

**A STUDY ON FEEDBACK OF EMPLOYEES ABOUT THEIR WORKING CONDITION
WITH SPECIAL REFERENCE TO TVS SRICHAKRA LIMITED
VELLARIPATTI , MADURAI**

A PROJECT REPORT
Submitted

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by

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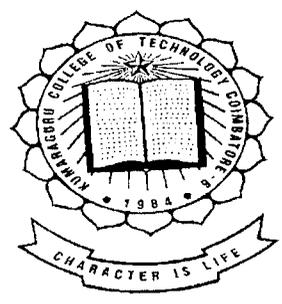
in partial fulfillment of the requirements of

Anna University-Coimbatore

(Kumara guru College of Technology – Autonomous)

for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION



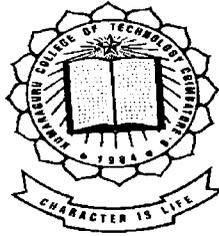
KCT BUSINESS SCHOOL

DEPARTMENT OF MANAGEMENT STUDIES

KUMARAGURU COLLEGE OF TECHNOLOGY

COIMBATORE

JULY 2008



KCT BUSINESS SCHOOL
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KUMARAGURU COLLEGE OF TECHNOLOGY
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BONAFIDE CERTIFICATE

Certified that this project titled "is the confide work of **Mr. S.MARIPRABHU** who carried out this project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not from 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. Dr. S.V.DEVANATHAN
Faculty Guide
&
Director KCTBS

Evaluated and viva-voce conducted on 1.11.08

Examiner I

Examiner II

July 19, 2008

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. S. Mari Prabhu, I Year MBA Student of Kumaraguru College of Technology, Coimbatore, has completed his Project on "A Study on the Feedback of Employees about their Working Condition with Special Reference to TVS Srichakra Limited" in our Personnel Department for EIGHTEEN Days between 18.06.2008 and 19.07.2008.



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DECLARATION

I hereby declare that the dissertation entitled “**A STUDY ON FEEDBACK OF EMPLOYEES ABOUT THEIR WORKING CONDITION WITH SPECIAL REFERENCE TO TVS SRI-CHAKRA LIMITED**” submitted for the **MASTER OF BUSINESS ADMINISTRATION** degree is my original work and the dissertation has not formed the basis for the reward of any Degree, Associateship, Fellowship or any other similar titles.

S. Mariprabhu 30/10/08
S.MARIPRABHU

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INTRODUCTION

CHAPTER 1

INTRODUCTION

This chapter deals with the need for this study, its objective and scope company profile and literature review of the study.

1.1 PROJECT

NEED FOR THE STUDY

Working condition is considered as a hall mark of Employees good performance. It is found to be the vital ingredient of the organizational success for it reflects the attitudes and performance that an individual and a group has towards the organizational objective. The working condition and performance largely affect the productivity and satisfaction of the employees.

TVS Srichakra Tyres Limited has nearly 2926 employees. The company is highly Labour oriented so to improve the productivity and effectiveness of the organization, the working condition and satisfaction of the employees should be improved and identified

The basic purpose of the project is to study & under stand the working condition of Employees and factors contributing to morale, how stress, job satisfaction & attitude of employee affects the morale. To have a higher under standing about employee's mindset –organizational interface, which leads to a better satisfaction level, a study on feedback of employees about their working condition gathers its importance.

OBJECTIVE

- ❖ To study about the employees working condition prevail in the industry
- ❖ To study about the personal attitude of employees with respect to their work.
- ❖ To study the attitude of the employees with regard to the work group.
- ❖ To find the attitude of the employees towards their organization practices.

SCOPE OF THE STUDY

The study on 'Feedback of Employees to their working condition' was conducted among the employees working in TVS-Srichakra Limited between 'June18 to July18' 2008 to know the their perception about the working condition, their level of satisfaction towards the benefits and facilities provided by the organization, the level of relationship between the persons in the organization, the support from the reporting officer and also between the departments, their perception towards the development programs, their perception towards the grievance handing procedure and to know their expectations in their work life.

And the dimensions of the study include,

1. This study tells the management how the employees feel about their job
2. It gives a fillip to upward communication by encouraging people to give their comments openly and candidly
- .3. This study helps the employees to release their emotional tension in concern with their job.
4. With the help of the study and also from the suggestions given by the employees the company can provide the necessary facilities and changes, which the employees expect.

CHAPTER SCHEME

The study report is arranged in the following chapter scheme.

- CHAPTER 1 - deals with introduction, objective, scope, company profile review of literature of the study.
- CHAPTER 2 - deals with Methodology
- CHAPTER 3 - gives the analysis and interpretation of the respondents.
- CHAPTER 4 - gives findings, suggestion.
- CHAPTER 5 -gives the recommendation
- CHAPTER 6 -Conclusion

Summary

In the first chapter the need for the study, its objective and scope, company profile and the literature review of the study were all discussed.

1.2 COMPANY

In chapter we are going to discuss briefly about the profile of the company where this project work has been done. Also this chapter deals with the concepts used in the study and review of the literature.

HISTORY OF THE COMPANY

History of TVS Group

In 1911 the organization has its origin in road transport when Sri T.V Sundaram lyengar started the first rural bus service between Madurai and Pudukottai on the state of Tamilnadu, which seems to be the clock of the villagers on those days.

Since inception in 1911, TVS has firmly focused on customer satisfaction. Over the years, four guiding principles of quality, service, reliability and ethics have ensured the Group's success.

The result is a growing list of satisfied customers world over, who expect nothing but the best from the house of TVS.

In the same year T.V.Sundaram Iyengar started an automobile spare parts and services unit in Madurai, which gets diversified into a variety of trading and service lines. The company realized the importance of marketing spares parts and organized their distribution through every available channel in 1920. This firmly established the dominance of the company in the auto industry.

In 1946, TVS merged with transport companies such as Southern Roadways, a road transport and Parcel Service Company. 1960 was a milestone in the corporate history of the TVS group, in which they had entered in the field of manufacturing.

1.3 INDUSTRY

Formation of TVS Srichakra Ltd

TVS Srichakra is part of the TVS Group, the largest Auto Ancillary group with a turnover of over US\$ 2.2 billion. Initially TVS Srichakra Ltd was incorporated under the name Srichakra Limited. It started its commercial production of automobile tyres and tubes with an installed capacity of 6 lakh tyres and 4 lakh tubes.

TVS Srichakra Ltd is one of the largest two wheeler tyres manufacturers in India. It was founded in 1982, with 1074 persons.

The company Manufactures Industrial Pneumatic Tyres, Farm and Implement Tyres, Skid steer Tyres, Multipurpose Tyres and Vintage Tyres as its State-of-the-art of manufacturing facilities at Madurai, Tamilnadu, India. The company also has the distinction of being India's leading two wheeler tyre manufacturers, rolling out over 9 million tyres annually and enjoying highest share with vehicle manufacturer backed by a strong network of over 2050 Dealers and 20 Depots across the country. Also is has the highest share with the OEMs.

In 1991, it commences to export its product to Europe and US. The company also practices SIX SIGMA and Lean manufacturing techniques.

VISION STATEMENT

To be a company with “**Highest profitability**” in the industry by consistently exceeding expectations.

MISSION STATEMENT

- Grow in the replacement and export market.
- Reduce procurement cost.
- Increase overall productivity.
- Develop a new trade pattern every month.
- Achieve zero customer complaint.
- Institutionalize the process of creating new innovative forms of customer value.

Awards received

Under Quality Management System

- 1996 – ISO 9001
- 1999 – ISO Re Certified
- 2002 – Updated with 9001-2000

Under Environment Management System

- 2001 – ISO 14001 Certified
- 2003 – TPM Excellence Award

Customers

The customers of TVS Srichakra Ltd are as follows:

- ❖ TVS Motors Company Ltd.
- ❖ Bajaj Auto Ltd.
- ❖ LML
- ❖ Yamaha
- ❖ Hero Honda
- ❖ Import Countries

The importers of TVS Srichakra Ltd are as follows:

- ❖ USA
- ❖ Canada
- ❖ UK
- ❖ Taiwan
- ❖ Germany
- ❖ Japan

Departments in the Company

The departments in the company are

- Manufacturing Department
- Quality Assurance Department
- Technical Department
- HR. and Personnel Department
- Marketing Department
- Electronic Data Processing
- Security Department
- Finance Department

Milestones of the Company

The Milestones of the company are

- ❖ 1982 - Incorporation of Srichakra Tyres Ltd.
- ❖ 1983 - Initial Public Offer
- ❖ 1991 - Export of Industrial tyres (US & Europe)
- ❖ 1996 - Accredited with ISO 9001 certification
- ❖ 1999 - JIPM – TPM kick off
- ❖ 2001 - ERP Implementation
- ❖ 2002 - Accredited with ISO 14001 and ISO 9001- 2000 Certification
- ❖ 2003 – TPM Excellence award

Products

The Products of the Company are:

- Motorcycle Tyres
- Multipurpose Tyres
- Scooter and Moped Tyres
- Farm and Implement Tyres
- Industrial and Pneumatic Tyres
- Skid and Steer Tyres
- Tubes

1.4 LITERATURE REVIEW AND CONCEPTS USED IN THE STUDY

The Literature Review throws light on articles taken from various sources illustrating the needs and necessity of studies conducted on working condition and its related areas and the factors involved. Such as employee morale, Industrial relation, Collective bargaining etc,

Definition of Morale

“Morale is defined as the level of togetherness or team spirit or *esprit de corps* among the members of the group vis-à-vis their group goals”. If the level of team spirit is high then the morale is said to be high and if it is low then the morale is also said to be low. Morale stresses the unified goal orientation.

Social scientists consider morale as a feeling of an individual whereas others treat it as a ‘group feeling’. Morale is considered as a hall mark of behavioral climate. Morale is found to be the vital ingredient of the organizational success for it reflects the attitudes and sentiments that an individual and a group has towards the organizational objective. These feelings and sentiments largely affect the productivity and satisfaction of the employees. Morale is associated with every thing that makes a job satisfying. Morale is an individuals zest for working or lack of it.

When people are enthusiastic in their work environment it reflects “high morale”. A person with high morale will have confidence in him, in others and in his future.

People feel that their work is worth doing well and that he is doing a good job. It also helps him to take minor irritations in stride, and do work under pressure without blowing up – **Jack Halloran, 1978.**

According to **Dale.S.Beach, 1975** morale is defined as “The total satisfaction a person derives from his job, his work group, his boss, his organization and his environment”. For a group of workers morale is referred as the overall tone, climate or atmosphere of work, perhaps vaguely sensed by the members. If workers appear to feel enthusiastic and optimistic about the group activities, if they have a feel of commitments or mission about their job when they are friendly with each other, they are described as having a good or high morale and vice-versa.

Definition of Industrial Relation

Industrial Relation is defined as “process by which people and their organization interact at the place of work to establish the terms and conditions of employment. The whole process is viewed as a “system”

According to **C.B Mamoria and S.V Gankar, 1983** Industrial relation is defined as “An industry is a social word in miniature where an association of variety of people like employers, executives and supervisory personnel and workmen interact and create a relationship known as industrial relations. This association of people not only influences Labour relation but also the social, economic, political and moral lives of the whole community. In other words, industrial life creates a series of social relationship which regulate the relation and working of a wide variety of people either directly, indirectly or both. The industrial relations are ,therefore, part and parcel of industrial life, as such they include.

Definition of Collective Bargaining

Collective Bargaining is a process of negotiation by collective action by a body of workers regarding their terms and conditions of service such as wage leave norms of employment, gratuity ,bonus and other benefits of the like nature.

According to **Ludwing Teller** Collective Bargaining is defined “as an agreement between a single employer or an association of employers on the one hand and the Labour Union on the other hand which regulates the terms and conditions of employment,”

According to **R.F Hoxie**, he says: “Collective Bargaining is a mode of fixing the terms of employment by means of bargaining between an organized body of employees and an employer or an association of employers usually acting through organized agents. The essence of collective Bargaining is a bargain between interested parties and not a decree from outside parties.”

According to **Richardson** ,he says “Collective Bargaining takes place when a number of work people enter into a negotiation as a bargaining unit with an employer or group of employers with the object of reaching an agreement on the Condition of the employment of the work people.”

METHODOLOGY

Summary

In chapter 2 we discussed briefly about the methodology used in the study and the limitations

CHAPTER 2 METHODOLOGY

RESEARCH METHODOLOGY

The research is an attempt to study a problem or a situation at any given circumstance and identify various causes or consequence of that particular problem. It tries to solve a complex and complicated problem through use of various tools and techniques. These tools and techniques try to bring out a logical, accurate and scientific solution to given problem.

Methodology as the name suggests is the method through which the problem or situation is tackled. It involves a lot of factor like the research design, sample size, segment, techniques of sampling tools used etc. all these steps and factors put together to bring out a clear and accurate result.

Research design

A research is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The research design adapted in the study was **descriptive study**.

Descriptive study

A descriptive study is undertaken in order to ascertain and be able to describe the characteristics of the variable of interest in a situation.

Descriptive studies are also undertaken to understand the characteristics of organizations that follow certain common practices.

Data source

Data collection has mainly been from two sources, Viz., primary and secondary.

Primary data

The primary data are that information, which are collected afresh and for the first time, and thus happen to be original in character. Primary data has been collected from respondents with the help of questionnaire in schedule by interviewing them.

Secondary data

Secondary data, are those which have already been collected by some other persons and already been processed.

Development of the questionnaire

Questionnaire is considered to be the heart of a survey operation and so it is constructed carefully. The type of questionnaire used consists of questions like open type and multiple choice questions.

Types of questions:

1. Open-ended question
2. Multiple-choice question

SAMPLE DESIGN OF THE STUDY

Population

In this study the population size is 100.

Sampling

Sampling is the process of selecting a sufficient number element from the population, so that a study of the sample and an understanding of its properties or characteristics would make it possible for us to generalize such properties or characteristics to the population element.

The sampling technique used in the study is the **convenience sampling**. However, no sampling technique is required for data collection as the study covers almost 3% of the employees.

Sampling Unit

Sampling unit is that of "who is to be surveyed". Here the survey is on Employees of TVS-Srichakra Ltd, Vellaripatti, Madurai.

Sampling Area

The research was conducted in TVS-Srichakra Ltd.

Statistical tools used

Analytical techniques are used to obtain findings and arrange information in a logical sequence from the raw data collected. After the tabulation of data the tools provide a scientific and mathematical solution to a complex problem.

- Percentage analysis
- Graph
- Chi-square Test

Percentage analysis

The data collected was converted into 100% and the percentage was analyzed.

Graph

Graphical method was used, in order to represent the factor in various graphical methods like, pie chart, bar diagram etc.

Chi-square Test

The chi-square test is used to check whether a particular collection of data is well described by a specified distribution and to find influences of that collection of variables on a specified common variable.

LIMITATIONS

- It was difficult to meet all the respondents in the unit due to shift constraints.
- The respondents were reluctant to answer due to their busy schedule

DATA ANALYSIS AND INTERPRETATION

ANALYSIS OF WORKING CONDITION

The data collected from the respondents are interpreted and analyzed in this chapter in order to come to a conclusion regarding the working condition and the factors contributing to that. And based on the findings arrived from the interpretations relevant suggestions are given to the management.

3.1 DATA PRESENTATION

In order to find out the working condition n of the Employees working in TVS-Srichakra Ltd a survey was conducted among them with the use of an interview schedule.

The data are collected in accordance with the objective and are listed below.

Personal of employees with respect to their work.

1. Job satisfaction
2. Recognition
3. Job Responsibilities
4. Authority / Power given
5. Promotional opportunities
6. Motivation

Attitude of the employees with regard to the work group.

1. Team spirit
2. Relationship with co-employees
3. Relationship with superiors
4. Relationship with subordinates
5. Inter departmental supervision

Attitude of the employees towards their organization practices.

1. Organizations Goal and Policy
2. Physical working environment
3. Communication level
4. Safety practices
5. Training and development programs

Factors influencing Job satisfaction

1. Authority given to employees in different level
2. Job responsibility given
3. Promotion provided
4. Team spirit prevail in the company
5. Work environment
6. Safety measures
7. Interpersonal relation
8. Communication
9. Training

3.2 DATA ANALYSIS AND INTERPRETATION

Opinion on Job Satisfaction

Job satisfaction is defined as the overall positive effect or feeling that individuals has towards their job. The researcher has attempted to find out the level of job satisfaction of the respondents in their career.

Table 3.1.1

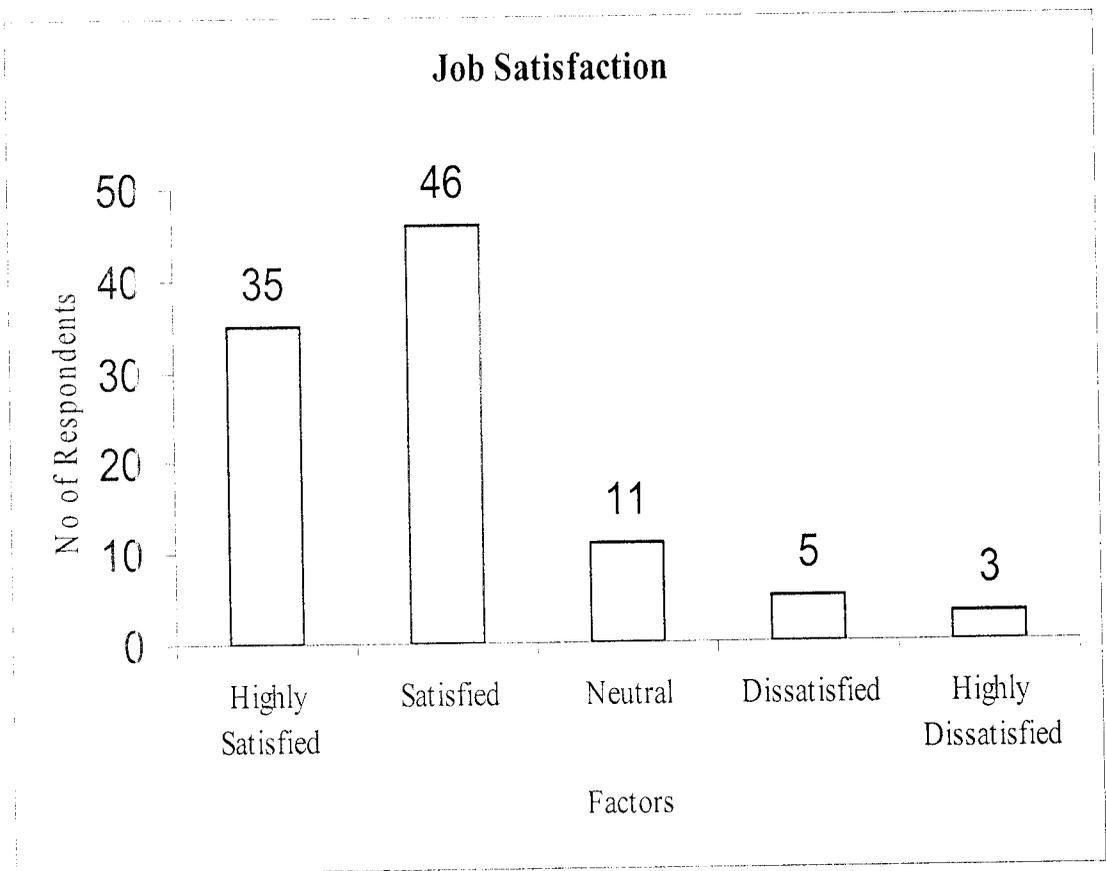
Factors	No of respondents	Percentage
Highly Satisfied	35	35
Satisfied	46	46
Neutral	11	11
Dissatisfied	5	5
Highly Dissatisfied	3	3
Total	100	100

Source - Primary Data

Inference

Table 3.1.1 indicates that nearly 46% of the respondents are satisfied with their job.

Figure 3.2.1



Comparison of today's job satisfaction with a year ago:

The researcher has attempted to compare the level of today's job satisfaction of the respondents with a year ago.

Table 3.1.2

Factors	No of respondents	Percentage
Very good	25	25
Good	44	44
Fair	18	18
Bad	8	8
Very bad	5	5
Total	100	100

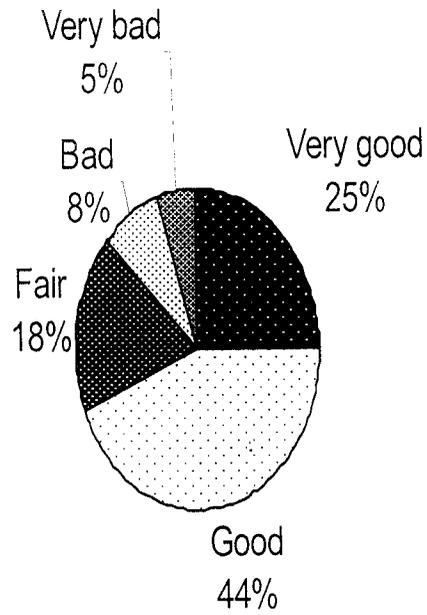
Source - Primary Data

Inference

The above table shows that 44% of the respondents feel good with their job when compared with the previous year.

Figure 3.2.2

Comparison of today's job satisfaction with a year ago



Opinion on the recognition given

Recognition given to the employees will create positive attitude within them and it'll act as an internal motivator or self driving factor. Satisfaction level of executives regarding recognition given is listed in table.

Table 3.1.3

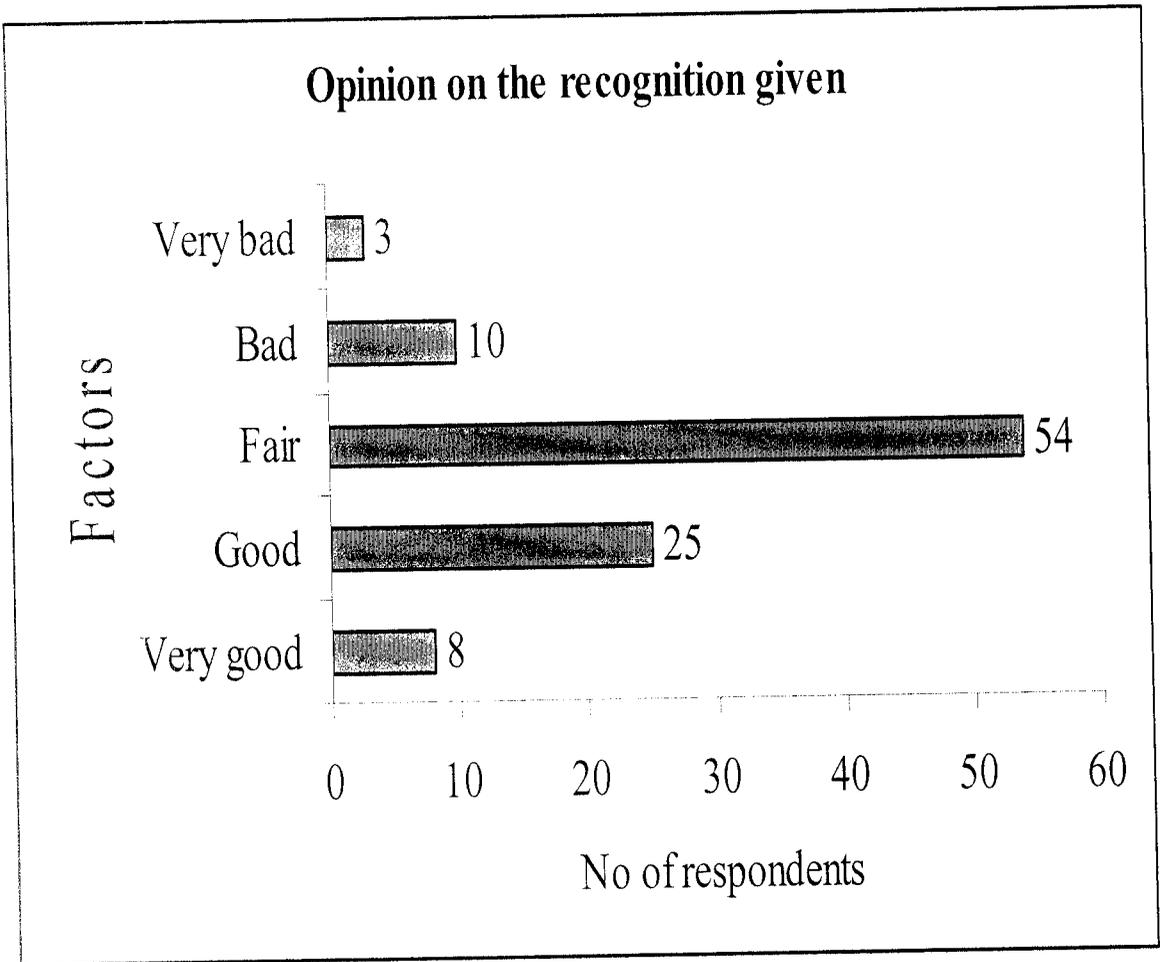
Factors	No of respondents	Percentage
Very good	8	8
Good	25	25
Fair	54	54
Bad	10	10
Very bad	3	3
Total	100	100

Source - Primary Data

Inference

Table 3.1.3 depicts that 54% of the respondents feel good about the recognition given by the firm.

Figure 3.2.3



Opinion over the work responsibilities provided:

The researcher has attempted to find out the level of work responsibilities provided to the respondents and the same is shown in the table

Table 3.1.4

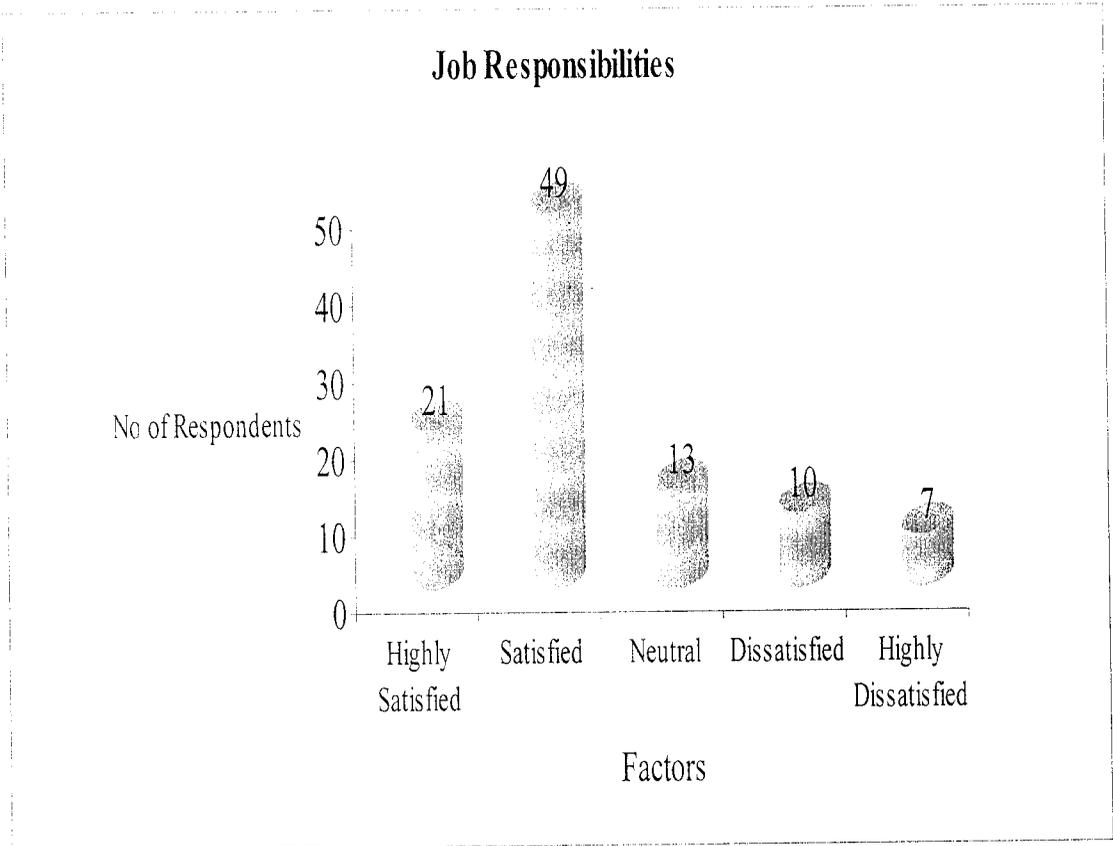
Factors	No of respondents	Percentage
Highly Satisfied	21	21
Satisfied	49	49
Neutral	13	13
Dissatisfied	10	10
Highly Dissatisfied	7	7
Total	100	100

Source – Primary Data

Inference

Above table explains that 49 % of the employees are satisfied with their work responsibility.

Figure 3.2.4:



Opinion over the authority/power provided

The researcher has attempted to find out the level of authority and power provided to the respondents and the same is shown in the table.

Table 3.1.5

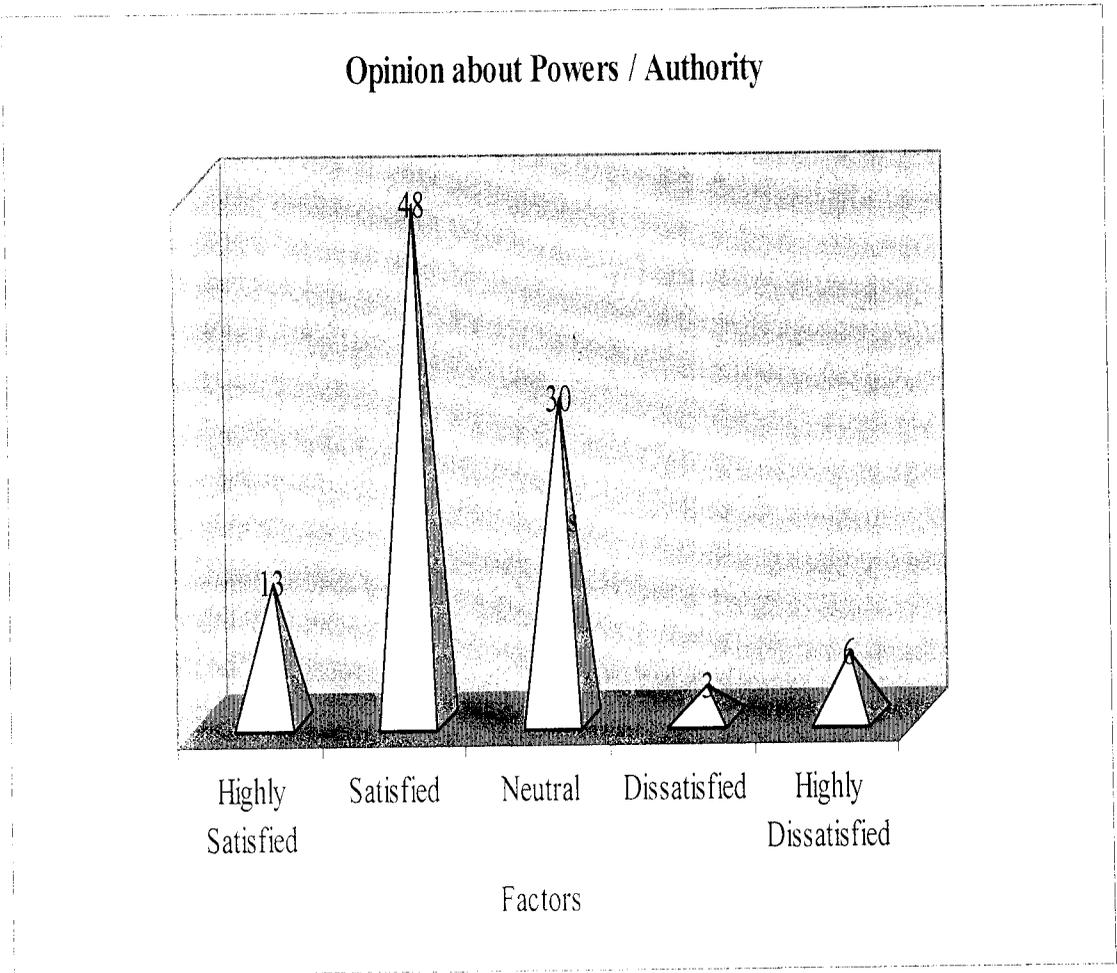
Factors	No of respondents	Percentage
Highly Satisfied	13	13
Satisfied	48	48
Neutral	30	30
Dissatisfied	3	3
Highly Dissatisfied	6	6
Total	100	100

Source – Primary Data

Inference

The above table explains that only 48 % of the respondents are satisfied with the power / authority provided.

Figure 3.2.5



Opinion on the promotional opportunities

What ever job it may be, the growth in the job is an essential factor. The employees will expect bright promotional opportunities according to their performance and ability. The researcher has attempted to find out the promotional opportunities available for the respondents and the same is shown in the table

Table 3.1.6

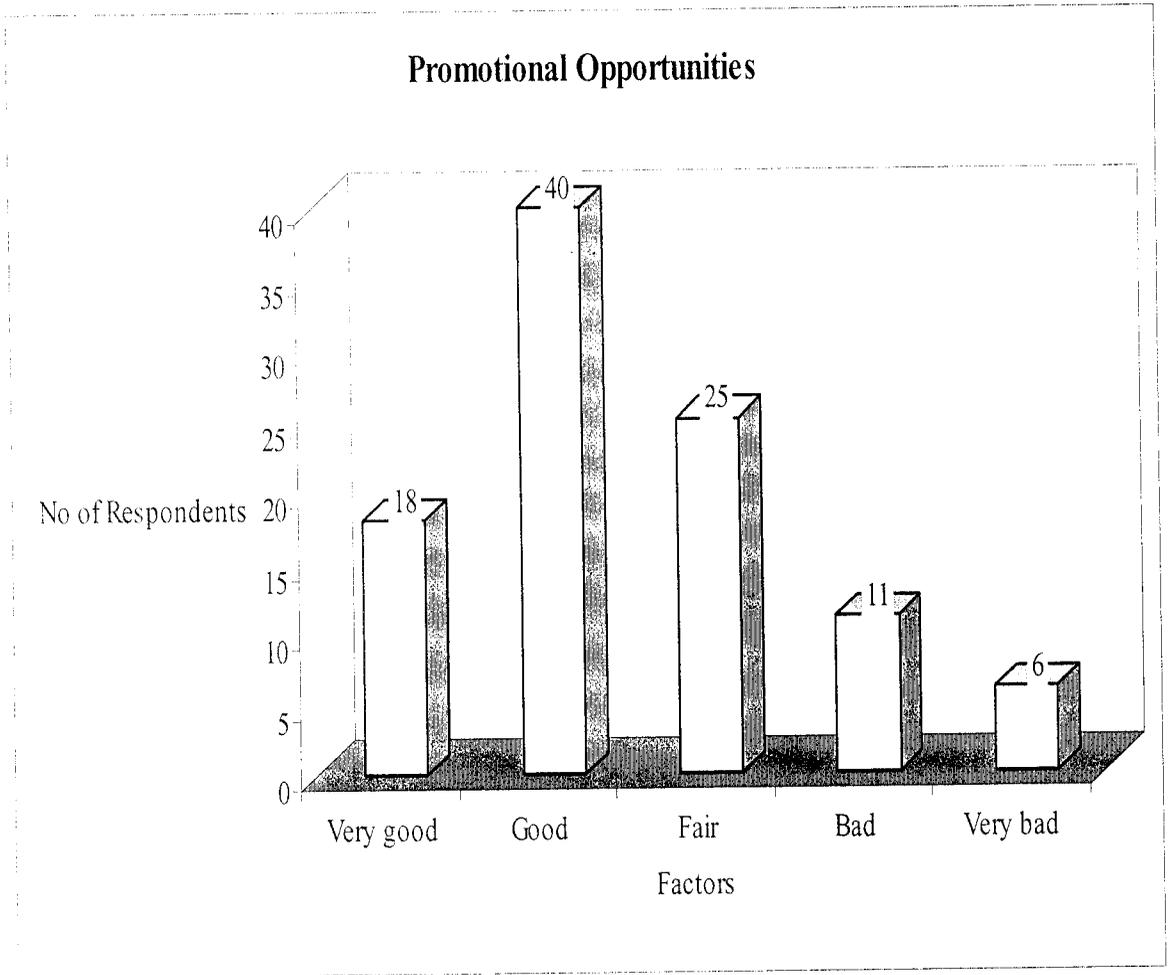
Factors	No of respondents	Percentage
Very good	18	18
Good	40	40
Fair	25	25
Bad	11	11
Very bad	6	6
Total	100	100

Source - Primary Data

Inference

From the above it is understood that only 40% of the respondents are comfortable with the promotional opportunities practiced in the TSL.

Figure 3.2.6



Opinion on motivation available in company:

Motivation is the willingness to exert high levels of efforts towards the organization goals, conditioned by the effort ability to satisfy some individual need. So it is necessary for the organization to motivate the employees.

Table 3.1.7

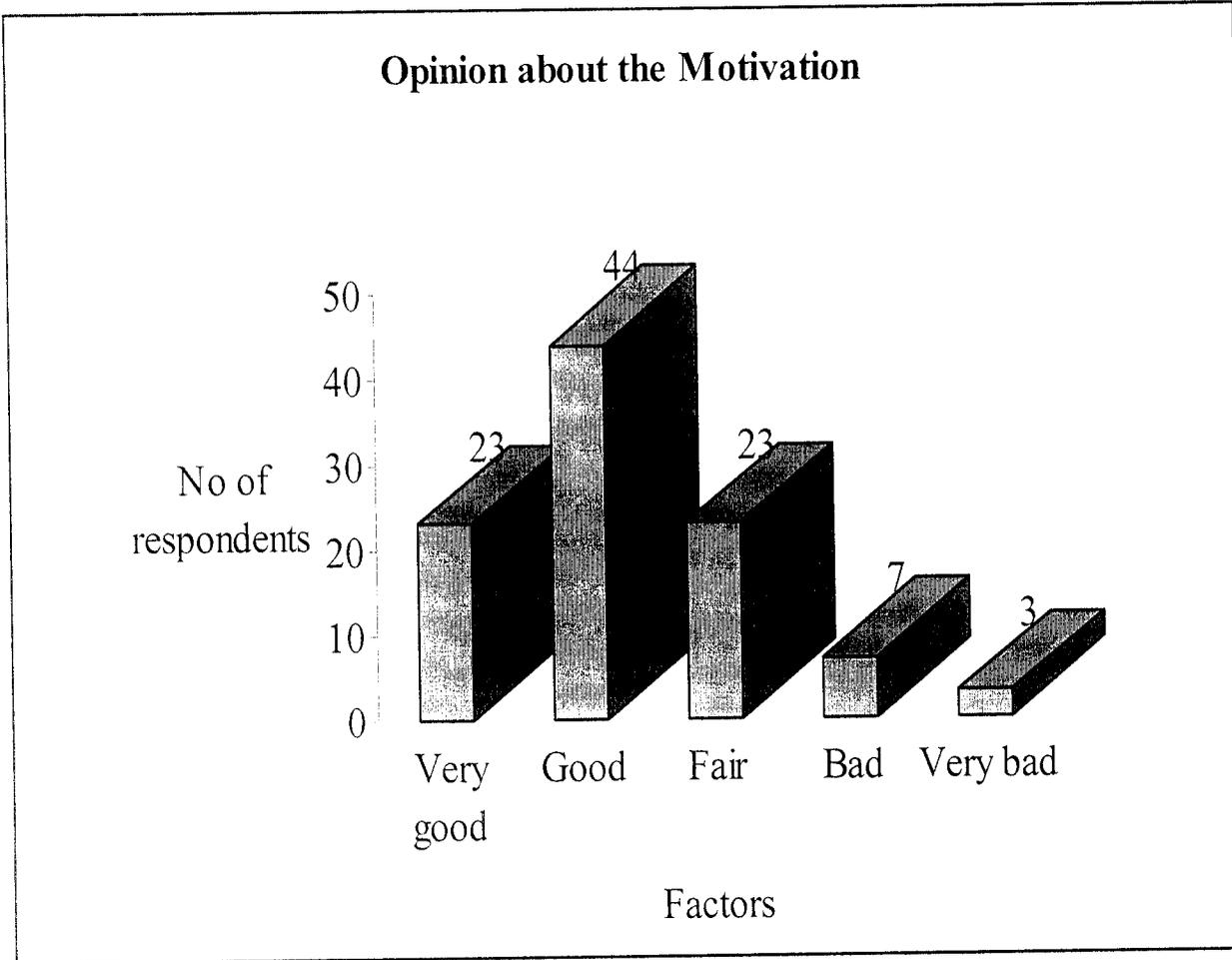
Factors	No of respondents	Percentage
Very good	23	23
Good	44	44
Fair	23	23
Bad	7	7
Very bad	3	3
Total	100	100

Source - Primary Data

Inference

It is clearly depicted that 44 % of the respondents are feeling good about the motivational factors practiced in the company.

Figure 3.2.7



Attitude of the employees with regard to the work group.

Opinion about the Team-Spirit:

Morale is almost a group phenomenon and so team spirit is an important aspect in finding the level of morale. The researcher has attempted to find out the team spirit prevailing among the respondents.

Table 3.1.8

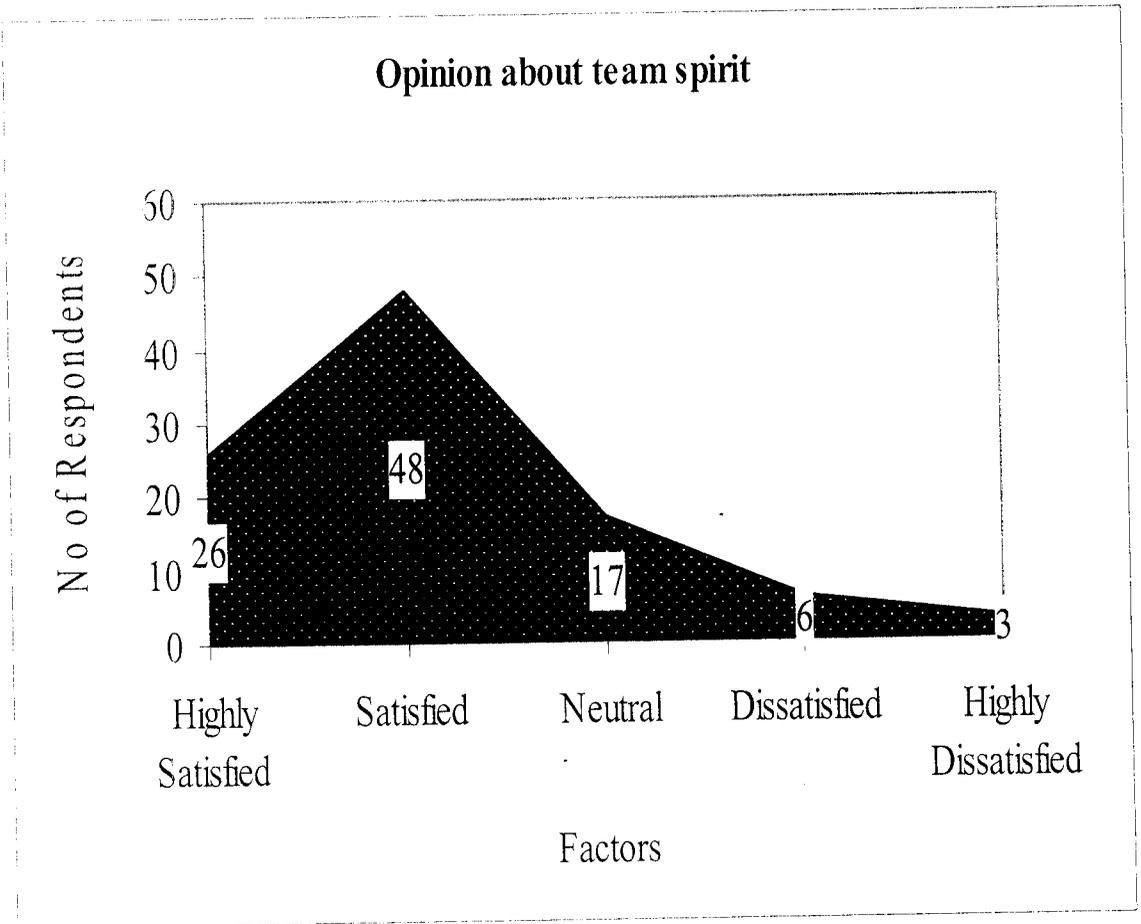
Factors	No of respondents	Percentage
Highly Satisfied	26	26
Satisfied	48	48
Neutral	17	17
Dissatisfied	6	6
Highly Dissatisfied	3	3
Total	100	100

Source – Primary Data

Inference

From the above we understood that 48 % of the respondents are satisfied with their team members and their activities.

Figure 3.2.7



Opinion about the relation-ship with co-workers:

The researcher has attempted to find out the relationship of the respondents with their co-workers and the same is shown in the table below.

Table 3.1.9

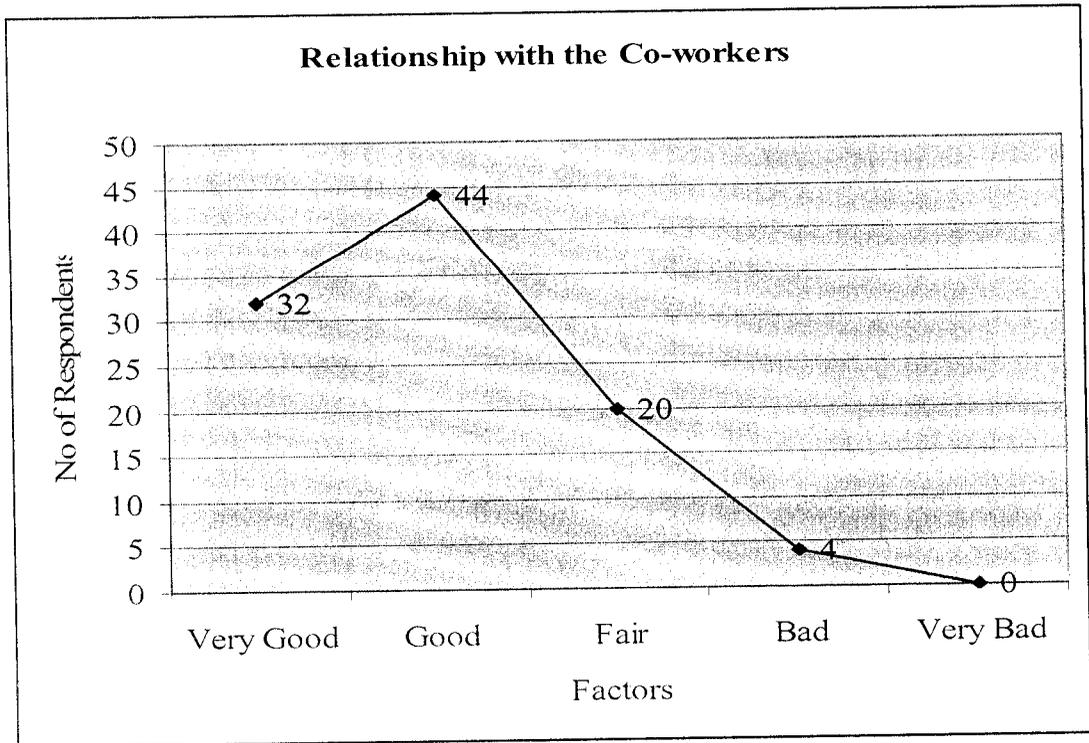
Factors	No of respondents	Percentage
Very Good	32	32
Good	44	44
Fair	20	20
Bad	04	04
Very Bad	00	00
Total	100	100

Source – Primary Data

Inference

44 % of the respondents says that they maintain a good relationship with their co-workers.

Figure 3.2.9



Opinion about the relationship with superiors

The researcher has attempted to find out the relationship of the respondents with their superiors and the same is shown in the table.

Table 3.1.10

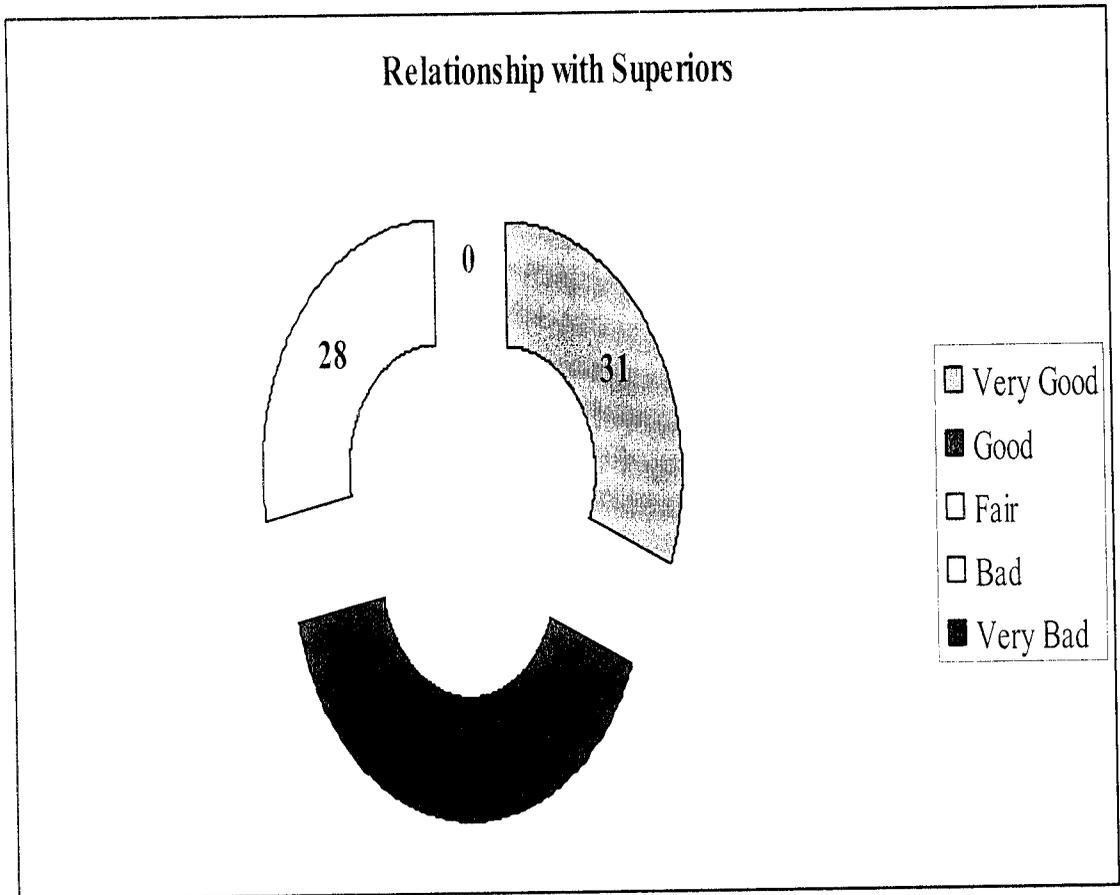
Factors	No of respondents	Percentage
Very Good	31	31
Good	41	41
Fair	28	28
Bad	00	00
Very Bad	00	00
Total	100	100

Source – Primary Data

Inference

This table clearly explains that only 41 % of the respondents maintains a good relationship with their superiors.

Figure 3.2.10



Opinion about the relation-ship with subordinates

The researcher has attempted to find out the relationship of the respondents with their subordinates and the same is shown in the table

Table 3.1.11

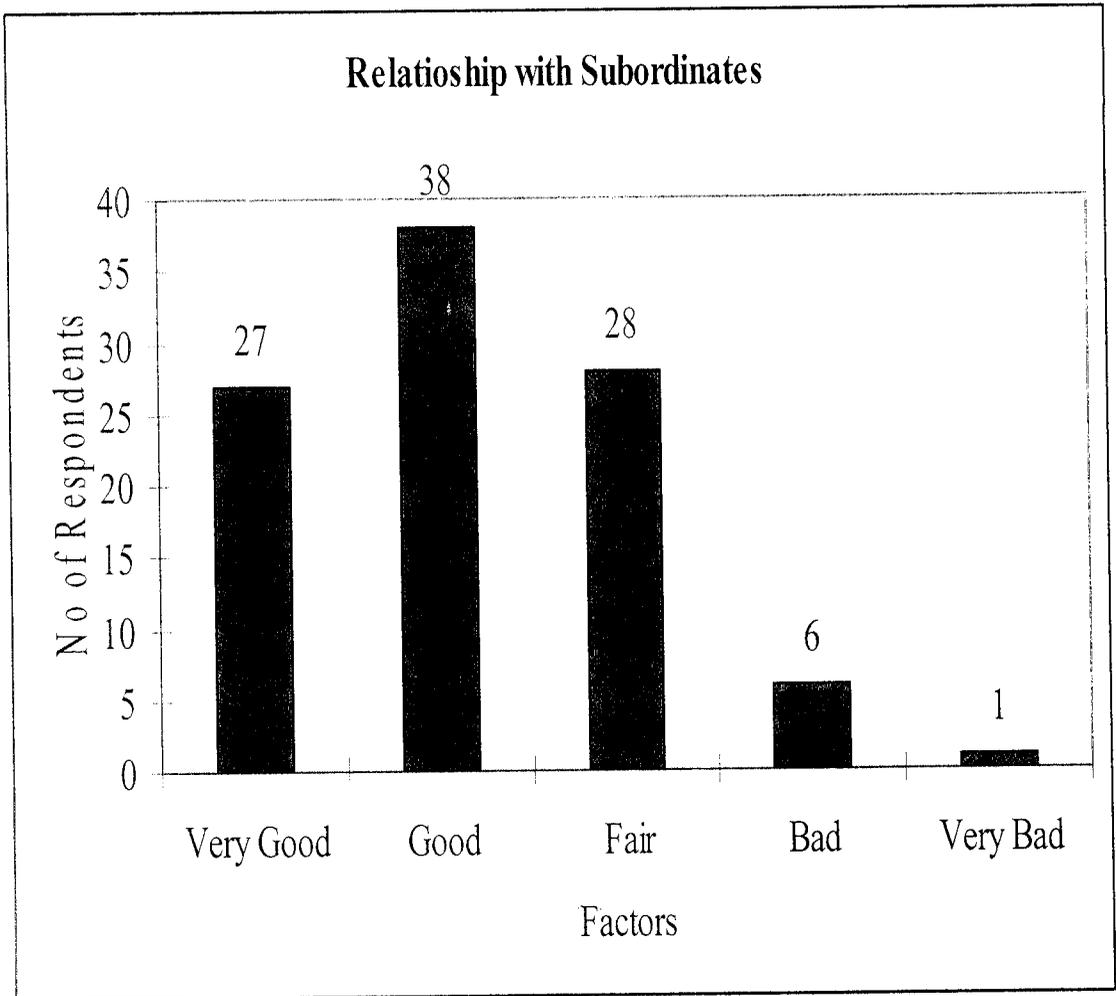
Factors	No of respondents	Percentage
Very Good	27	27
Good	38	38
Fair	28	28
Bad	06	06
Very Bad	01	01
Total	100	100

Source – Primary Data

Inference

The above table shows that 38 % of the respondents only maintains a good relationship with their sub-ordinates.

Figure 3.2.11



Opinion on support from other departments to complete the task

Morale is almost a group phenomenon and so inter-department support is an important aspect in finding the level of morale. The researcher has attempted to find out that factor.

Table 3.1.12

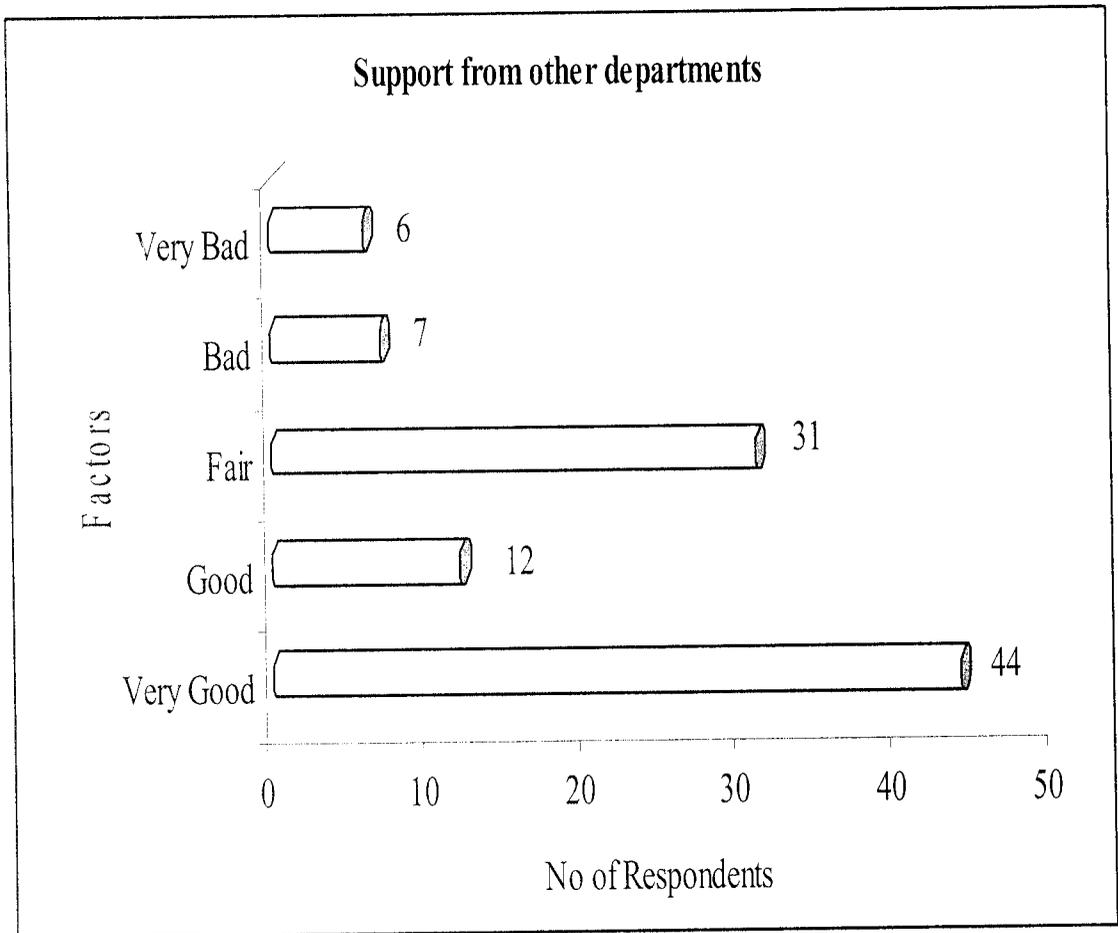
Factors	No of respondents	Percentage
Very Good	44	44
Good	12	12
Fair	31	31
Bad	07	07
Very Bad	06	06
Total	100	100

Source – Primary Data

Inference

Table 3.1.12 explains that 31 % of the respondents says that they get fair support from other departments to complete a task.

Figure 3.2.12



Attitude of the employees towards their organization practices.

Percentage of respondents aware of the company's policy

Each and every employee in a concern should be aware of the company's policy and goal direction this shows their interest, dedication and loyalty to the company. The researcher has attempted to find out the percentage of the respondents aware of the company's goal and policy.

Table 3.1.13

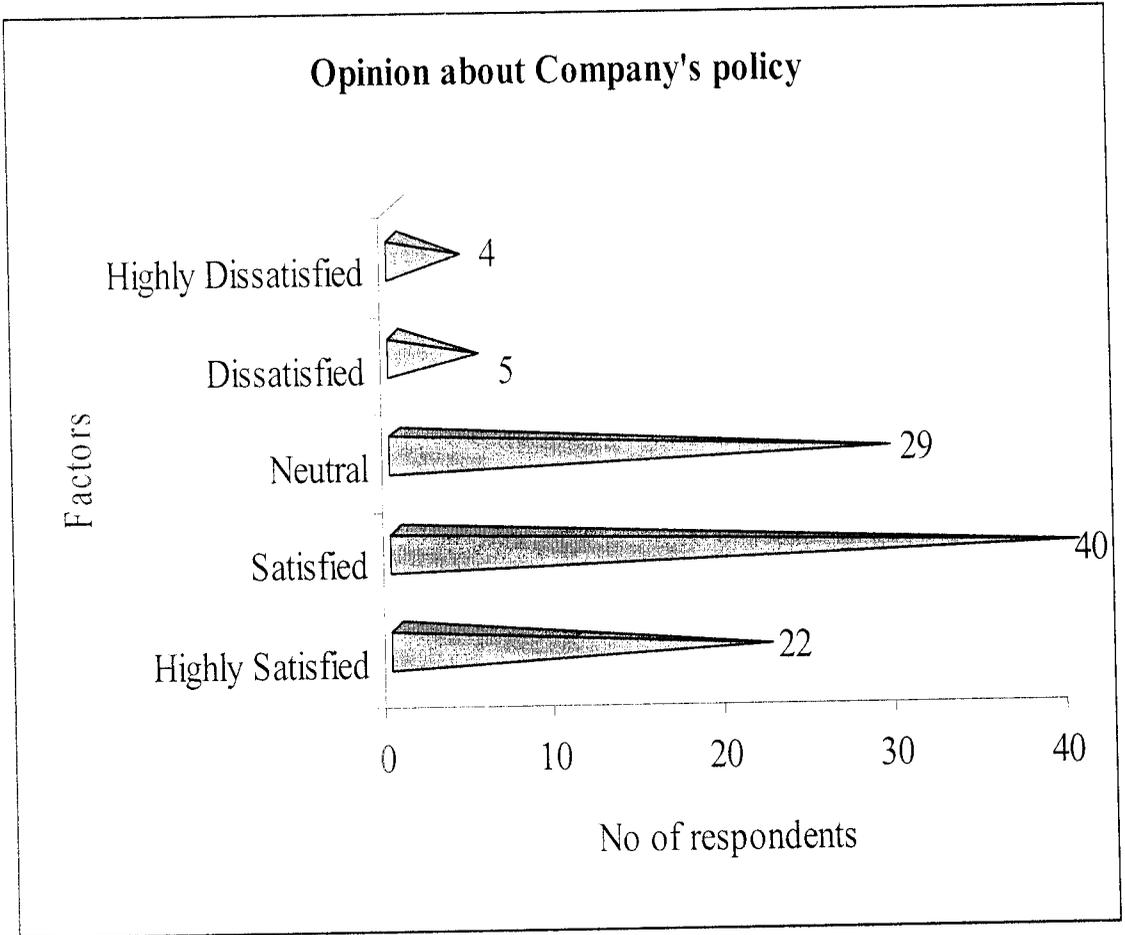
Factors	No of respondents	Percentage
Highly Satisfied	22	22
Satisfied	40	40
Neutral	29	29
Dissatisfied	05	05
Highly Dissatisfied	04	04
Total	100	100

Source – Primary Data

Inference

From the above table it is inferred that only 40 % of the respondents are aware with their company's policy and practices.

Figure3.2.13



Opinion on physical working environment

Normally a good working environment will motivate an employee and make him work briskly and enthusiastically. The view of respondents regarding the working environment is given in table.

Table 3.1.14

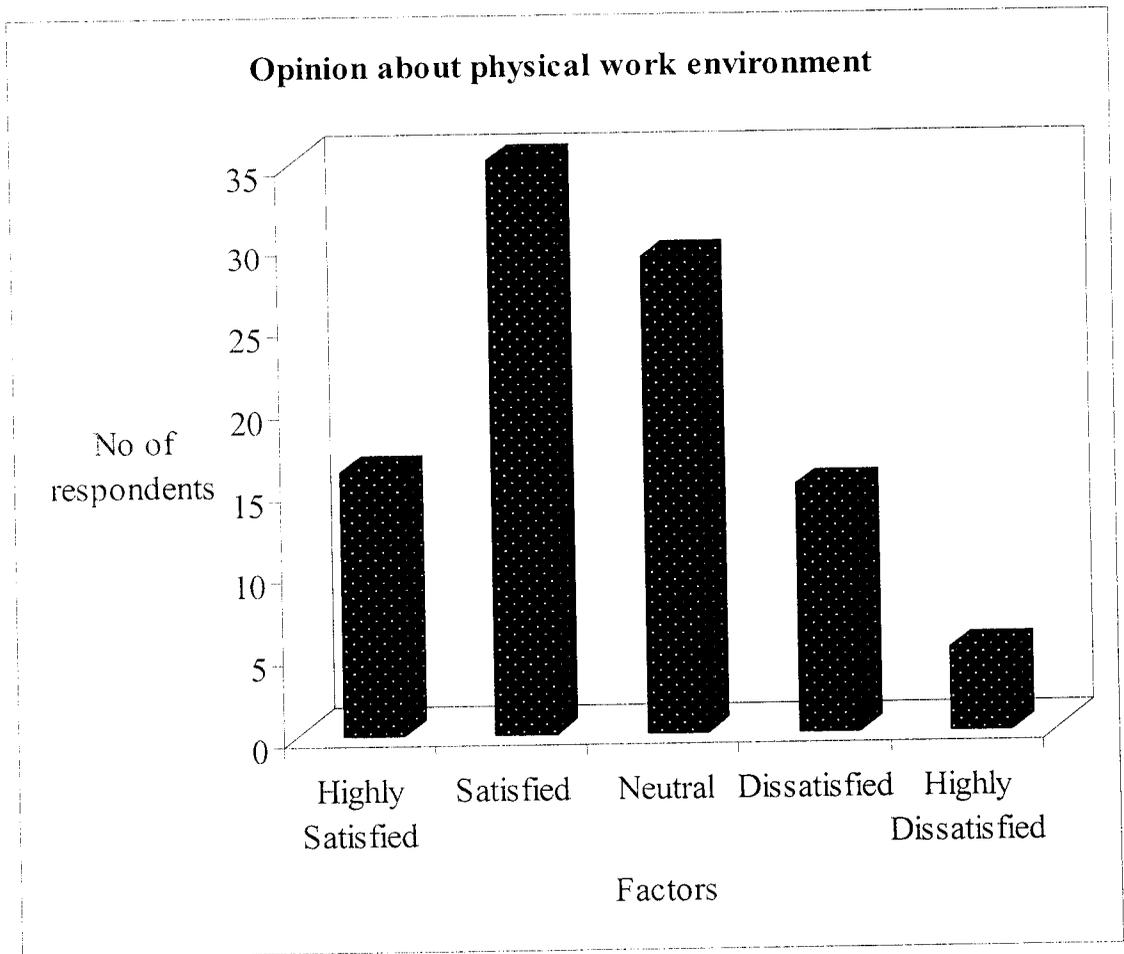
Factors	No of respondents	Percentage
Highly Satisfied	16	16
Satisfied	35	35
Neutral	29	29
Dissatisfied	15	15
Highly Dissatisfied	05	05
Total	100	100

Source – Primary Data

Inference

It is depicted that only 35 % of the respondents are satisfied with the physical work environment.

Figure 3.2.14



Opinion on communication level

The flow of information within the concern should be proper, the communication should be done clearly and promptly. The researcher has attempted to find out the level of communication in the company.

Table 3.1.15

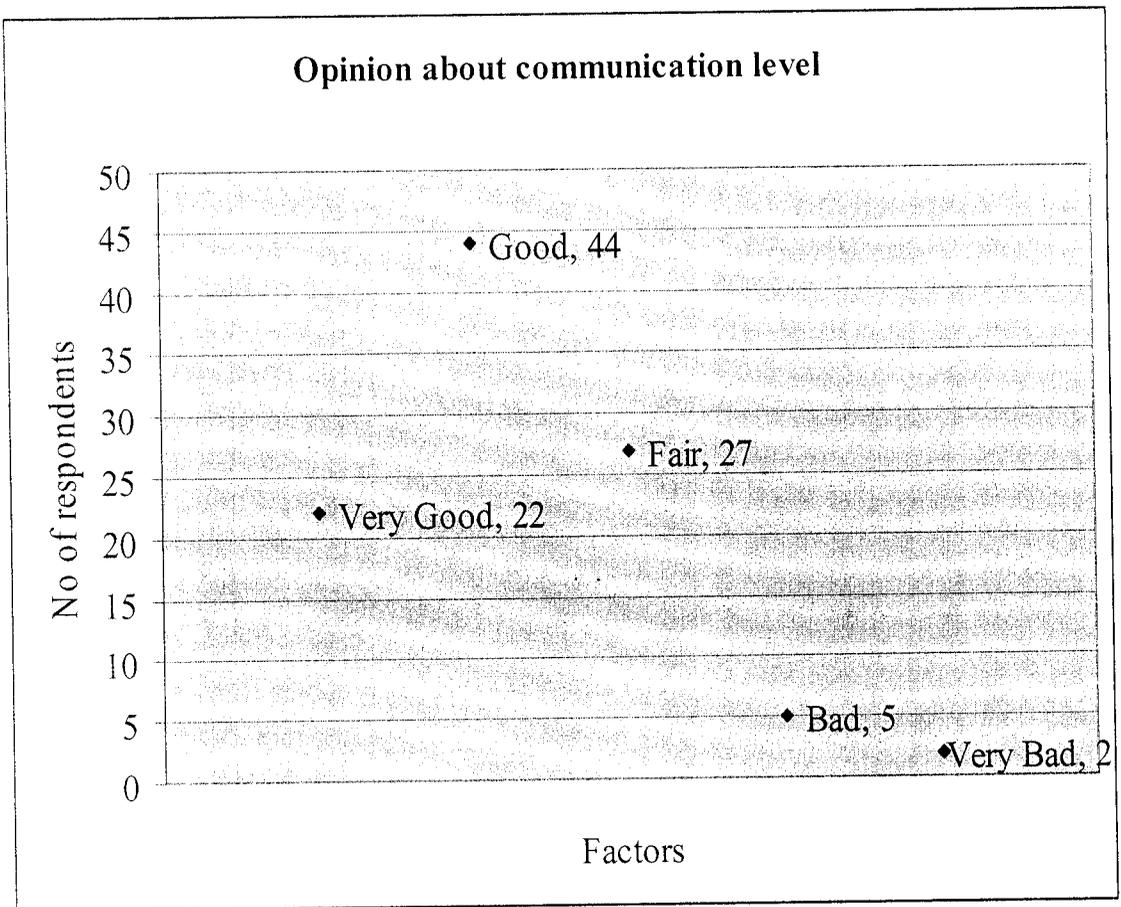
Factors	No of respondents	Percentage
Very Good	22	22
Good	44	44
Fair	27	27
Bad	05	05
Very Bad	02	02
Total	100	100

Source – Primary Data

Inference

The above table clear explains that only 44 % of the respondents feel good with the job related communication.

Figure 3.2.15



Opinion on the safety equipments and precautionary measures

The researcher has attempted to find out the safety equipments used and precautionary measures followed in the concern and the same is shown in the table.

Table 3.1.16

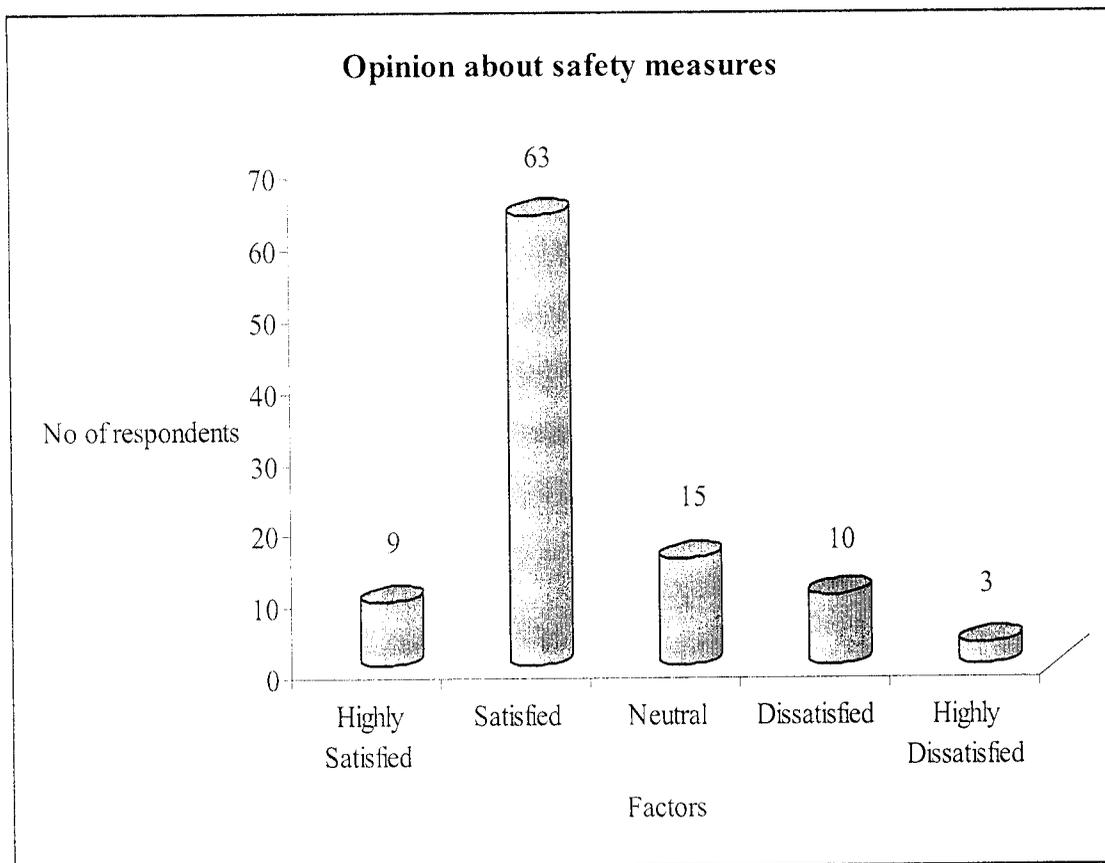
Factors	No of respondents	Percentage
Highly Satisfied	09	09
Satisfied	63	63
Neutral	15	15
Dissatisfied	10	10
Highly Dissatisfied	03	03
Total	100	100

Source – Primary Data

Inference

The above tells that nearly 63 % of the respondents are satisfied with the safety measures provided.

Figure 3.2.16



Opinion on the training programs conducted

To cope up with the advancement in the technology and to know the modern concepts, undergoing periodical training is a vital factor and the organisation has to arrange it for their employees.

Table 3.1.17

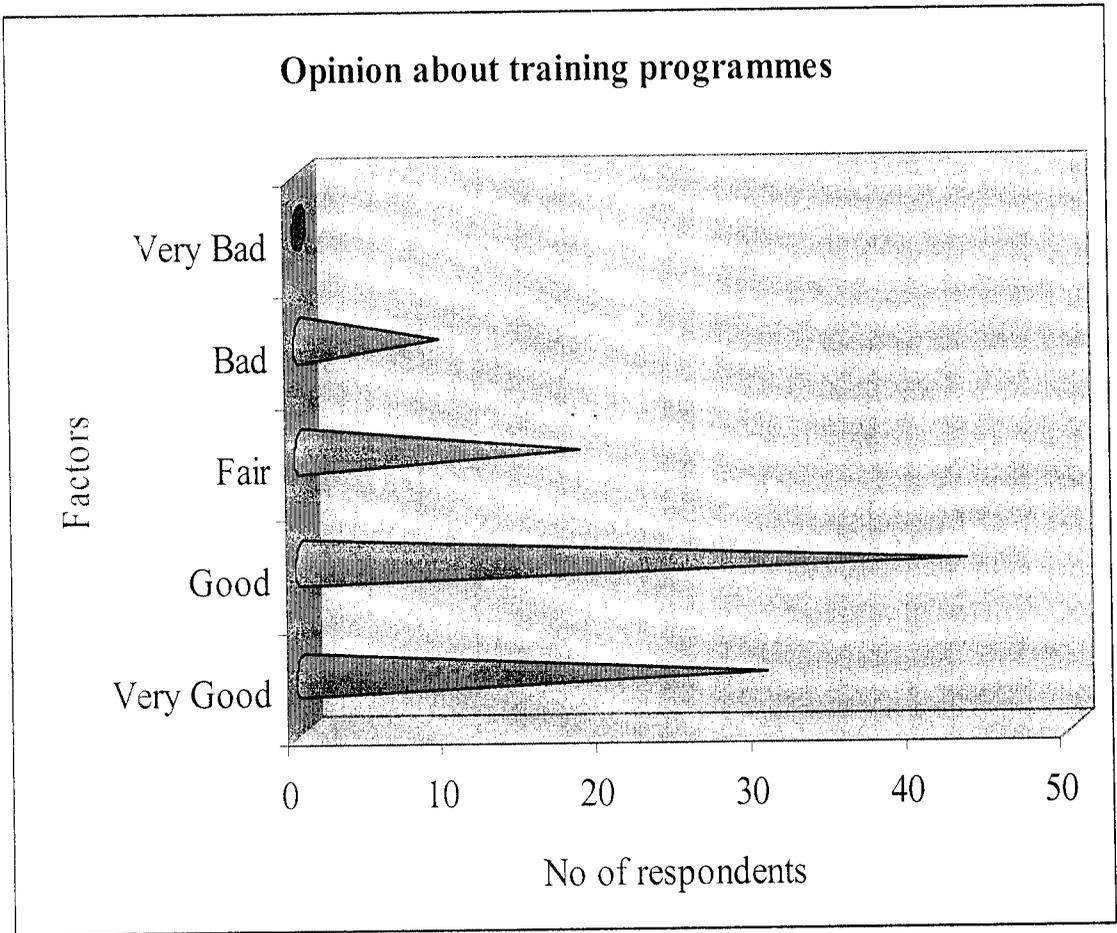
Factors	No of respondents	Percentage
Very Good	30	30
Good	43	43
Fair	18	18
Bad	09	09
Very Bad	00	00
Total	100	100

Source – Primary Data

Inference

43 % of the respondents feel good about the training programme conducted.

Figure 3.2.17



Factors influencing job satisfaction

The Organization must give importance to the factors that contribute to employee's job satisfaction. If they satisfied with their job their productivity and performance is increased at the same time the deviation is reduced.

Table 3.1.18

	N	Mean	Std. Deviation	Minimum	Maximum
Job responsibilities	100	2.33	1.129	1	5
Authority given	100	2.41	.965	1	5
Promotion	100	2.47	1.096	1	5
Team spirit	100	2.12	.967	1	5
Work environment	100	2.58	1.084	1	5
Safety measures	100	2.35	.892	1	5
Interpersonal relation	100	1.97	.771	1	3
Communication level	100	2.21	.913	1	5
Training provided	100	2.06	.919	1	4

The above descriptive statistics reveals that the work environment has the higher average and the interpersonal relation has lower average among all other factors and the job responsibilities has higher standard deviation and the interpersonal relation has lower standard deviation.

Chi-Square Test

The chi-square test is used to check whether the collection of variables has influence on common variable job satisfaction here null and alternative hypothesis are used to test the influence of variables.

Test Statistics

Null hypothesis: H_0

The job satisfaction is independent of other collection of variables. It is not influenced by other collection of variables

Alternative hypothesis: H_1

The job satisfaction is not independent of other collection of variables. It is influenced by other collection of variables

Level of significance

The significant level is 0.05

P-2499



Test statistics

Table 3.1.19

	Job relationship	authority given	promotion	Team spirit	work environment	Safety measures	interpersonal relation	Communication level	Training provided
Chi-square	58.000a	70.900a	35.300a	65.700a	28.600a	119.200a	2.780b	58.900a	26.160c
df	4	4	4	4	4	4	2	4	3
Asymp. sig.	.000	.000	.000	.000	.000	.000	.249	.000	.000

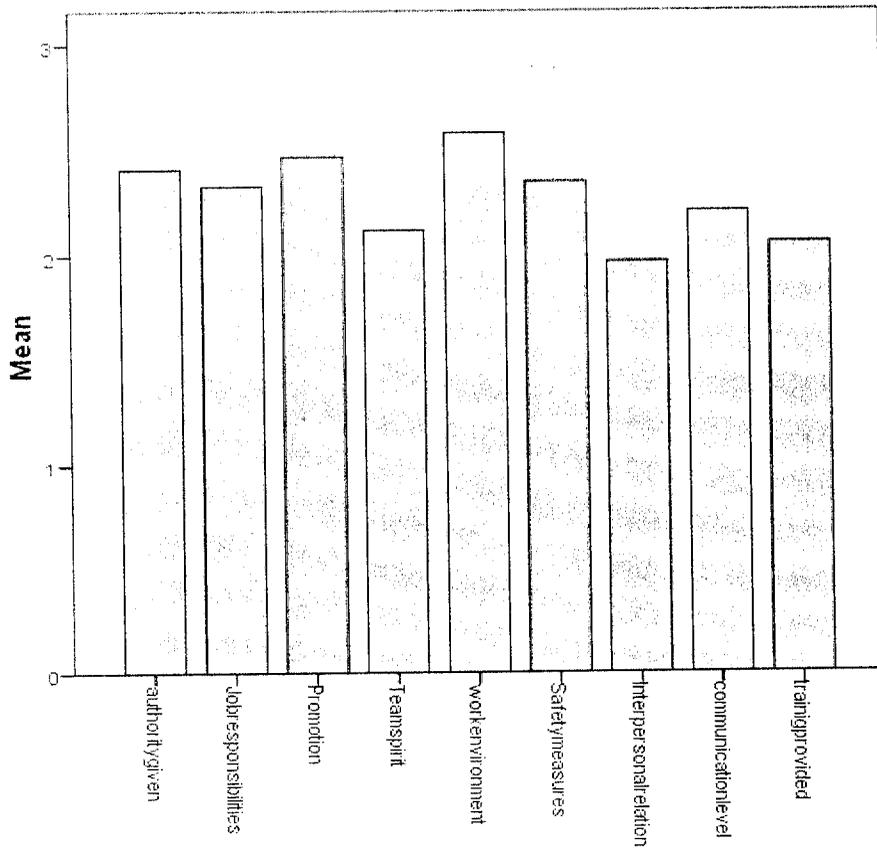
Result:

All the collection of variables chi-square value exceeds the specific significant level mentioned above (that is above 0.05).so **Null hypothesis is rejected** and **alternative hypothesis is accepted**. so the other variables called job relationship, authority, promotion, Team spirit, Work environment, safety measures, interpersonal relation, communication level and training provided that are having strong influence on Job satisfaction of Employees.

Graph

Mean of collection of variables using chi-square test

Figure 3.2.19



Inference

The Employees opined that they are highly satisfied with their work environment rather than other variables contributing to job satisfaction. The least preference is given to interpersonal relation

FINDINGS

CHAPTER 4

FINDINGS

In this chapter various findings came into light with the help of the analysis and interpretation done in chapter-3. And based on these findings relevant suggestions were given to the organization in order to boost up the working condition of their executives.

FINDINGS OF THE STUDY

From the analysis carried out of the responses and opinions given by the employees the following findings were derived.

Findings from percentage analysis and chi-square test

- The maximum numbers of respondents are satisfied with their job.
- Most of the respondents feel good with their job when compared with the previous year.
- Most of the respondents feel good about the recognition given by the firm.
- Half of the total respondents are satisfied with their work responsibility.
- The maximum numbers of respondents are satisfied with the power / authority provided.
- Most of the respondents are comfortable with the promotional opportunities practiced in the TSL.
- The maximum number of the respondents are feeling good about the motivational factors practiced in the company.

- Most of the respondents are satisfied with their team members and their activities.
- The maximum number of the respondents says that they maintain a good relationship with their co-workers.
- Most of the respondents maintain a good relationship with their superiors.
- Nearly half of the respondents only maintain a good relationship with their sub-ordinates.
- One third of the respondents says that they get fair support from other departments to complete a task.
- Most of the respondents are aware with their company's policy and practices.
- Nearly one third of the respondents are satisfied with the physical work environment.
- Most of the respondents feel good with the job related communication.
- The maximum numbers of the respondents are satisfied with the safety measures provided.
- of the respondents feel good about the training programme conducted.
- The other variables mentioned have strong influence on job satisfaction of Employees.
- The Employees have higher positive opinion about their working environment

RECOMMENDATION

CHAPTER 5

RECOMMEDATION

RECOMMEDATION

In view of the findings, the following are some suggestions for improving factors contributing to good quality of work life.

- Job responsibility should be clear mentioned.
- Promotional activities have to be increased based on the executives ability.
- The negative opinion on development programs and training programs exists. This should be eradicated by conducting additional, informative training programs to the executives.
- The physical working environment may still be enriched to satisfy the employees.
- The staff and working category people should be empowered to take active part in decision making.
- All the employees must be made aware of the importance and advantages of the team work and still a strong team spirit has to be developed among them.
- In order to make the employees feel free from their work stress certain refreshment activities may be introduced.
- Tour can be arranged once in a year.
- Has to develop a friendly work environment and good relationship with other workers to increase the morale.

Summary:

In the chapter-4 the findings arrived from the analysis and interpretations done in chapter-3 were discussed. And based on those findings relevant suggestions in chapter-5 were given to the organization in order to boost up the working condition of their executives.

CONCLUSION

CHAPTER - 6

CONCLUSION

The study conducted on the factors contributing towards “**WORKING CONDITION**” at TVS Srichakra Limited stress the importance of improving the working condition for the organization effectiveness and productivity.

The primary data to set a questionnaire were collected from the books and some journals. Based on that questionnaire prepared, Data were collected from 100 employees belonging to different department and categories.

The data collected from the employees of different age, income groups were studied and analyzed carefully. The analysis shows that the working condition affects the attitude, and satisfaction of the employees.

This study helped the researcher and the management to identify

- ◆ The working conditions, job and level of satisfaction of the employees towards the company,
- ◆ The attitude of the employees with regard to the interpersonal relationship and communication.
- ◆ The attitude of the employees towards their development, growth and rights.

Thus the objective of the study is fulfilled and this study has highlighted the areas where improvements are needed. A clear understanding on the causes and consequences of these factors, about working condition, can help managers to diagnose better and solve employee's problems.

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3. www.hrprofessionals.com
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APPENDIX

INTERVIEW SCHEDULE

1. Age: Years of experience:
Marital status: Educational Qualification:
Module:
2. Are you satisfied with your job?
? Highly satisfied ? Satisfied ? Moderate
? Dis-satisfied ? Highly dis-satisfied
3. Compared with a year ago how would you rate your job satisfaction today?
? Excellent ? Good ? Satisfied
? Average ? Below average
4. Are you satisfied with the job responsibilities provided to you?
? Highly satisfied ? Satisfied ? Moderate
? Dis-satisfied ? Highly dis-satisfied
5. Do you agree that you are provided with adequate authority/power to handle your work?
? Strongly agree ? Agree ? Neutral
? Disagree ? Strongly disagree
6. How can the promotional opportunities be rated?
? Excellent ? Good ? Satisfactory
? Average ? Below average
7. Are you satisfied with the motivation available in the company?
? Highly satisfied ? Satisfied ? Moderate
? Dis-satisfied ? Highly dis-satisfied
8. "I know my importance/role in achieving the goal as an individual and as a team member".
? Strongly agree ? Agree ? Neutral
? Disagree ? Strongly disagree

9. Are you satisfied with the team spirit in your job?
- ? Highly satisfied ? Satisfied ? Moderate
 ? Dis-satisfied ? Highly dis-satisfied
10. Are you comfortable with the work environment provided to you for working?
- ? Excellent ? Good ? Satisfied
 ? Average ? Below average
11. Are you satisfied with the safety equipments provided at the work place?
- ? Highly satisfied ? Satisfied ? Moderate
 ? Dis-satisfied ? Highly dis-satisfied
12. How would you rate your relationship with your co-employees?
- ? Excellent ? Good ? Satisfactory
 ? Average ? Below average
13. Do you agree that your superior cares and responds to the issues ?
- ? Strongly agree ? Agree ? Neutral
 ? Disagree ? Strongly disagree
14. Are you satisfied with the inter-personal relationship between you and your superiors?
- ? Highly satisfied ? Satisfied ? Moderate
 ? Dis-satisfied ? Highly dis-satisfied
15. Do you agree that you get good support from other departments to complete any task.
- ? Strongly agree ? Agree ? Neutral
 ? Disagree ? Strongly disagree
16. "I am aware of my company's policy and practices".
- ? Strongly agree ? Agree ? Neutral
 ? Disagree ? Strongly disagree
17. "My ideas and suggestions are recognized by my management"
- ? Strongly agree ? Agree ? Neutral
 ? Disagree ? Strongly disagree

18. How would you rate the communication level in the company?

? Excellent

? Good

? Satisfactory

? Average

? Below average

19. Do you agree that the company provides adequate training programs, work shops to enhance your skill?

? Strongly agree

? Agree

? Neutral

? Disagree

? Strongly disagree

20. Are you satisfied with the training and other programs conducted?

? Highly satisfied

? Satisfied

? Moderate

? Dis-satisfied

? Highly dis-satisfied

21. Suggestions.

