

**“A STUDY OF JOB SATISFACTION AMONG THE EMPLOYEES OF AKR  
TEXTILE, TIRUPUR”**

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**BONAFIDE CERTIFICATE**

Certified that the Project report titled “A STUDY OF JOB SATISFACTION AMONG THE EMPLOYEES OF AKR TEXTILE, TIRUPUR” is the bonafide work of Miss.C.Lokenya 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.



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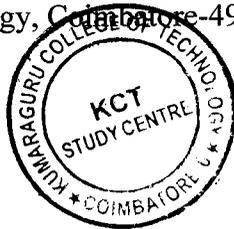
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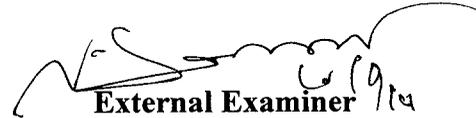
  
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## ABSTRACT

Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. There are a variety of factors that can influence a person's level of job satisfaction; some of these factors include the level of pay and benefits, the perceived fairness of the promotion system within a company, the quality of the working conditions, leadership and social relationships, and the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements).

This study is proposed to cover the satisfaction level of the employees on their job. Questionnaire was prepared in the area of salary, interaction with employees and officers, welfare programs, training facilities, etc by taking workers as sample. This study is proposed to know the employees expectation and motivational practices from the management.

AKR textile Export and clothing established in 1995, is engaged in the business of exporting knitted garments to various countries across the globe and inside India. The Company is located in Tirupur, the hub of Indian knitted garment industry, which is located near Coimbatore, the Manchester of South India.

The primary objective of the study is to study about the job satisfaction level among the employees at AKR TEXTILE, Tirupur. The remaining objectives are related to the primary objective. Sampling technique has to be decided according to the availability of employees. The study tries to reveal the satisfaction level of employees towards the company.



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# **INTRODUCTION**

# CHAPTER 1

## INTRODUCTION

### 1.1 RESEARCH BACKGROUND

In a dynamic world that is driven by technology a successful presence depends on the way you mould that technology to fit popular needs. Indigenous talent a daring attitude, courage to accept, learns new things and the simple spark of an idea. That is the genesis of AKR Textile.

AKR textile Export and clothing established in 1995, is engaged in the business of exporting knitted garments to various countries across the globe and inside India.

The Company is located at Kumar Nagar in Tirupur, the hub of Indian knitted garment industry, which is located near Coimbatore, the Manchester of South India.

The company which has started during 1995's by an excellent, team of path – breakers, chief among them being the chairman Mr. .K Loganathan..

#### **Management Policy**

We believe that by taking care of our employees' welfare and providing safe and comfortable working environment, we shall be able to deliver consistent best quality products to our customer.

#### **Code of conduct**

AKR textile is dedicated to excel in the apparel production by adhering to all the principles through our team work and involvement of all the employees.

AKR Textile is sole proprietorship company, they are manufacturer and exporters of all type of Garments like Men's, Ladies and kids Garments. The companies monthly turn over is 10 crores .The Company having 10 units around the tirupur. There are 2000 employees are working in the company. The company has got the SA8000:2001 certification and now they applied for the ISO.

#### **Certification**

A Certificate Successful Completion will be issued to those delegates who satisfactorily complete the continuous assessment and pass a formal written examination. Those not wishing to sit in the examination or adjudged not to have reached the required standard of competence will be issued a Certificate of Attendance.

## **Manufacturing Facility**

AKR Textile has a composite garment manufacturing facility comprising of Fabric Store, Fabric Cutting, Printing, Embroidery, Sewing, Finishing and Packing in a single place. This enables us to provide fast and timely delivery of orders.

## **Inspection of Stitched Garments**

We do a three tier Quality Checking before a garment is packed. First one is end line checking second one is 100% visual inspection and third and final 100% measurement checking. This ensures the product is free of any defects and stains.

## **Product Safety**

AKR Textile follows comprehensive needle policy in order to assure product safety.

We use only azo-free dyes and environmentally safe chemicals in our products thereby assuring the best and safe garments for our valuable customers.

## **The Group**

The day to day working of the company has been departmentalized into various sections for optimum efficiency.

1. Sampling & Development
2. Merchandising
3. Purchase
4. Production
5. Quality Assurance
6. Logistics
7. Finance & Administration
8. Human Resources
9. Marketing
10. Compliance & Social Management
11. Information Systems

## **Quality Assurance**

**AKR Textile** believes quality is the life line of the organization and we thrive on our quality.

In order to sustain high quality **AKR Textile** has a dedicated team of well qualified, committed and independent quality assurance department. The QA department directly reports to MD on all quality matters and direct attention of the top management ensures “always the best quality” products for our valuable customers.

We believe in quality assurance is the foundation for building a quality product. In order to achieve it we periodically train and educate our skilled work force regarding continuing product improvement, product knowledge, customer’s quality requirements, understanding the quality parameters of every style in Pre Production Meetings and regular Quality Awareness Classes. We are in the process of establishing “Quality Circles” in order to solve quality issues by our dedicated employees themselves, in order to encourage participation and identify their talents..

## **Product Range**

**AKR Textile’s** product range consists of all kinds of knitted garments and woven garments. These include Tee shirts for Kids, Boys, Girls, Ladies and Men’s, Girls and Ladies dress, Sweat shirt for Kids, Girls, Boys, Ladies and Men’s, Sleepwear. Etc.

We are specialized in knitted fabrics in 100% cotton, Cotton-Polyester Blends, Cotton-Viscose blends, new fiber/yarn as blended bamboo/cotton, Mélange, Organic Cotton, Modal with or without elasthane. Fabrics are made with world class knitting and processing that gives great feel and comfort.

In Knits the fabric range include, single jersey, double jersey, lycra jersey, rib, intell, ottoman, crepe, slinky, waffle, scuba, ponte roma, pique/La coste, birdeyes, french terry, velour/velvet, 3 thread fleece, polar fleece & polartec like, suede, jacquard, tricot mesh, tricot brush, powernet, raschel, allover lace. Etc.

Our specialty is value addition to garments like brilliant discharge prints, Pigment prints, Foil prints, Glitter prints Flock prints, Sugar prints, High density prints, Burn-out prints, fine computerized embroidered garments, sequence work garments, Studs and Rhinestone adorned garments, Impeccable hand stitch embroidered garments,

Combination of all these give the vivid look to the garments we produce and lures our customers.

**AKR Textile has an impressive capacity to produce up to 3.6 million pieces of fashion garments per annum.**

### **Our Clients**

- Desigual
- Canada House
- Redskins
- Sunvalley
- Egatex
- Carnet devol
- Massimo dutti
- DPAM
- Diesel
- Okaidi
- Weekend

They have their own website [www.akrtextile.com](http://www.akrtextile.com) and enquiries regarding products just e-mail to [info@akrtextile.com](mailto:info@akrtextile.com)

## **1.2 STATEMENT OF THE PROBLEM**

Every organization attempts to survive and grow. But survival and growth are becoming difficult in a global economy characterized by cutthroat competition, increasing costs, expanding power of labor, rapid technological changes, growing customers' expectations, etc. to meet these challenges organization needs better performance enabling it to complete successfully in world markets, high flexibility to meet the rapidly changing technology and market conditions and high commitment from its employees and working towards continuous improvement.

Job satisfaction describes how content an individual is with his or her job. It is a relatively recent term since in previous centuries the jobs available to a particular person were often predetermined by the occupation of that person's parent. There are a variety of factors that can influence a person's level of job satisfaction; some of these factors include

company, the quality of the working conditions, leadership and social relationships, and the job itself (the variety of tasks involved, the interest and challenge the job generates, and the clarity of the job description/requirements).

The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations.

### **1.3 NEED FOR THE STUDY**

Satisfaction of an employee in an organization is the important criteria. In every manufacturing industry due to modernization of technology, it needs to withstand and grow further in the world market. For that the employee's working for the organization needs to be satisfied. Good morale and satisfaction is evidenced by conformance with regulations and orders, which makes an employee willingness to co-operate with others in the accomplishment of an organization's objectives. Hence the job satisfaction is important.

### **1.4 OBJECTIVES AND SCOPE**

#### **PRIMARY OBJECTIVE**

To Study about the job satisfaction level among the employees at AKR textiles, Tirupur.

#### **SECONDARY OBJECTIVES**

1. To identify the factors which leads to job dissatisfaction.
2. To study the employees expectation and their motivational practice from the management.
3. To find out the employees opinion towards welfare management.
4. To find out opinion and feedback of employees about the disciplinary actions taken

## **SCOPE OF THE STUDY**

This study proposed to cover the satisfaction level of the employees on their job. This study is proposed to know the employees expectation and motivational practices from the management. . It helps the organization to know its present status of providing facilities. It helps the employee's in expressing their views and opinions through the study to the organization.

Achievement of productivity coupled with the satisfaction of the employees needs should be the concern of all the organization. Hence a study of job satisfaction is of permanent importance ,the nature being different for each category of employees depending on their needs. It reduces absenteeism, accident in India almost all the organization are interested to provide satisfaction to the workers.

An individual attitude contributes the job satisfaction. Job satisfaction will help of improve production, organizational effectiveness, morale to the economic development of the country.

The various theories helps to identify the organizational factors which influences employee attitude and in turn job satisfaction. To know the working environment of superiors, subordinate relationships, participation and style of management, wages, recognition, morale, motivation and identification with the organization.

### **1.5 DELIVERABLES**

The study was conducted with the employee's of AKR TEXTILES, Tirupur. The response to the questionnaire gives the result such as: Highly Satisfied, Satisfied, Neutral, Dissatisfied, and Highly Dissatisfied. From this it is found out that the communication system, canteen food, cleanliness and ventilation needs to be given to the employees. Job satisfaction has a positive impact on productivity, presence and performance. Satisfied workers like to perform more willingly and happily, which increases the productivity. Job satisfaction helps employees to remain with the organization. The behavior of an employee is improved when he works satisfactorily.

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# ***LITERATURE SURVEY***

## **CHAPTER 2**

### **LITERATURE SURVEY**

#### **2.1 REVIEW OF LITERATURE**

Arya S.Mohan has done a project in Kottayam with reference to the Employee satisfaction of Hindustan News print Limited, which revealed that the company has been running in profit since the inception. He has suggested the company may undertake the suggestions without much financial strain. Before implementing the recommendations, it is also suggested by him to consult the unions to get better results, which may help to evolve better employee-employer relationship and individual harmony along with the motivation of its employees.

Anu Johnson did a project in Kottayam on the topic Satisfaction with the reference to employees of MRF Tyres limited which revealed that satisfied workers could work efficiently .It really effects the production process in the industry .An open door policy that may be implemented so that the employees may approach the supervisors and management may also take necessary steps to create cordial relationship amongst employees.

Report submitted by Varghese Tharakan about the study on satisfaction of employees in Punjab&GOP protection Ltd Bhankharpur, Punjab reveals that satisfaction level of employees is very important in modern industry. Psychological approach is necessary to influence the level of satisfaction. He suggested arranging training Programs, awareness of environmental safety & productivity of employees .He found out majority of employees are satisfied with the welfare facilities given in the organization.

A Project work done at Indian Airlines Bangalore about the Job Satisfaction among its employees by Smitha G.Panicker and she suggested that to identify the needs of the employees at the right time and the workload among the employees may be reduced. There may be Inter Departmental cultural Activities to improve the cordial relationship among the groups.

A Research conducted by Subi Samvel on employee satisfaction at Pushpagiri Medical College, Thiruvalla Kerala found out that majority of employees feel that they are given more work and they are not provided with adequate bonus benefits and they are dissatisfied on the welfare measures provided by the Organization. She suggested improving cordial relationship between the employee's qualification and work experience

At Hindustan Photo Films MFG Ltd, Ooty. Ronald Naveen conducted the study on employee job satisfaction. He suggested permitting to take part in the decision process to increase their efficiency and effectiveness and to consider on the welfare amenities which may be increased. He also points out that the employees may maintain a cock of discipline to follow the organization rules and regulations. He found out that employees are happy with the nature of work and job security.

A project work done by Lini Elizabeth Mathew about the study on job satisfaction of the employees of HIL, Udhyogmandalam Unit ,Errankulam, Kerala. She found out that managerial and non-managerial employees are not happy with the present trade union. She suggested necessary actions might be taken to make the trade unions to work for the employee's welfare. She found out that the flow of information from the hierarchy was not satisfied and suggested going for an efficient system of information flow. The redressal program was not satisfactory. They are in need of effective and redressal program to come out from the grievances.

A study on employees attitude towards the organization with special reference to VR industries, Coimbatore done by Karthick Kumar suggested with regard to the training and Development in the organization, most of them are not satisfied and the management may identify the individual training programs based on requirements. He also pointed out about the job security, which is the potential tool for the motivation of employees.

G.Shankar analyzed the employee satisfaction on the welfare measures with reference to TTK Prestidge Ltd. He suggested that the company may provide very good welfare facilities and there may be proper communication with the superiors. He pointed out on influence the level of satisfaction. He suggested arranging training programs, awareness of environmental safety & productivity of employees .He found out majority of employees are satisfied with the welfare facilities given in the organization. His transportation facilities which should be well equipped and recognition award may be given to the skilled employees. He also found out that proper control may be there in the delegation of authority (i.e.) span of control may be concentrated more.

J.Anburaj did a project about the study on the labors welfare facilities provide to the employees in Sangeeth Textiles Ltd, Ellapalayam, Pogalur, Coimbatore. He suggested that

qualified cooks. He pointed out on the lighting facilities. More lights should be provided in the work place and management may conduct annual programs for the employees regarding statutory measures, majority of the respondents' are satisfied regarding maintenance & hygiene conditions & facilities. He also suggested that when labour welfare measures are not provided to the fullest extent. The workers self interest and motivation decreases and their dedication to the work also decline.

## **2.2 RESEARCH GAP**

According to the Literature review's there are number of studies has been conducted by the researchers all over the world regarding the job satisfaction provided to employees in the organization.

This study is conducted to know the satisfaction level of employees. The gap observed in other researchers is they didn't analyze the relationship between the employee age, marital status, family in nature. These three parameters play a major role in every employee's satisfaction level. This is considered as a research gap and the researcher tends to fill this gap by means of this study.

# **METHODOLOGY**

## **CHAPTER 3**

### **METHODOLOGY**

#### **3.1 TYPE OF PROJECT**

Descriptive Research technique was adopted in this project. It is a fact finding technique. Generally, descriptive studies are designed to describe something and it is needed to collect data for a definite purpose. The Descriptive study is designed to study the job satisfaction among the employees of AKR Textile.

#### **3.2 TARGET RESPONDENTS**

Target respondents are the employees from the AKR Textiles, Tirupur. Questionnaire has been developed to make the survey among the employees of the organization. The respondent has been selected from the unit from the following departments such as:

1. Sampling & Development
2. Merchandising
3. Purchase
4. Production
5. Quality Assurance
6. Logistics
7. Finance & Administration
8. Human Resources
9. Marketing
10. Compliance & Social Management
11. Information Systems

#### **3.3 ASSUMPTIONS, CONSTRAINTS AND LIMITATIONS**

##### **3.3.1 ASSUMPTIONS**

The study on job satisfaction of Employee is conducted by means of survey technique among the employees to know the opinion of them in the organization. The main assumption made in this study is in the sample size calculation.

The confidence level is the amount of uncertainty that can be tolerated in



- b. The margin of error i.e. the amount of error that can be tolerated in the study is assumed as 5%.
- c. The response distribution i.e. expected results from the population. It is assumed as 50%.

Note: (These all are assumed because these are the typical choices that used commonly in the sample size determination calculation).

### **3.3.2 CONSTRAINTS AND LIMITATIONS**

Limitations are common to almost all studies in social science; the present study is also not an exception. Some of the important limitations of the present study are as follows:

1. The study is limited in the company itself.
2. The study is based on information provided by the employees, therefore the personal bias of the employees is also limited.
3. Some of the employees will be reluctant to answer certain questions for fear of actions by the management changes.

### **3.4 TYPE OF RESEARCH**

Descriptive research describes data and characteristics about the population or phenomenon being studied. It is also known as statistical research. The main idea behind this type of research is to study the frequencies, averages and other statistical calculations. Descriptive research includes surveys and fact-finding enquiries of different kinds. But the best technique that to be used for the descriptive research is survey technique. The researcher has no control over the variables; only reporting what has happened or what is happening.

### **3.5 SAMPLING METHODS**

Data collection is of two types, one is Primary data which is collected freshly from the group of population for the first time and that is to be considered as the original value to the study conducted. The second type is of Secondary data which is the gathered information of Primary data i.e is already collected data by some other researchers and it is evaluated. These secondary data are collected from the other research abstracts, books,

The data collection adopted in this study is of Primary data type. It is to be collected from the population present in AKR Textiles, Tirupur.

### 3.6 DATA PROCESSING

The data that collected through questionnaires is analyzed by means of grouping the questions and evaluating each question for its responses. The questions 26 in the questionnaire are grouped as follows:

- Question No: 1 to 6 - general details
- Question No: 7 to 8 - job change facilities
- Question No: 9 to 11 - wages and incentives
- Question No: 11 to 17- employment facilities
- Question No: 18- safety facilities
- Question No: 19- working facilities
- Question No: 20- welfare facilities
- Question No: 21 to 23 - management practices
- Question No: 24 - Interpersonal relationship
- Question No: 25 - quality
- Question No: 26 - environmental occupational health and safety policy

### 3.7 TOOLS FOR ANALYSIS

Various statistical tools were used for the analysis of the collected data such as:

#### CHI-Square Analysis

It is used as a test statistic in testing a hypothesis that provides a set of theoretical frequencies with which observed frequencies are compared.

$$\chi^2 = \sum (O - E)^2 / E$$

Where, O= Observed frequency

E= Expected frequency

The measure of Chi- Square enables us to find out the degree of discrepancy between observed frequencies and theoretical frequencies and thus to determine whether the discrepancy so obtained between observed frequencies and theoretical frequencies is

### **Percentage Analysis**

Percentage analysis is a statistical tool which is used to identify the percentage from the respondents responded to a single question which is accounted samples. It is used to compare the relative terms and distribution of two or more series of data.

$$\text{\% of Respondents} = \text{No. of respondents} / \text{Total respondents} \times 100$$

### **Ranking Method**

Ranking method is a method, which calculates the total score, and on the basis rank will be given.

***DATA ANALYSIS AND***  
***INTERPRETATION***

## CHAPTER 4

### DATA ANALYSIS AND INTERPRETATION

#### 4. ANALYSIS AND INTERPRETATION

**Table 4.1**

**Respondents under different age group**

Age	No. of respondents	Percentage of respondents
<20	8	6%
21-30	12	9%
31-40	25	19%
41-50	27	21%
>50	58	45%
<b>Total</b>	<b>130</b>	<b>100%</b>

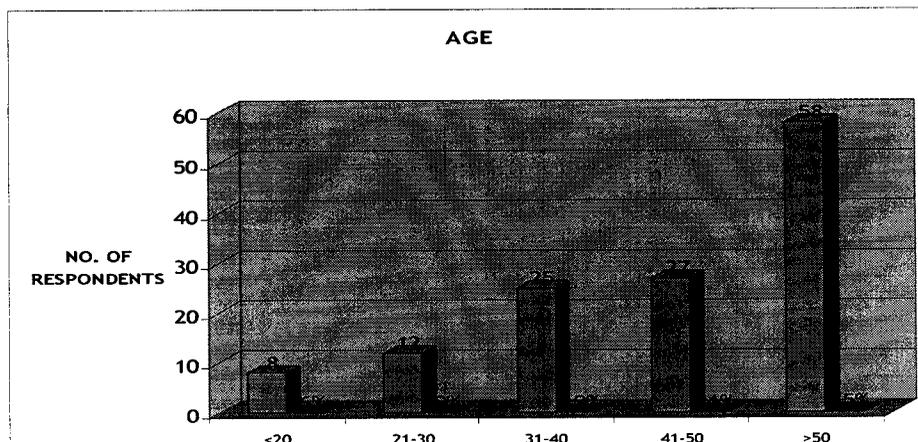
**Source:** Primary data

#### **Inference**

From the above table, it is observed that 45% of the respondents belong to the age group of above 50 years, 21% of the respondents belong to the age group of 41-50 years, 19% of the respondents belong to the age group of 31-40 years, 9% of the respondents belong to the age group of 21-30 years and 6% of them are below 20 years.

**Figure 4.1**

**Respondents under different age group**



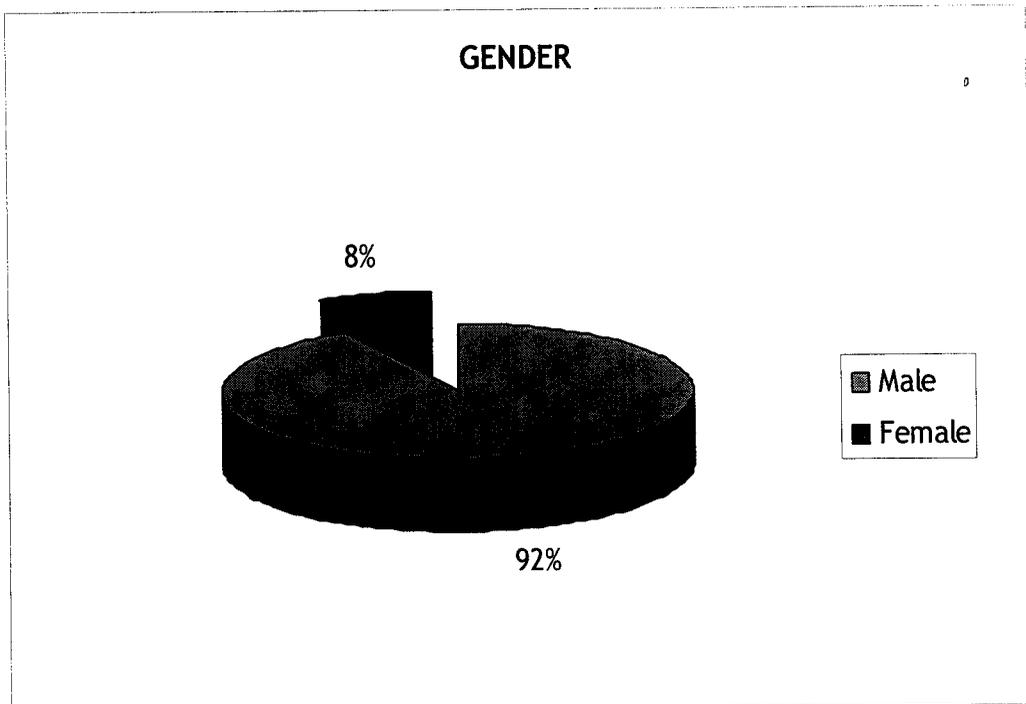
**Table 4.2****Gender wise classification of the respondents**

Gender	No. of respondents	Percentage of respondents
Male	120	92%
Female	10	8%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is clear that 92% of the respondents are male workers and 8% of them are female workers.

**Figure 4.2****Gender wise classification of the respondents**

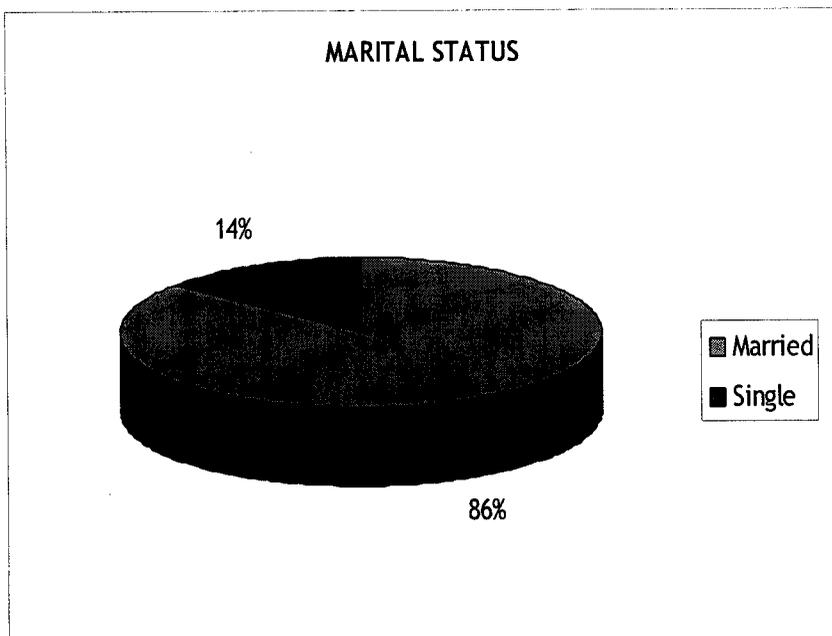
**Table 4.3****Marital status of the respondents**

Marital status	No. of respondents	Percentage of respondents
Married	112	86%
Single	18	14%
<b>Total</b>	130	100%

**Source:** Primary data

**Inference**

From the above table, it is clear that 86% of the respondents are married and 14% of the respondents are single.

**Figure 4.3****Marital status of the respondents**

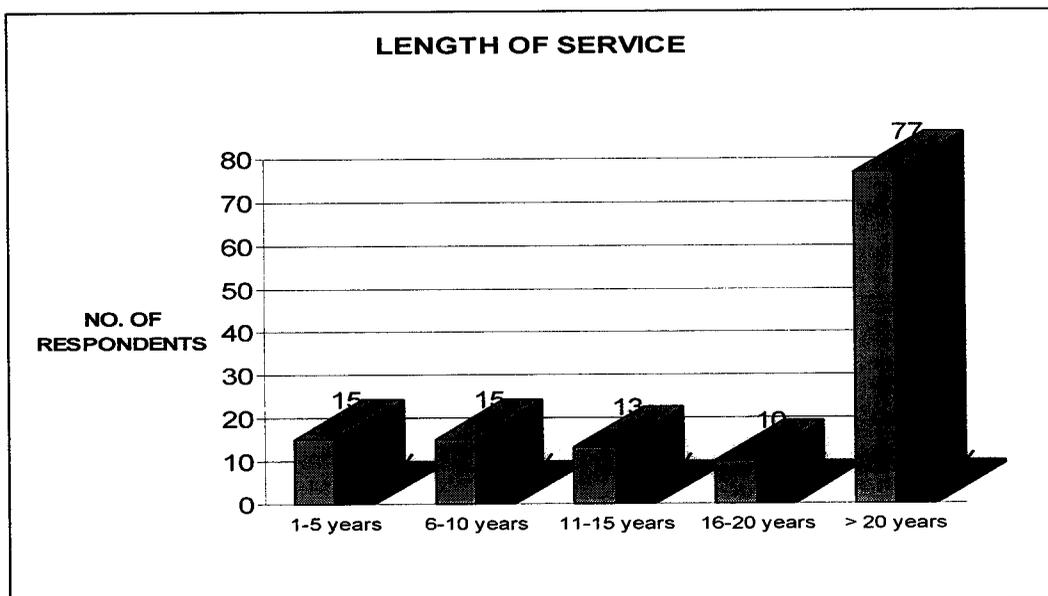
**Table 4.4****Length of service of the respondents**

<b>Length of service</b>	<b>No. of respondents</b>	<b>Percentage of respondents</b>
1-5 years	15	11%
6-10 years	15	12%
11-15 years	13	10%
16-20 years	10	8%
> 20 years	77	59%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is clear that the maximum numbers of employees in the company are above 20 years of experience and 12% of the respondents have 6-10 years of experience, 11% of the respondents have 1-5 years of experience, 10% of the respondents have 6-10 years of experience and 8% of the respondents have 16-20 years of experience.

**Figure 4.4****Length of service of the respondents**

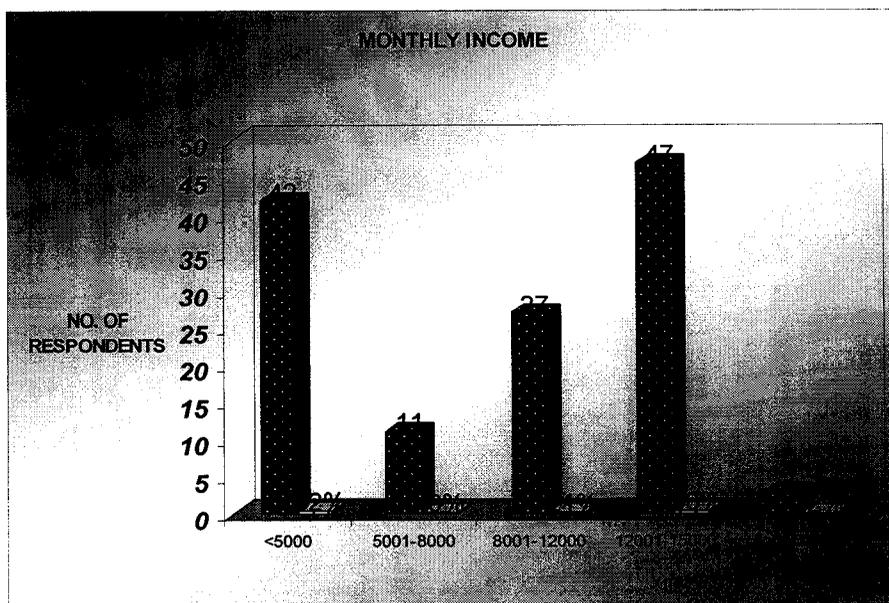
**Table 4.5****Monthly income of the respondents**

Monthly income	No. of respondents	Percentage of respondents
<5000	42	32%
5001-8000	11	9%
8001-12000	27	21%
12001-15000	47	36%
>15000	3	2%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that maximum number (36%) of the respondents are getting salary between 12001-15000, 32% of the respondents are getting salary below 5000, 21% of the respondents are getting salary between 8001-15000, 9% of the respondents are getting salary between 5001-8000 and 2% of the respondents are getting salary above 15000.

**Figure 4.5****Monthly income of the respondents**

## JOBCHANGE

**Table 4.6**

### Respondent's opinion about promotion policy

Promotion policy	No. of respondents	Percentage of respondents
Highly satisfied	6	5%
Satisfied	90	70%
Neither satisfied nor dissatisfied	25	19%
Dissatisfied	7	5%
Highly dissatisfied	2	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

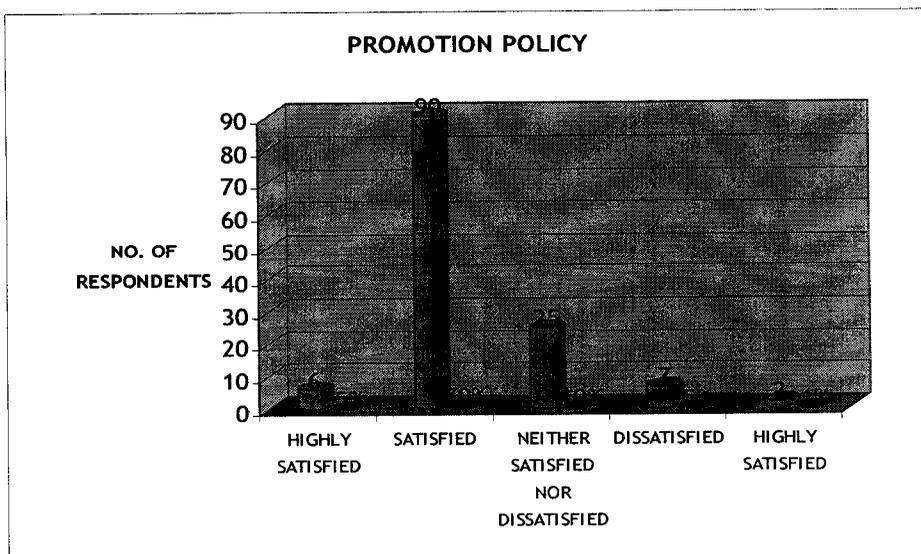
Source: Primary data

### Inference

From the above table, it is clear that 70% of the respondents are satisfied about the promotion policy, 5% of the respondents are highly satisfied, another 5% of them are dissatisfied, 19% of the respondents are neither satisfied nor dissatisfied and 1% of the respondents are highly dissatisfied with the promotion policy.

**Figure 4.6**

### Respondent's opinion about promotion policy



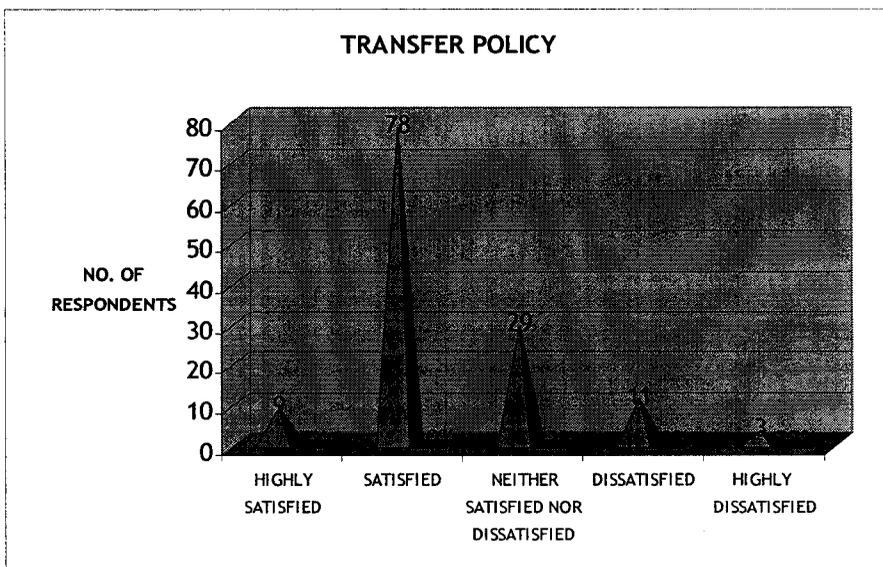
**Table 4.7****Respondents opinion about transfer policy**

Transfer policy	No. of respondents	Percentage of respondents
Highly satisfied	9	7%
Satisfied	78	60%
Neither satisfied nor dissatisfied	29	22%
Dissatisfied	11	9%
Highly dissatisfied	3	25%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 60% of the respondents are satisfied about the transfer policy practiced in the company, 25% of them are highly dissatisfied, 22% of them are neither satisfied nor dissatisfied, 9% of them are dissatisfied and 7% of the respondents are highly satisfied.

**Figure 4.7****Respondents opinion about transfer policy**

## WAGES & INCENTIVES

**Table 4.8**

### Respondents opinion about salary

Salary	No. of respondents	Percentage of respondents
Highly satisfied	11	9%
Satisfied	64	49%
Neither satisfied nor dissatisfied	28	21%
Dissatisfied	12	9%
Highly dissatisfied	15	12%
<b>Total</b>	<b>130</b>	<b>100%</b>

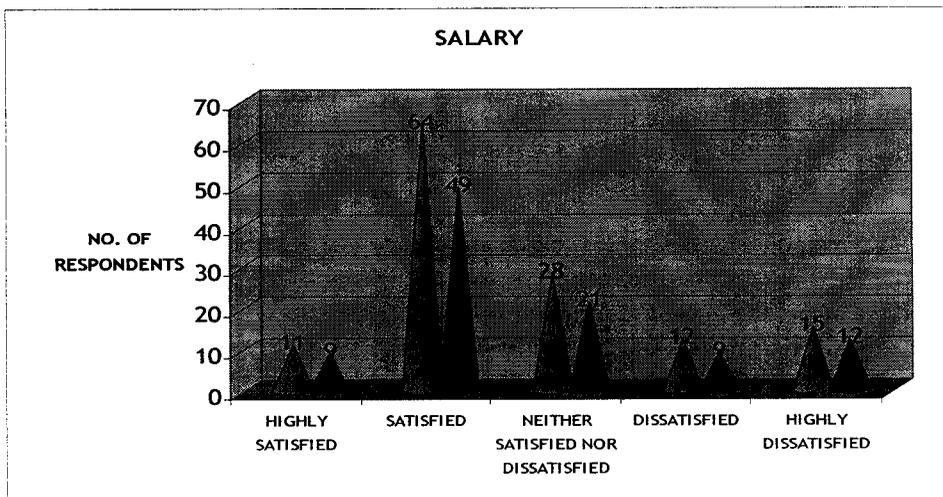
**Source:** Primary data

### Inference

From the above table, it is found that 49% of the respondents are having satisfied opinion about the salary, 21% of the respondents are neither satisfied nor dissatisfied, 12% of the respondents are highly dissatisfied, 9% of them are highly satisfied and another 9% of them are having highly dissatisfied opinion about the salary.

**Figure 4.8**

### Respondents opinion about salary



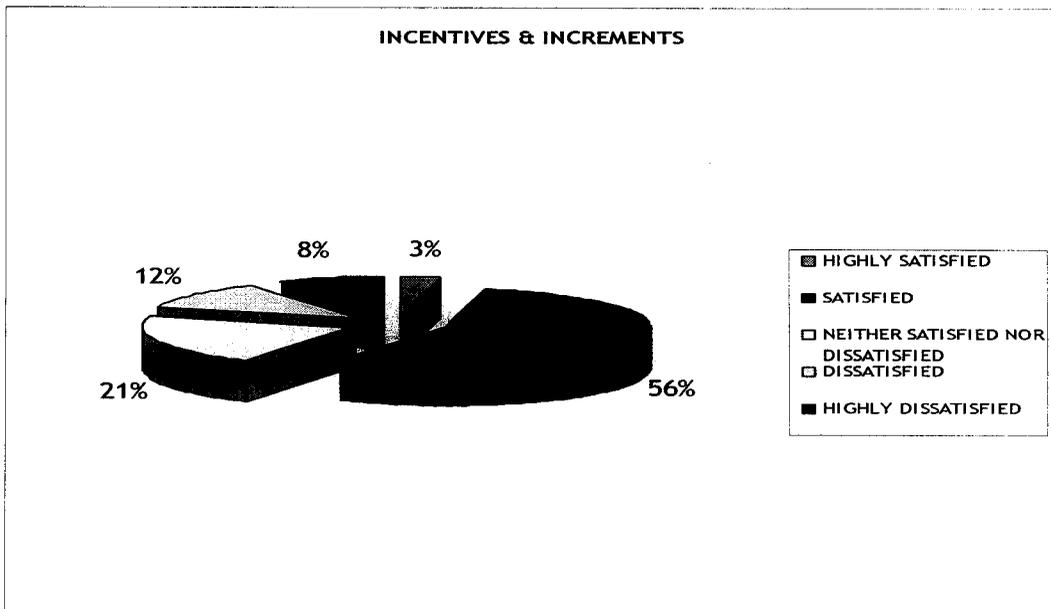
**Table 4.9****Respondents opinion about increments and incentives**

Incentives & increment	No. of respondents	Percentage of respondents
Highly satisfied	4	3%
Satisfied	72	55%
Neither satisfied nor dissatisfied	27	21%
Dissatisfied	16	12%
Highly dissatisfied	11	9%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 55% of the respondents are having satisfied opinion about the incentives & increments, 21% of the respondents are neither satisfied nor dissatisfied, 12% of the respondents are dissatisfied, 9% of them are highly dissatisfied and 3% of them are having highly satisfied opinion about the incentives & increments.

**Figure 4.9****Respondents opinion about increments and incentives**

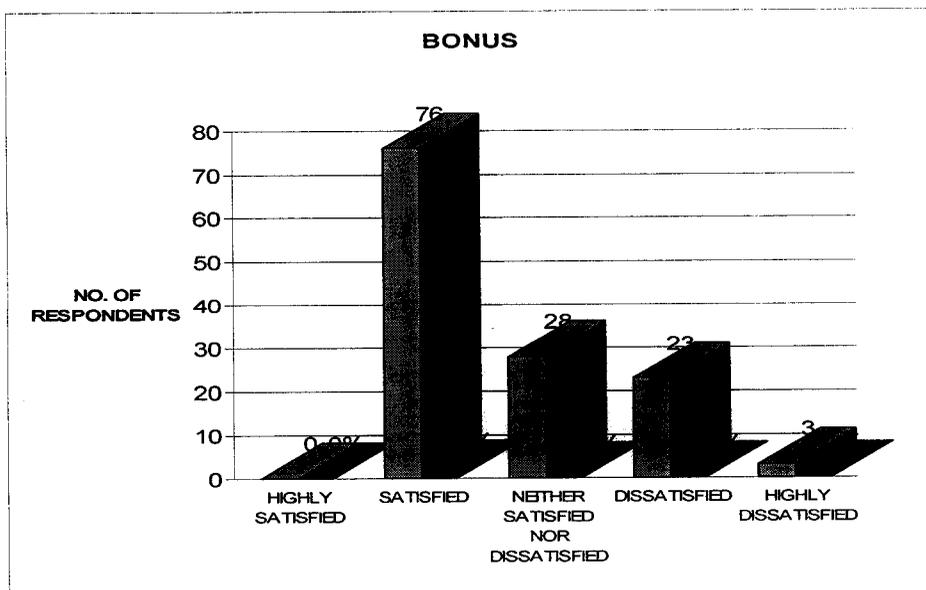
**Table 4.10****Respondents opinion about bonus**

Bonus	No. of respondents	Percentage of respondents
Highly satisfied	0	0%
Satisfied	76	58%
Neither satisfied nor dissatisfied	28	22%
Dissatisfied	23	18%
Highly dissatisfied	3	2%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 58% of the respondents are having satisfied opinion about the bonus, 22% of the respondents are neither satisfied nor dissatisfied, 18% of the respondents are dissatisfied, 2% of them are highly dissatisfied and none of them are having highly satisfied opinion about the bonus.

**Figure 4.10****Respondents opinion about bonus**

## EMPLOYMENT CONDITIONS

**Table 4.11**

### Respondent opinion about type of work performed

Type of work performed	No. of respondents	Percentage of respondents
Highly satisfied	26	20%
Satisfied	76	59%
Neither satisfied nor dissatisfied	20	15%
Dissatisfied	5	4%
Highly dissatisfied	3	2%
<b>Total</b>	<b>130</b>	<b>100%</b>

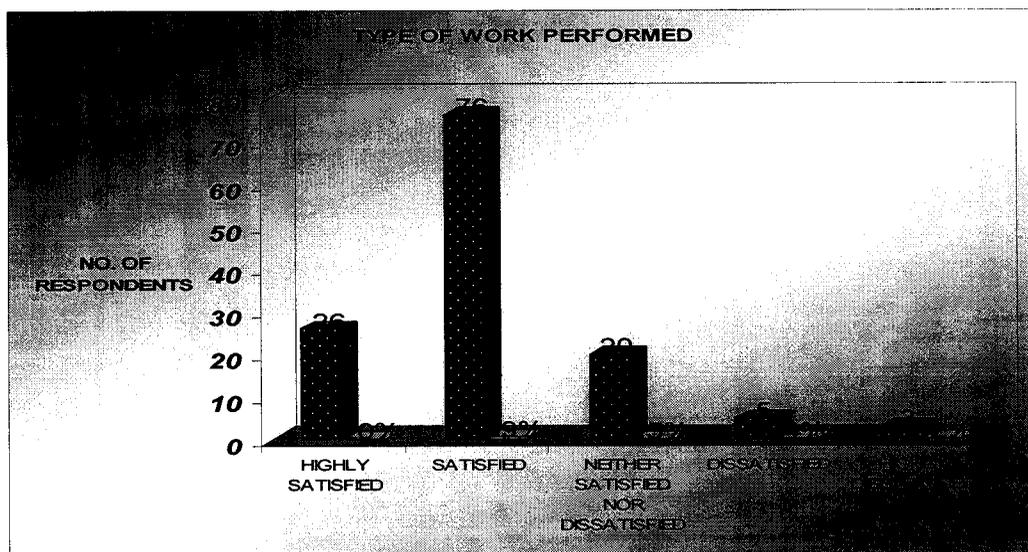
**Source:** Primary data

### Inference

From the above table, it is found that 59% of the respondents are satisfied with their type of work performed, 20% of the respondents are highly satisfied, 15% of the respondents are neither satisfied nor dissatisfied, 4% of them are dissatisfied and 2% of them are highly dissatisfied about the type of work performed.

**Figure 4.11**

### Respondent opinion about type of work performed



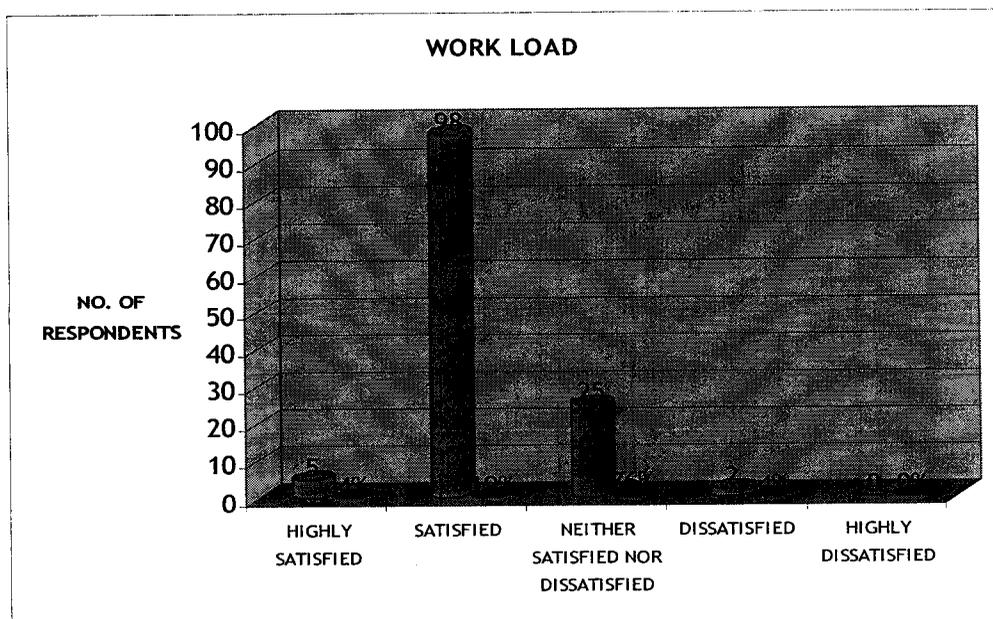
**Table 4.12****Respondents opinion about work load**

Work load	No. of respondents	Percentage of respondents
Highly satisfied	5	4%
Satisfied	98	19%
Neither satisfied nor dissatisfied	25	76%
Dissatisfied	2	4%
Highly dissatisfied	0	0%
<b>Total</b>	130	100%

**Source:** Primary data

**Inference**

From the above table, it is found that 76% of the respondents are neither satisfied nor dissatisfied with the work load given to them, 19% of the respondents are satisfied, 4% of the respondents are highly satisfied and another 4% of them are dissatisfied and none of them are highly dissatisfied with the work load given to them.

**Figure 4.12****Respondents opinion about work load**

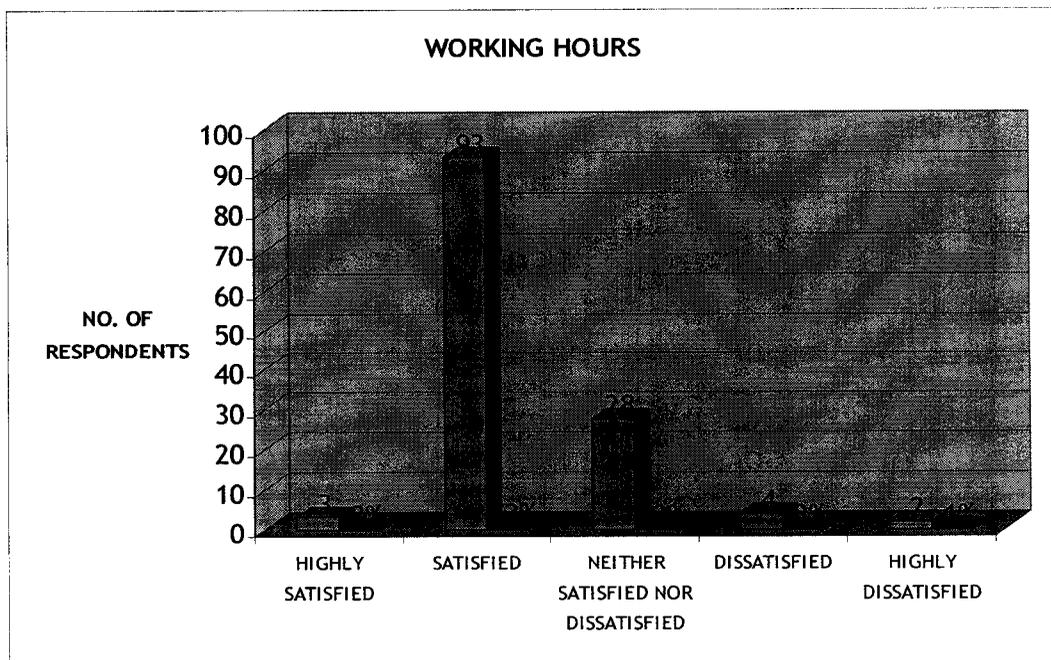
**Table 4.13****Respondents opinion about working hours**

Working hours	No. of respondents	Percentage of respondents
Highly satisfied	3	2%
Satisfied	93	72%
Neither satisfied nor dissatisfied	28	22%
Dissatisfied	4	3%
Highly dissatisfied	2	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 72% of the respondents are satisfied with regard to working hours, 22% of the respondents are neither satisfied nor dissatisfied, 3% of the respondents are dissatisfied, 2% of them are highly satisfied and 1% of them are highly dissatisfied with regard to working hours.

**Figure 4.13****Respondents opinion about working hours**

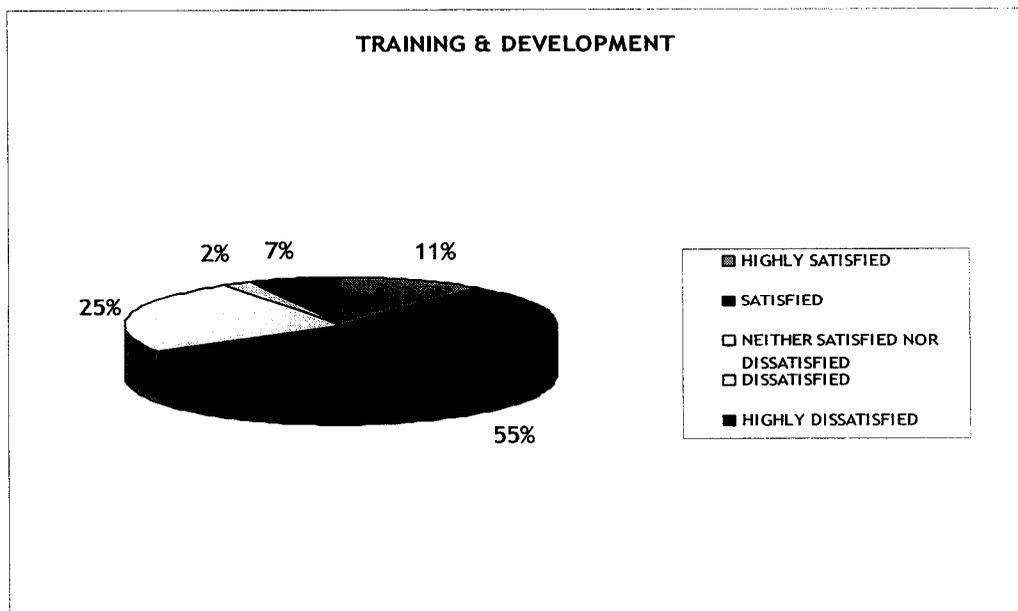
**Table 4.14****Respondents opinion about training and development**

Training & development	No. of respondents	Percentage of respondents
Highly satisfied	14	11%
Satisfied	72	55%
Neither satisfied nor dissatisfied	32	25%
Dissatisfied	3	2%
Highly dissatisfied	9	7%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 55% of the respondents are satisfied with regard to training & development programs, 25% of the respondents are neither satisfied nor dissatisfied, 11% of the respondents are highly satisfied and 7% of them are highly dissatisfied and 2% of them are dissatisfied with regard to training & development provided in the organization.

**Figure 4.14****Respondents opinion about training and development**

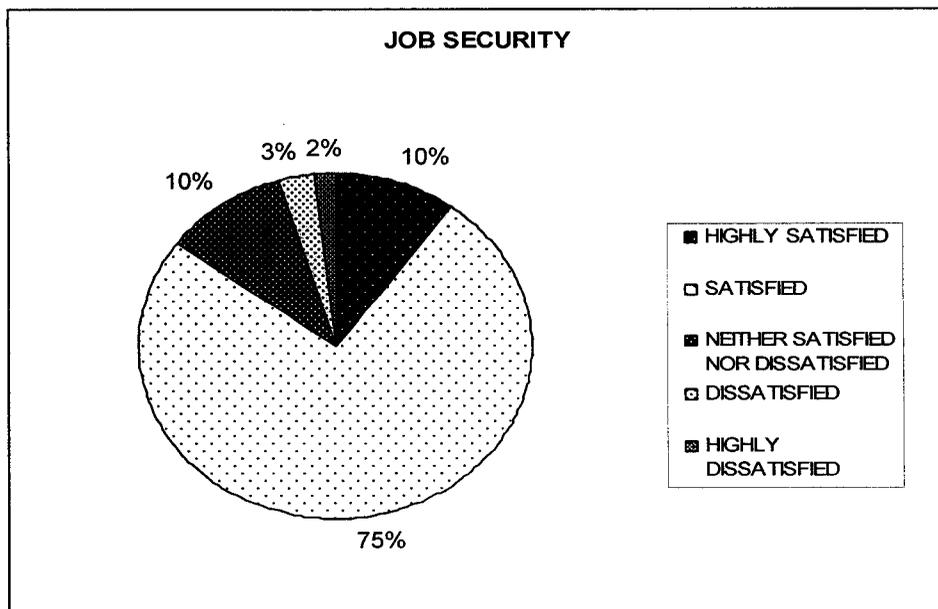
**Table 4.15****Respondents opinion about job security**

Job security	No. of respondents	Percentage of respondents
Highly satisfied	13	10%
Satisfied	98	76%
Neither satisfied nor dissatisfied	13	10%
Dissatisfied	4	3%
Highly dissatisfied	2	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 76% of the respondents are satisfied with regard to job security, 10% of the respondents are neither satisfied nor dissatisfied, another 10% of the respondents are highly satisfied and, 3% of them are dissatisfied and 1% of them are highly dissatisfied with regard to job security.

**Figure 4.15****Respondents opinion about job security**

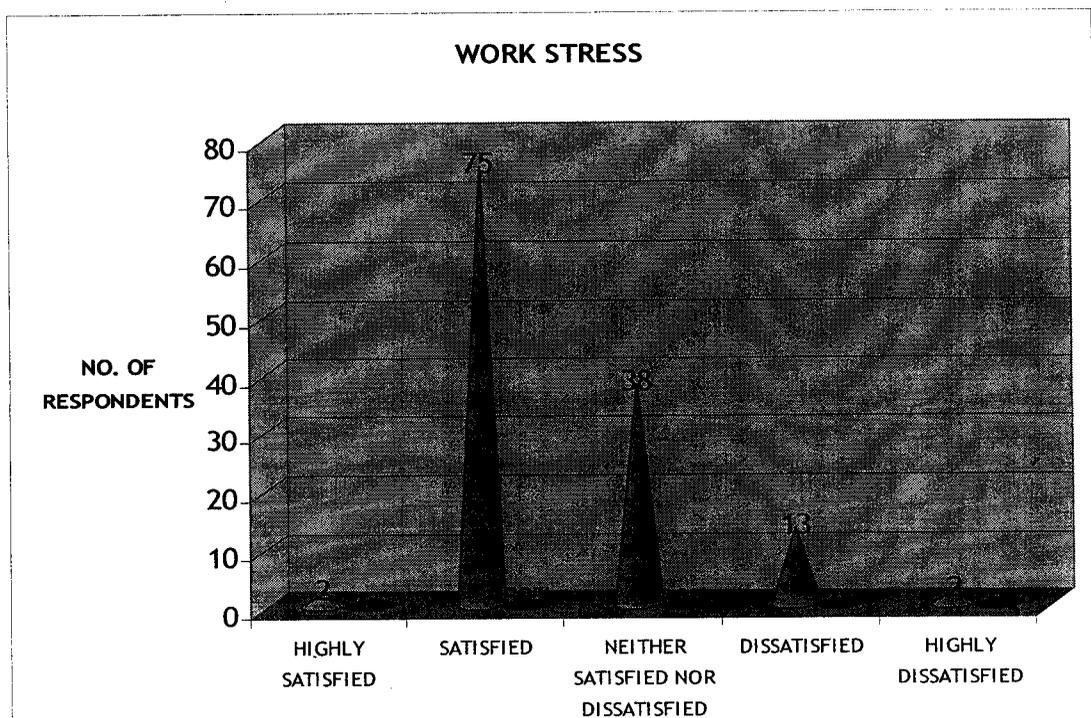
**Table 4.16****Respondents opinion about work stress**

Work stress	No. of respondents	Percentage of respondents
Highly satisfied	2	1%
Satisfied	75	58%
Neither satisfied nor dissatisfied	38	30%
Dissatisfied	13	10%
Highly dissatisfied	2	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 58% of the respondents are satisfied with regard to work stress, 30% of the respondents are neither satisfied nor dissatisfied, 10% of the respondents are dissatisfied, 1% of them are highly satisfied and another 1% of them are highly dissatisfied with regard to work stress.

**Figure 4.16**

## SAFETY MEASURES

**Table 4.17**

**Respondents opinion about safety measures**

Safety measures	HS	%	S	%	NSDS	%	DS	%	HD	%	TOTAL	%
First aid trained persons	27	20	84	65	13	10	1	1	5	4	130	100
Hoists, lifts	11	9	103	79	12	9	0	0	4	3	130	100
Training on safety	9	7	91	70	29	22	0	0	1	1	130	100
Covering of dangerous machineries	8	6	89	68	24	19	4	3	5	4	130	100
Uniforms & shoes	22	17	81	62	13	10	1	1	13	10	130	100

**Source:** Primary data

**H.S-** Highly Satisfied      **S-** Satisfied      **NSND-** Neither Satisfied nor Dissatisfied

**D.S-** Dissatisfied      **H.D-** Highly Dissatisfied

### Inference

From the above table, it is found that 65% of the respondents are satisfied with regard to first aid trained persons, 20% of them are highly satisfied, 10% of them are neither satisfied nor dissatisfied, 4% of them are highly dissatisfied and 1% of them are dissatisfied with regard to first aid trained persons.

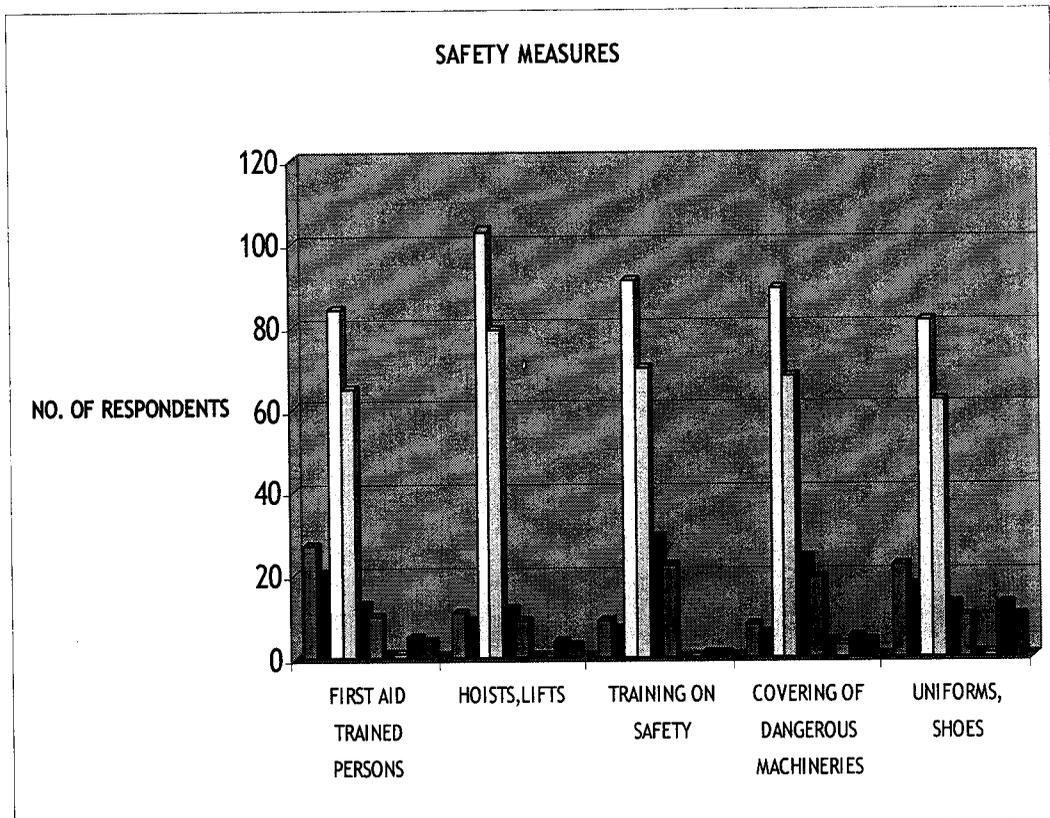
Regarding hoists & lifts, 79% of the respondents are satisfied, 9% of them are highly satisfied, another 9% of them are neither satisfied nor dissatisfied, 3% of them are highly dissatisfied and none of them are dissatisfied with hoists & lifts.

With regarding training on safety, 70% of the respondents are satisfied, 22% of them are neither satisfied nor dissatisfied, 7% of them are highly satisfied, 1% of them are highly dissatisfied and none of them are dissatisfied with training on safety.

Regarding covering of dangerous machineries, 68% of the respondents are satisfied, 19% of them are neither satisfied nor dissatisfied, 6% of them are highly satisfied, 4% of them are highly dissatisfied and 3% of them are dissatisfied with covering of machineries.

**Figure 4.17**

**Respondents opinion about safety measures**



## WORKING CONDITIONS

**Table 4.18**

**Respondents opinion about working conditions**

Working conditions	HS	%	S	%	NSDS	%	DS	%	HD	%	TOTAL	%
Cleanliness	28	21	82	63	14	11	5	4	1	1	130	100
Machinery conditions	14	11	89	69	21	16	4	3	2	1	130	100
Dust & fumes	7	5	91	70	19	17	19	15	8	6	130	100
Lighting	8	6	108	83	10	8	0	0	4	3	130	100
Temperature	4	3	87	67	17	13	15	12	7	5	130	100
Ventilation	19	15	86	66	11	8	4	3	10	8	130	100
Environmental pollution control	13	10	93	72	13	10	4	3	7	5	130	100

**Source:** Primary data

**H.S-** Highly Satisfied      **S-** Satisfied      **NSND-** Neither Satisfied nor Dissatisfied

**D.S-** Dissatisfied      **H.D-** Highly Dissatisfied

### Inference

From the above table, it is found that 63% of the respondents are satisfied with regard to cleanliness, 21% of them are highly satisfied, 11% of them are neither satisfied nor dissatisfied, 4% of them are dissatisfied and 1% of them are highly dissatisfied with regard to cleanliness.

Regarding machinery conditions, 69% of the respondents are satisfied, 16% of them are neither satisfied nor dissatisfied, 11% of them are highly satisfied, 3% of them are dissatisfied and 1% of them are highly dissatisfied with regard to machinery conditions.

With regarding dust & fumes, 70% of the respondents are satisfied, 17% of them are neither satisfied nor dissatisfied, 15% of them are dissatisfied, 7% of them are highly satisfied and 6% of them are highly dissatisfied with dust & fumes.

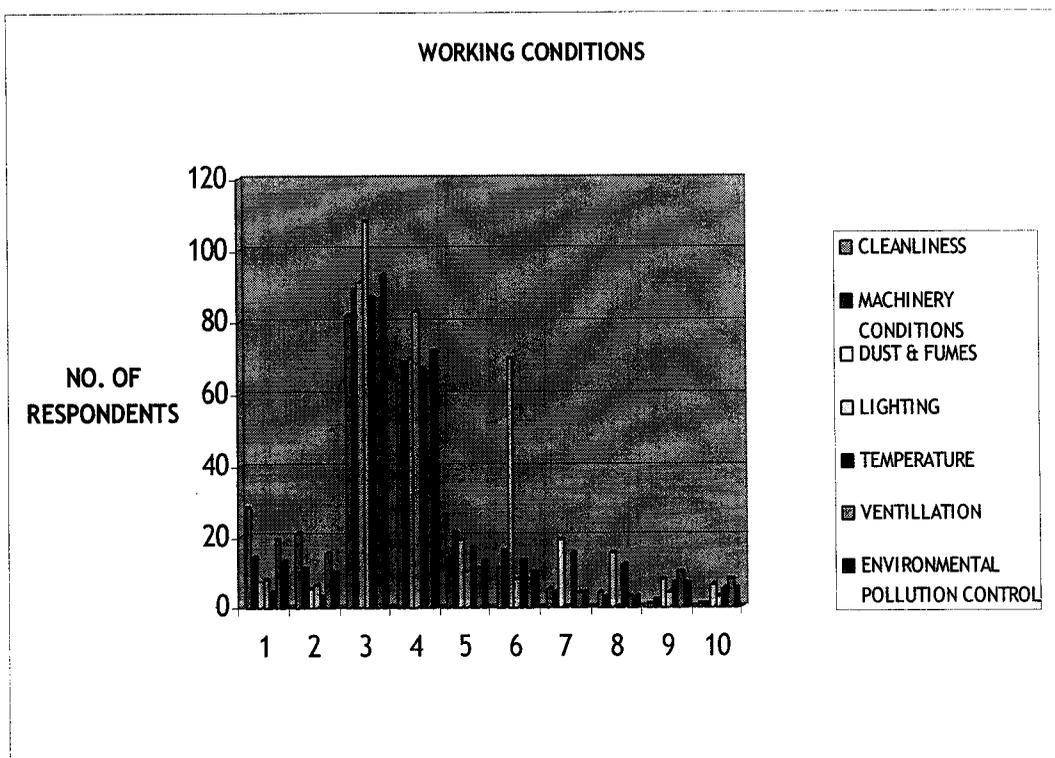
With regarding lighting, 83% of the respondents are satisfied, 8% of them are neither satisfied nor dissatisfied, 6% of them are highly satisfied, 3% of them are highly dissatisfied and none of them are dissatisfied with lighting.

With regarding temperature, 67% of the respondents are satisfied, 13% of them are neither satisfied nor dissatisfied, 12% of them are dissatisfied, 5% of them are highly dissatisfied and 3% of them are highly satisfied with temperature.

With regarding ventilation, 66% of the respondents are satisfied, 15% of them are highly satisfied, 8% of them are neither satisfied nor dissatisfied, another 8% of them are highly dissatisfied and 3% of them are dissatisfied with ventilation.

With regarding environmental pollution control, 72% of the respondents are satisfied, 10% of them are highly satisfied, 10% of them are neither satisfied nor dissatisfied, another 5% of them are highly dissatisfied and 3% of them are dissatisfied with environmental pollution control

**Figure 4.18**  
**Respondents opinion about working conditions**



## WELFARE MEASURES

**Table 4.19**

### Respondents opinion about welfare measures

Welfare measures	HS	%	S	%	NSDS	%	D.S	%	H.D	%	Total	%
<b>Canteen facilities</b>	32	25	86	66	0	0	5	4	7	5	130	100
<b>Drinking water</b>	22	17	95	73	13	10	0	0	0	0	130	100
<b>Latrine &amp; urinals</b>	19	14	88	68	22	17	0	0	1	1	130	100
<b>Rest room</b>	12	10	80	61	6	5	28	21	4	3	130	100
<b>Parking facility</b>	16	12	95	73	11	9	4	3	4	3	130	100
<b>Personal loan</b>	15	12	95	73	18	14	0	0	2	1	130	100
<b>Mediclaim policy</b>	7	5	79	61	15	12	16	12	13	10	130	100

**Source:** Primary data

**H.S-** Highly Satisfied      **S-** Satisfied      **NSND-** Neither Satisfied nor Dissatisfied

**D.S-** Dissatisfied      **H.D-** Highly Dissatisfied

### Inference

From the above table, it is found that 66% of the respondents are satisfied with regard to canteen facilities, 25% of them are highly satisfied, 5% of them are highly dissatisfied, 4% of them are dissatisfied and none of them are neither satisfied nor dissatisfied with regard to cleanliness.

With regarding drinking water, 73% of the respondents are satisfied, 17% of them are highly satisfied, 10% of them are neither satisfied nor dissatisfied, and none of them are dissatisfied and highly dissatisfied with drinking water.

With regarding latrine & urinals, 68% of the respondents are satisfied, 17% of them are neither satisfied nor dissatisfied, 14% of them are highly satisfied, 1% of them are highly dissatisfied and none of them are dissatisfied with latrine & urinals.

With regarding rest room, 73% of the respondents are satisfied, 17% of them are dissatisfied, 10% of them are highly satisfied, 5% of them are neither satisfied nor dissatisfied and 3% of them are dissatisfied with rest room.

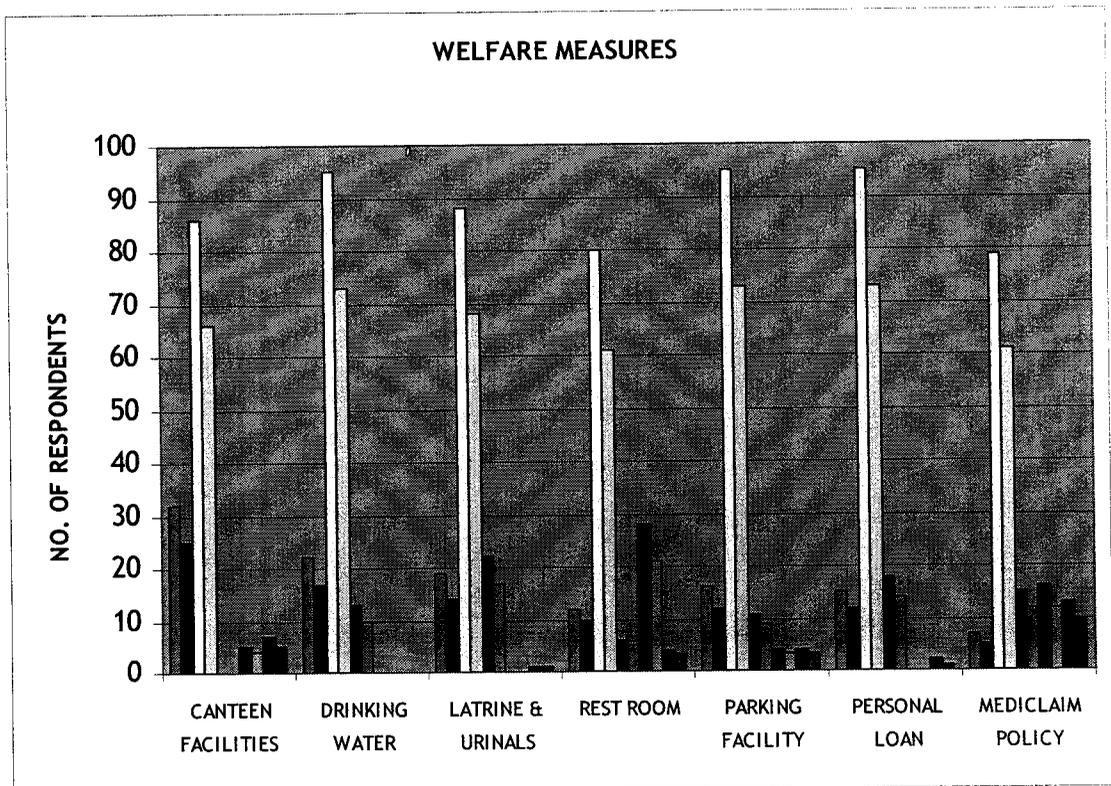
With regarding parking facilities, 73% of the respondents are satisfied, 12% of them are highly satisfied, 9% of them are neither satisfied nor dissatisfied, 3% of them are dissatisfied and another 3% of them are highly dissatisfied with parking facilities.

With regarding personal loan, 73% of the respondents are satisfied, 14% of them are neither satisfied nor dissatisfied, 12% of them are highly satisfied, 1% of them are highly dissatisfied and none of them are dissatisfied with personal loan.

With regarding mediclaim policy, 61% of the respondents are satisfied, 12% of them are neither satisfied nor dissatisfied, another 12% of them are dissatisfied, 10% of them are highly dissatisfied and 7% of them are highly satisfied with mediclaim policy.

**Figure 4.19**

**Respondents opinion about welfare measures**



## MANAGEMENT PRACTICES

**Table 4.20**

**Respondents opinion about grievance redressal procedure**

Grievance redressal procedure	No. of respondents	Percentage of respondents
Highly satisfied	3	2%
Satisfied	94	72%
Neither satisfied nor dissatisfied	32	25%
Dissatisfied	1	1%
Highly dissatisfied	0	0%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

### Inference

From the above table, it is found that 72% of the respondents are satisfied with regard to grievance handling procedure practiced in the organization, 25% of them are neither satisfied nor dissatisfied, 2% of them are highly satisfied, 1% of them are dissatisfied and none of them are highly dissatisfied with regard to grievance handling procedure

**Figure 4.20**

**Respondents opinion about grievance redressal procedure**

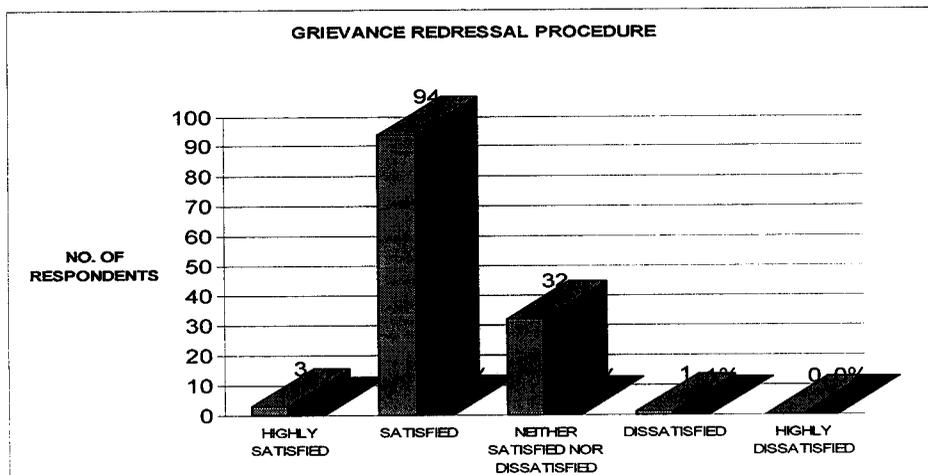


Table 4.21

### Respondents opinion about collective bargaining procedure

Collective bargaining procedure	No. of respondents	Percentage of respondents
Highly satisfied	4	3%
Satisfied	89	3%
Neither satisfied nor dissatisfied	29	22%
Dissatisfied	4	69%
Highly dissatisfied	4	3%
<b>Total</b>	<b>130</b>	<b>100%</b>

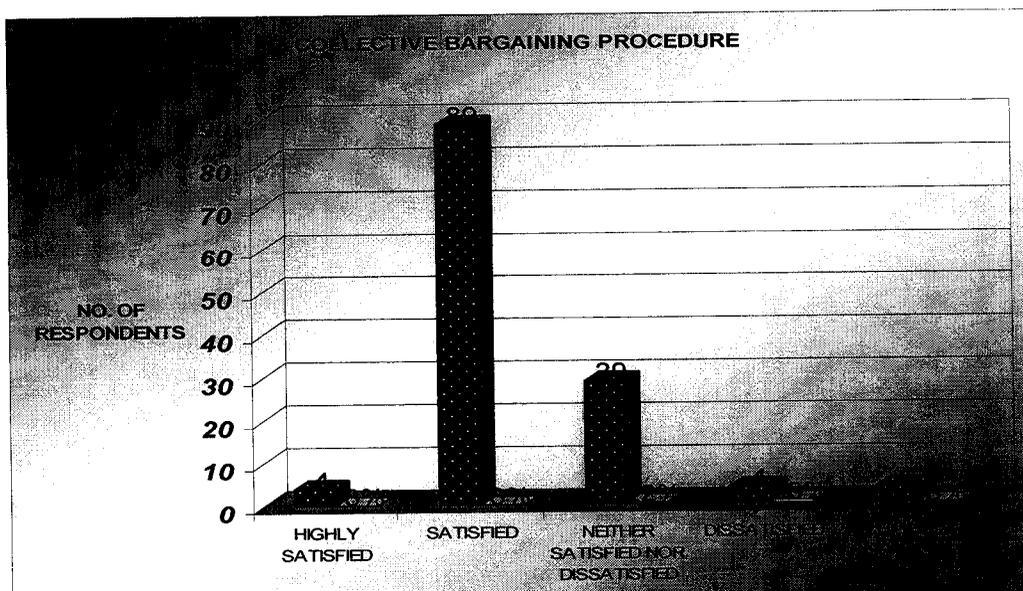
**Source:** Primary data

#### Inference

From the above table, it is found that 69% of the respondents are dissatisfied with regard to collective bargaining procedure practiced in the organization, 22% of them are neither satisfied nor dissatisfied, 3% of them are highly satisfied, another 3% of them are satisfied and another 3% of them are highly dissatisfied with regard to collective bargaining procedure.

Figure 4.21

### Respondents opinion about collective bargaining procedure



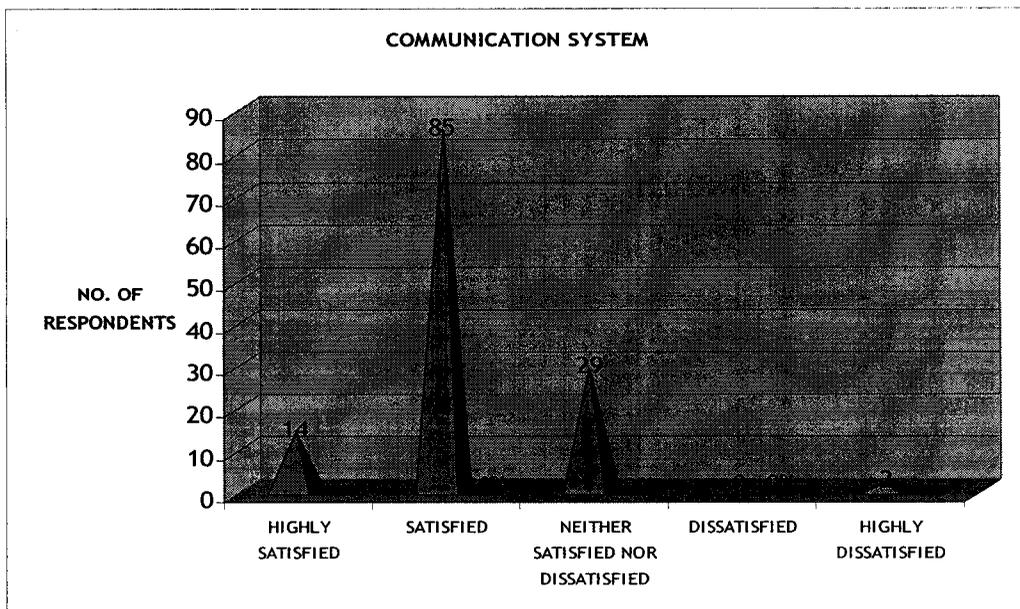
**Table 4.22****Respondents opinion about communication system**

Communication system	No. of respondents	Percentage of respondents
Highly satisfied	14	11%
Satisfied	85	66%
Neither satisfied nor dissatisfied	29	22%
Dissatisfied	0	0%
Highly dissatisfied	2	1%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Source:** Primary data

**Inference**

From the above table, it is found that 66% of the respondents are satisfied with regard to communication system practiced in the organization, 22% of them are neither satisfied nor dissatisfied, 11% of them are highly satisfied, 1% of them are highly dissatisfied and none of them are dissatisfied with regard to communication system.

**Figure 4.22****Respondents opinion about communication system**

## INTERPERSONAL RELATIONSHIP

**TABLE 4.23 Respondents' opinion about interpersonal relationship**

Interpersonal relationship	Coworkers	Subordinate	Supervisor	Departmental head	HRD Personnel
<b>HS</b>	74	65	53	81	77
<b>%</b>	57	50	41	62	59
<b>S</b>	40	47	65	25	32
<b>%</b>	31	36	50	19	25
<b>N</b>	7	9	5	11	15
<b>%</b>	5	7	4	9	12
<b>D</b>	6	7	4	7	3
<b>%</b>	5	5	3	5	2
<b>HD</b>	3	2	3	6	3
<b>%</b>	2	2	2	5	2
<b>TOTAL</b>	130	130	130	130	130
<b>%</b>	100	100	100	100	100

**Source:** Primary data

**HS-** Highly Satisfied   **S-** Satisfied   **N-** Neutral   **D-** Dissatisfied   **HD-** Highly Dissatisfied

### **Inference**

From the above table it is found that,31 % of the co-workers are satisfied with the inter-personal relationship,57 % of them are highly satisfied, 5% of them are neither satisfied nor dissatisfied, and 5% of them are dissatisfied and 2% of them are highly dissatisfied.

36 % of the sub-ordinates are satisfied with inter-personal relationship,50 % of them are highly satisfied,7% of them are neither satisfied nor dissatisfied, and 5% of them are dissatisfied and 2% of them are highly dissatisfied.

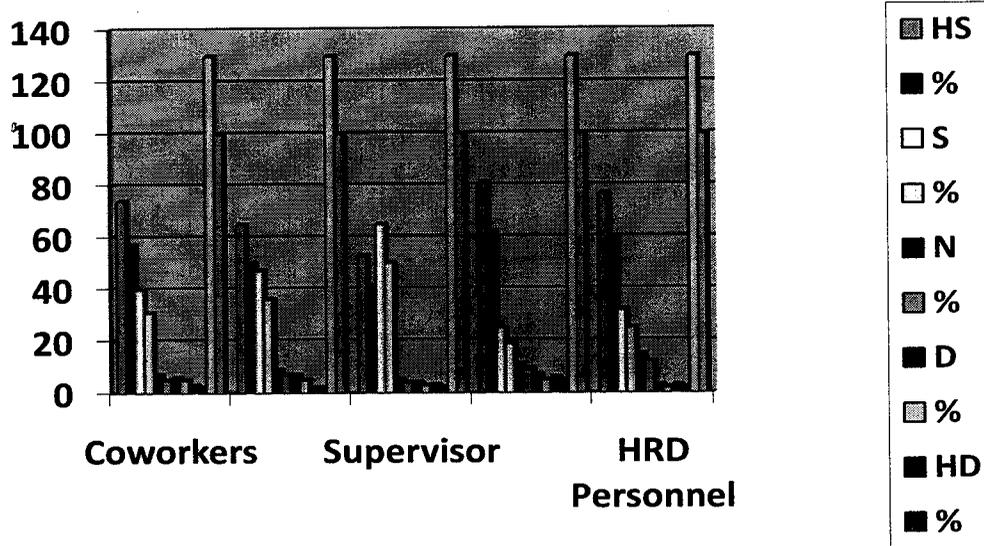
50 % of the supervisor are satisfied with inter-personal relationship, 41 % of them are highly satisfied, 4% of them are neither satisfied nor dissatisfied, and 3% of them are dissatisfied and 2% of them are highly dissatisfied.

19 % of the Departmental Head are satisfied with inter-personal relationship, 62 % of them are highly satisfied, 9% of them are neither satisfied nor dissatisfied, and 5% of them are dissatisfied and 5% of them are highly dissatisfied.

25 % of the HRD Personnel are satisfied with inter-personal relationship, 59 % of them are highly satisfied, 12% of them are neither satisfied nor dissatisfied, and 2% of them are dissatisfied and 2% of them are highly dissatisfied.

**Figure 4.23**

RESPONDENTS OPINION ABOUT INTERPERSONAL RELATIONSHIP



## QUALITY

Table 4.24

### Respondents opinion about quality

Quality	HS	%	S	%	NSDS	%	DS	%	HD	%	TOTAL	%
Awareness on quality policy	15	12	58	45	52	40	3	2	2	1	130	100
ISO & SA 8000 Certification increases the quality of the organization	52	40	66	52	7	5	2	1	3	2	130	100
Change in performance due to certification	37	29	72	55	15	11	1	1	5	4	130	100

Source: Primary data

H.S- Highly Satisfied

S- Satisfied

NSND- Neither Satisfied nor Dissatisfied

D.S- Dissatisfied

H.D- Highly Dissatisfied

### Inference

From the above table, it is found that 58% of the respondents are satisfied on having awareness on quality policy, 52% of the respondents are satisfied with ISO & SA 8000 Certification which increases the quality of the organization and 55% of the respondents are satisfied with change in performance due to certification

Figure 4.24

Respondents opinion about quality

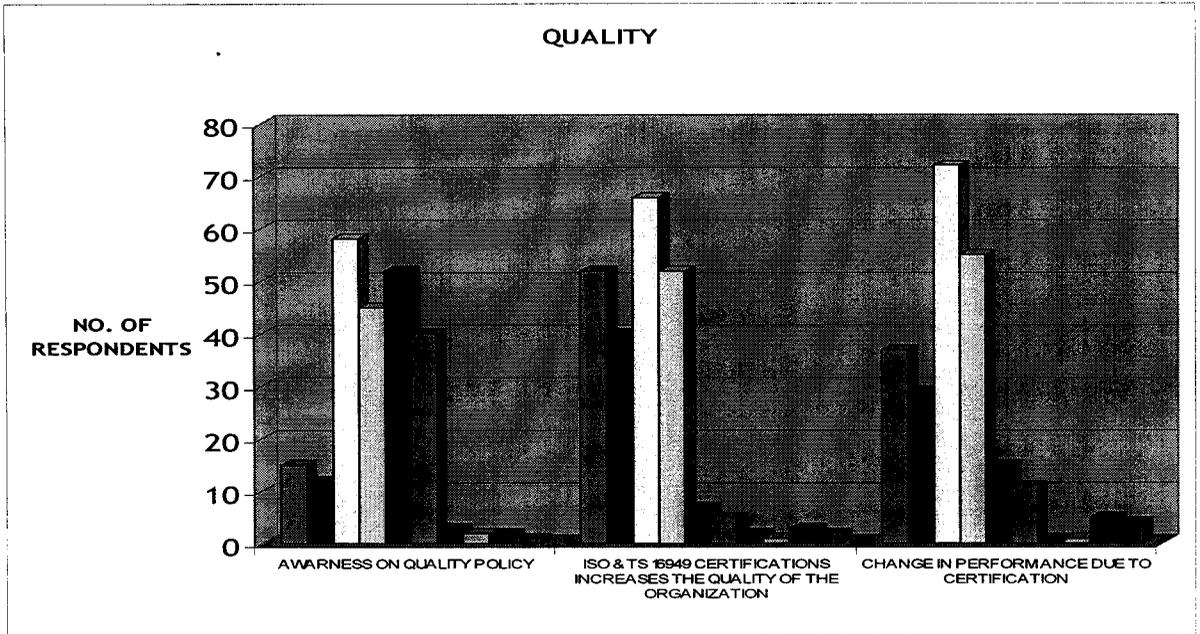


Table 4.25

**Respondents opinion about environmental occupational health & safety policy**

Environmental occupational health & safety policy	No. of respondents	Percentage of respondents
Highly satisfied	12	9%
Satisfied	81	62%
Neither satisfied nor dissatisfied	31	25%
Dissatisfied	4	3%
Highly dissatisfied	2	1%
<b>Total</b>	130	100%

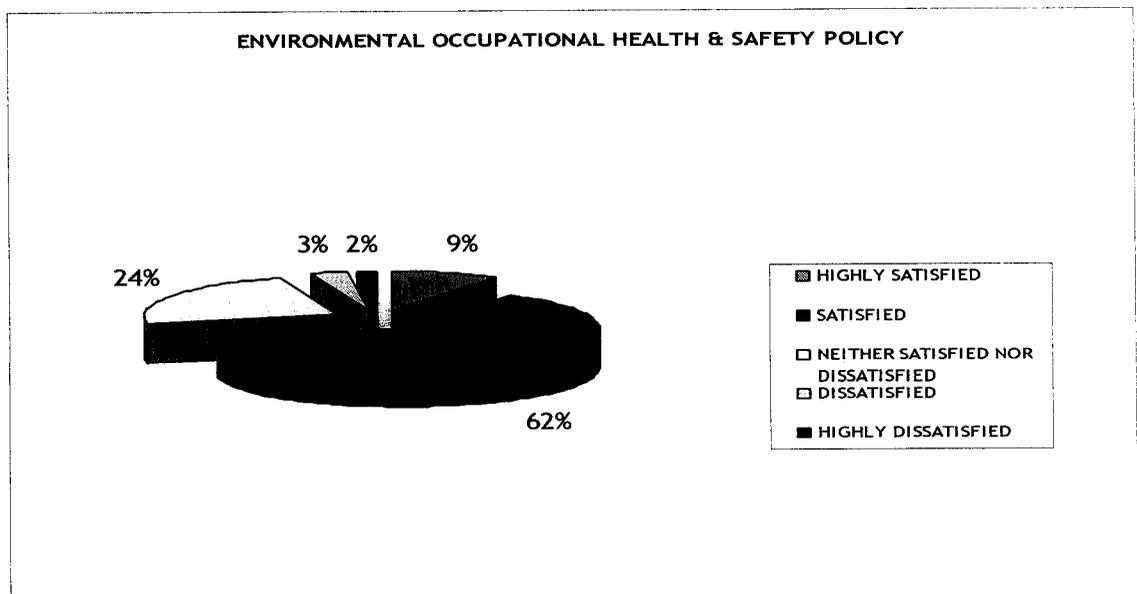
**Source:** Primary data

**Inference**

From the above table, it is clear that 62% of the respondents are satisfied with Environmental Occupational Health & Safety Policy practiced in the organization, 25% of them are neither satisfied nor dissatisfied, 9% of them are highly satisfied, 3% of them are dissatisfied and 1% of them are highly dissatisfied.

Figure 4.25

**Respondents opinion about environmental occupational health & safety policy**



## RANKING METHOD

Table 4.26

### Satisfactory level of working conditions

Working conditions	Score	Rank
Cleanliness	521	I
Machinery Conditions	499	III
Dust and Fumes	477	VI
Lighting	506	II
Temperature	456	VII
Ventilation	490	V
Environmental Pollution Control	491	IV

Source: Primary data

### Inference

From the above table, it is shown that in the working conditions, the first rank is for Cleanliness, the second rank is for Lighting, the third rank is for Machinery Conditions, the fourth rank is for Environmental Pollution Control, the fifth rank is for Ventilation, the sixth rank is for Dust & Fumes and the seventh rank is for Temperature.

Table 4.27

### Satisfactory level of welfare measures

Welfare facilities	Score	Rank
Canteen Facilities	521	II
Drinking Water	529	I
Latrine & Urinals	514	III
Rest Room	458	VI
Parking Facility	505	V
Personal Loan	513	IV
Medicclaim policy	441	VII

Source: Primary data

## Inference

From the above table, it is shown that in the welfare facilities, the first rank is for Drinking water, the second rank is for Canteen facilities, the third rank is for Latrine & Urinals, the fourth rank is for Personal loan, the fifth rank is for Parking facility, the sixth rank is for Rest room and the seventh rank is for Mediclaim policy.

## CHI SQUARE ANALYSIS

**Table no 4.28**

**Whether there is relationship between age and job change of the employees**

Age	Job change					Total
	HS	S	N	DS	HDS	
<20	0	8	0	0	0	8
21-30	0	7	5	0	0	12
31-40	0	25	0	0	0	25
41-50	0	23	3	0	1	27
>50	7	24	23	3	1	58
<b>Total</b>	7	87	31	3	2	130

**Source:** Primary data

**Null Hypothesis, Ho:** There is no relationship between length of service and working condition.

**Alternate Hypothesis, H1:** There is relationship between length of service and working condition.

**E (Expected Frequency) = Row total × Column total/Grand total**

$$\Psi^2 = \sum (O - E)^2 / E$$

$$\begin{aligned} \text{Degree of freedom (V)} &= (r-1)(c-1) \\ &= (5-1)(5-1) \\ &= 16 \end{aligned}$$

**Table value = 26.29**

**$\Psi^2$  Value = 43.9**

Here the calculated value of  $\Psi^2$  is **43.9** which are greater than the table value i.e.

### Inference

From the above table it is found that,  $T_o < T_e$ . So there is a relationship between age and job change of the employees.

**Table no 4.29**

**Whether there is relationship between length of service and wages & incentives of the employees**

Length of service	Wages & incentives					Total
	HS	S	NSND	DS	HD	
1-5 years	0	0	7	6	2	15
6-10 years	0	0	4	11	0	15
11-15 years	0	4	7	2	0	13
16-20 years	0	0	6	4	0	10
> 20 years	2	16	5	54	0	77
<b>Total</b>	2	20	29	77	2	130

**Source:** Primary data

**Null Hypothesis, Ho:** There is no relationship between length of service and working condition.

**Alternate Hypothesis, H1:** There is relationship between length of service and working condition.

**E (Expected Frequency) = Row total × Column total / Grand total**

$$\Psi^2 = \sum (O - E)^2 / E$$

**Degree of freedom (V) = (r-1) (c-1)**

$$= (5-1) (5-1)$$

$$= 16$$

**Table value = 26.29**

**$\Psi^2$  Value = 59.10**

Here the calculated value of  $\Psi^2$  is **59.10** which are greater than the table value i.e.

**Inference**

From the above table it is found that,  $T_o < T_e$ . So there is a relationship between length of service and wages & increments of the employees.

# **CONCLUSION**

## **CHAPTER 5**

### **CONCLUSIONS**

#### **5.1 SUMMARY OF FINDINGS**

1. 45% of the respondents belong to the age group of above 50 years.
2. 92% of the respondents are male workers.
3. 86% of the respondents are married.
4. 59% of the respondents have above 20 years of experience in the present organization.
5. 36% of the respondents are getting salary between 12001 and 15000.
6. 70% of the respondents are satisfied about the promotion policy adopted in the organization.
7. 60% of the respondents are satisfied about the transfer policy adopted in the organization.
8. 49% of the respondents are having satisfied opinion about the salary.
9. 55% of the respondents are having satisfied opinion about the incentives & increments.
10. 58% of the respondents are having satisfied opinion about the bonus.
11. 59% of the respondents are satisfied with their type of work performed.
12. 76% of the respondents are neither satisfied nor dissatisfied with the work load given to them.
13. 72% of the respondents are satisfied with regard to working hours followed by the organization.
14. 55% of the respondents are satisfied with regard to training & development programs.
15. 76% of the respondents are satisfied with regard to job security in the organization.
16. 58% of the respondents are satisfied with regard to work stress.
17. Regarding Safety measures,  
65% of the respondents are having satisfied opinion about first aid trained persons,  
79% of the respondents are having satisfied opinion about hoists and lifts, 70% of the

respondents are having satisfied opinion about training on safety and 68% of the respondents are having satisfied opinion about covering of machineries..

#### 18. Regarding Management practices

72% of the respondents are having satisfied opinion about grievance handling Procedure practiced in the organization, 69% of the respondents are having satisfied opinion about collective bargaining procedure, and 66% of the respondents are having satisfied opinion about communication system in the organization.

#### 19. Regarding Interpersonal relationship,

31% of Co-workers,36% of Subordinates,50% of Supervisors,19% of Departmental Head,25% of HRD Personnel are satisfied,57% of Co-workers,50% of Subordinates,41% of Supervisors,62% of Departmental Head,59% of HRD Personnel are highly satisfied,5% of Co-workers,7% of Subordinates,4% of Supervisors,9% of Departmental Head,12% of HRD Personnel are neutral.

#### 20. Regarding Quality,

58% of the respondents are satisfied on having awareness on quality policy, 52% of the respondents are satisfied with ISO & SA 8000 Certification which increases the quality of the organization and 55% of the respondents are satisfied with change in performance due to certification.

21. 62% of the respondents are satisfied with Environmental Occupational Health & Safety Policy practiced in the organization.

22. Regarding Working conditions, the first rank is for Cleanliness, the second rank is for Lighting, the third rank is for Machinery Conditions, the fourth rank is for Environmental Pollution Control and the fifth rank is for Ventilation.

23. Regarding Welfare facilities, the first rank is for Drinking water, the second rank is for Canteen facilities, the third rank is for Latrine & Urinals, the fourth rank is for Personal loan and the fifth rank is for Parking facility.

24. There is a significant relationship between length of service and salary & Increments.

## 5.2 SUGGESTIONS & RECOMMENDATIONS

1. Steps may be taken to improve the working conditions regarding cleanliness and ventilation. More housekeeping persons may be appointed and this will reduce the dust & fumes in the organization.
2. Communication system may be made effective among all the employees by creating an awareness about the importance of it and the results achieved through proper communication
3. More tools and equipments can be provided to the production department according to the requirements of the work and there should be proper maintenance of those equipments.
4. Shift timings and working hours may be allocated properly in order to reduce the work stress of the employees.
5. The organization may increase the wages and incentives provided to the employees which will help the organization to retain them in the same job.
6. A canteen committee with the representation from both the union and management may be formed to improve the canteen.
7. Modern training methods may be introduced to motivate employees.

## 5.3 CONCLUSION

The project study was carried out at AKR Textile, Tirupur, with the objective to Study about the job satisfaction level among the employees. Some of the findings are: 76% of the respondents are satisfied with regard to job security in the organization. 58% of the respondents are satisfied with regard to work stress.

The researcher has given suggestions among which communication system, canteen food and among working condition cleanliness and ventilation may be streamlined to improve the satisfactory level of the employees.

Thus job satisfaction is found high in AKR Textiles, Tirupur.

It can be noted that the company has been running in profits since its inception and hence the organization may implement the recommendations to improve the welfare of the employees and to retain the employees and to provide effective quality of service to the

#### **5.4 DIRECTIONS FOR FUTURE RESEARCH**

- Study can be adapted to other units of the industry.
- Some of the facilities provided to the contract workers, can include the perception of those workers for the study.

# **APPENDIX**

# APPENDIX

## Appendix-1

1. Name

2. Age (in years)

a) <20 b) 21 to 30 c) 31 to 40 d) 41 to 50 e) >50

3. Gender

a) Male b) Female

4. Martial status

a) Married b) Unmarried

5. Experience

a) 1-5 years b) 6-10 years c) 11-15 years d) 16-20 years e) >20 years

6. Salary (in ₹ `)

a) <5000 b) 5001-8000 c) 8001-12000 d) 12001-15000 e) >15000

7. Satisfaction level of employees regarding promotional plans provided by the company?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

8. How do you feel about the transfer policy?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

9. What is your opinion about your present salary?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

10. How do you feel about increments and incentives?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

11. Are you satisfied with your bonus given by your company?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

12. Whether you are comfortable with your employment conditions?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

13. What is your opinion about your workload?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

14. Are you comfortable with your working hours?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

15. How do you feel about your training and development programmes?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

16. Do you agree whether the organization provides job security to the employees?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

17. What is your opinion on the work stress given by the company?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

18. Safety measures

<b>Safety measures</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
First aid trained persons					
Availability Of Hoists, lifts					
Training on safety					
Covering of dangerous machineries					
Uniforms & shoes					

19. Working conditions

<b>Working conditions</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
Cleanliness					
Handling of Dust & fumes					
Lighting					
Temperature					
Machinery conditions					
Ventilation					
Environmental pollution control					

20. Welfare measures

<b>Welfare measures</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
Canteen facilities					
Drinking water					
Latrine & urinals					
Rest room					
Parking facility					
Personal loan					
Medical policy					

21. What do you feel about the grievances handling procedure in your organization?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

22. What do you feel about the collective bargaining procedure in your company?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

23. What is your opinion on communication system?

a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

24. Interpersonal relationship

<b>Interpersonal relationship</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
Coworkers					
Subordinate					
Supervisor					
Departmental head					
HRD Personnel					

25. Quality

<b>Quality</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
Awareness on quality policy					
ISO & SA 8000 Certification increases the quality of the organization					
Change in performance due to certification					

26. How do you feel about the environmental occupational health and safety policy?

- a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

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