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A STUDY ON EMPLOYEE SATISFACTION AT HERITAGE FOODS LIMITED

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I. ABSTRACT

Employee satisfaction is a factor in motivation, retention and goal achievement in the place of work and commitment is a factor that include no excess work load, treating employee with respect, provide recognition & rewards, fringe benefits and positive management. The purpose of this topic is to study the employee satisfaction and organizational commitment and to examine the satisfaction level of staff and its impact on Commitment. This is descriptive and empirical in nature and purposive sampling technique is used. The study is based on primary data, which has been collected through structural questionnaire , filled by member stake 50 respondents of has been selected on random sampling basis percentage method is used for data analysis. According to findings of this data the employee satisfaction effects commitment of management and staff.

STATEMENT OF THE PROBLEM

they are giving them lot of facilities. But employees have lot of demands to be met. In order to analyze their demands this

study is carried out to understand the job satisfaction levels wh in tn help company in achieving profits at a faster rate.

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II. INTRODUCTION

Employee satisfaction measures how content and satisfied employees are at work and how well their needs and desires are being fulfilled. According to several studies, employee happiness plays a crucial role in inspiring workers, assisting them in achieving their objectives, and creating a positive work environment. Employee satisfaction is influenced by a variety of factors, including the way in which employers treat their staff, how often they recognize them, how empowered they are, how well-paid and benefited they are compared to the industry, how many perks and company events they receive, and how effectively they are managed within a set of goals, benchmarks, and expectations. Employee happiness is often assessed using routinely distributed anonymous employee satisfaction surveys. When measuring employee satisfaction, a number of variables are taken into consideration, including management, understanding of the purpose and vision, empowerment, collaboration, communication, and relationships with colleagues.

Value to the Organization and Employees Work often supports identity and self-esteem, but unemployment causes despair and anxiety. Repetitive labour may sap someone's enthusiasm and initiative, which may also raise absenteeism and unnecessary turnover. Employee happiness and professional success have a significant impact on personal happiness, self-respect, self-esteem, and self-development. Employee happiness puts people in a good mood, which often leads to a positive work attitude. Employees that are happy are more likely to be creative, flexible, ingenious, and committed.

A motivated workforce committed to provide the company with high-caliber performance is implied by employee happiness. Improved productivity—the quantity and calibre of output generated per hour worked—seems to be a byproduct of improved working conditions. It is crucial to emphasise that the research on the relationship between employee happiness and productivity

contains contradictory and ambiguous information. It seems obvious that happy workers will often contribute more to a firm, even if research dating back to Herzberg's (1957) work have shown at least a modest correlation between excellent morale and high output. Unhappy workers who are motivated by a concern for losing their employment won't give it their best for too long. Despite the fact that fear is a powerful motivator, it is also a temporary one, and performance will decline as soon as the threat is no longer there.

III. NEED OF THE STUDY:

Employee satisfaction has become a very important determinant of a company's productivity. Employees are demanding more and more from their organization in exchange for their services. Employee turnover is very high in most industries, and retaining good talented employees has become a tedious task for even the best companies across the world today. Every company is faced with the challenge of understanding what drives employees most. Satisfied employees not only remain with the company but are more productive. They are also loyal and are most likely to recommend their company's products and services whenever and wherever possible.

IV. OBJECTIVE OF THE STUDY:

The study has the following objectives:

1. To measure the level of satisfaction among supervisors in HERITAGE FOODSLTD.
2. To identify the important factors which contribute towards employee satisfaction
3. To measure the relationship and human relations & job satisfaction.
4. To learn the practical aspects of the business.
6. To determine the workers participation in decision making.

V. SCOPE OF THE STUDY:

This study enables us to understand the employee satisfaction regarding the pay structure and also the overall job satisfaction, which includes the following...

The study considers the impact of 10 factors on job satisfaction it concentrates on the effect of factors in general, but no exclusive study is made on them.

The study considers only the perceptual elements of employees and does not focus on ground realities. The scope of study cover: work conditions, compensation, extra benefits, conveyance treatment of superiors, colleagues, duly timings, grievance redresal mechanism and promotion policy.

1. Work, recognition and rewards
2. Remuneration
3. Motivation
4. Training and Development
5. Individual Goals
6. Welfare
7. Employee Benefits

8. Career Planning Development

RESEARCH METHODOLOGY: RESEARCH:

by which researchers go about their work of describing, explaining and predicting phenomena are called methodology. Methods comprise the procedures used for generating, collecting and evaluating data. Methods are ways of obtaining information useful for assessing explanations.

Geographical Area Covered

The

survey was

conducted in

HERITAGE

FOODS IND

LTD. Method of

Data Collection

Sources used for collecting the data are

METHODOLOGY:

Primary Data

Information obtained directly from the mechanics and during the course of action is termed as primary data.

Secondary Data

Secondary data was collected with the help of company records.

Research Design

The type of research used in this project is descriptive in nature. Descriptive studies aim at portraying accurately the characteristics of a particular group or situation.

Sampling procedure

The sampling techniques used in the study is non-probability convenience sampling adapted and used for the study

Convenience sampling

Convenience sampling as the name implies is based on the convenience of the researcher who is to select a sample. This type of sampling is also called accidental sampling as the respondent in the sample are included into merely on account of their being available and the spot where the survey is in progress. Many times the researcher is work under certain constraints.

STATISTICAL TOOLS:

Which we are going to use to conduct the study

Research Instrument

The instrument used by the researcher to collect the information is through the questionnaire method. Questionnaire method

The form of the question may be either closed (i.e. 'Yes' or 'No' type) or open (i.e., inviting free response) but should be stated in advance and not constructed during questioning.

The

questionnaire

is prepared

based on both

closed and

open

structure.

TOOLS

- Percentage analysis
- chi-square test as a non-parametric test

Percentage analysis

The expression of data in terms of percentages is one of the simplest statistical devices used in the interpretation of business and economic statistics percentage is useful chiefly for the purpose of aiding comparison. A percent is the number of hundred parts on number is of another. Using the algebraic notation in which

P% represent the number of parts of 100, i.e. percentage to represent the base used for comparison, b1 represents given data to be compared with the base then the percentage of the given number in the base

may be defined as

$$P\% = b_1/b_0 \times 100$$

Generally percentages are recorded to one decimal place, sometimes to grasp the relationships. Whole percentages should not be calculated if the absolute number is small, especially if the base is appreciably less than 100.

T-TEST F-TEST Z-TEST

ANNOVA SPSS

SAS

FACTOR ANALYSIS

VI. DISCRIMINATION ANALYSIS LIMITATIONS OF THE STUDY:

- Managers could get lost in data.
- Inaction could destroy credibility.
- Employees may not reveal innermost feelings.
- To general in scope to affect individuals.
- Sampling error is not taken into consideration.
- Time factor is the main constraint for the study as it was restricted only to eight-nine weeks.

VII. REVIEW OF LITERATURE

ARTICLE 1

TITLE: A Study On Employee Job Satisfaction With Special Reference To Krishnagiri District Co- Operative Spinning Mills Ltd.

AUTHOR : S.RAJA, V. VIJAY ANAND

ABSTRACT: Job satisfaction refers to one's feelings towards one's job. If the employees expectations are fulfilled (or) the employees get higher than what he / she feels satisfied. If the job satisfaction increases organization commitment will increased. This results in the higher productivity. The main objectives of this paper are to assess the job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction: to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees.

ARTICLE 2

TITLE : Job Satisfaction and Employee Loyalty: A study of Academicians.

AUTHORS: Mrs. Shweta Rajput, Mr. MayankSinghal, Mr. Shiv kantTiwari

ABSTRACT: Job satisfaction and Employee Loyalty represents one of the most key challenges faced by the managers today when it comes to managing their employees. Employees are the most valuable resource for all organizations; the longer an employee works for a company the more valuable it becomes. Many researchers have been conducted in various sectors to demonstrate the impact of Job satisfaction on employee loyalty. Employee loyalty is all about employees being committed for the success of the organization with a strong belief that working with that particular organization is their best option. The aim of the study was to find the impact of job satisfaction on employee loyalty in case of academicians. This study also finds out various factors underlying job satisfaction and employee loyalty

ARTICLE 3

TITLE: Factors affecting employee job satisfaction: A comparative study of conventional and Islamic insurance

AUTHORS : Khalil-Ur Rahman, WaheedAkhter and SaadUllah Khan

ABSTRACT: This paper attempts to investigate the factors that affect job satisfaction of sales agents from Islamic and conventional insurance of Pakistan using Herzberg two-factor motivation theory. Using multi-stage stratified random sampling, we received a total of 318 usable responses . A multiple regression and hierarchal regression model including 11 hygiene-motivational factors were used to examine job satisfaction in the presence of moderating factor perception. The outcomes regarding Herzberg two-factor theory were entirely distinctive between those two direct sales groups with the presence of moderating variable perception.

ARTICLE 4

TITLE: A happy employee job satisfaction is a productive employee

AUTHORS : Gupta and Joshi

ABSTRACT: It is an important technique used to motivate the employee job satisfaction to work harder .it had often said that , a happy employee is a productive employee.it is very important because most of the people spend a major of their life at work place.

ARTICLE 5

TITLE: Changes in hrn and employee job

satisfaction ,evidence from the workplace employment relations survey

AUTHOR : Brown forde

ABSTRACT:A number of other measures of job quality are found to have increased over this period as well. It also finds a decline in the incidence of many formal human resource management practices. The paper reports a weak association between formal human resource management practices and satisfaction with sense of achievement. Improvements in perceptions of job security, the climate of employment relations and managerial responsiveness are the most important factors in explaining the rise in satisfaction with sense of achievement between 1998 and 2004. We infer that the rise in satisfaction with sense of achievement is due in large part to the existence of falling unemployment during the period under study, which has driven employers to make improvements in the quality of work

VIII. DATA ANALYSIS AND INTERPRETATION

Data Analysis

1. Relationship with Supervisor

- a) Admin ☐ b) Team Leader ☐
c) Developers ☐

TABLE 1: RELATIONSHIP WITH SUPERVISOR

Scale	No. of Respondents	Percentage
Cordial	55	55%
Moderate	20	20%
Not moderate	25	25%

INTERPRETATION:

The table shows that 55% of the respondents have cordial relationship with the supervisors, 20% of the respondents have moderate relationship and remaining 25% of the respondents do not have a cordial relationship.

2. Satisfaction on Target Related Incentives

- (a) Satisfactory ☐ (b) Neutral ☐
(c) Not Satisfactory ☐

TABLE 2: SATISFACTION ON TARGET RELATED INCENTIVES

Scale	No. of Respondents	Percentage
Satisfactory	54	54%
Neutral	36	36%
Not Satisfactory	10	10%

INTERPRETATION:

The table indicates the respondents' satisfaction on target related incentives. The above table shows that 54% of the respondents are satisfactory with the incentives, 36% of the respondents are neutral and remaining 10% of the respondents are not satisfied with the incentives.

3. Grievance handling system

- (a) Yes ☐ (b) No ☐

TABLE 3: GRIEVANCE HANDLING SYSTEM

Scale	No. of Respondents	Percentage
Yes	54	54%
No	46	46%

INTERPRETATION:

This table indicates the response of the respondents regarding grievance handling system. From the table, 54% of the respondents have said that there is a grievance handling system and 46% of the respondents have said 'No'

4. Responsibility for Job

(a) Yes ☐ (b) No ☐

TABLE 4: RESPONSIBILITY FOR JOB

Scale	No. of Respondents	Percentage
Yes	86	86%
No	14	14%

INTERPRETATION:

This table indicates the respondents' responsibility for job. The above table shows that 86% of the respondents have said 'Yes' and 14% of the respondents have said 'No'.

5. Relationship with Co-workers

(a) Good ☐ (b) Cordial ☐
(c) Co-operative ☐ (b) Not Co-operative ☐

TABLE 5: RELATIONSHIP WITH CO-WORKERS

Scale	No. of Respondents	Percentage
Good	45	45%
Cordial	25	25%
Co-operative	15	15%
Not co-operative	15	15%

INTERPRETATION:

This table indicates the respondents' co-workers. The above table shows that 45% of the respondents have said 'good', 25% of the respondents have said 'cordial', 15% of the respondents have said 'co-operative', 15% of the respondents have said 'not co-operative'.

IX. FINDINGS

- The majority age of employees were below 30 with 45%, the employees age between 31-40 were with 40% and then age of employees above 40 were remaining 15%.
- 20% of the respondents' monthly income is below 10000, 45% of the respondents' monthly income ranges from 10000 to 15000 and remaining 35% of respondents' income ranges from 15000 to 25000.
- 35% of the respondents' educational level is degree, 45% of the respondents' educational level is PG and remaining 20% of the respondents have other educational qualifications.
- 45% of the respondents' working level is admin, 35% of the respondents are team leaders and remaining 20% of the respondents are developers.
- 55% of the respondents have cordial relationship with the supervisors, 20% of the respondents have moderate relationship and remaining 25% of the respondents do not have a cordial relationship.
- 54% of the respondents are satisfactory with the incentives, 36% of the respondents are neutral and remaining 10% of the respondents are not satisfied with the incentives.
- 54% of the respondents have said that there is a grievance handling system and 46% of the respondents have said 'No'
- 86% of respondents were satisfied with their job responsibility and remaining 14% of respondents were not satisfied.

- The relationship between co-workers, 45% of respondent said good, 25% of respondents said cordial, 15% respondents said co-operative and remaining 15% respondents said not co-operative.

XII. SUGGESTIONS

- As the majority of employees are aged below 30 years, it helps business to stay fresh and up to date, as they are more flexible and motivated towards the work.
- The income differs according to roles and experiences of the employees in the organization, in order to increase the income the employees need to work on their skills and job tasks provided.
- The higher educational level leads to the high packages and good roles.
- To improve the working levels the employees need to improve the time management communication skills and make use of the right tools.
- As 25% of employees do not have cordial relationship with supervisors, the supervisors need to work on people skills, communicate with the employees face to face, conduct performance reviews and spend quality time with employees.
- As the 10% of employees were not satisfied with the incentives provided, the organization needs to raise the tickets, maintain personalized incentives, take regular feedback and provide a supportive work environment to motivate employees.
- 46% of employees are not satisfied with

the grievance handling system, the supervisors need to investigate, hold the formal meeting, take the decisions accordingly, appeal the process, review the situations in order to gain satisfaction level in the employees..

XI. CONCLUSION

This study helped the researcher and the management to identify and assess the feedback level in the firm using a self-administered questionnaire and statistical tools to analyze the responses. As the majority of employees are aged below 30 years, it helps business to stay fresh and up to date, as they are more flexible and motivated towards the work. The income differs according to roles and experiences of the employees in the organization, in order to increase the income the employees needs to work on their skills and job tasks provided. The higher educational level leads to the high packages and good roles. To improve the working levels the employees need to improve the time management communication skills and make use of the right tools. As 25% of employees do not have cordial relationship with supervisors, the supervisors need to work on people skills, communicate with the employees face to face, conduct performance reviews and spend quality time with employees. As the 10% of employees were not satisfied with the incentives provided, the organization needs to raise the tickets, maintain personalized incentives, take regular feedback and provide a supportive work environment to motivate employees. 46% of employees are not satisfied with the grievance handling system, the supervisors need to investigate, hold the formal meeting, take the decisions accordingly, appeal the process, review the situations in order to gain satisfaction level in the employees.

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