A STUDY ON EMPLOYEE SATISFACTION IN BIMETAL BEARING LIMITED COIMBATORE

By

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A PROJECT REPORT
Submitted

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of

MASTER OF BUSINESS ADMINISTRATION

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Coimbatore - 641 047

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BONAFIDE CERTIFICATE

Certified that this project report titled, **"A Study On Employees Satisfaction At Bimetal Bearing Limited"** is the bonafide work of **Ms. R. Reshma Synthia,** who carried out the project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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Submitted for the Project Viva-Voce examination held on _____

Internal Examiner   External Examiner

DECLARATION

I affirm that the project work titled as **"A STUDY ON EMPLOYEES SATISFACTION IN BIMETAL BEARING LIMITED"** being submitted in partial fulfillment for the award of master of business administration is the original work carried out by me. It has not found the party other project work submitted for award of any degree or diploma, either in this or any other university.

Reshma Synthia. R
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I certify that the declaration made above by the candidate is true

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ACKNOWLEDGEMENT

SYNOPSIS

The emerging source of competitiveness these days is the competence of the work force and how they are managed, organized and motivated to perform. All other assists 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 employees as well as the company.

This study aims at finding out the satisfaction level of employees regarding the company policies and practices. The study was limited to the employees in Bimetal Bearing Limited. The main objective was to study the employee's attitude towards his nature and job and locate the area of dissatisfaction.

The questionnaire was prepared and administered to the employees and response was collected. The sample size is 50. The appropriate statistical tools like Correlation, Crosstabs, T Test and Percentage have been used to analyze and interpret the collected data. The collected data, which helped in finding the level of satisfaction among the employees and the area of dissatisfaction, were also identified.

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CHAPTER 1
INTRODUCTION

1.1 ABOUT THE STUDY

The Indian Bearing industry has grown steadily over the past few years. The industrial segment has evolved rapidly since the time of industrial revolution and is regarded as the main hub of modern machineries. The bearing industry plays a crucial role in the automotive sector.

Today, there are several large and medium units which together manufacture over 100 million bearings every year in India. The bearing industry has evolved significantly due to the expansion of production units in India.

The Indian bearing industry manufactures over 500 varieties of bearings. The current Indian bearing industry is worth Rs.3,500 crores. In this, automotive segment accounts for 45% of the revenues, which amounts to rs.1,350 crores and the remaining 55% is influenced by other industries through imports.

Bimetal Bearing Ltd (BBL) is a leading manufacturer of engine bearings, bushings, thrust washers in India. It belongs to the Amalgamation group of companies which was started in the year 1961 in collaboration with Clevite Corporation, USA and Repco Ltd, Australia. The Amalgamations group is one of India s leading engineering conglomerate. BBL and Daiso, Japan entered a joint venture partnership to establish a facility for history. Bimetal Bearing Ltd is represented with the brand name "BIMITE". BBL is denoted by "BIMETAL" in NSE and its BSE code is "505186".

THE MAJOR APPLICATIONS AREAS ARE AS FOLLOWS:

- Automobiles
- Railways
- Electrical Motors
- Electric Fans
- Diesel Engines
- Pumps
- Machine Tools
- Textile Machinery

1.2 ABOUT THE ORGANISATION

Bimetal Bearings Limited was established in the year 1961 in collaboration with **Clevite Inc., USA** and **Repco Limited, Australia**. BBL is a leading manufacturer of engine bearings, bushing and thrust washers in India and is a member of the amalgamations group of companies.

BBL has fully integrated manufacturing facilities right from raw material to fully value added finished products. BBL and Daido Japan entered into a joint venture partnership to establish a facility for history.

Bimetal's brand name – BIMITE- symbolizes the corporate capability of the company in areas of technology, innovation and leadership in the industry. BIMITE is supported by a well-defined distribution network in India.

BBL has a strong OEM base covering all segments of the automotive spectrum covering Passenger cars, MUVs, LCVs, M&HCVs, Tractors, Industrial engines and two wheelers apart from catering to the requirements of defence and railway establishments.

All BBL facilities are TS 16949 certified. BBL Hosur plant is also ISO 14001 certified. BBL Coimbatore plant is ISO 14001 and OHSAS 18001 certified.

PRODUCTS

Bimetal Bearings Limited manufactures a wide range of **Engine Bearings, Bushings, Thrust Washers**, **Alloy Powder** and **Bimetallic Strips.**

BBL's product range includes:

Engine Bearings
Bushings
Thrust Washers
Copper Alloy Powders
Sintered Copper Alloy Strips
Aluminium Alloy Strips

CUSTOMERS

Trucks

- Ashok Leyland
- Telco

Tractors

- TAFE
- Mahindra & Mahindra
- ESCORT

Four Wheelers

- Hyundai
- Maruthi
- Mahindra & Mahindra

Three Wheelers

- Bajaj Auto

Two Wheelers

- Hero Honda

DEALERSHIP AND DISTRIBUTOR NETWORK

USA	Mexico	Italy
Australia	Germany	Korea
Iran	Bangladesh	Srilanka
UK	Dubai	Croatia

THE PROCESS FLOW CHART:
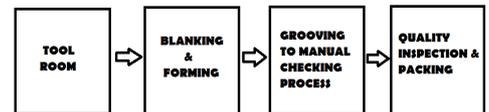
THE PROCESS INVOLVED IN BIMETAL BEARING LTD

The process chart and the raw material shown here may vary depending upon the customer needs.

1.3 SCOPE OF THE STUDY

From the Project it is easy to identify the Employee 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 Employee Satisfaction.

CHAPTER 2I
REVIEW OF LITERATURE

J.W. Groothoffc[1]

Employee satisfaction is associated with mental health. Employees could be counseled on how they feel about their work. If specific aspects of their job are causing particular dissatisfaction, thye could be assisted to appropriately change these aspects. There is no 'gold standard' indicating the aspects that should be taken into account when job satisfaction is measured. This study investigated which work factors determine Employee satisfaction. A self-report questionnaire was sent to a random sample of 822 out of 1908 active employees. The questionnaire examined overall Employee satisfaction with specific work aspects using valid single-item measures.

The response rate was 63%. Overall Employee satisfaction was 5.3 to 1.3 on a Likert-scale ranging from 1 (strongly disagree) to 7 (strongly agree). The work factors explained 54% of the variance in Employee satisfaction. Specific satisfaction with task variety, colleagues, working conditions and work loaded were positively related to overall Employee satisfaction, as were career perspectives and job autonomy. Task variety, working conditions, workload and career perspectives determine the greater part of Employee satisfaction. An instrument including these factors would provide beneficial information beyond current measures of Employee satisfaction.

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[1]J.W. Groothoffc (2006), Employee Satisfaction, Department of Social Medicine, University Medical Center, University of Groningen, Groningen, The Netherlands.

Nazrul Islam & Gour Chaandra Saha[2]

This study attempts to evaluate Employee satisfaction of bank officers in Bangladesh. It focuses on the relative importance of Employee satisfaction factors and their impacts on the overall Employee satisfaction of officers. It also investigates the impacts of bank type, work experience, age and sex differences on the attitudes toward Employee satisfaction.

The result shows that salary, efficiency of work, fringe supervision and co-worker relation are the most important factors contributing to Employee satisfaction. Private bank officers have higher levels of Employee satisfaction than those from public sectors as they enjoy better facilities and supportive work environment. Sex and age differences have relatively lower level of impact on it. The overall Employee satisfaction of the bank officers is at the positive level.

P.Chimanikire, E. Mutandwa, C.T. Gadzirayi, N. Muzondo and B. Mutandwa[3]

The broad objective of this study was to determine factors affecting Employee satisfaction among academic professionals in tertiary institutions of Zimbabwe against the backdrop of high brain drain in the sector. A total of 80 respondents were selected randomly from departmental list and interviewed using structured questionnaires.

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[2] Nazrul Islam & Gour Chaandra Saha, Employee satisfaction of bank officers in Bangladesh.

[3] P.Chimanikire, E. Mutandwa, C.T. Gadzirayi, N. Muzondo and B. Mutandwa, factors affecting Employee satisfaction among academic professionals in tertiary institutions in Zimbabwe.

The results of the study showed that a greater proportion of the academic staff was not satisfied with their jobs. Reasons for dissatisfaction include high volume of work, inadequate salaries, allowances, loans to facilities purchase of housing stands and cars.

Bryan D. Edwards, Suzanne T. Bell[4]

This study is to examine the relationship between Employee satisfaction, task and contextual performance. Specifically, it assessed this relationship for overall as well as facets of Employee satisfaction. 44o Employee in a manufacturing plant completed measures of task and contextual Employee satisfaction.

Results indicate that the relationship between the overall Employee satisfaction, task and contextual performance were the same. However, when the facets of Employee satisfaction were considered, different relationships emerged. There was a stronger relationship between satisfaction with supervision and contextual performance compared to task performance. In contrast, there was a stronger relationship between satisfaction with work and task performance compared to contextual performance. Results indicated the importance of considering different facets with the Employee satisfaction and Employee performance relationship, as well as the importance of matching predictors and criteria in terms of their levels of specificity.

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[4] Bryan D. Edwards, Suzanne T. Bell, relationship between facets of Employee satisfaction, Task and Contextual Performance.

CHAPTER 3
RESEARCH METHODOLOGY

3.1 TYPE OF RESEARCH

The research used in this study is of Descriptive type. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group.

3.2 OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE:

➢ To identify and study the level of Satisfaction of Employees of Bimetal Bearing Limited

SECONDARY OBJECTIVE:

➢ To evaluate the co-operation among the Employees
➢ To offer suggestions to the organization based on the findings of the study

3.3 DATA AND SOURCE OF DATA

The primary data was collected by using questionnaire. The questionnaire has 26 questions.

3.4 TIME PERIOD COVERED

The research period of the study has from 26th June 2012 to 8th August 2012 having 6 weeks of duration.

3.5 POPULATION AND SAMPLE SIZE

The sample size consisting of 50 respondents were selected for the study from the population of about 90 employees.

3.6 SAMPLING TECHNIQUE

Since it is difficult to contact the entire population, sampling technique was adopted. The employees were given a questionnaire using convenience sampling techniques.

3.7 STATISTICAL TOOLS USED

SPSS is used for analyzing the data

> CROSS TABS

Crosstabs is an SPSS procedure that cross-tabulates two variables, thus displaying their relationship in tabular form. In contrast to Frequencies, which summarizes information about one variable, Crosstabs generates information about bivariate relationships.

> CORRELATION

Correlation refers to any of a broad class of statistical relationships involving dependence. The statistical relationship between two random variables or two sets of data. The most familiar measure of dependence between two quantities is the Pearson product-moment correlation coefficient, or "Pearson's correlation." As it approaches zero there is less of a relationship (closer to uncorrelated). The closer the coefficient is to either −1 or 1, the stronger the correlation between the variables.

> T TEST

A t-test is any statistical hypothesis test in which the test statistic follows a Student's t distribution if the null hypothesis is supported. It is most commonly applied when the test statistic would follow a normal distribution if the value of a scaling term in the test statistic were known. When the scaling term is unknown and is replaced by an estimate based on the data, the test statistic (under certain conditions) follows a Student's t distribution.

Ho: There is no significant difference between two responses.

Ha: There is significant difference between two responses.

> PERCENTAGE ANALYS

Percentage method refers to a specified kind which is used in making comparison between two or more series of data. Percentages are based on descriptive relationship. It compares the relative items. Since the percentage reduces everything to a common base and thereby allows meaning comparison. Percentage analysis is the method to represent raw streams of data as a percentage for better understanding of collected data.

3.8 LIMITATIONS OF THE STUDY

The following are the limitations in the project,

> Sample size of the study is only 50.
> Some of the respondents were not responding to some of the questions.

CHAPTER 4
4. DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS:

1). How long are you working in BBL?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	BELOW 1 year	9	18%
B	1-3	12	24%
C	3-5	11	22%
D	>5	18	36%

CHART NO 4.1.1

PERCENTAGE OF RESPONDANTS WORKING IN BBL
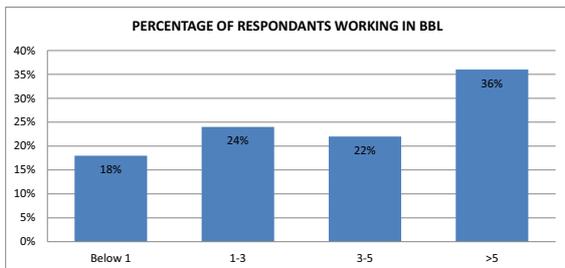
INFERENCE:

Chart No.4.4.1, it is inferred that 36% of the Employees are working in BBL for more than 5 years and 18% of the Employees are working in BBL for less than a year.

2). Do you find access to first aid box immediately and with suitable medication?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	OFTEN	36	72%
B	NOT OFTEN	6	12%
C	RARE	6	12%
D	NOT AT ALL	2	4%

CHART NO 4.1.2

First Aid Box Facility
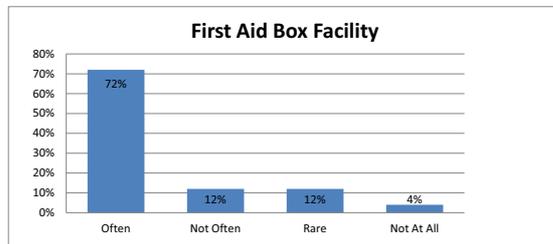
INFERENCE:

Chart no.4.1.2, it is inferred that 72% of the Employees highly find access to first aid box immediately and with suitable medication and 4% of the Employees find access to first aid box immediately and with suitable medication.

3). Are you satisfied with the current Bonus?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	27	54%
B	NO	23	46%

CHART NO 4.1.3
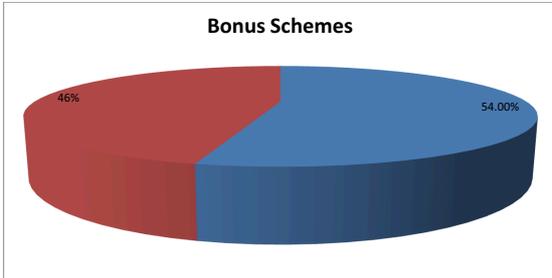
Bonus Schemes

INFERENCE:

Chart No. 4.1.3, it is inferred that 54% of the Employees are highly satisfied with the current Bonus Schemes and 46% of the Employees are not satisfied with the current Bonus Schemes.

4). Does the Increment match your expectation?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	30	60%
B	NO	20	40%

CHART NO 4.1.4
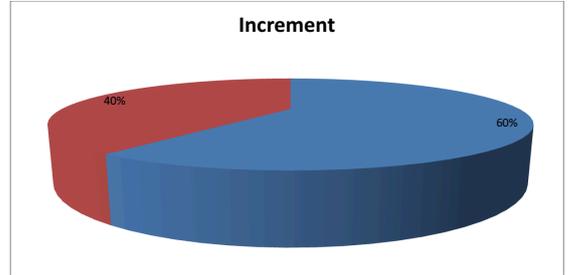
Increment

INFERENCE:

Chart No. 4.1.4, it is inferred that 60% of the Employees Increment highly match their expectation and 40% the Employees Increment do not match their expectation.

5). How do you find the Equipment Maintenance procedure?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	OFTEN	20	40%
B	NOT OFTEN	14	28%
C	RARE	13	26%
D	NOT AT ALL	3	6%

CHART NO 4.1.5

Equipment Maintenance
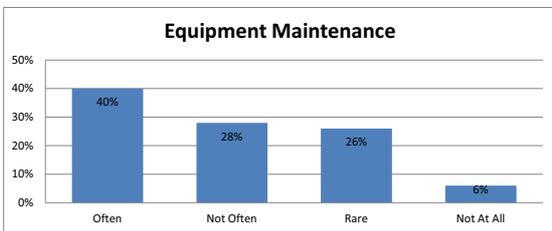
INFERENCE:

Chart No.4.1.5, it is inferred that 40% of the Employees are highly satisfied with the Equipment Maintenance procedure and 6% of the Employees are not satisfied with the Equipment Maintenance procedure.

6). How do you think the safety measures adopted by the company?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	25	50%
B	FAIR	15	30%
C	SATISFACTORY	4	8%
D	DISSATISFIED	6	12%

CHART NO 4.1.6

Safety Measures

INFERENCE:

Chart No. 4.1.6, it is inferred that 50% of the Employees are highly satisfied with the safety measures which are adopted by the company and 8% of the Employees are not satisfied with the safety measures which are adopted by the company.

7). How do you think is the Accident Compensation scheme of the company?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	18	36%
B	FAIR	12	24%
C	SATISFACTORY	9	18%
D	DISSATISFIED	11	22%

CHART NO 4.1.7
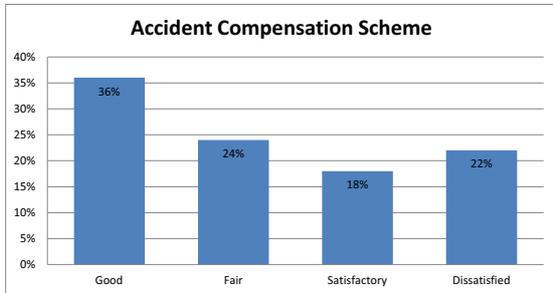
INFERENCE:

Chart No. 4.1.7, it is inferred that 36% of the Employees are highly satisfied with the Accident Compensation scheme of the company and 18% of the Employees are satisfied with the Accident Compensation scheme of the company.

8) During an accident how does the first-aid instructor help you?

| OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	DISSATIFIED	7	14%
B	SATISFACTORY	19	38%
C	FAIR	12	24%
D	GOOD	12	24%

CHART NO 4.1.8
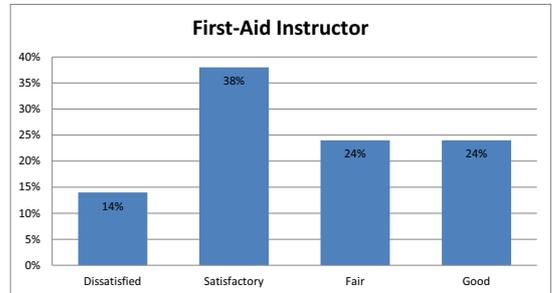
INFERENCE:

Chart No. 4.1.8, it is inferred that 38% of the Employees are highly satisfied with the first-aid instructor and 14% of the Employees are not satisfied with the first-aid instructor.

9). How is your Relationship with your superiors?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	24	48%
B	FAIR	11	22%
C	SATISFACTORY	7	14%
D	DISSATISFIED	8	16%

CHART NO 4.1.9

INFERENCE:

Chart No. 4.1.9, it is inferred that 48% of the Employees are highly satisfied with their Superiors and 14% of the Employees are not satisfied with their Superiors.

10). How is your Relationship with your colleagues?

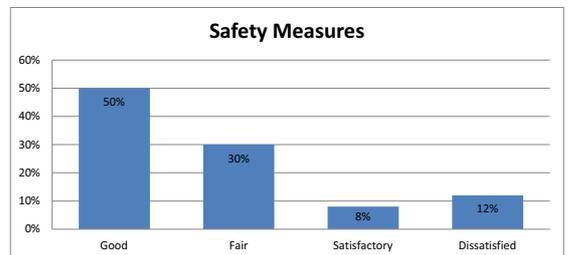| OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	22	44%
B	FAIR	7	14%
C	SATISFACTORY	17	34%
D	DISSATISFIED	4	8%

CHART NO 4.1.10

INFERENCE:

Chart No. 4.1.10, it is inferred that 44% of the Employees are highly satisfied with their Colleagues and 8% of the Employees are not satisfied with their Colleagues.

11). How do you find the canteen?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	DISSATISFIED	12	24%
B	SATISFACTORY	10	20%
C	FAIR	23	12%
D	GOOD	5	10%

CHART NO 4.1.11
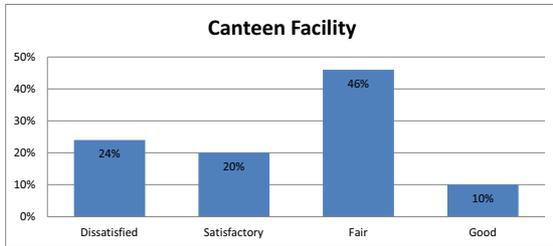
INFERENCE:

Chart No. 4.1.11, it is inferred that 46% of the Employees are highly satisfied with the Canteen Facility and 10% of the Employees are not satisfied with the Canteen Facility.

12). How often do the tasks assigned to you by your supervisor help you grow professionally?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	OFTEN	29	58%
B	NOT OFTEN	13	26%
C	RARE	6	12%
D	NOT AT ALL	2	4%

CHART NO 4.1.12

INFERENCE:

Chart No. 4.1.12, it is inferred that 58% of the Employees are highly satisfied with the task assigned by the Supervisor and 10% of the Employees are not satisfied with the task assigned by the Supervisor.

13). Do you find the work stressful?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	OFTEN	11	22%
B	NOT OFTEN	17	34%
C	RARE	9	18%
D	NOT AT ALL	13	26%

CHART NO 4.1.13
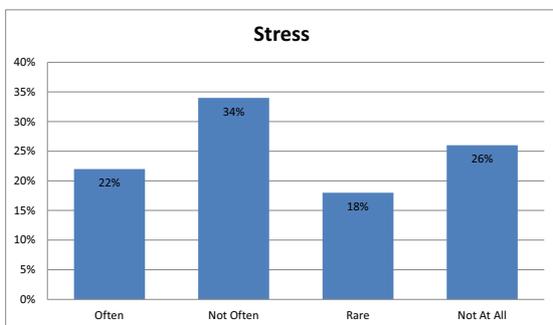
INFERENCE:

Chart No. 4.1.13, it is inferred that 34% of the Employees can cope up with the Stress and 18% of the Employees cannot cope up with the Stress.

14). Are you a member of Medi-claim Insurance?

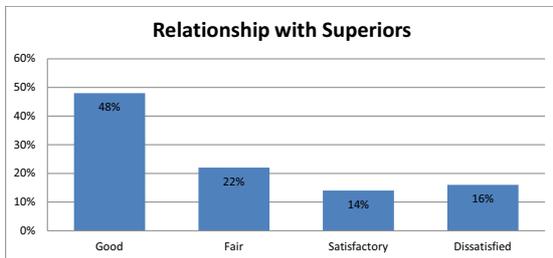| OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	26	52%
B	NO	23	48%

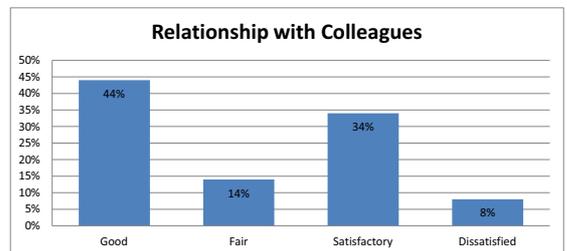**CHART NO 4.1.14**
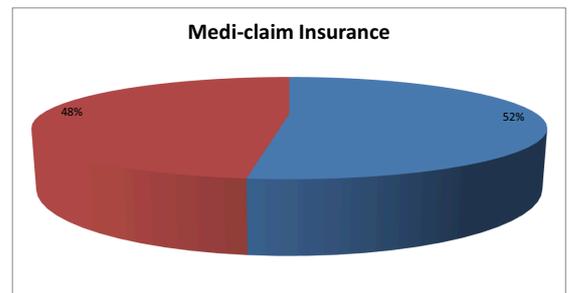
INFERENCE:

Chart No. 4.1.14, it is inferred that 52% of the Employees are highly satisfied with the Medi-claim Insurance and 48% of the Employees are not satisfied with the Medi-claim Insurance.

15). How do you find the Training and Development initiatives of the company?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	15	30%
B	FAIR	26	52%
C	SATISFACTORY	6	12%
D	DISSATISFIED	3	6%

CHART NO 4.1.15
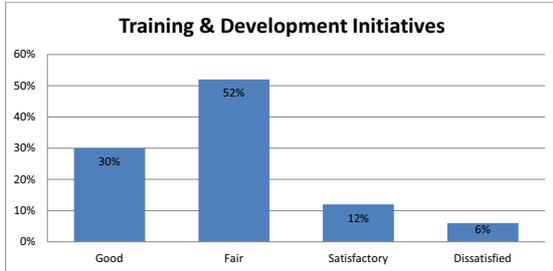
INFERENCE:

Chart No. 4.1.15, it is inferred that 52% of the Employees are highly satisfied with the Training and Development Initiatives and 6% of the Employees are not satisfied with the Training and Development Initiatives.

16). Do you have Employee Referral scheme?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	32	64%
B	NO	18	36%

CHART NO 4.1.16
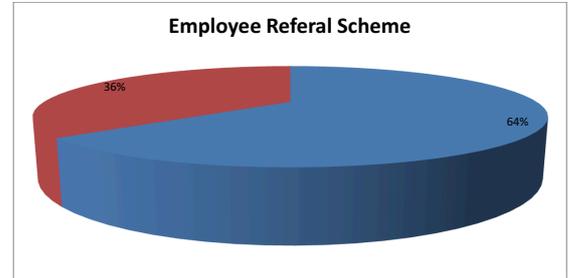
INFERENCE:

Chart No. 4.1.16, it is inferred that 64% of the Employees are highly satisfied with the Employee Referral Scheme and 36% of the Employees are not satisfied with the Employee Referral Scheme.

16). (a). If yes how do you find it?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	14	28%
B	FAIR	12	24%
C	SATISFACTORY	6	12%
D	DISSATISFIED	0	0%

CHART NO 4.1.16 (a)

INFERENCE:

Chart No. 4.1.16 (a), it is inferred that 28% of the Employees are highly satisfied with the facility of Employee Referral Scheme and 0% of the Employees are not satisfied with the facility of Employee Referral Scheme.

17).Is retirement and pension plan followed by your management?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	35	70%
B	NO	15	30%

CHART NO 4.1.17
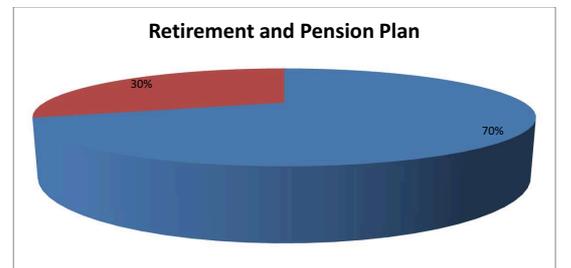
INFERENCE:

Chart No. 4.1.17, it is inferred that 70% of the Employees are highly satisfied with the Retention and Pension Plan and 30% of the Employees are not satisfied with the Retention and Pension Plan.

18). Do you feel that gratuity benefits could be introduced for the Welfare of the long tenured employees?

OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	YES	37	74%
B	NO	13	26%

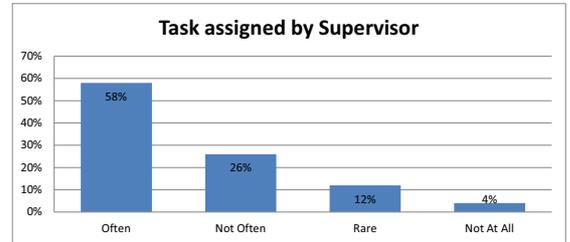**CHART NO 4.1.18**
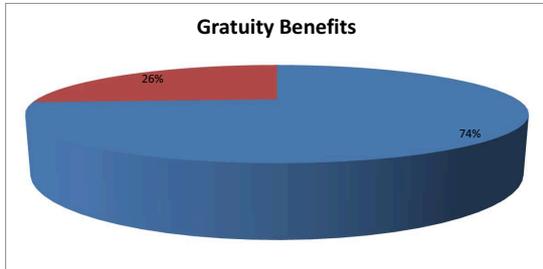
Gratuity Benefits

INFERENCE:

Chart No. 4.1.18, it is inferred that 74% of the Employees are highly satisfied with the Gratuity Benefits and 26% of the Employees are not satisfied with the Gratuity Benefits.

19). Are you satisfied with your present job?

| OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	DISSATISFIED	4	8%
B	SATISFACTORY	23	46%
C	FAIR	13	26%
D	GOOD	10	20%

CHART NO 4.1.19

Satisfaction with Present Job
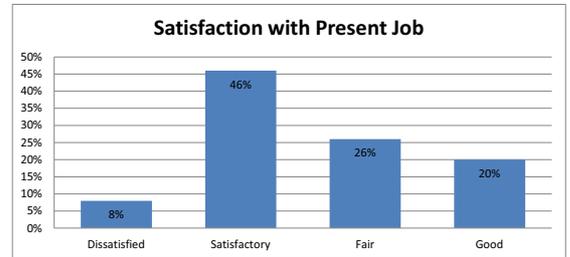
INFERENCE:

Chart No. 4.1.19, it is inferred that 46% of the Employees are highly satisfied with their Present job and 8% of the Employees are not satisfied with their Present job.

20). How do you rate the present job in comparison to the other one?

| OPTIONS	PARTICULARS	NO OF RESPONDANTS	% OF RESPONDANTS
A	GOOD	17	34%
B	FAIR	17	34%
C	SATISFACTORY	12	24%
D	DISSATISFIED	4	8%

CHART NO 4.1.20

Comparison of Present Job with Previous
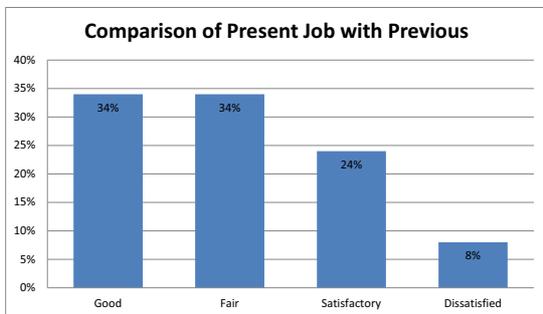
INFERENCE:

Chart No. 4.1.20, it is inferred that 34% of the Employees are highly satisfied with their present job compared with the previous job and 8% of the Employees are not satisfied with their present job compared with the previous job.

4.2 CORRELATION

4.2.1 Test for association between the Relationship of Superiors and Colleagues with the Employees

The association between the Relationship of Superiors and Colleagues with the Employees is tested using Correlation and the results are shown below

Relationship of Superiors and Colleagues with the Employees

CHART NO 4.2.1

Correlations

		Relationship WithSuperiors	Relationship WithColleagues
RelationshipWithSuperiors	Pearson Correlation	1	.211
	Sig. (2-tailed)		.141
	N	50	50
RelationshipWithColleagues	Pearson Correlation	.211	1
	Sig. (2-tailed)	.141	
	N	50	50

INFERENCE:

Chart No 4.2.1, Relationship of Superiors and Colleagues with the Employees were positively correlated and the correlation is 0.211. Thereby, the relationship of superiors and colleagues with an employee would have a major impact on employee satisfaction.

4.2.2 Test for association between Safety and First-aid Instructor with the Employees

The association between Safety and First-aid Instructor with the Employees is tested using Correlation and the results are shown below

CHART NO 4.2.2

Correlations

		Safety	FirstAidInstructor
Safety	Pearson Correlation	1	.180
	Sig. (2-tailed)		.211
	N	50	50
FirstAidInstructor	Pearson Correlation	.180	1
	Sig. (2-tailed)	.211	
	N	50	50

INFERENCE:

Chart No. 4.2.2, the relationship between the parameters of first aid instructor and safety are positively correlated and it is 0.180. Thereby, these two parameter were strongly correlated each other and it shows an impact of employee satisfaction.

4.3 Crosstabs

4.3.1 Test for association between Bonus, Increment, Incentives, Safety, Relationship with Superiors, Relationship with Colleagues, Stress, Task Assigned and Satisfaction with the Employees Age

The association between Bonus, Increment, Incentives, Safety, Relationship with Superiors, Relationship with Colleagues, Stress, Task Assigned and Satisfaction with the Employees Age is tested using Correlation and the results are shown below

CHART NO 4.3.1

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Bonus	50	100.0%	0	.0%	50	100.0%
Age * Increment	50	100.0%	0	.0%	50	100.0%
Age * Incentives	50	100.0%	0	.0%	50	100.0%
Age * Safety	50	100.0%	0	.0%	50	100.0%
Age * RelationshipWithSuperiors	50	100.0%	0	.0%	50	100.0%
Age * RelationshipWithColleagues	50	100.0%	0	.0%	50	100.0%
Age * Canteen	50	100.0%	0	.0%	50	100.0%
Age * Stress	50	100.0%	0	.0%	50	100.0%
Age * TaskAssigned	50	100.0%	0	.0%	50	100.0%
Age * Satisfaction	50	100.0%	0	.0%	50	100.0%

CHART NO 4.3.2

Age * Bonus Cross tabulation

Count		Bonus		
		Yes	No	Total
Age	10-20	0	1	1
	20-30	12	7	19
	30-40	5	1	6
	40-50	3	7	10
	50-60	7	7	14
Total		27	23	50

INFERENCE:

Chart No 4.3.2, it is inferred that the Employees within the age group of 20-30 are highly satisfied with their bonus.

CHART NO 4.3.3

Age * Increment Cross tabulation

Count		Increment		
		Yes	No	Total
Age	10-20	0	1	1
	20-30	10	9	19
	30-40	4	2	6
	40-50	8	2	10
	50-60	8	6	14
Total		30	20	50

INFERENCE:

Chart No 4.3.3, it is inferred that the Employees within the age group of 20-30 are highly satisfied with their Increment.

CHART NO 4.3.4

Age * Incentives Cross tabulation

Count		Incentives			Total
		Good	Satisfied	Dissatisfied	
Age	10-20	0	1	0	1
	20-30	7	8	4	19
	30-40	3	2	1	6
	40-50	3	6	1	10
	50-60	4	5	5	14
Total		17	22	11	50

INFERENCE:

Chart No 4.3.4, it is inferred that the Employees within the age group of 20-30 are highly satisfied with their Incentives and the Employees within the age group of 50-60 are not satisfied with their Incentives.

CHART NO 4.3.5

Age * Safety Cross tabulation

Count		Safety				Total
		Good	Fair	Satisfied	Dissatisfied	
Age	10-20	1	0	0	0	1
	20-30	9	6	2	2	19
	30-40	3	1	0	2	6
	40-50	6	3	1	0	10
	50-60	6	6	1	1	14
Total		25	16	4	5	50

INFERENCE:

Chart No 4.3.5, it is inferred that the Employees within the age group of 20-30 are highly satisfied with the Safety measures and the Employees within the age group of 30-40 are not satisfied with their Incentives.

CHART NO 4.3.6

Age * Relationship With Superiors Cross tabulation

Count		Relationship With Superiors				Total
		Good	Fair	Satisfied	Dissatisfied	
Age	10-20	0	0	1	0	1
	20-30	9	4	2	4	19
	30-40	4	1	1	0	6
	40-50	5	2	2	1	10
	50-60	7	5	1	1	14
Total		25	12	7	6	50

INFERENCE:

Chart No 4.3.6, it is inferred that the Employees within the age group of 20-30 are having good relationship with the superiors than other age groups.

CHART NO 4.3.7

Age * RelationshipWithColleagues Cross tabulation

Count		RelationshipWithColleagues				Total
		Good	Fair	Satisfied	Dissatisfied	
Age	10-20	1	0	0	0	1
	20-30	11	2	5	1	19
	30-40	2	1	2	1	6
	40-50	1	3	5	1	10
	50-60	6	1	6	1	14
Total		21	7	18	4	50

INFERENCE:

Chart No 4.3.7, it is inferred that the Employees within the age group of 20-30 are having good relationship with the colleagues than other age groups.

CHART NO 4.3.8

Age * Stress Cross tabulation

Count		Stress				Total
		Often	Not Often	Rare	Not at all	
Age	10-20	1	0	0	0	1
	20-30	4	4	6	5	19
	30-40	0	4	0	2	6
	40-50	4	2	1	3	10
	50-60	1	8	2	3	14
Total		10	18	9	13	50

INFERENCE:

Chart No 4.3.8, it is inferred that the Employees within the age group of 20-30 were mostly not found the work stressful. But the employees within the age group of 50-60 were found the work stressful but not often.

CHART NO 4.3.9

Age * TaskAssigned Cross tabulation

Count		TaskAssigned				Total
		Often	Not Often	Rare	Not at all	
Age	10-20	1	0	0	0	1
	20-30	10	8	0	1	19
	30-40	4	1	0	1	6
	40-50	5	2	3	0	10
	50-60	8	3	3	0	14
Total		28	14	6	2	50

INFERENCE:

Chart No 4.3.9, it is inferred that the Employees within the age group of 20-30 were highly answered that the task assigned to them by the superior had been enhanced to grow professionally than any other age groups.

CHART NO 4.3.10

Age * Satisfaction Cross tabulation

Count		Satisfaction				Total
		Dissatisfied	Satisfied	Fair	Good	
Age	10-20	0	1	0	0	1
	20-30	1	4	7	7	19
	30-40	1	3	1	1	6
	40-50	2	6	1	1	10
	50-60	0	9	4	1	14
Total		4	23	13	10	50

INFERENCE:

Chart No 4.3.10, it is inferred that the Employees within the age group of 20-30 were highly satisfied with their present job than any other age groups.

4.4 T Test

4.4.1 Test for association between the Relationship of Superiors and Colleagues with the Employees

The association between the Relationship of Superiors and Colleagues with the Employees is tested using T Test and the results are shown below

CHART NO 4.4.1

Group Statistics

	Period	N	Mean	Std. Deviation	Std. Error Mean
RelationshipWithSuperiors	>= 3.00	29	1.8966	1.14470	.21257
	< 3.00	21	1.8571	.96362	.21028
RelationshipWithColleagues	>= 3.00	29	1.8966	.97632	.18130
	< 3.00	21	2.3810	1.11697	.24374

INFERENCE:

Chart No.4.4.1, It is inferred that an employee having above three years of experience was been highly satisfied with the relationship between superiors. And an employee having less than three years of experience was been highly satisfied with the relationship between colleagues.

CHART NO 4.4.2

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Relationshi pWithSupe riors	Equal variances assumed	.442	.509	.12 8	48	.899	.0394 1	.3074 4	-.5787 5	.6575 7
	Equal variances not assumed			.13 2	46.8 30	.896	.0394 1	.2990 0	-.5621 6	.6409 8
Relationshi pWithColle agues	Equal variances assumed	1.034	.314	-1.6 30	48	.110	-.4844 0	.2972 1	-1.081 97	.1131 7
	Equal variances not assumed			-1.5 95	39.5 95	.119	-.4844 0	.3037 8	-1.098 55	.1297 5

INFERENCE:

Ho: There is no significant difference between the relationship with superiors / colleagues and number of years experienced by an employee in BBL.

Ha: There is significant difference between the relationship with superiors / colleagues and number of years experienced by an employee in BBL.

Here the significant difference is 0.314 for the relationship with superiors and number of years experienced by an employee in BBL which shows that an employee satisfaction was strongly depends on the relationship with superior.

And the significant difference is 0.509 for the relationship with colleagues and number of years experienced by an employee in BBL which also shows that an employee satisfaction was strongly depends on the relationship with colleagues.

CHAPTER 5

5. FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

➢ On the basis of analysis of data collected through the Questionnaire from the respondents the following points can be inferred.

➢ The personal details such as the Employee's Age and Years of experience also affect the job satisfaction level.

➢ It is observed that only 36% of the Employees are working in BBL for above 5 years.

➢ It is observed that only 72% of the Employees find access to the first-aid box immediately and with suitable medication.

➢ It is observed that only 54% of the Employees are highly satisfied with their current bonus schemes.

➢ It is observed that only 60% of the Employees increments highly match their expectation.

➢ It is observed that only 40% of the Employees are highly satisfied with the Equipment Maintenance procedure.

➢ It is observed that only 40% of the Employees are highly satisfied with the safety measures which are adopted by the company.

➢ It is observed that only 36% of the Employees are highly satisfied with the Accident Compensation scheme of the company.

➢ It is observed that only 38% of the Employees are highly satisfied with the first-aid instructor.

➢ It is observed that only 48% of the Employees are highly satisfied with their Superiors.

➢ It is observed that only 44% of the Employees are highly satisfied with their Colleagues.

➢ It is observed that only 46% of the Employees are highly satisfied with the Canteen Facility.

➢ It is observed that only 58% of the Employees are highly satisfied with the task assigned by the Supervisor.

➢ It is observed that only 34% of the Employees can cope up with the Stress.

➢ It is observed that only 52% of the Employees are highly satisfied with the Medi-claim Insurance.

➢ It is observed that only 52% of the Employees are highly satisfied with the Training and Development Initiatives.

➢ It is observed that only 64% of the Employees are highly satisfied with the Employee Referral Scheme and 28% of the Employees are highly satisfied with the facility of Employee Referral Scheme.

➢ It is observed that only 70% of the Employees are highly satisfied with the Retention and Pension Plan.

➢ It is observed that only 74% of the Employees are highly satisfied with the Gratuity Benefits.

➢ It is observed that only 46% of the Employees are highly satisfied with their Present job.

➢ It is observed that only 34% of the Employees are highly satisfied with their present job compared with the previous job.

5.2 SUGGESTIONS

The following are considered to be the Suggestions for the improvement of Bimetal Bearing Limited.

> Employees require more encouragement from the colleagues and superiors since many of them are not satisfied with the support and guidance given by the colleagues and superiors. So that Employees will have involvement and commitment in work and they will be confident of abilities to succeed their job and their work will give a sense of personal accomplishment.

> Employees should engage themselves in extracurricular activities to remove their stress in the work.

> Employees should maintain a clean and neat work place.

> They should follow safety precautions for their good health.

> They should also follow the Rules and Regulations.

5.3 CONCLUSION

The study on Employee Satisfaction in Bimetal Bearing Limited that almost all the employees are satisfied with the job, which implies Bimetal Bearing Limited takes utmost care of its employees.

The reason behind the success of the company is its efficient Human Resources. Bimetal Bearing Limited has realized the importance of Human Resources and has taken utmost care of Employees.

Thus the company holds a good asset "THE EMPLOYEE FORCE" which will tend hands to drive the company to reach its targeted heights.

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WEBSITES

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APPENDIX

EMPLOYEE SATISFACTION OF BBL

QUESTIONNAIRE

1. Name _____

2. Age _____

3. Gender _____

4. Designation _____

5. How long are you working in BBL?

   A) Below 1year
   B) 1-3 Years
   C) 3-5 Years
   D) More than 5 Years

6. Do you find access to first aid box immediately and with suitable medication?

   A) Often
   B) Not Often
   C) Rarely
   D) Not At All

7. Are you satisfied with the current Bonus schemes?

   A) Yes
   B) No

8. Does the Increment match your expectation?

   A) Yes
   B) No

9. How do you find the Current incentive schemes?

    A) Good
    B) Satisfactory
    C) Dissatisfied

9. How do you find the Equipment Maintenance procedure?

    A) Often
    B) Not Often
    C) Rare
    D) Not At All

10. How do you think the safety measures adopted by the company?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

11. How do you think is the Accident Compensation scheme of the company?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

12. During an accident how does the first-aid instructor help you ?

    A) Dissatisfied
    B) Satisfactory
    C) Fair
    D) Good

13. How is your Relationship with your superiors?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

14. How is your Relationship with your colleagues?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

15. How do you find the canteen?

    A) Dissatisfied
    B) Satisfactory
    C) Fair
    D) Good

16. How often do the tasks assigned to you by your supervisor help you grow professionally?

    A) Often
    B) Not often
    C) Rarely
    D) Not At All

17. Do you find the work stressful?

    A) Often
    B) Sometimes
    C) Rare
    D) Not at all

18. Are you a member of Medi-claim Insurance?

    A) Yes
    B) No

19. How do you find the Training and Development initiatives of the company?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

20. Do you have Employee Referral scheme?

    A) Yes
    B) No

21(a). If yes how do you find it?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

21. Is retirement and pension plan followed by your management?

    A) Yes
    B) No

22. Do you feel that gratuity benefits could be introduced for the Welfare of the long tenured employees?

    A) Yes
    B) No

23. Are you satisfied with your present job?

    A) Dissatisfied
    B) Satisfied
    C) Fair
    D) Good

24. How do you rate the present job in comparison to the other one?

    A) Good
    B) Fair
    C) Satisfactory
    D) Dissatisfied

25. Give your suggestions in improving the Productivity and Quality output?

_____

_____

_____

_____

_____

Employees Signature

!!!THANK YOU!!!