

**A STUDY ON JOB SATISFACTION OF EMPLOYEES WORKING
IN
WHEEL PARCEL SERVICE**

By
H. VEDAVALLI

Roll No. 0702MBA0916

Register No. 68107202139

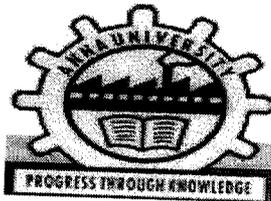
A PROJECT REPORT

Submitted to the

FACULTY OF MANAGEMENT SCIENCES
In in partial fulfillment for the award of the degree

of

MASTER OF BUSINESS ADMINISTRATION



**CENTRE FOR DISTANCE EDUCATION
ANNA UNIVERSITY CHENNAI
CHENNAI 600 025
JULY, 2009**

BONAFIDE CERTIFICATE

Certified that the Project report titled "A study on job satisfaction of employees working in wheel parcel service is the bonafide work of Mrs. H Veda valli who carried out the work 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.

H. Veda Valli

Signature of the student

B. Subramani

Signature of Guide

Name : H. VEDA VALLI

Roll No. : 0702MBA0916

Reg No. : 68107202139

Name : Dr. B.SUBRAMANI

Designation : Director

Address : Dr. NGP Business School
Coimbatore

Signature of the Project in-charge

Name : Prof Dr. S.V. Devanathan

Designation : Director,

DIRECTOR
KCT Business School
KUMARAGURU COLLEGE OF TECHNOLOGY
Coimbatore COIMBATORE - 641 006

Certificate of Viva-voce-Examination

This is to certify that Mrs. H. Veda valli (Roll No. 0702MBA0916; Register No.

68107202139) has been subjected to Viva-voce- Examination on ...12...09...09.....

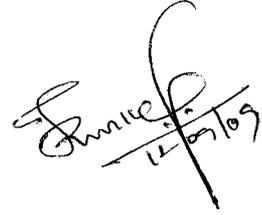
at..... at the Study Centre Kumaraguru College of Technology,

Saravanampatti, Coimbatore.

Internal Examiner


12/9/09

External Examiner


12/9/09

Name : DR. B. SUBRAMAN I

Designation : DIRECTOR

Address : DR . N. G. P BUSINESS
SCHOOL
COIMBATORE - 48

Name : DR. K. RAMAMOORTHY

Designation : PROF & HEAD, DEPT OF MBA,

Address : COIMBATORE INSTITUTE
OF MGMT & TECH,
COIMBATORE - 641109

Coordinator

Study Centre

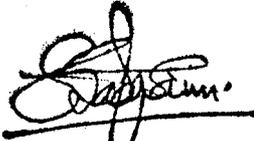
Name : Dr. S. SADASIVAM

Designation : Coordinator

Address : Kumaraguru College of Technology

Saravanampatty

Coimbatore



CO-ORDINATOR,
KCT STUDY CENTRE.
CDE ANNA UNIVERSITY CHENNAI
KUMARAGURU COLLEGE OF TECHNOLOGY,
COIMBATORE 641 006.

Date :

ACKNOWLEDGEMENT

I take this opportunity to thank **The Director**, Centre for Distance Education, Anna University-Chennai for making me to do the project. I also thank **Dr.S.Sadasivam, Coordinator**, KCT Study Centre, Coimbatore who provided excellent facilities in the study centre for completing the project. I extend my gratitude to **Mr.A.Senthil Kumar, Counsellor-MBA Programme**, KCT Study Centre, Coimbatore who took special initiative even during after office hours for providing valuable information regarding the project. I must thank **Prof .Dr.S.V. Devanathan, Project in-charge**, who sown the seed for this project. His valuable tips in the initial stage on project preparation helped me lot while preparing this project. I must extend my sincere and heart full thanks to **Dr. B.Subramani, Director**, NGP Business School, Ngp College of Engineering, Coimbatore who guided me and spent his valuable time whenever I needed her guidance.

I am also highly indebted to **Mr. N. SUNIL-Managing Director** of M/s. WHEEL PARCEL SERVICE for his instantaneous permission to carry out the project in the company. I have to remember with a sense of gratitude the timely help and information provided by **Mr. P. GOPALAKRISHNAN Vice President - Operations** of M/s. WHEELS PARCEL SERVICE for completing this project. During typing the acknowledgement, I find several well wishers who helped me lot in successful completion of this project. I convey my sincere gratitude through this paragraph to **ALL GREAT MINDS**.

H. VEDA VALLI

SYNOPSIS

The emerging prime source of competitiveness these days is the competence of the work force and how they are managed, organized and motivated to perform. All other aspects depreciate with the passage of time but human factor appreciates with age and experience. So the employees have to be given utmost importance, so as to win their confidence and bring out the best in them. This ultimately benefits both the employee as well as the employer.

This study aims at finding out the satisfaction level of employees (workman and staff) regarding the company policies and practices. The study was limited to the employees in Wheels Parcel Services. The main objective was to study the employee's attitude towards his nature and job and locate the areas of dissatisfaction. Another aim of the study was to find out the various factors that influence job satisfaction and their level of influence.

A questionnaire was prepared and administered to the employees and response was collected. The sample size is 81. The appropriate statistical tools like simple percentage method and chi-square test have been used to analyze and interpret the collected data. The collected data, which helped in finding the level of satisfaction among workers and the areas of dissatisfaction, were also identified.

CHAPTER NO	DESCRIPTION	PAGE NO
1	INTRODUCTION	1
1.1	IMPORTANCE OF JOB SATISFACTION	2
2	NEED OF THE STUDY	3
3	COMPANY PROFILE	4
4	REVIEW OF LITERATURE	5
5	OBJECTIVES OF THE STUDY	7
6	LIMITATIONS OF THE STUDY	7
7	METHODOLOGY OF THE STUDY	8
8	ANALYSIS AND INTERPRETATION	10
9	CHI - SQUARE TEST BETWEEN THE NATURE OF SATISFACTION AND MONTHLY INCOME	30
10	CHI - SQUARE TEST BETWEEN THE EXPERIENCE AND SATISFACTION OF SALARY	31
11	SUMMARY OF FINDINGS	32
12	SUGGESTIONS AND RECOMMENDATIONS	33
13	CONCLUSIION	34
14	BIBLIOGRAPHY	35
15	APPENDIX	36

LIST OF TABLES

TABLE NO	CONTENTS	PAGE NO
1	<i>Age wise classification of Respondents</i>	10
2	<i>Distribution of Respondents by Educational Qualification</i>	12
3	<i>Distribution of Respondents by Monthly Income</i>	14
4	<i>Experience wise classification of Respondents</i>	16
5	<i>Distribution of Respondents as their opinion on working condition</i>	18
6	<i>Distribution of Respondents as their opinion if satisfaction salary</i>	20
7	<i>Distribution of Respondents by satisfaction of job</i>	22
8	<i>Distribution of Respondents as their opinion of satisfaction of their work time</i>	24
9	<i>Distribution of Respondents by Relation with supervisor</i>	26
10	<i>Distribution of Respondents by Relation With co-workers</i>	28

LIST OF CHART

<i>CHART NO</i>	<i>CONTENTS</i>	<i>PAGE NO</i>
<i>1</i>	<i>Age wise classification of Respondents</i>	<i>11</i>
<i>2</i>	<i>Distribution of Respondents by Educational Qualification</i>	<i>13</i>
<i>3</i>	<i>Distribution of Respondents by Monthly Income</i>	<i>15</i>
<i>4</i>	<i>Experience wise classification of Respondents</i>	<i>17</i>
<i>5</i>	<i>Distribution of Respondents as their opinion on working condition</i>	<i>19</i>
<i>6</i>	<i>Distribution of Respondents as their opinion if satisfaction salary</i>	<i>21</i>
<i>7</i>	<i>Distribution of Respondents by satisfaction of job</i>	<i>23</i>
<i>8</i>	<i>Distribution of Respondents as their opinion of satisfaction of their work time</i>	<i>25</i>
<i>9</i>	<i>Distribution of Respondents by Relation with supervisor</i>	<i>27</i>
<i>10</i>	<i>Distribution of Respondents by Relation With co-workers</i>	<i>29</i>

Chapter – 1

Introduction

INTRODUCTION

Employee has an important role in the industrial production of the country. The Personnel Management is concerned with the management of people at work.

Management is the art of getting work done by people. Therefore it is necessary to seek the co-operation of the employees is possible only when they are satisfied with their employer and the working conditions.

DEFINITION OF JOB SATISFACTION

Hop pock was the first industrial psychologist to provide the concept of job satisfaction. He has defined job satisfaction as "any combination of psychological and environmental circumstances that causes a person truly to say, I am satisfied with the job".

According to Robert L Kaha, "Job satisfaction does seem to reduce absence, turnover and perhaps accident rates".

Hence motivation is an art of simulation towards desired causes of action. Thus the individual is charged with zeal and enthusiasm with out any hurdle and such as employee is satisfied with his job.

IMPORTANCE OF JOB SATISFACTION

Job satisfaction is regarded as a very significant factor in workers morale, absenteeism, accidents, and turnover and to some extent in productivity.

The importance of job satisfaction is not only for the possible association with productivity, absenteeism, turnover and accidents. There is little dispute regarding its relationship with mental health of human beings. It is generally agreed that poor job satisfaction i.e, dissatisfaction in the work one does is more often accompanied by poor mental health. Dissatisfaction is infectious and quickly spreads to other workers and shape the morale in the organizations. The dissatisfied worker may seriously cause damage to the property of the company and harm its business interests. The job satisfaction is of great importance for the individuals, the organization that employ them and the society as a whole.

Chapter – 2

Need of The Study

NEED FOR THE STUDY

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

Every organization should have personnel policies in order to accomplish the objectives of the personnel as well as the organization.

Periodic review of personnel policies is essential to keep in time with the changing times and to avoid managerial stagnation. The personnel policy should be suitably adjusted to accommodate the latest fad, accepted by many in the organization.

Chapter – 3

Company Profile

COMPANY PROFILE

We are among the oldest DOOR TO DOOR AIR & TRAIN CARGO Company professionally managed. We are committed to provide the unmatched services by Train & Air on all India basis. This, you can not trust form the other surface couriers who send your cargo by road through canter of fleet.

Infrastructure We have our won network at all destinations we offer, we have a team of professionals & Delivery Vehicles. We use to sent our cargo by super – Fast Trains Like RAJDHANI, SHATABDI, CHERAN, KERALA OR EXPRESS TRAINS so that cargo reaches to the destinations on time every time with its safety and intactness.

Chapter – 4

Review of Literature

REVIEW OF LITERATURE

Mr. S.Naren,B.E., of P.S.G. College of Technology he says that “A study on job Satisfaction among bank employees”. The primary data was collected using restricted random sampling by means of questionnaire method of data collection. The secondary data were collected from the trade journals, reports and from various books. The overall job satisfaction is quite high among the bank officers. The positive aspects of a career in the bank industry .The job security of the employees in bank has few parallels in the country and this is one reason for high level of overall job satisfaction. The working and service conditions prevailing in the banking industry are quite attractive.

Mr. k. Suresh, M.B.A,(2002) of Karpagam Arts and Science College he says that “A study on Job Satisfaction among employees at G-Plast (P) Ltd”., Coimbatore. The primary data was collected through questionnaire. Questionnaire was prepared through observation technique. Personal interview was also conducted with each individual to whom a questionnaire has been given to get his thoughts on certain issues, which he might hesitate to put in black and white.

The secondary data were collected from various sources like publications, pamphlets etc. The stratified convenience sampling is used for data collection. The workers were satisfied with the facilities provided by the company. In future, the management can well think of improving the present facilities by concentrating on more hygienic aspects, transport etc.

Mr.Shankar, M.B.A,(2004) of Sri Nehru Maha Vidhyala college of Arts and Science he says that ;"A study on satisfaction level of employees in "Network Cloth Company Pvt Ltd" , Tirupur.

The primary data is collected through questionnaire and the secondary data through brochures and reports. The perchance method and Chi-square method is used for analysis

As the study depends on primary data, if the data has certain limitations, that itself is a limitation of the study.

Some respondents hesitate to give right answers because of their fear of management action against them, even though no individual identification was taken.

Another limitation is the answer given by the respondents is purely depending upon their memory , physical and mental condition at the time of survey. It might have lead to recall bias.

Chapter – 5

Objectives

Chapter – 6

Limitations

OBJECTIVES OF THE STUDY

The objectives of the study are as follows.

1. To find out the existing level of job satisfaction.
2. To study various factors that influence job satisfaction and their level of influence.
3. To find out the specific areas of job dissatisfactions.
4. To offer certain suggestions to the organization based on the findings of the study.

LIMITATIONS OF THE STUDY

The study hedges with certain limitations:

1. Some respondents hesitate to give right answers because of their fear of management's action against them, even though no individual identification was taken.
2. Another limitation is the answer given by the respondents is purely depending upon their memory, physical and mental condition at the time of collecting information.
3. The study depends primarily on primary data for its analysis. So if the data have certain limitations that form a part of the study.

Chapter – 7

Research Methodology

METHODOLOGY OF THE STUDY

Data Source

Both primary and secondary data were collected for this study.

Secondary Data

Secondary data was collected from the company records.

Primary Data

The primary data was collected through questionnaire from the respondents using the questionnaire method.

The required data were collected using the complete enumeration method. In all the departments there are 81 permanent workers. Though there are 120 workers, the remaining 39 workers are temporary. Since their work environment, salary, leave and other fringe benefits are totally different; it was decided to identify the job satisfaction level of only the permanent workers. Hence, it was concentrated on these workers. Having given the small unit of the populations it was concentrated of these workers. Having given the small unit of the populations, it was decided to concentrate in all the workers and to collect data. Hence the census method or complete enumeration method has been adopted

Statistical Tools

The collected data have been analyzed with the help of tools similar to simple percentage method and chi-square test. The chi-square test has been used to estimate the relationship between the monthly income and the level of satisfaction on job and also to estimate the relationship between the experience and the satisfaction of salary.

The formula for calculating the value of chi-square is

$$X^2_1 = \sum \frac{(O_1 - E_1)^2}{E_1}$$

Where O – observed Frequency

E – Expected Frequency

Inference has been made by comparing the calculated value of X² with a respective table value of X². The result has been tested at 5 percent level of significance and at the appropriated degrees of freedom.

Chapter – 8

Analysis And Interpretation

ANALYSIS AND INTERPRETATION**TABLE – 1****AGE WISE CLASSIFICATION OF RESPONDENTS**

Classification	No. of Respondents	%of Respondents
20-30	8	10
30-40	49	61
40-50	19	23
Above 50	5	6
Total	81	100

INTERPRETATION

From the above table, it is clear that 10% of respondents are in the category of 20-30 years, 61% of respondents are in the category of 30-40 years, 23% of respondents are in the category of 40-50 years and 6% of respondents are in the category of above 50.

AGE WISE CLASSIFICATION OF RESPONDENTS

CHART 1

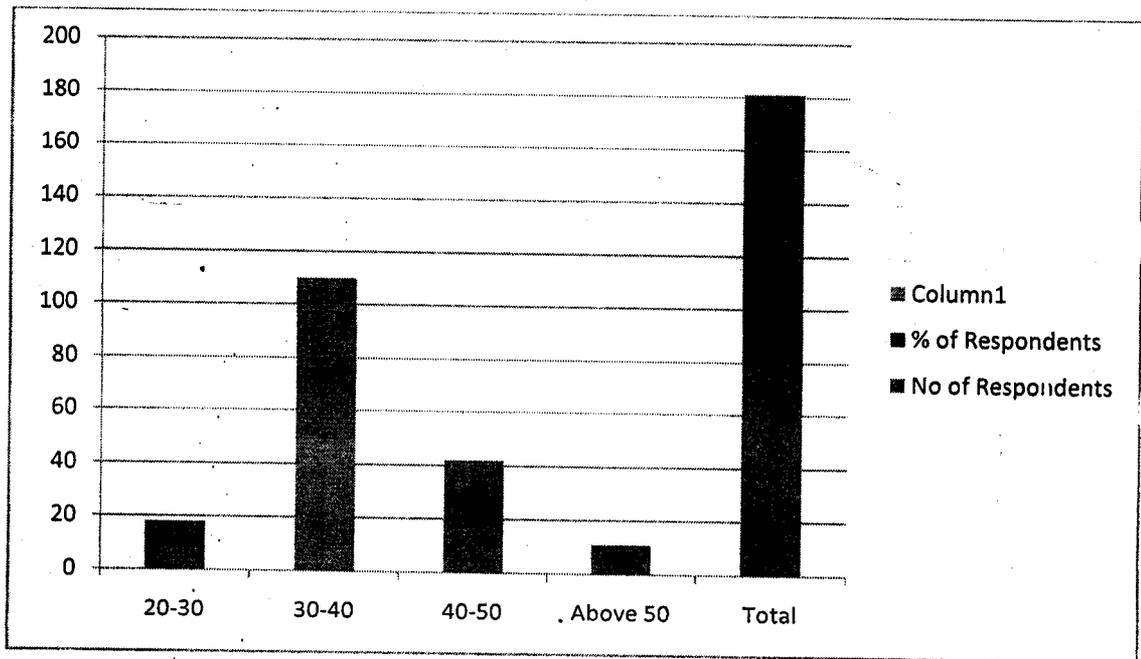


TABLE -2
DISTRIBUTION OF RESPONDENTS BY EDUCATIONL
QUALIFICATION

Classification	No. of Respondents	% of Respondents
10 th -12 th	6	7
Graduation	66	82
Post-Graduation	6	7
Any other	3	4
Total	81	100

INTERPRETATION

From the above table, it is clear that 7% of respondents are 10th-12th 82% of respondents are Graduation 7% of respondents are Post-Graduation and 4% of respondents are Any other degree.

DISTRIBUTION OF RESPONDENTS BY EDUCATIONAL QUALIFICATION

CHART 2

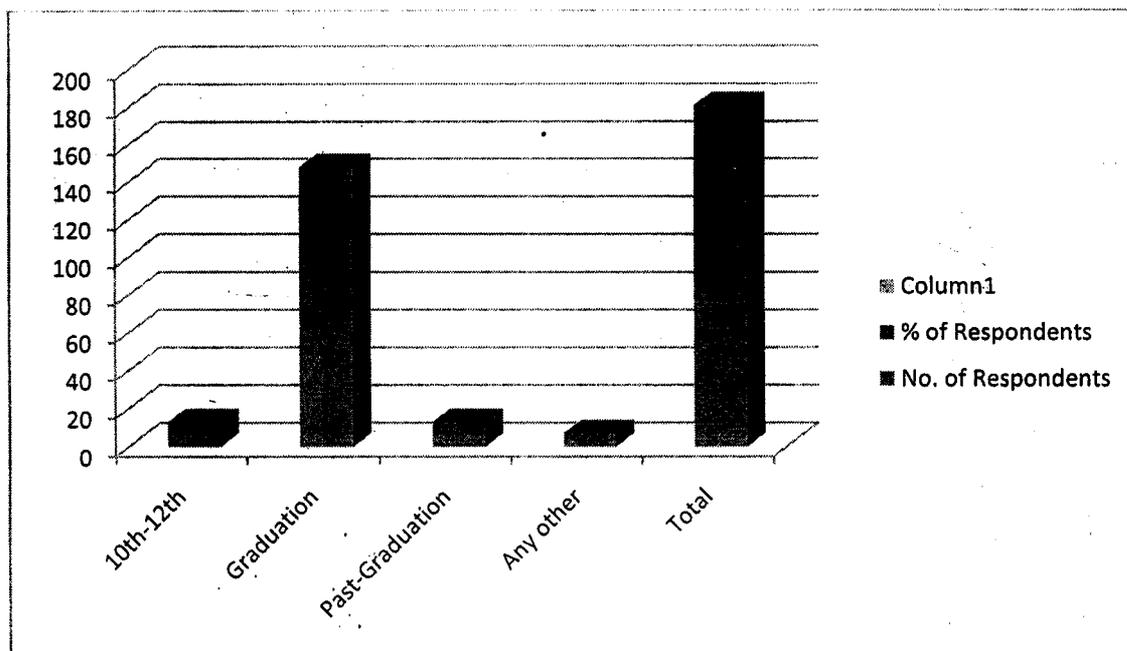


TABLE – 3
DISTRIBUTION OF RESPONDENTS BY MONTHLY INCOME (In Rupees)

Classification	NO. of Respondents	% of Respondents
1000 – 1500	3	4
1501 – 2500	7	9
2501 – 3500	69	85
Above 3501	2	2
Total	81	100

INTERPRETATION

From the above table, it is clear that 4% of respondents are in the category of salary below Rs.1500, 9% of respondents are in the category of salary below Rs.250, 85% of respondents are in the category of salary below Rs.3500 and 2% of respondents are in the category of salary above Rs.3500.

DISTRIBUTION OF RESPONDENTS BY MONTHLY INCOME (In Rupees)

CHART 3

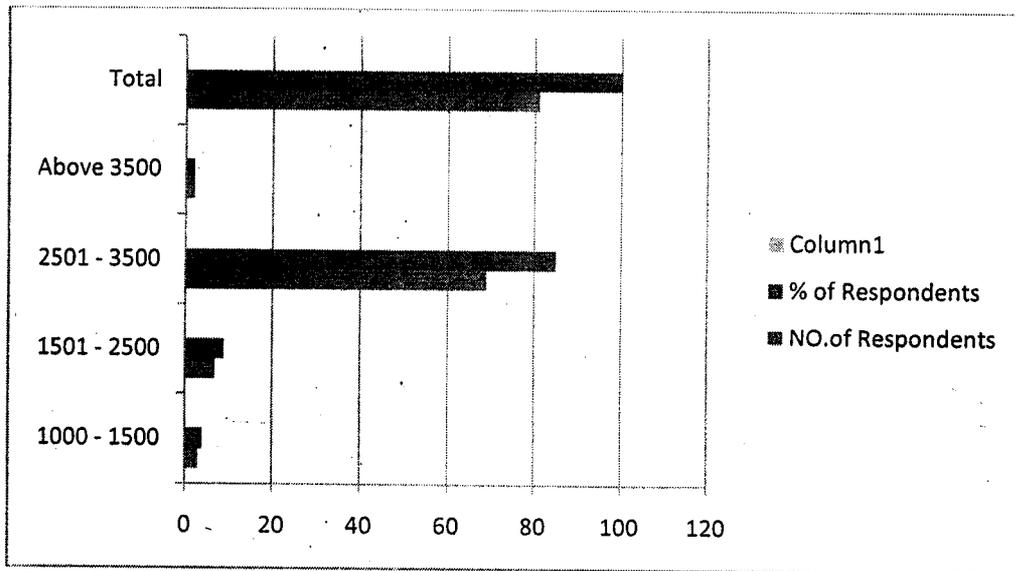


TABLE – 4
EXPERIENCE WISE CLASSIFICATION OF RESPONDENTS

Classification	No. of Respondents	% of Respondents
Below 5 yrs	9	11
5 – 10 yrs	1	1
11-15 yrs	29	36
Above 15 yrs	42	52
Total	81	100

INTERPRETATION

From the above table above table, it is clear that 11% of respondents are in the category of service below 5 Years, 1% of respondents are in the category of service 5-10 years, 36% of respondents are in the category of service above 15 years.

EXPERIENCE WISE CLASSIFICATION OF RESPONDENTS

CHART 4

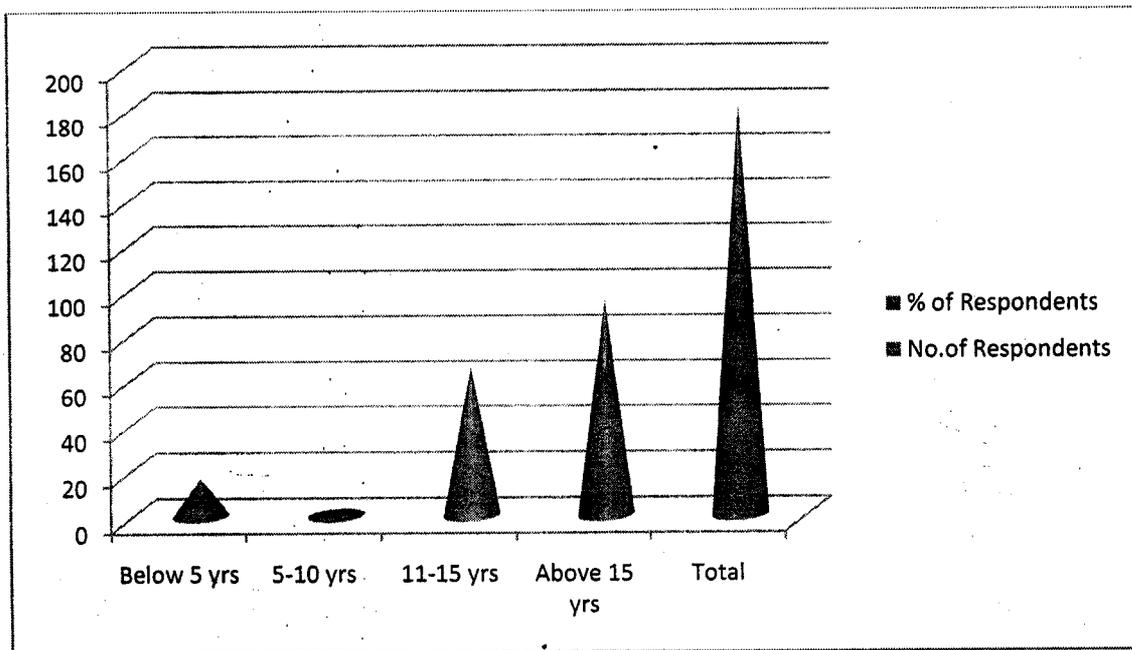


TABLE – 5
DISTRIBUTION OF RESPONDENTS AS THEIR OPINION ON
WORKING CONDITION

Classification	No. of Respondents	% of Respondents
Unsatisfied	11	14
Satisfied	44	54
Good	24	30
Excellent	2	2
Total	81	100

INTERPRETATION

From the above table, it is clear that 14% of respondents are Unsatisfied with working condition, 54% of respondents are Satisfied with working condition, 30% of respondents are Good and 2% of respondents are Excellent with the working condition.

DISTRIBUTION OF RESPONDENTS AS THEIR OPINION ON WORKING CONDITION

CHART 5

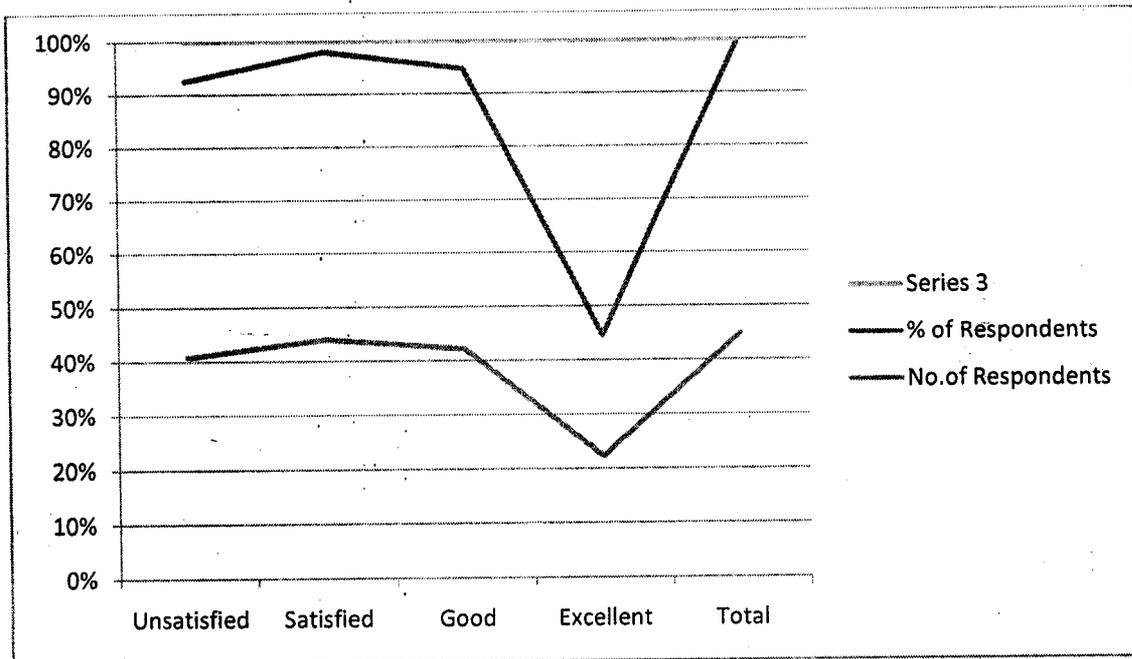


TABLE – 6**DISTRIBUTION OF RESPONDENTS AS THEIR OPINION OF
SATISFACTION OF SALARY**

Classification	No. of Respondents	% of Respondents
Unsatisfied	37	46
Satisfied	26	32
Good	15	18
Excellent	3	4
Total	81	100

INTERPRETATION

From the above table, it is clear that 46% of respondents are Unsatisfied with their salary, 32% of respondents are Satisfied with their salary, 18% of respondents find Good with their salary and 4% of respondents are Excellent with their salary they receive.

DISTRIBUTION OF RESPONDENTS AS THEIR OPINION OF SATISFACTION OF SALARY

CHART 6

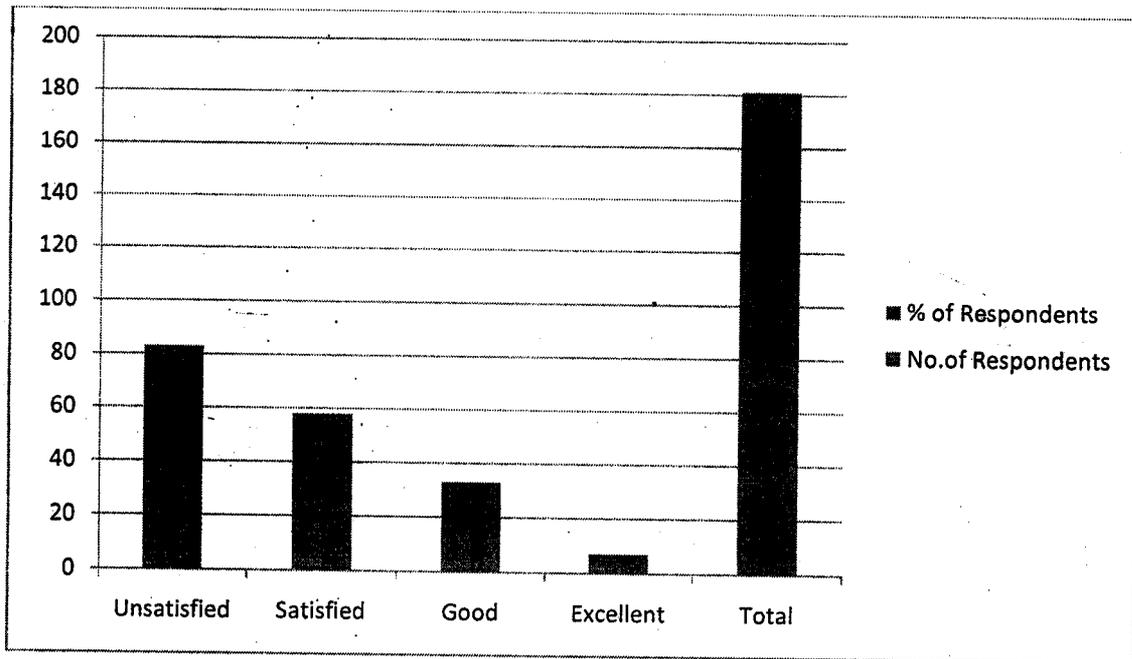


TABLE - 7

**DISTRIBUTION OF RESPONDENTS BY SATISFACTION
OF JOB**

Classification	No. of respondents	% of Respondents
Unsatisfied	10	13
Satisfied	36	44
Good	30	37
Excellent	5	6
Total	81	100

INTERPRETATION

From the above table, it is clear that 13% of respondents are Unsatisfied with their job, 44% of respondents are Satisfied with their job, 37% of respondents find Good in their job and 6% of respondents are Excellent in satisfaction of their job.

DISTRIBUTION OF RESPONDENTS BY SATISFACTION OF JOB

CHART 7

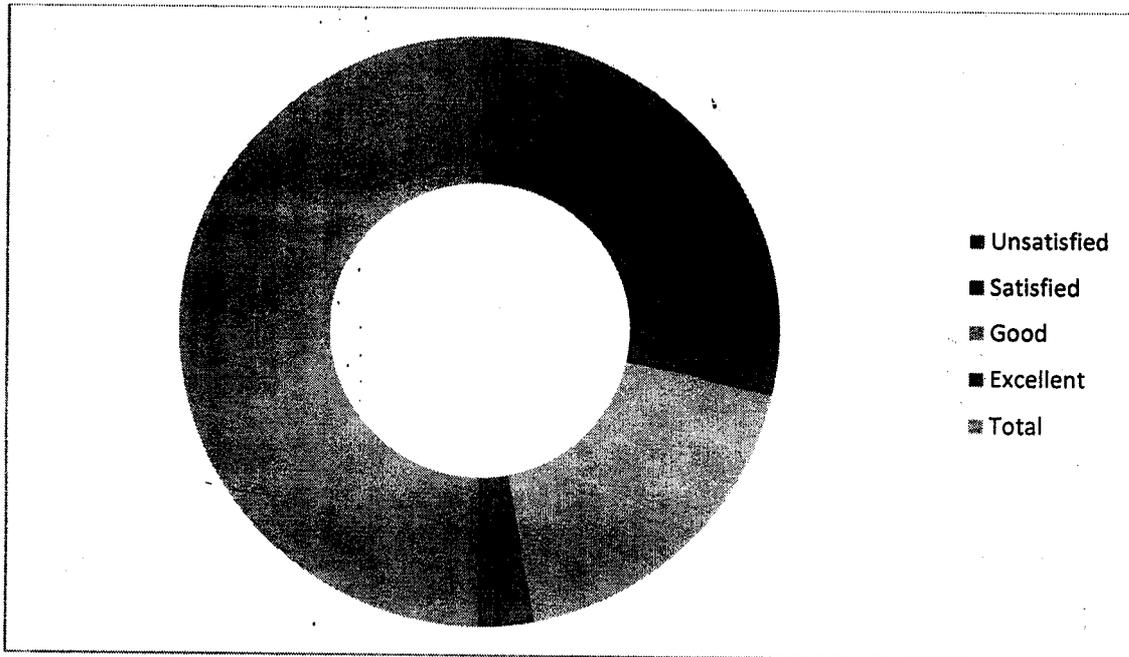


TABLE - 8**DISTRIBUTION OF RESPONDENTS AS THEIR OPINION OF
SATISFACTION OF THEIR WORK OVERTIME**

Classification	No. of Respondents	% of Respondents
Unsatisfied	38	47
Satisfied	27	33
Good	16	20
Excellent	0	0
Total	81	100

INTERPRETATION

From the above table, it is clear that 47% of respondents are Unsatisfied with overtime, 33% of respondents are Satisfied with overtime, 20% of respondents find Good in overtime and none of the respondents are Excellent in overtime.

DISTRIBUTION OF RESPONDENTS AS THEIR POINION OF SATISFACTION OF THEIR WORK OVERTIME

CHART 8

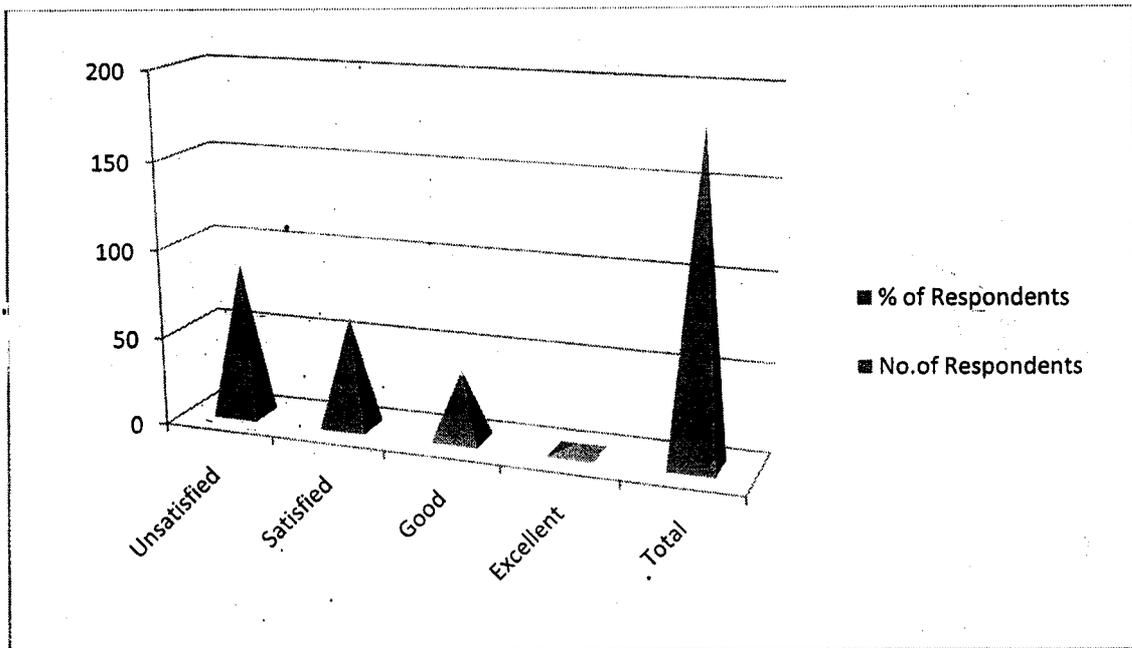


TABLE – 9
DISTRIBUTION OF RESPONDENTS BY RELATION WITH
SUPERVISOR

Classification	No. of Respondents	% of Respondents
Unsatisfied	2	2
Satisfied	44	54
Good	35	44
Excellent	0	0
Total	81	100

INTERPRETATION

From the above table, it is clear that 2% of respondents are Unsatisfied with the supervisors, 54% of respondents are Satisfied with the supervisors, 44% of respondents are Good with the supervisors and none of the respondents are Excellent with the supervisors.

DISTRIBUTION OF RESPONDENTS BY RELATION WITH SUPERVISOR

CHART 9

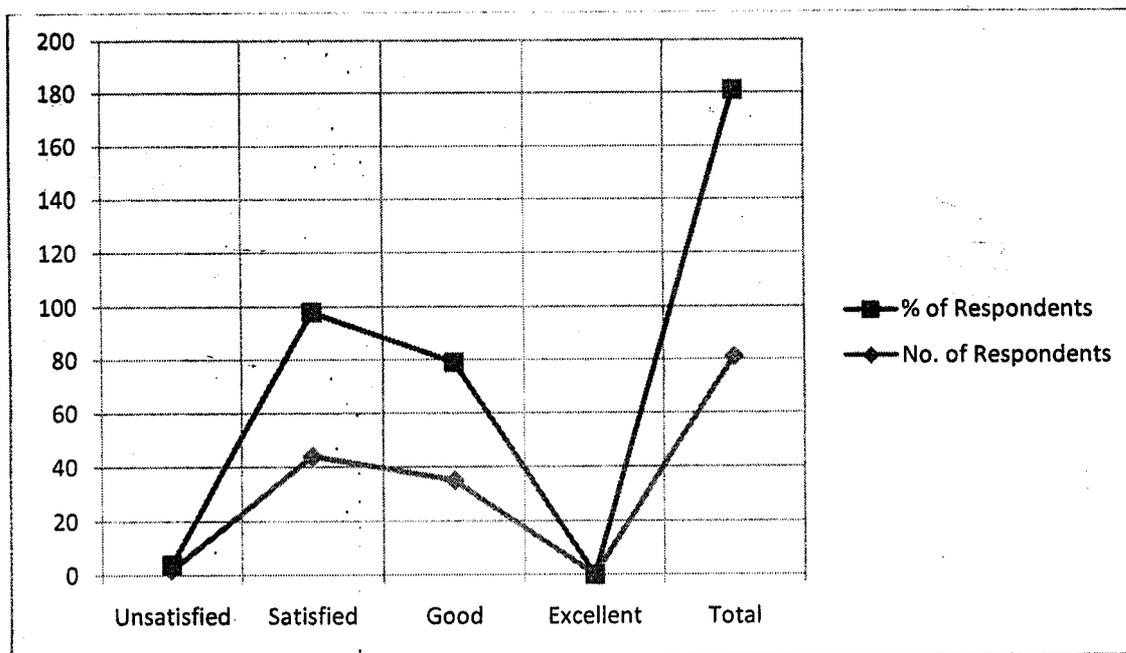


TABLE 10
DISTRIBUTION OF RESPONDENTS BY RELATION
WITH CO-WORKERS

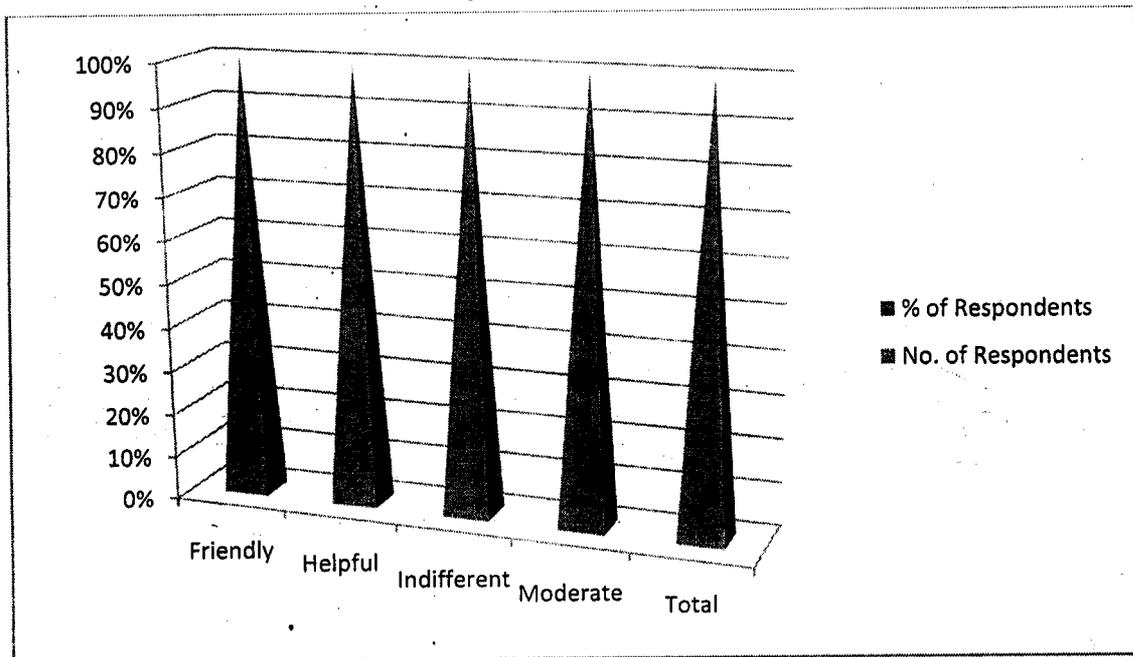
Classification	No. of Respondents	% of Respondents
Friendly	30	37
Helpful	31	37
Indifferent	14	17
Moderate	7	9
Total	81	100

INTERPRETATION

From the above table, it is clear that 37% of respondents are Friendly with the co-workers, 37% of respondents are Helpful with the co-workers, 17% of respondents are Indifferent with the co-worker and 9% of respondents are Moderate with the co-workers.

DISTRIBUTION OF RESPONDENTS BY RELATION WITH CO-WORKERS

CHART 10



**BETWEEN THE MONTHLY INCOME AND THE NATURE OF
SATISFACTION OF JOB**

Opinion Salary (Rs.)	Unsatisfied	Satisfied	Total
<2500	5	9	14
>2500	6	61	67
Total	11	70	81

Note: Unsatisfied is taken as one factor, and the Satisfied, Good and Excellent are combined and considered as a single factor as Satisfied.

Null Hypothesis: - Ho – There is no relationship between the Monthly income and the level of Satisfaction in job.

Alternative Hypothesis:- Ha – There is a relationship between the Monthly income and the level of Satisfaction in job.

INFERENCE:

The calculated value 7.0741 is greater than the value of 3.84 for 1 degree of freedom and 5 percent level of significance. Hence the null hypothesis is rejected. This give the conclusion that there is a significant relationship between the monthly income and the level of satisfaction in the job.

**CHI – SQUARE TEST TO FIND THE RELATIOSHIP BETWEEN THE
EXPERIENCE AND SATISFACTION OF SALARY**

Opinion service (Yrs)	Unsatisfied	Satisfied	Total
<10years	6	5	11
>10years	31	39	70
Total	37	44	81

Note: - Unsatisfied is taken as one factor, and the Satisfied, Good and Excellent are combined and considered as a single factor as Satisfied.

Null Hypothesis:- Ho – There is no relationship between the Experience and the Satisfaction of the Salary.

Alternative Hypothesis: Ha – There is a relationship between the Experience and The Satisfaction of the Salary.

INFERENCE:

The calculated value 0.4072 is less than the table value of 3.84 for 1 degree of freedom at 5 percent level of significance. Hence the null hypothesis is accepted. This gives the conclusion that there is no relationship between the Experience

Chapter – 9

Findings

SUMMARY OF FINDINGS

The respondents agree that the communication and openness among the management and the employees is satisfactory.

Most of the workers in the organization have the experience of above 10 years.

54% of the respondents in the organization are satisfied with the working conditions given by the company.

Majority of the workers are unsatisfied with the salary.

47% of the respondents are not satisfied with the overtime work.

All the co-workers are friendly and helpful.

The relation with the supervisor is satisfied by many of the respondents.

Work environment plays a major role in employee's satisfaction. The respondents are satisfied with the adequate facilities provided to do their job.

The grievance handling mechanism is also satisfied by many of the respondents

From the chi-square test it has been found that there is a relationship between the monthly income and the level of satisfaction in the job.

It has also been found that there is no relationship between the experience and the satisfaction of salary.

Chapter – 10

Suggestions

SUGGESTIONS AND RECOMMENDATIONS

The following are considered to be the suggestions for the improvement of Wheels parcel services in promoting and penetrating into the cargo services.

Customer care is of utmost importance in the current world which in turn becomes a motivating factor for the success of any organization. Hence it is a felt in need to concentrate by the management in taking care of the employees in terms of salary and other social benefits.

Cost-competitive and cost effectiveness becomes the slogan of today's field. Under these circumstances it is a time for the company to take utmost care in introducing modern clearing and forwarding cargo services which in turn will lead to least cost.

Working in the environment with the cargo division will lead to lot of health hazards. Hence management has to take effort to increase the many modern facilities to the workers which in turn will increase the turnover the company and welfare aspect of the individual.

In this context, the study suggest the company got ISO 9001 which is for environmental factors. The company can provide necessary facilities with the help of cargo division and other clients.

The study also suggests the company to increase and acquire the necessary technical know-how expertise and sophisticated development method to produce high quantity.

The company has to undergo a joint project to improve its quantity of parcel in the coming year.

Last but not the least , it is in the hands of the clients to take enough amount of attention both at the micro as well as at the macro level.

Chapter – 11

Conclusion

CONCLUSION

Employees are real resource of any Company. An attempt has been made in this project work to analyze the level of satisfaction among the employee of wheel parcel services.

It is seen that there are encouraging signs from the employees regarding satisfaction. With the able support from management and to operation of employees much can be done to enhance the satisfaction of the employees for the organization's better feature.

Chapter – 12

Bibliography

BIBLIOGRAPHY

1. TRIPATHI, P.C., "HUMAN RESOURCE DEVELOPMENT " , NEW DELHI; SULTAN CHAND&SONS, 2002.
2. KOTHARI, C.R., " RESEARCH METHODOLOGY ". NEW DELHI WISHWA PRAKASHAN, 2002.
3. PRASAD, L.M. ," HUMAN RESOURCE MANAGEMENT ". NEW DELHI SULTAN CHAND&SONS, 2001.
4. MR.S.NAREN "JOB SATISFACTION OF HUMAN RESOURE MANAGEMENT" JABALPUR, IN 2002

Chapter – 13

Appendix

18. Do you find the job
 - a) Frustrating b) Tedious c) Routine d) Satisfactory
19. Do you receive any complaints about the quality of production?
 - a) Yes b) No
- 19.a) How is your relationship with your supervisor
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
20. Do you think your supervisor is extracting more work from you?
 - a) Yes b) No
21. How do you find your co-workers?
 - a) Friendly b) Helpful c) Indifferent d) Moderate
22. How do you find the workplace?
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
23. Give your opinion about the improvement could be made at the workplace regarding factors like cleanliness, lighting, ventilation, noise etc.?
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
24. Are you satisfied with the shift timing?
 - a) Yes b) No

If No, reason?
25. Give the more common reason for absenting?
 - a) Family problems b) Sickness c) Workload d) Working Conditions
26. Give your opinion about the affection of health in any way by doing the job?
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
27. Give opinion about the affection of personal problem in performance on the job?
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
28. Are you satisfied with the medical facilities provided by the company?
 - a) Unsatisfied b) Satisfied c) Good d) Excellent
29. Are you satisfied with the grievance handling mechanism adopted in your organization?
 - a) Yes b) No
30. Do you wish to add any other information relevant to this study?