plays a vital role in Sree Durga Metal and Alloys of the efficiency of HRD personnel. The relationship between the labours and the executive are very cordial.

## **SERVICES**

Durga metal and alloys in an elegant march towards perfection bring you with a wide variety of alloy wheels from India. Our company brought a timely revolution in the alloys that we manufacture.

The company has a computed quality assurance team comprising of qualified and experienced technicians in the Alloy wheels. These technicians are responsible for quality checks and monitoring of the shipments.

## **PURCHASE DEPARTMENT**

Sree Durga Metal and Alloys purchase aluminium from all over the country .

### **PURCHASE ORDER**

- The purchase orders are to be placed by the department of purchase with the approval of GM.
- The purchase orders are placed under a controlled condition and under the supervisors of GM.

### **TERMS AND CONDITIONS**

The purchase order must contain the complete satisfaction of the material. The details are as follows:

1. Quantity
2. Mode of Delivery
3. Price
4. Duties and Tax
5. Order Number
6. Pre Payment ( if any)
7. Insurance

### **PAYMENT**

Minimum 30 days of credit is required

Payments are sent through Banks / Direct

Some purchases are made by cash

### **STOCK VERIFICATION**

The stock keeper/ Officer shall regularly verify the stocks against the book balance. Sree durga metal and alloys adopted perceptual inventory stock taking method.

## **STORES DEPARTMENT**

The main object of the stores department is to maintain material stock. The physical stock for every month is maintained. These records are verified by JMD. The following terms are involved in stores department.

### **MATERIAL REQUISITION**

The material requisition slip is maintained for required spares and the same is sent to store keeper through department heads.

### **STORE INDENT REGISTER**

The required materials are registered in the store indent register and the list of requirements is sent to the JMD for getting permission to place order for the same.

### **PURCHASE ORDER**

After getting permission the orders are placed after getting quotations from various dealers.

### **STORE PURCHASE**

Stores materials are purchased from local dealers on cash/credit basis and from other states through placing order.

### **MATERIAL INWARD**

Material inward register is maintained for materials incoming after inspection and verifying the rates, quality and terms in order confirmations.

### **STORE LEDGER**

The store keeper for every item maintains store ledger and the entries are posted from material inward register to ledger and physical stock is taken for every months. Requisition slips from department heads for required spares are received and the spares are issued after making necessary entries in the BIN CARD and stores ledger.

**BIN CARD**

BIN CARD is maintained for daily consumption of stores and stock and to know about the day to day stock of each and every stores item instantly.

**PRESERVATION**

- The methods of preservation are shows as under
- Prevention of electrical connections
- Water source inlet
- Neat flooring
- Fire fighting equipments

## **PRODUCTION DEPARTMENT**

### **INTRODUCTION**

Production Department is an important aspect in every manufacturing industry. Production department has several stages for producing final products.

In this concern, they use various machines to produce alloy Wheels. They are

- C.N.C LATHE
- HYDRAULIC DRILLINGS
- LATHE MACHINES
- HOBING MACHINES
- GRINDING MACHINES
- SHAPING MACHINES
- HYDRAULIC CUTTERS

### **C.N.C LATHE**

These machines are used for accuracy of the product.

### **HYDRAULIC DRILLINGS**

These machines are used for the perfect drilling of the Alloys.

### **LATHE MACHINES**

This machine clears the through articles in the Alloys and Handle bar's and make the product much more better.

### **HOBING MACHINES**

These machines are used for the accuracy of the inner & outer layers of the alloys.

### **GRINDING MACHINES**

Grinding of the alloys are made easy with the help of the machines.

**SHAPING MACHINES**

It brings the perfect shape to the Alloys & Handle Bar's.

**HYDRAULIC CUTTERS**

It cuts the unwanted was the materials from the Alloys ... etc.

## **QUALITY CONTROL DEPARTMENT**

Quality control is the watch word in the Alloys as it affects the use needs as well as profitability. The basic problem in alloy wheels is to manufacture a standard product from an essentially non-standard and highly variable raw material.

The quality of aluminum should conform to certain accepted norms depending on the end use. It is the function of the quality control to ensure that the objective is realized. Quality control is exercised at all the stages of processing so that the variation in final product can, if necessary be tracked back to the variation in raw material from the process from which it originated.

It is also essential to keep the products under continuous observation to obtain immediate warning of any new source of variation as may caused by the development of defect in a machine.

### **QUALITY RECORDS**

The company maintains quality records. The company properly controls these quality records. The company maintains a list of quality records for ISO purpose.

### **INTERNAL QUALITY AUDIT**

The company has internal quality audit separately to establish, the method of conducting the internal quality systems implemented in the textiles and to device the method of communicating the results of audit for management review for effectiveness.

### **RECRUIMENT**

The department that requires a staff fills up a form and sends to the managing director, managing director approves the same. The persons are selected from data bank or else advertisement is given in news-paper. Interview is conducted and persons are selected and appointed. The details of persons are immediately filed.

**TRAINING**

The company has a procedure for training. The procedure is to identify the training needs for all personal employed and establish methods to provide training. The training officer is in charge of these training activities. Proper labour training contributes to quality production.

## **SALES DEPARTMENT**

The company sales the Alloys local market (inter state) and also in national market(outer state).

### **Local sales**

- Chennai
- Erode
- Ambur
- Coimbatore

### **National sales**

- Jaipur
- Delhi
- Bombay
- Balotra
- Cochin

According to the production of Alloys contracts are made every month and the same is intimated to sale department. As and when stocks are ready for consignment the sales department dispatch the Alloys as per sales contract under invoicing and delivering notes.

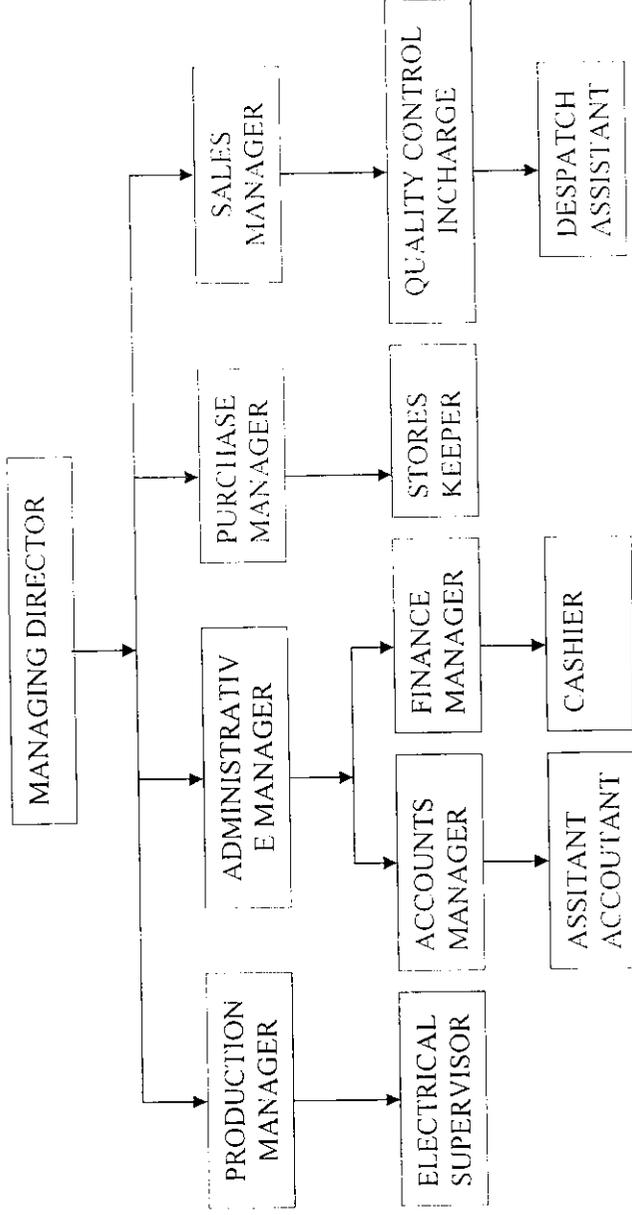
## **ACCOUNTING OF SALES**

The sales particularly are computerized and direct sales entries at the time of sales and depot sales invoices, consignment invoices are entered as and when bills are received from the agents. Separate stock registers are maintained to maintain the physical stock of cloth at depot and consignees place at end of every month outstanding position is taken once and the same is reported to managing director.

## **TRANSPORT SERVICES**

The company transports the products through their own transport or sometimes avail service of outside transport agencies. They also transport through buyer transport service.

# ORGANISATION CHART



**CHAIRMAN OF THE COMPANY:**

**MR.C.N.RAVIRAJAN**

**MANAGING DIRECTOR:**

**MR.R.ELANGO**

## **ORGANIZATION POLICIES AND DIRECTION**

The studies have revealed that dissatisfaction is normally high amongst young workers but it tends to go down during the first few years of employment. During recent years the increasing size of administrative units and trends towards greater complexity in organization and structure is resulting in a progressive deterioration.

## **SATISFACTION WITH THEIR WORKING ENVIRONMENT CLEANLINESS**

The floor of every workroom shall be cleaned at least once in every week by washing, using disinfectants when floor becomes wet and drawings shall be provided.

## **DISPOSAL OF WASTE AND EFFLUENTS**

Effective arrangement shall be made in every factory for treatment of wastes and effluents due to manufacturing process so as to render them innocuous and for their disposal.

## **VENTILATION AND TEMPERATURE**

To secure and maintain temperature in every workrooms adequate ventilation by circulation of fresh air and the temperature will secure workers reasonable condition of comfort. The process, which produces high temperature, will be separated from the workrooms by insulating the hot parts.

## **DUST AND FUME**

Where dust, fume or impurity of such a nature as is likely to be injurious or offensive, effective measures shall be taken in factory for prevention of inhalation and accumulation of dust and fumes in work-rooms. Any exhaust appearance shall be applied as near as possible to point of origin of dust, fume or other impurity and such point shall be enclosed as far as possible.

## **OVER CROWDING**

There shall not be overcrowding in any room of the factory so as to be injurious to health of worker. There shall be 14-2 cubic meters for every worker.

## **LIGHTING**

In every point of the factory where workers are working or passing there shall be provided and maintained sufficient and suitable lighting natural or artificial or both. All glazed windows and skylights used for lighting of workrooms shall be kept clean on both inner and outer surface. Glare should be avoided shadows also should be avoided.

## **DRINKING WATER**

In every factory where more than 250 workers are employed provision shall be made for cooling drinking water during hot weather by effective means and for distribution. The drinking water tapings must be written 'drinking water' in an understandable language; such tapping must be situated beyond 6 meters of any washing place etc.

## **FENCING OF MACHINERY**

In factory are dangerous part of the machinery shall be securely fenced by safeguards of construction which shall be constantly maintained and kept in position while the parts of machinery they are fencing are in motion or in use.

## **FIRST AID**

There shall in every factory be provided and maintained so as to be readily accessible during all prescribed content for every 150 workers there shall be one such box. In case of 500 workers shall be keep ambulance rooms must be maintained.

## **HOISTS AND LIFTS:**

In every factory hoists and lifts shall be good mechanical construction, adequate strength they shall be examined atleast once in every 6 months. The maximum safe

working load shall also be plainly worked on every hoists and lift.

#### **WASHING FACILITIES:**

Adequate and suitable facilities separately and adequately screened for use of male and female workers shall be provided and maintained for the use of workers.

#### **FACILITIES FOR SETTING:**

In every factory suitable arrangement for setting shall be provided and maintained for all workers who are obliged to work in standing position for taking rest.

#### **SHELTERS, RESTROOMS AND LUNCHROOMS:**

Where more than 150 workers are ordinarily employed there shall be a provision for shelter, rest room and a suitable lunch room. where a lunch room exists no workers shall eat any food on work room.

#### **PHYSICAL WORKING ENVIRONMENT IN ORGANIZATION:**

Mill house section, juice section, pan section, centrifugal section (removing waste), and drier section.

#### **SPITTOONS:**

Sufficient number of spittoons in convenient places shall be provided and they maintain hygienic condition.

#### **STATISTICAL TECHNIQUES**

The purpose of these statistical techniques is to facilitate data based conclusions for maintenance and improvement of quality in the areas of applications.

### 3,DATA ANALYSIS AND INTERPRETATION

TABLE -1

#### AGE OF THE EMPLOYEES

AGE	FREQUENCY	PERCENT
20 – 30	13	3.7
31- 40	152	43.4
41-50	160	45.7
Above 50	25	7.1
<b>Total</b>	<b>350</b>	<b>100.0</b>

#### INFERENCE

Table No.1, it is inferred that 45.7% if the employees are belong to 41 – 50 years age group and only 3.7% of the employees belong to young age group 20-30.

CHART - I  
AGE OF THE EMPLOYEES

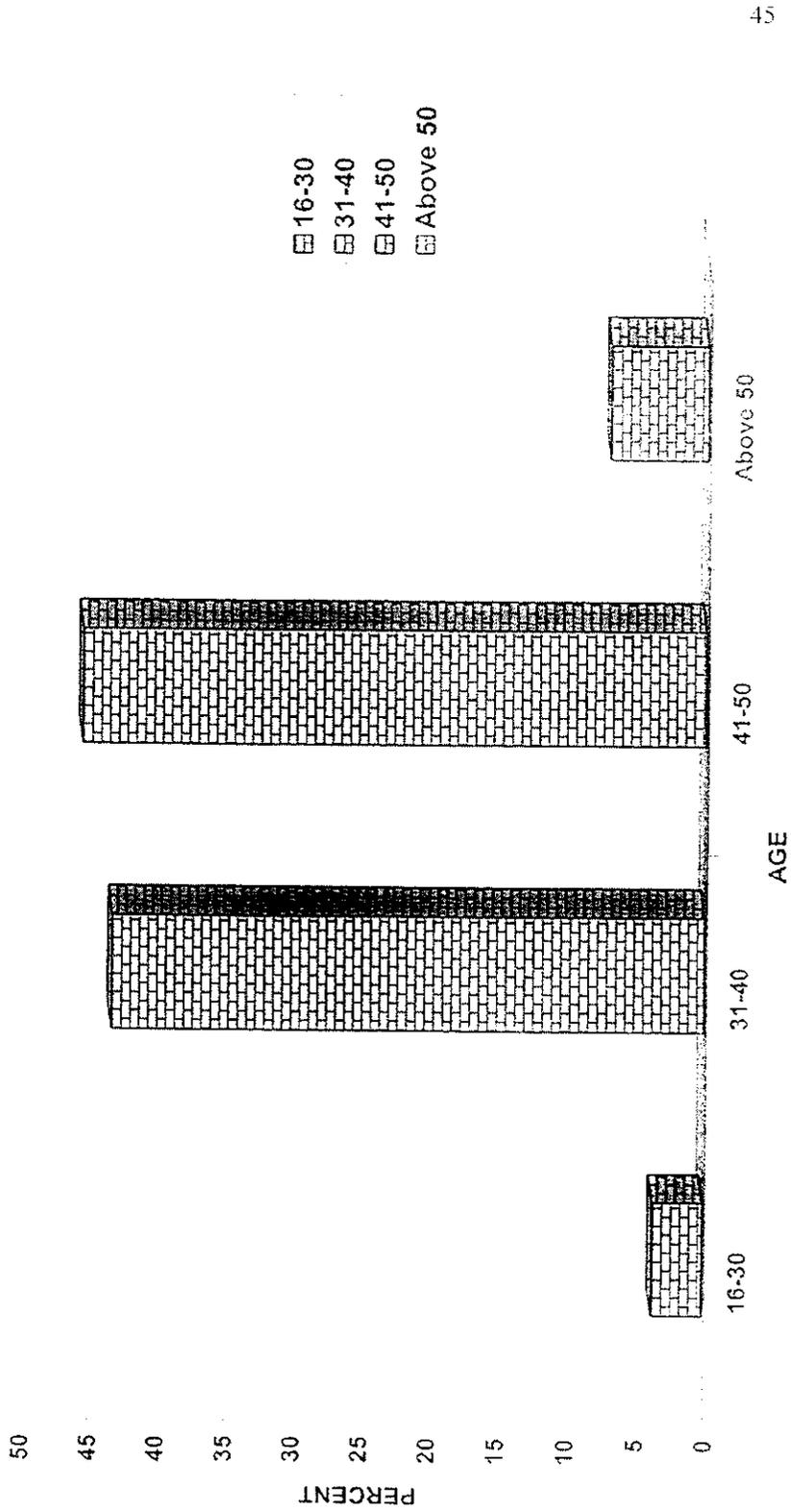


TABLE - 2

## EDUCATIONAL QUALIFICATION OF THE EMPLOYEES

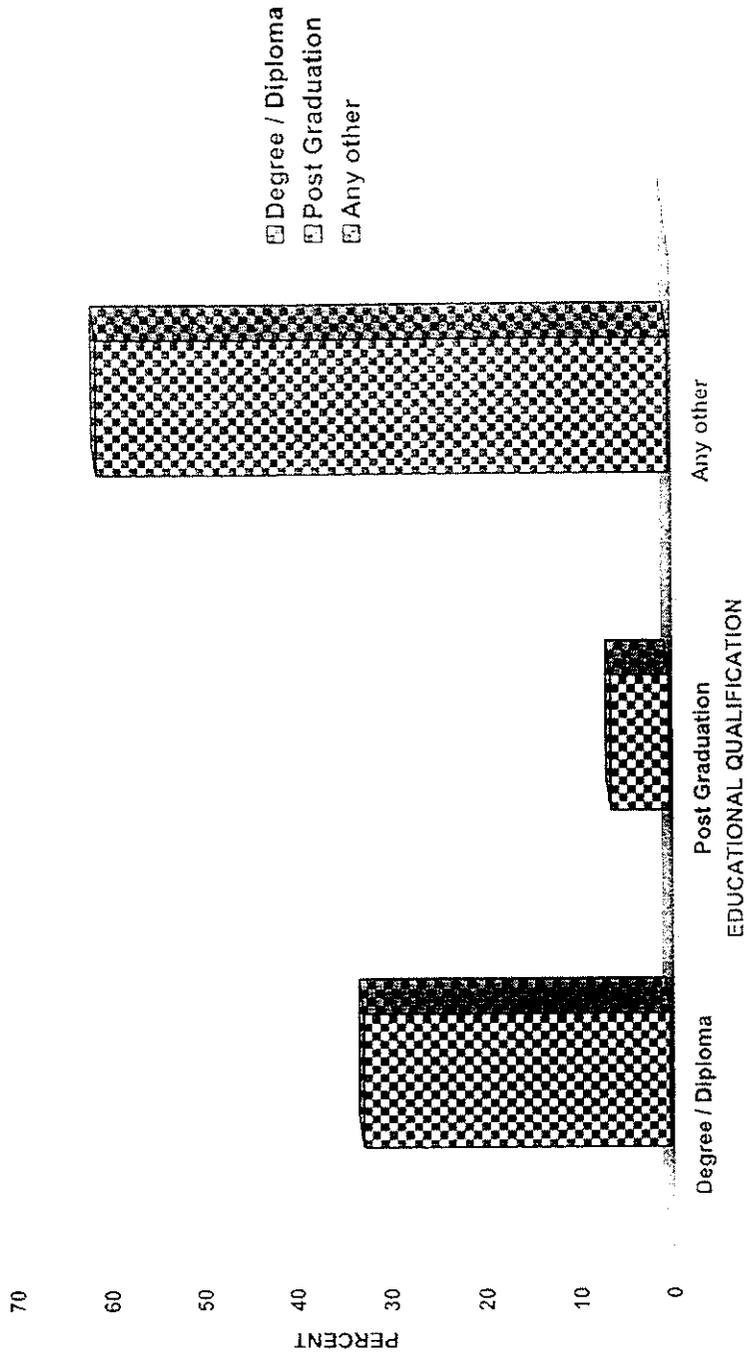
EDUCATIONAL QUALIFICATION	FREQUENCY	PERCENT
Degree / Diploma	114	32.6
Post Graduation	22	6.3
Any Others	214	61.1
<b>Total</b>	<b>350</b>	<b>100.0</b>

## INFERENCE

Table No.2, it is inferred that 61.1% if the employees are below under graduation level and only 6.5% employees are belong to post graduation level.

CHART - 2

EDUCATIONAL QUALIFICATION OF THE EMPLOYEES



**TABLE - 3**  
**DEPARTMENT**

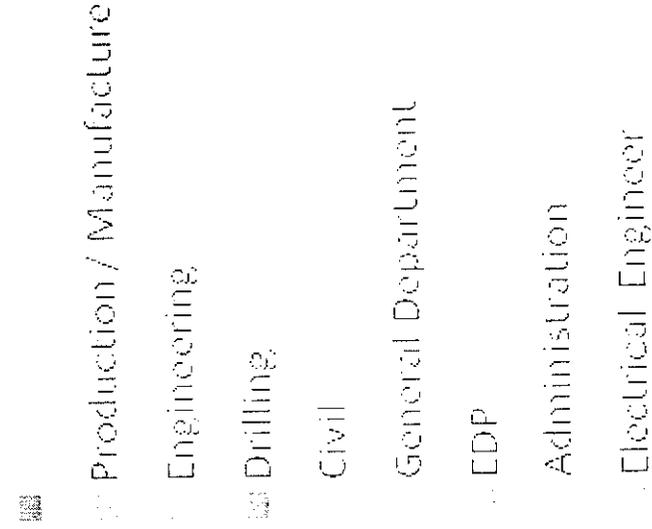
<b>DEPARTMENTS</b>	<b>FREQUENCY</b>	<b>PERCENT</b>
Production / Manufacture	88	25.1
Engineering	37	10.6
Drilling	75	21.4
Civil	2	0.6
General Department	11	3.1
EDP	2	0.6
Administration	7	2.0
Electrical Engineer	18	5.1
Mechanical Engineer	81	23.1
Personal	3	0.9
Accounts	10	2.9
Stores	11	3.1
Any Others	5	1.4
<b>Total</b>	<b>350</b>	<b>100.0</b>

### **INFERENCE**

Table No. 3, it reveals that 25.1 % of e employees belongs to production / manufacturing department and only 1.4 % of the employees belong to other department.

CHART - 3  
DEPARTMENT

# FREQUENCY



**TABLE - 4**  
**WAGE / SALARY**

<b>WAGE / SALARY</b>	<b>FREQUENCY</b>	<b>PERCENT</b>
Below	301	86.0
4,500 – 6,000	27	7.7
6,000 – 7,500	12	3.4
Above 12,000	10	2.9
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 4, it is inferred that 86.0% of the employees earning belong 4,500 and only 2.9 % of the employees earning above 12,000.

CHART - 4  
WAGE / SALARY

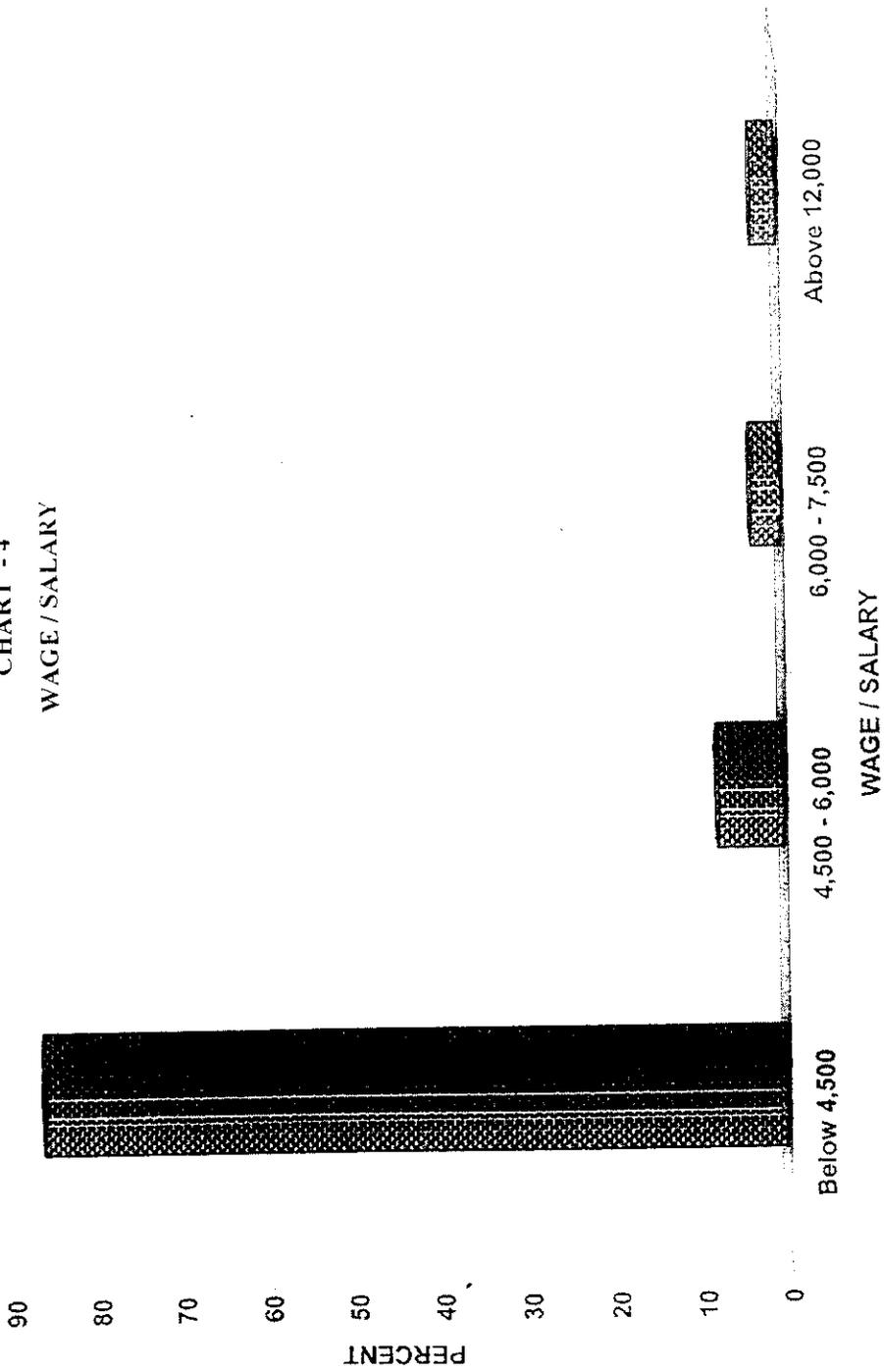


TABLE - 5

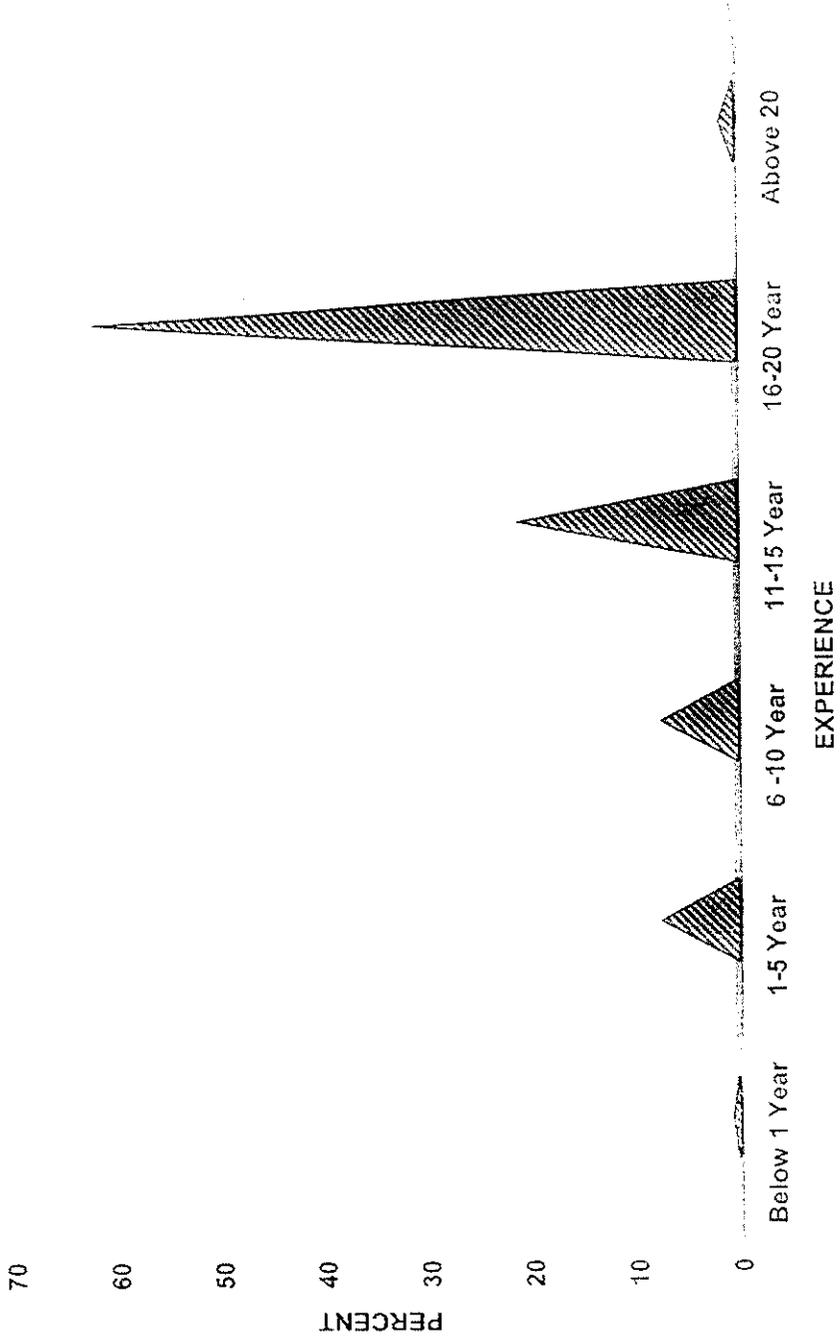
## EXPERIENCE OF THE EMPLOYEES

EXPERIENCE	FREQUENCY	PERCENT
Below 1 year	2	0.6
1 - 5 year	26	7.4
6 - 10 year	26	7.4
11 - 15 year	74	21.1
16 - 20 year	217	62.0
Above 20	5	1.4
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 5, it is inferred that 62.0% of the employees have 16 - 20 years experience and only 1.4% of the employees have above 20 years experience.

CHART - 5  
FREQUENCY OF EMPLOYEES



**TABLE - 6****GENDER**

<b>GENDER</b>	<b>FREQUENCY</b>	<b>PERCENT</b>
Male	350	100.0

**INFERENCE**

Table No. 6, it is inferred that all the employees are male.

CHART - 6  
GENDER

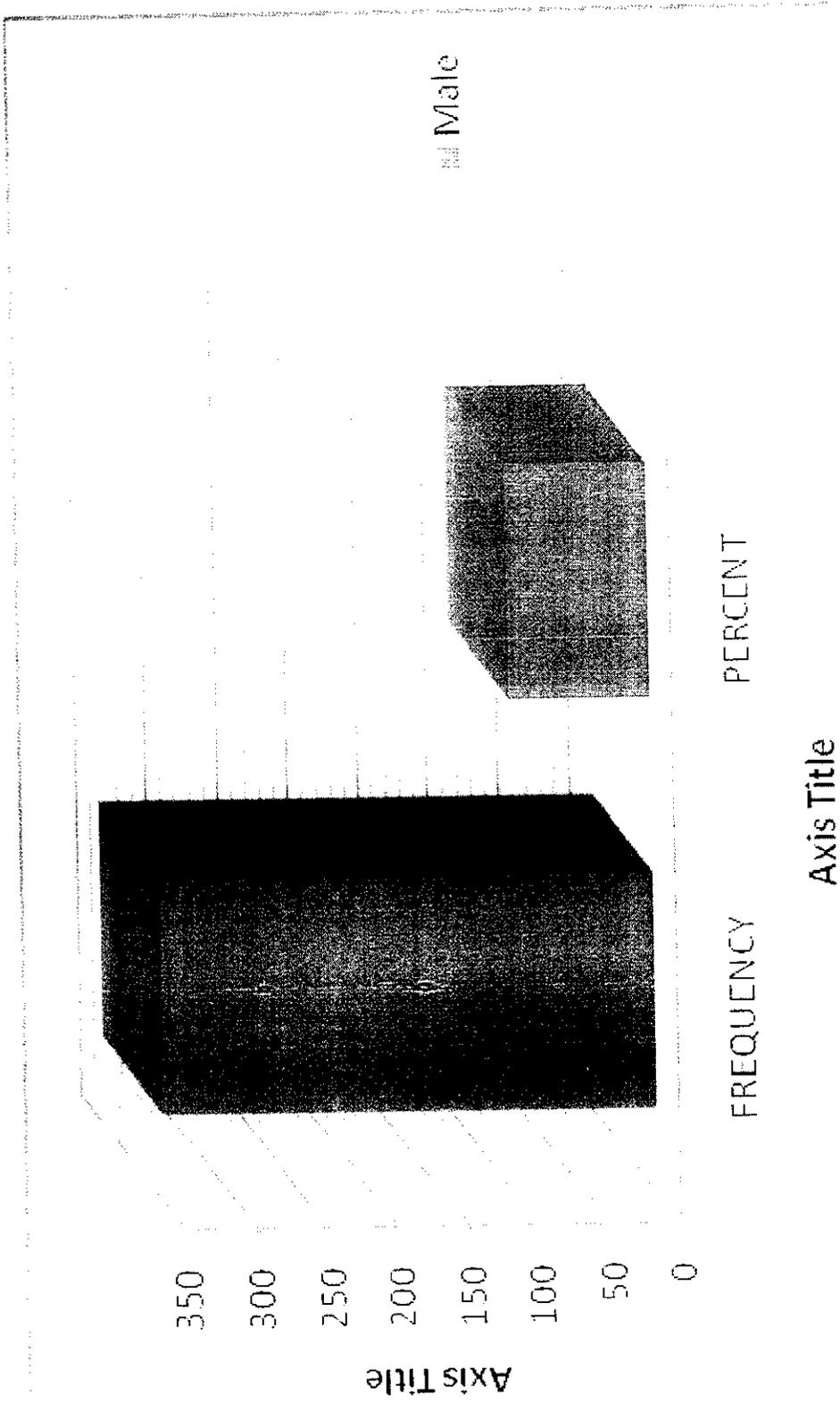


TABLE - 7

## JOB SATISFACATION

PARTICULARS	FREQUENCY	PERCENT
Yes	350	100.0

## INFERENCE

Table No. 7, it is inferred that 100% of the employees are satisfied with their job.

CHART - 7

JOB SATISFACTION

# JOB SATISFACTION

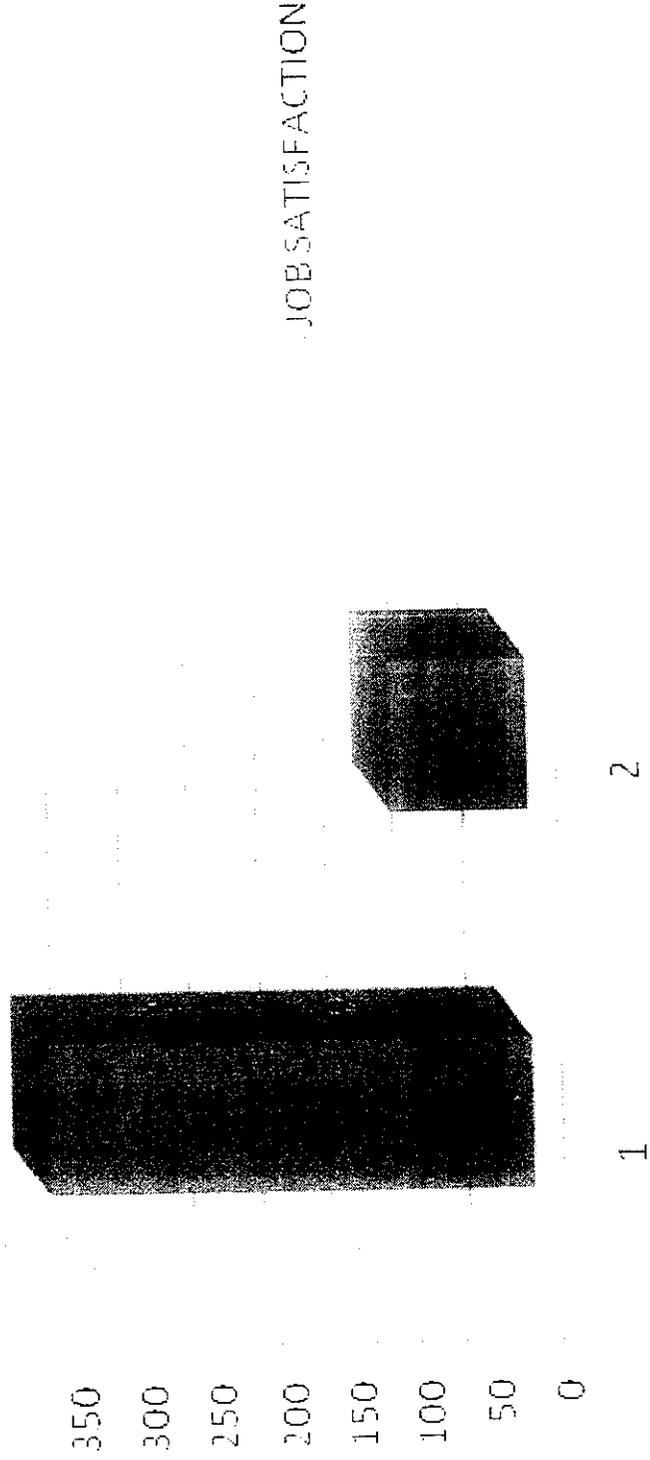


TABLE - 8

## AVERAGE HOURS OF EMPLOYEES WORKING PER DAY

HOURS	FREQUENCY	PERCENT
Below 8	1	0.3
8 - 10	348	99.4
10 - 12	1	0.3
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table 8.10 it is inferred that 99.4 % of the employees are working at 8- 10 hours and only 0.3 % of the employees are working at below 8 hours and 10 – 12 hours.

CHART - 8  
AVERAGE HOURS OF EMPLOYEES WORKING PER DAY

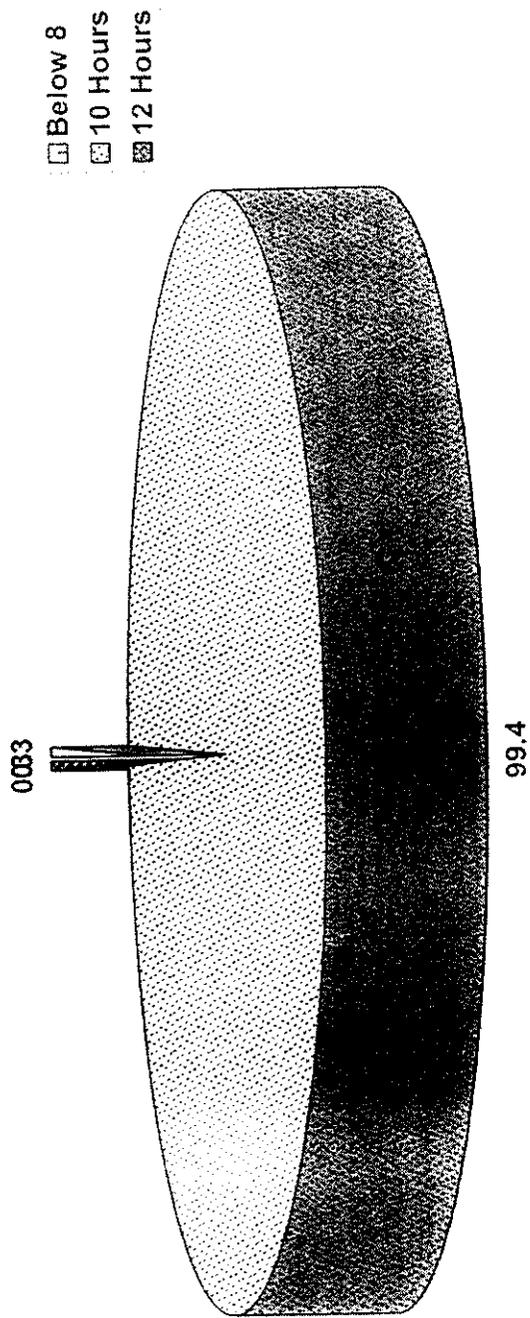


TABLE - 9

## OPINION ABOUT THE WORKLOAD

OPINION	FREQUENCY	PERCENT
High	213	60.9
Very High	84	24.0
Moderate	53	15.1
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 9, it is inferred that 60.9% of the employees have high work load and only 15.1 % of employees have moderate work load.

CHART - 9  
OPINION ABOUT THE WORK LOAD

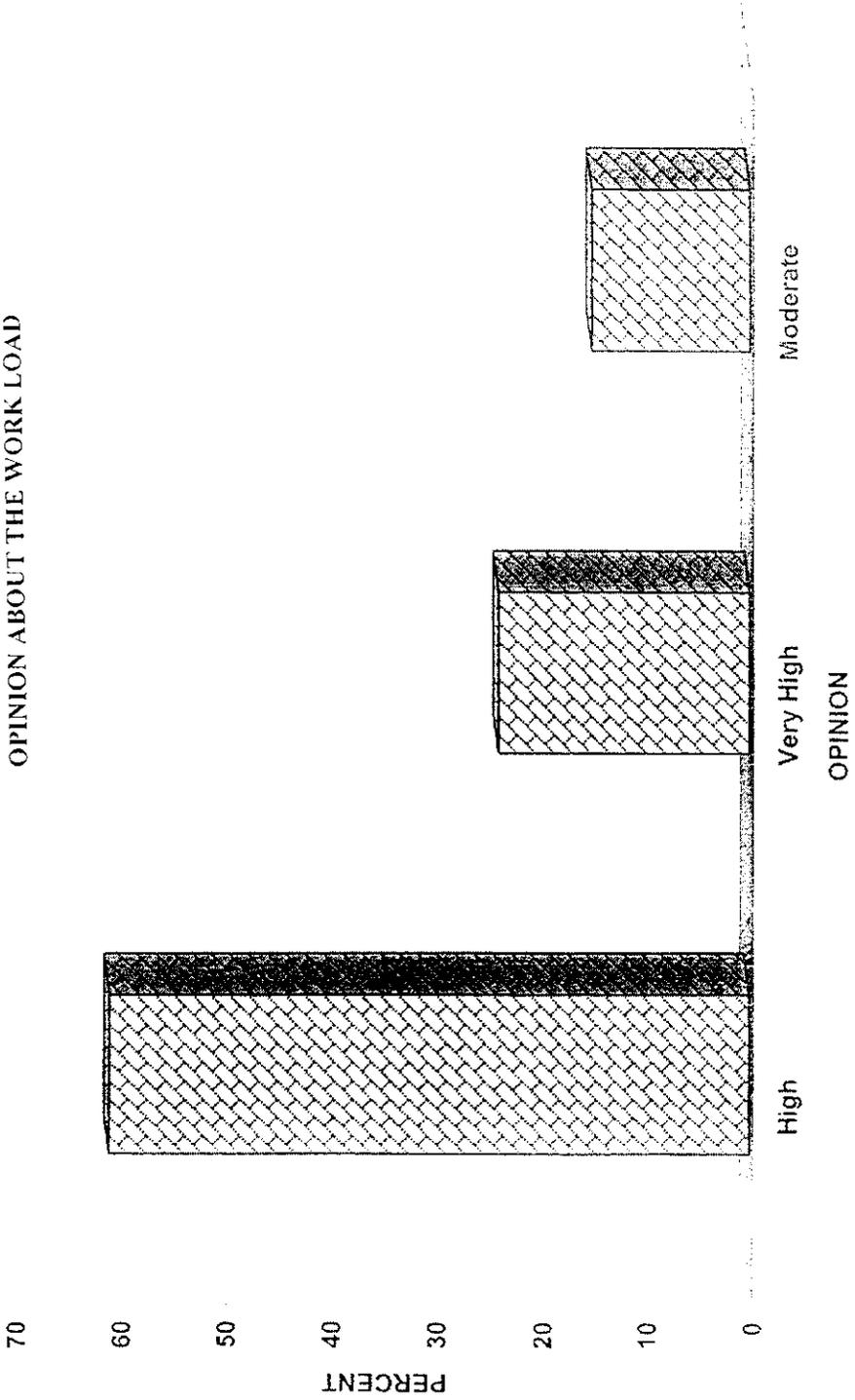


TABLE - 10

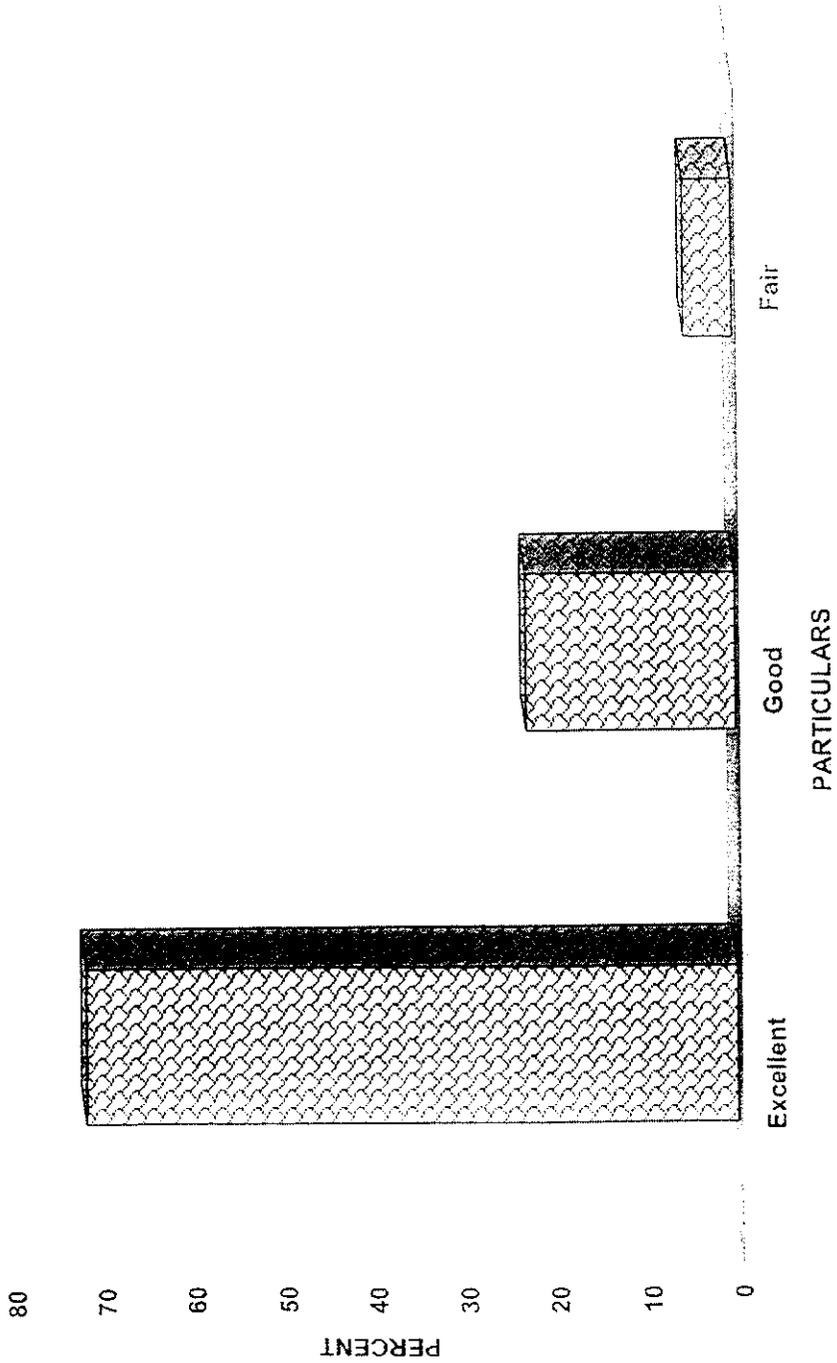
## OPINION ABOUT THE MEDICAL FACILITIES

PARTICULARS	FREQUENCY	PERCENT
Excellent	251	71.7
Good	80	22.9
Fair	19	5.4
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 10 it is inferred that 71.7% of the employees have the opinion about the medical facilities is excellent and only 5.4% of the employees have about the medical facilities is fair.

CHART - 10  
OPINION ABOUT THE MEDICAL FACILITIES



**TABLE - 11****OPINION ABOUT THE COOPERATION AMONG STAFF**

<b>PARTICULARS</b>	<b>FREQUENCY</b>	<b>PERCENT</b>
Excellent	266	76.0
Good	78	22.3
Fair	6	1.7
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 11 it is inferred that 76.0% of the employees are give their opinion about the cooperation among staff is excellent and only 1.7 % of the employees give their opinion is fair.

CHART - 11  
OPINION ABOUT THE COOPERATION AMONG STAFF

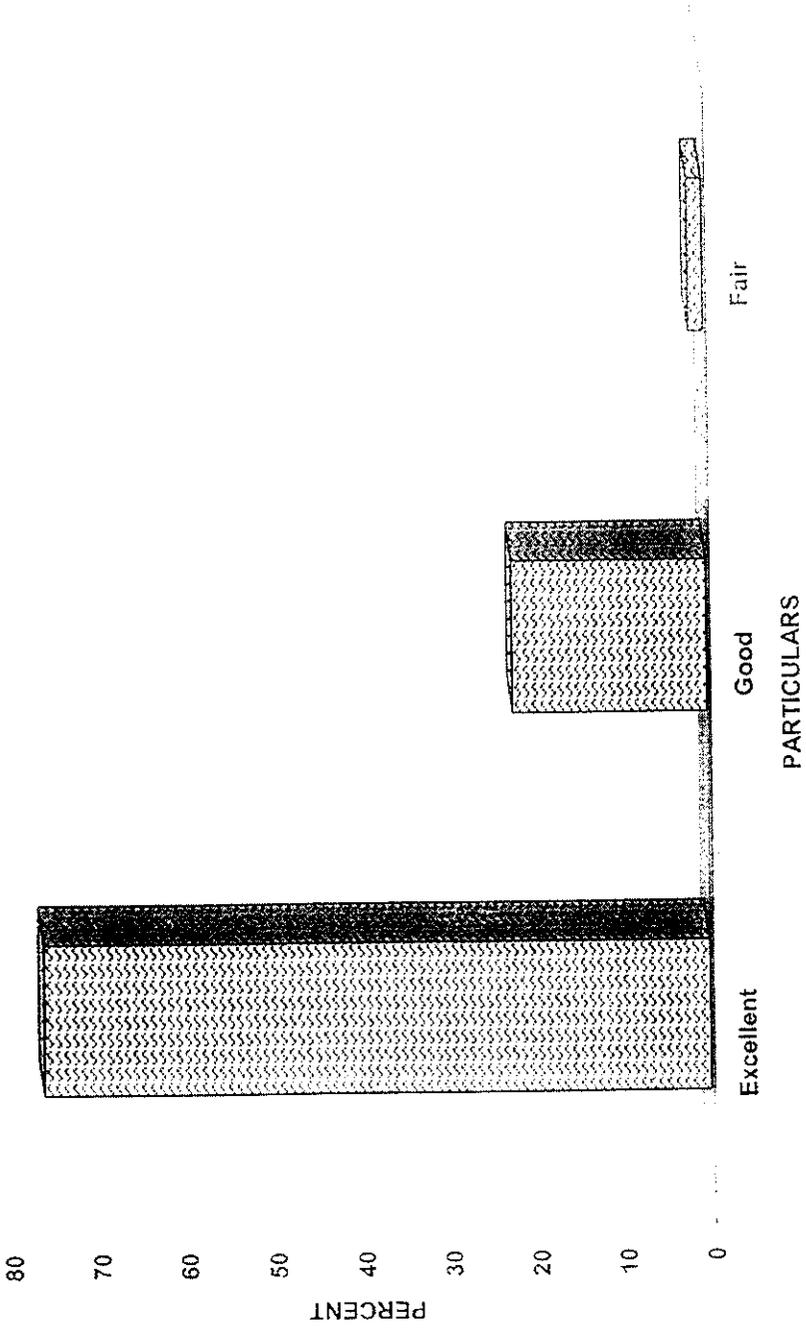


TABLE - 12

## SATISFACTION LEVEL OF BONUS

PARTICULARS	FREQUENCY	PERCENT
Highly Satisfied	173	49.4
Satisfied	174	49.7
Neither Not	3	0.9
<b>Total</b>	<b>350</b>	<b>100.0</b>

## INFERENCE

Table No. 12 it is inferred that 49.7% of the employees feel that they are satisfied about their bonus and only 0.9% of them feel that they are neither satisfied not dissatisfied.

CHART - 12  
SATISFACTION LEVEL OF BONUS

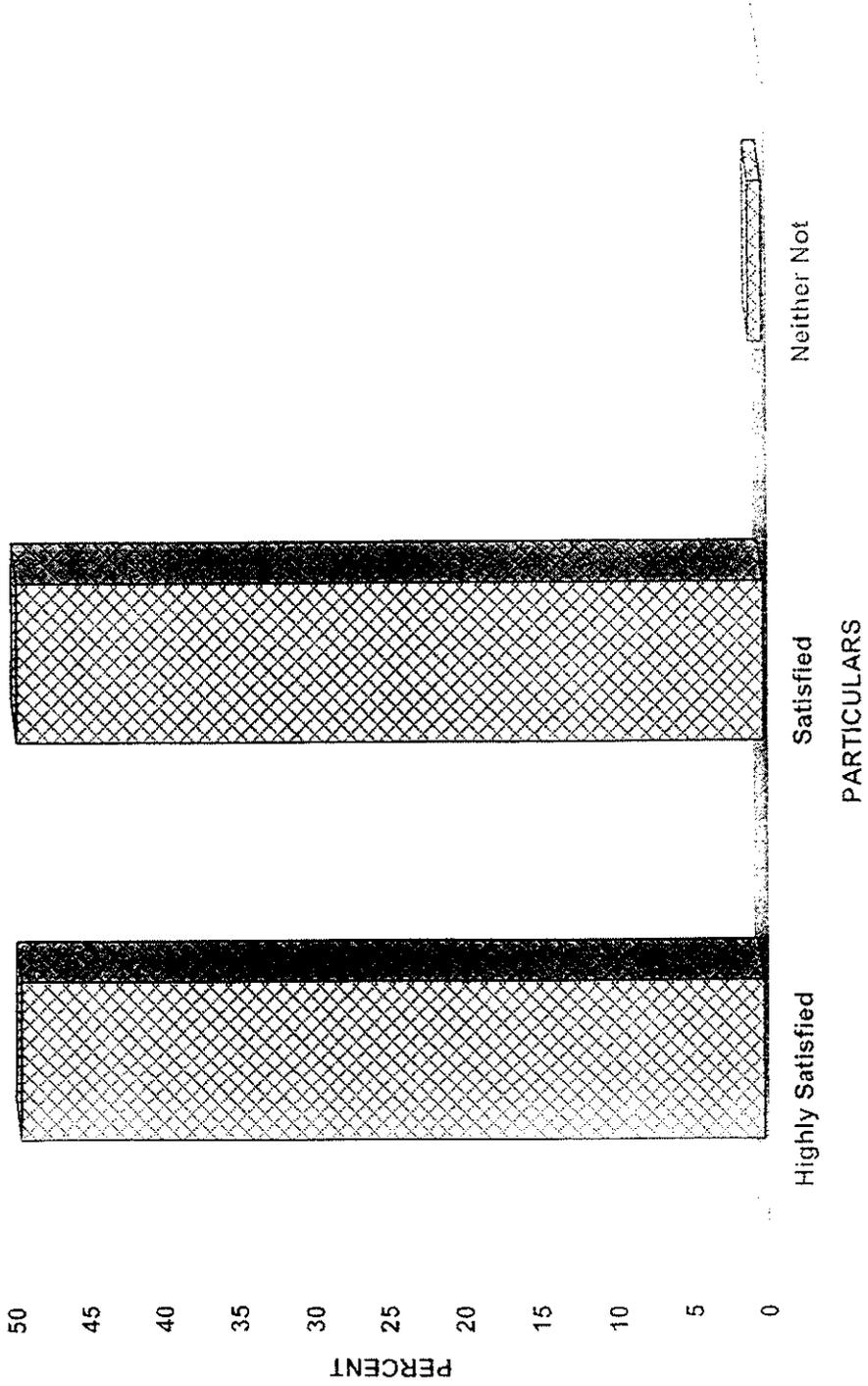


TABLE - 13

## LEVEL OF WORKERS PARTICIPATION IN DECISION MAKING

PARTICULARS	FREQUENCY	PERCENT
Yes	346	98.9
No	4	1.1
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 13, it is inferred that 98.9% of the employees say that they are participating in decision making and only 1.1 % of the employees say that they are not participating in decision making.

CHART - 13

LEVEL OF WORKERS PARTICIPATION IN DECISION

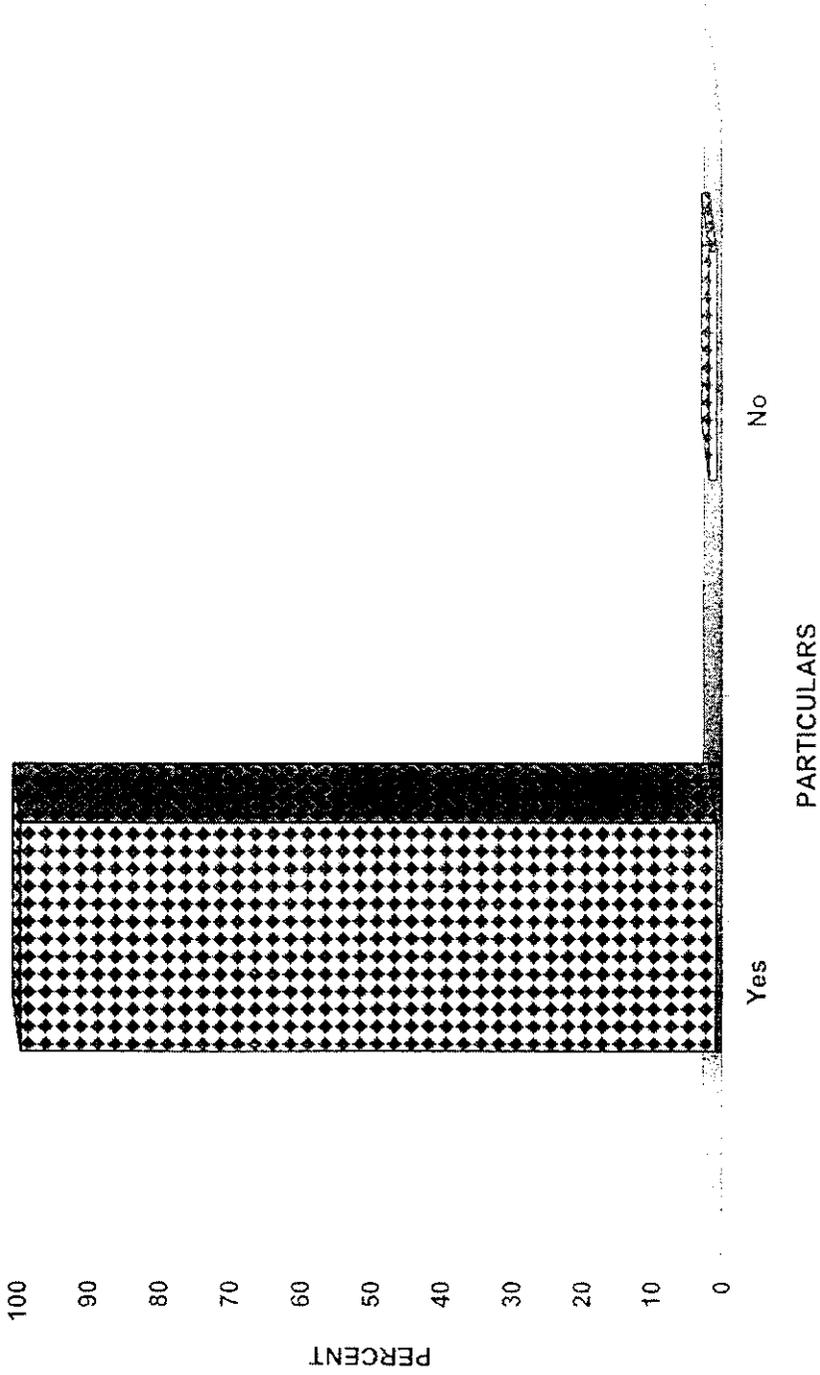


TABLE - 14

## EMPLOYEES LEVEL OF SATISFCTION IS MOTIVATION

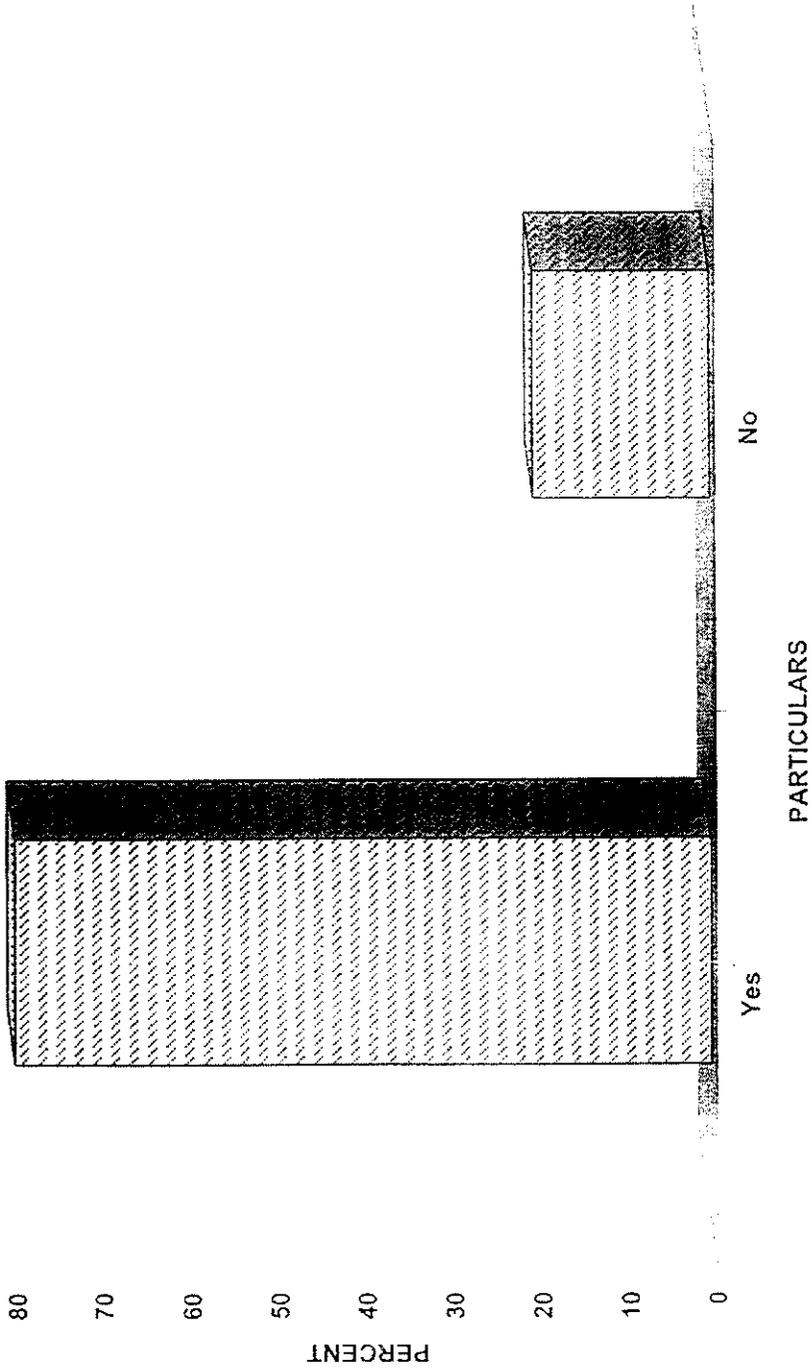
PARTICULARS	FREQUENCY	PERCENT
Yes	279	79.7
No	71	20.3
<b>Total</b>	<b>350</b>	<b>100.0</b>

**INFERENCE**

Table No. 14, it is inferred that 79.7% of the employees feel that the management give proper motivations to per for their job and only 20.3% of them feel that they are not properly motivate to perform their job.

CHART - 14

EMPLOYEES LEVEL OF SATISFCTION IS MOTIVATION



## 4. CONCLUSIONS

### 4.1 FINDINGS

- All the employees in Sree Durga Metals & Alloys are satisfied (100%) in their job.
- The employees working hours are 8-10 hours (99.4%) are high.
- Most of the employees are saying that their work load (60.9%) is high.
- Most of the employees are saying that the canteen facilities are excellent (81.4%)
- Most of the employees give their opinion about the rest room are good (60.3%).
- Most of the employees give their opinion about the staff quarter good (49.4%).
- Most of the employees give their opinion about medical facilities are excellent (71.7%).
- Most of the employees give their opinion about the trade union are good (43.7%).
- Most of the employees are satisfied (49.4%) about the bonus.
- Most of the employees are highly satisfied(61.4%) about their training and development program
- Most of the employees are highly satisfied (57.4%) about their retirement program.
- Most of the employees are highly satisfied (57.4%) with their existing machinery.

a. SUGGESTION

- The management should recruit additional employees.
- This can help to complete the production easily.
- The employees are also have moderate work and the mental stress was reduced.
- The management should give some attention to staff quarters for increasing employee's satisfaction.
- The management should concentrate on trained the employee towards new technologies and latest machineries.
- The management should give attention towards motivating the employees.
- The management should give attention towards increasing worker participation in management.

### 4.3 RESULTS & DISCUSSIONS

From the study of on job satisfaction with the employees in Sree Durga Metals & Alloys, the employees were satisfied with their job and the facilities` provided in the organization.

The cleanliness was well maintained in the Organization. The management has taken enough steps to clear out the accumulated waste periodically.

The lighting facilities are good and are satisfied by the employees in all the section the organization.

The machines were guarded properly to ensure safety to the employees who work near the machines.

First aid facilities are also provided by the organization, which was good.

The employees are getting increment at every due and the employees are satisfied by the motivation, provided by the management.

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- a. ORGANIZATIONAL BEHAVIOR Fred Luthans Published by McGraw Hill inc USA-7<sup>th</sup> Edition.
- b. PERSONNEL MANAGEMENT- C.B.MAMORIA Himalayas Publishing house Mumbai-12<sup>th</sup> edition.
- c. Research Methodology – C.R.kothari U.S Johri for Wishwa Prakashan New Delhi 2<sup>nd</sup> Edition.

**ANNEXURE**  
**QUESTIONNAIRE**

**A STUDY ON EMPLOYEES JOB SATISFACTION IN SREE DURGA METALS &  
ALLOYS**

I. Personal data.

a) Name of the employee: -----

b) Age -----

c) Educational Qualification: a) Degree/Diploma

b) Post Graduation

c) Any other (Specify -----)

d) Department: -----

e) Designation: -----

f) Wage & Salary: -----

g) Year of joining: -----

h) Experience: -----

2. a) Marital status

Single     Married

b). Gender

Male         Female

3. Average No of hours of working per day at present ----- Hours.

4. What is your opinion about your workload?

a) Very High    b) High        c) Moderate    d) Low        e) Very Low

5. What is your opinion about the following?

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Terrible</b>
a. Canteen	<input type="checkbox"/>				
b. Restroom	<input type="checkbox"/>				
c. Loan	<input type="checkbox"/>				
d. Staff Quarters	<input type="checkbox"/>				
e. Medical facilities	<input type="checkbox"/>				
f. Trade union	<input type="checkbox"/>				
g. Cooperation among staff	<input type="checkbox"/>				

## 6. Indicate your level of satisfaction

	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neither Not</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>
lighting	<input type="checkbox"/>				
Ventilation	<input type="checkbox"/>				
Cleanliness	<input type="checkbox"/>				
Over time wages	<input type="checkbox"/>				
Suggestion scheme	<input type="checkbox"/>				
Workers participation	<input type="checkbox"/>				
Bonus	<input type="checkbox"/>				
Training and development program	<input type="checkbox"/>				
Retirement program	<input type="checkbox"/>				
Existing Machinery	<input type="checkbox"/>				
Salary Due Date	<input type="checkbox"/>				

## 7. Are you allowed taking part in decision-making?

- a) Yes      b) No

## 8. Are you getting your increment at every due?

- a) Yes      b) No

## 9. Whether the course of training relevant to your job?

- a) Yes      b) No

10. Does the management give proper motivation to perform you job effectively?

- a) Yes      b) No

11. Does the management take any initiative from your grievance redressed?

- a) Yes      b) No

12. Does the manager give rational explanation for his command and decision?

- a) Yes      b)No

13. Does the management recognize your contribution?

- a) Yes      b) No