



ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 17/05/2018

CERTIFICATE

This is to certify that **Ms. Nargis** bearing **USN 1AZ16MBA41** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belgaum. Project report on "**A Study on Job Satisfaction With Reference to HMT (International) Limited**" Bangalore is prepared by her under the guidance of **Prof. Mahak Balani**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belgaum, Karnataka.

Signature of Internal Guide

Signature of HOD

Head of the Department

Department of MBA

Acharya Institute of Technology

Soldevanahalli, Bangalore-560 107

Signature of Principal

PRINCIPAL

ACHARYA INSTITUTE OF TECHNOLOGY

Soldevanahalli Bangalore-560 107

एचएमटी (इंटरनेशनल) लिमिटेड
एचएमटी लिमिटेड के संपूर्ण स्वामित्वाधीन अनुषंगी
भारत सरकार का उपक्रम
एचएमटी भवन
59 बेल्लारी रोड
बंगलोर 560 032 भारत

HMT (INTERNATIONAL) LIMITED
(A wholly owned subsidiary of HMT Limited)
A Government of India Undertaking
HMT Bhavan
59, Bellary Road
Bangalore - 560 032, India

HRM/SI/2017-18

02.05.2018

CERTIFICATE

This is to certify that **Ms. NARGIS** (USN 1AZ16MBA41), an MBA student of ACHARYA INSTITUTE OF TECHNOLOGY, affiliated to Visveswaraya University, Belgaum and approved by AICTE has carried out her Project Work in our organization and has prepared a report titled "**A Study on Job Satisfaction with reference to HMT (International) Limited, Bangalore**, during the period from 15.01.2018 to 24.03.2018.

The conduct and behavior of **Ms. NARGIS**, was good during the above referred period.

We wish her all success.

For HMT (International) Limited,



(JEROME KUJUR)

For JOINT GENERAL MANAGER (HR)

JEROME KUJUR / जेरोम कुजूर

Joint General Manager (HR)

संयुक्त महा प्रबंधक (मानव संसाधन)

ACKNOWLEDGEMENT

I deem it a privilege to thank our Principal, Dr. S.C.Pilli, Dr. Mahesh, Dean Academics and our HOD Dr.Nijaguna for having given me the opportunity to do the project, which has been a very valuable learning experience.

I am truly grateful to my external guide Mr.Jerome Kujur, Joint General Manager(HR), HMT(I) Ltd and my internal research Guide, Prof Mahak Balani Faculty, MBA Department, Acharya Institute of Technology, for their research guidance, encouragement, and opportunities provided.

I wish to thank all the respondents from the firms who spent their valuable time in discussing with me and giving valuable data by filling up the questionnaire.

My sincere and heartfelt thanks to all my teachers at the Department of MBA, Acharya Institute of Technology for their valuable support and guidance.

Last, but not least, I want to express my deep appreciation to my parents for their unstinted support.

DECLARATION

I, Nargis, hereby declare that the Internship report entitled "A Study on Job Satisfaction with reference to HMT(I) Ltd" prepared by me under the guidance of Prof. Mahak Balani Faculty, MBA, Acharya Institute of Technology and external assistance by Mr. Jerome Kujur, Joint General Manager(HR), HMT(I) Ltd.

I also declare that this Internship work is towards the partial fulfilment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone a summer project for a period of Ten weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore

Date: 28/05/18

Nargis
Signature of the student

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EXECUTIVE SUMMARY

The main aim of this project is to understand the importance of Job Satisfaction also knowing Factors determining Job satisfaction of employees in an organisation. The study on Job satisfaction was conducted at HMT (I) Ltd. The survey included certain parameters such as employee benefits, employee relationship and working environment. But the study mainly tested the relationship between working environment and Job satisfaction

All relevant conceptual information and literature reviews on job satisfaction helps in understanding the need and importance of Job satisfaction.

A proper research design was undertaken with structured questionnaire, and a survey of 100 sample size was conducted to learn the satisfaction level of the workers of HMT (I) with respect to its working environment.

When the Data was analysed and interpreted a significant association connecting working environment and Job satisfaction was found and the outcome was positive.

The working environment of HMT (I) includes all the basic and satisfying amenities and hence, majority of the employees of that company are delighted with their jobs.

CHAPTER - 1

INTRODUCTION

1.1 INTRODUCTION

The study attempts to measure job satisfaction of employees at HMT(I) Ltd. It mainly focuses on the association of working environment and job satisfaction. It also concentrates on the factors affecting satisfaction level of employees and their impact on it. It also shows the impacts of other demographic factors such as age, gender, income. The end result shows that work environment constituting good infrastructure, cleanliness, ventilation and lighting, healthy employee relation, effective pay and promotions are also important factors. Demographic factors have less impact when compared to other factors.

Job satisfaction is the employees feeling of satisfaction towards his job or work, whether he likes or not the job, individual aspects or facets such as nature of the job, guidance from supervisor. Job satisfaction is a fundamental element in developing the organisation, if an employee is satisfied with all the facets of its job then he's productivity increases automatically. Employees should feel a sense of belongingness only then they can feel an attachment with the company and have a smooth running of the working process. Employees must be asked for their suggestions and must be involved in decision making process. Employees have to be left open for operating things, which can help them gaining experience. When employees are asked for suggestions and ideas they contribute more than they are expected to improve the effectiveness of the company. It also results s decreasing low absenteeism low turnover rate. There increases the productivity of quality and valuable products and services. In many cases the individual, organisational and environmental aspects constrain the productivity and satisfaction relationship to an extent where there s less practical use. At the end the person can get stressed up and can start giving poor performance, but such cases cannot be denied because they can stay for longer period of time. Therefore job satisfaction is more important to the organisation than to the individual. Workers can change their job but it will act as a cost to the firm because they need to hire new employees which are costly to them.

Job satisfaction is regularly considered as the synonymous of work attitude, but it is vital to recognize that people with exclusive theoretical tendencies may also use this term in exclusive ways. In meeting the expectations of the workplace, a few people measure job satisfaction. Others think that it is the degree of difference between what people assume from the job and the facts they sense. It is described as a extent where work seems to be giving something which benefits human's proper living. In eighties, it was evident that even though the working environment is significant to an employee's job satisfaction level but there are employees who showed similar level of job satisfaction when they changed their, job role, working environment and also their employers many years later, whereas other employees showed dissatisfaction across many jobs that they switched. It means that some employees seek out situations where they can feel satisfied whereas some employees are always dissatisfied no irrespective of their job and their working environment.

1.2 INDUSTRY PROFILE

Industry: Manufacturing and Trading

History:

HMT experienced a severe recession. The company was forced to think about retrenchment of 5000 employees, nearly half of HM's Total work force. In the second face of diversification, as many as 10 agreements were signed with different collaborators.

HMT diversified into two new product lines and Trading sector – tractors at HMT (I), Pinjore in technical collaboration with M/s Motokov of Czechoslovakia and die casting and plastic injection molding Machine at Bangalore in collaboration with M/s Buhler of Switzerland. HMT diversified into manufacturing of printing machine in Collaboration with M/s version of U.S.A second watch unit was set Up Bangalore in collaboration with M/s Buhler of Switzerland. HMT (I)'s hierological machinery division was set up at Bangalore.

HMT (I) entered a new phase with increasing emphasis being placed On long range corporate planning and decentralization of Management with appointment of full directors and representation Of senior executive on HMT (I)'s board. HMT (I) took over the machine tools corporation of India, BANGALORE as it is Sixth machine tool unit.

HMT (I) international limited was set up as a subsidiary company to Handle the international marketing of HMT (I)'s product and Technological service. During the same year HMT (I)'s third watch Factory set up at Bangalore.

HMT (I) was declared a public limited company with effect from 13th May, 1977. HMT (I) set up fourth watch at Tumkur, a backward area in Karnataka With a capacity of 2 million watch components. The company name Hindustan machine tool limited was changed to HMT (I) limited with Effect from 12th sep. 1978 in view of manufacturing and marketing Of various type of printing machine, watches, tractor, lamp, lamp Making machine, dairy machine in addition to machine tools. Dairy machine set up at Abramabad, Maharashtra in technical Collaboration with M/s festschrift land Mechanism, East Germany.

Indo Nippon, a state owned bearing manufacturing was taken over As a subsidiary company. The company subsequently named as HMT (I) Introduced quartz analog watches. HMT (I) set up fifth watch factory at Ranibagh backward hilly a Backward area in Nanital, U.P, with a capacity manufacturing 2 million watch set components, HMT (I) set up a separate unit for manufacturing silver oxide Batteries required for electronic watch at Guwahati, Assam In technical collaboration with M/s Hitachi Maxwell, Japan.

CNC system division was set up at Bangalore. During this year, CNC machine were establish in different unit of HMT (I). HMT (I) limited, Aimer was awarded national productivity award for 1986-87 by the ministry of industry.

HMT (I) limited, Aimer become a first unit of machine tools division to Receive ISO 9001 certificate from the “Indian register quality System”(IQRS), an affiliate of RAAD-VOOR DE Certificate (RVC), NETHERLANDS. HMT (I) limited, Aimer received the award for indigestion of defence. HMT (I) limited, Aimer reached breakeven and has headed towards Profits after a decade with highest ever sales and production

HMT (I)Ltd. Aimer had achieved “best product at IMTEX 98” from FIE, foundation. HMT (I)Ltd, Aimer had achieved “best product at IMTEX 98” from CMIT-PMT trust award. HMT (I) ltd., Aimer had achieved “regional trophy for height exporter in the group. Services export” from engineering export council, Southern region Chennai.

HMT (I) ltd., Aimer had received “best product at IMTEX-2001” FIE foundation. HMT (I) ltd., Aimer had received “best product at IMTEX-2001” From CMIT-PMT Trust award.

GROWTH:

After globalisation HMT (I)’s trade has gained a lot of importance and the company has realised the importance of export promotion and is taking steps to improve the marketing infrastructure and has established the export-trading promotion houses for the promotion of exports.

- It started serving the Defence, Government, Private manufacturing Industries and Educational Institutions.
- It has its branches in Kalamasoori, Hyderabad, Ajmer, and Pinjor.
- It is tackling the problems of market activities.
- It is an international agent for wide range of the organisational product and also for other Indian products. It was against this backdrop that HMT (I) was established in 1974 and had a sizable share of engineering exports.
- HMT(I)’s export system is highly regulated by government organizations like Ministry of commerce, commodity board, export inspection council, export promotion councils, public sector trading houses, and advisor bodies.

DEVELOPMENT:

HMT(I) is the chief player in trading of Manufacturing product, projects and services. Its future growth opportunities are limited except for projects and services department and engineering products. Project department is doing well for HMT(I) and they have many projects and there is expectations that many will come in the future. HMT(I) has served many developed, underdeveloped and many developing countries with its manufacturing products, projects and services. Thus they have a great future opportunity in project sectors. Engineering components like ferrous and non-ferrous casting, forging machine parts, pressed gears, mass metal parts etc. Of HMT(I) are also having good demand so future prospect is good in this sector.

1.3 COMPANY PROFILE

HMT(I) is a wholly owned subsidiary of HMT Ltd, It is a Government Organization which comes under the division of Heavy Industry, Ministry of Heavy Industries & Public Enterprises. HMT(I) is a multi-technology complex, synonymous with technological excellence in India through development of an array of manufacturing solutions and products. This formidable strength of invaluable technical expertise accumulated over the years, has helped industrial revolution in India.

HMT (I), a Miniratna Company, and Government of India Undertaking, an ISO 9001:2015 Company was established during the year 1974. One of India's leading trading houses, markets a wide range of goods and services from agricultural produce to engineering and IT solutions. value, dependability and assurance have been the basic tenets of work and business culture at HMT(I) since inception. Today, HMT(I) has emerged as the international conduit for a wide array of Indian products and services.

With technological knowledge in Machine Tools, HMT(I) gradually started executing ternkey programmes like Technical teaching Centres, employment Training Centres, Information Technology Centres and others for Ministry of External Affairs (MEA), Government of India in various countries.HMT(I) has set up a number of overseas projects to help developing countries harness the available manpower and talent.

These projects have been established to train hundreds of youth in every gamut of engineering activities. The training covers basic skills, advanced skills, supervisory skills and hands-on training for thorough orientation is also provided.

HMT(I) is beneficiary of more than 50 Export awards initiated by Engineering Export Promotion Council (EEPC), Government of India, Department of Industries and Commerce of various state Governments and other agencies. Today, HMT(I) stands at the pinnacle of success while striding towards a future, bright with promise.

NATURE OF THE BUSINESS CARRIED

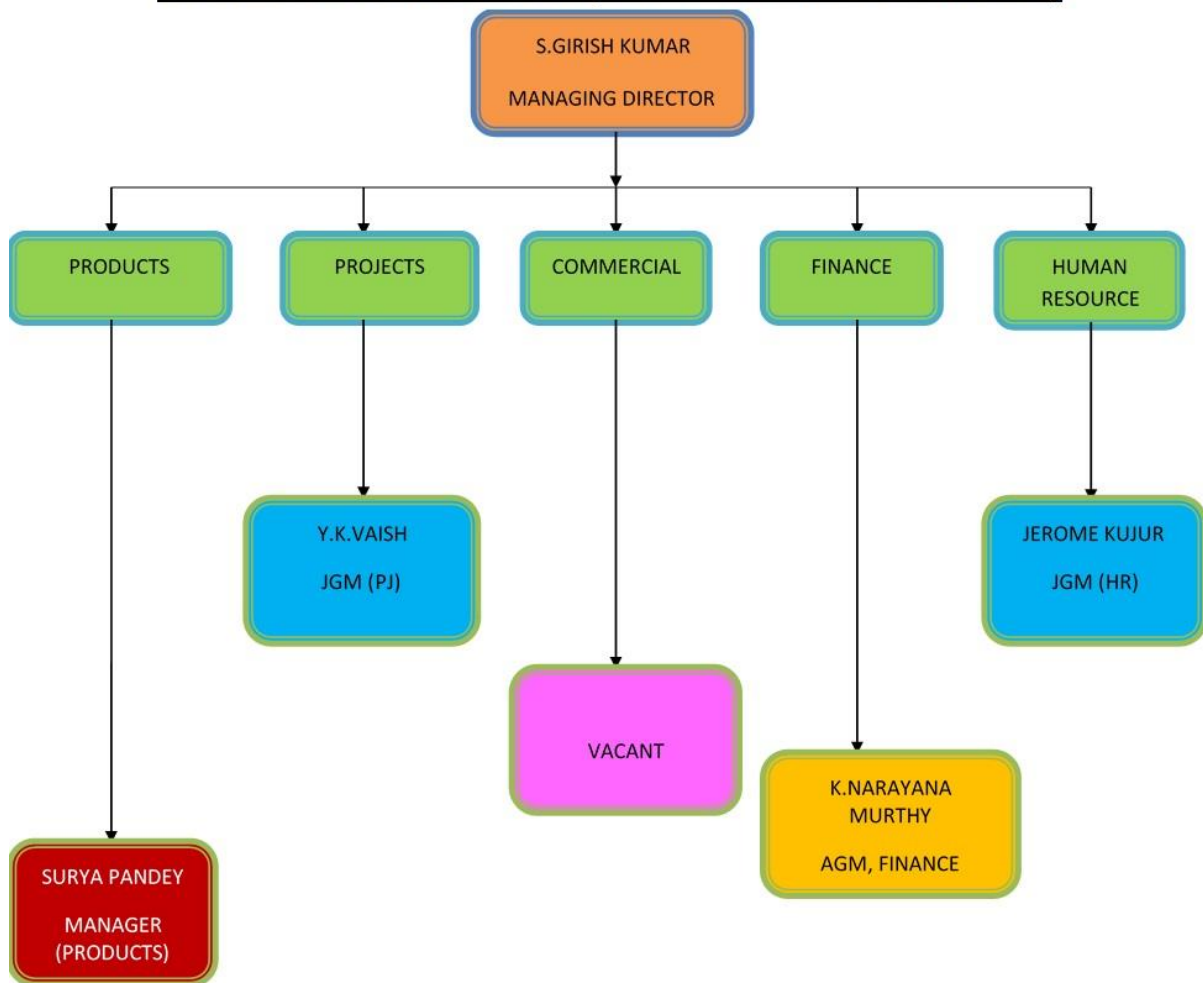
HMT and HMT(I) market reliability as a well-known trader and service provider can be attributed to the following factors:

- High value goods and services
- Knowledgeable & skilled employees
- Worldwide network
- On time delivery & after sales services

1.3.1 PROMOTERS

Sadasivan Girish Kumar	Chairman
Sridhar Govindaraja Sanji	Director
Shri. Vishvajit Sahay	Director
Shri. Bhupinder Singh Bhalla	Additional Director
Shr. Ravi Capoor	Director

ORGANIZATION CHART (TOP LEVEL MANAGEMENT)



1.3.2 VISION, MISSION, QUALITY POLICY:

VISION

“To be the Top Global Engineering Company directed towards Customer satisfaction in our fields of endeavour”

MISSION

- To be established as the world’s top company in the engineering sector consisting tough global competitiveness
- To gain market headship in India through ensuring their client by supplying globally competitive products and services
- To gain continuous growth in the earnings of the behalf stakeholders

QUALITY POLICY:

To sustain quality headship in all the goods and services provided, to achieve consumer delight by offering qualitative products. Dedication of organisation to product value and total quality through performance headship.

The company is certified ISO 9001-2008 UNIT. The company is also recognised by many global organisations like UNDO and ADDB. The quality policy of the company is to build, produce and sell, at competitive prices the goods of huge value. This builds in customer loyalty, goodwill and also market control. Painstaking attention towards detailed and continuous quality checks at process lines, and performance tests of products all add up to placing HMT Machine Tools among the best in the world.

1.3.3 PRODUCTS AND SERVICES PROFILE

INDUSTRIAL MACHINE

Lathe Machines



Drilling Machines



Milling Machines



CNC Machines



PRINTING MACHINES

Single Colour Sheet Fed Offset Printing Machines



Two Colour Sheet Fed Offset Printing Machines



Four Colour Sheet Fed Offset Printing Machines



Programmable Guillotine Shears



MACHINE & EQUIPMENTS

Food Processing Machinery & Equipments



PROJECTS & SERVICES

After being technically excellent in Engineering field, HMT(I) slowly initiated executing key programmes like setting up of Industrial Training Centres, Professional Teaching Centres, IT Centres and etc., The Indian administration is in diverse international locations. HMT(I) has set up a number of foreign places initiatives to assist growing international locations use available manpower and talent. These tasks were installed to educate loads of young human beings involved in various engineering sports. The schooling includes simple skills, superior skills, supervision talents and hands-on education. These initiatives have been installed to educate loads of young human beings concerned in numerous engineering activities. The training consists of basic capabilities, superior skills, supervision skills and hands-on training.



REMANUFACTURING SERVICES



Remanufacturing Retrofitting Services:

Having many years of practice in the engineering field, HMT(I) provides Remanufacturing Retrofitting services. The company has a well equipped team of highly knowledgeable and skilled workforce, who is highly competitive and are willing to provide excellent creativity and commitment. They used premium materials high quality tools and techniques of premium to match or meet up the demands and needs of their clients.

Features:

- Identifying unproductive machines
- Re-engineering to enhance longevity and productivity
- Make the machine near to original accuracy

ENGINEERING COMPONENT

We are a leading Exporter of Engineering Components from Bangalore, India.

- Engineering Components



TRADING:

- In addition to manufacturing, HMT(I) also entered into Trading sector with the aim of serving the import and export need and requirements of Indian Engineering industries, serving both HMT and other private sector companies.
- The trading business has been carried with the aim on:
 - Profit and Market share
 - Client acquisition

1.3.4 AREAS OF OPERATION

HMT(I) corporate office is in Bangalore, but it has established many subsidiaries in various cities:

MACHINE TOOLS

- Ajmer
- Hyderabad
- Kalamassery
- Pinjore
- Bangalore

PROJECTS : TRAINING CENTERS

- Indonesia
- Mauritius
- Malaysia
- Senegal Maldives

FOOD PROCESSING PROJECTS

- Cashew nut processing units in Tanzania
- Fruit processing plant in Tajikistan

AGRICULTURAL PROJECT IN SENEGAL

1.3.5 INFRASTRUCTURAL FACILITY

HMT(I) is well equipped with all the infrastructural facilities required for the production or manufacturing of heavy engineering products, it has a wide area of production and administrating office. To have a smooth running of all the departments and production units HMT(I) has segregated and separately located its units and developed different sections and labs. Each section is under the control and observation of expert personnel. The employees at HMT(I) are given all tools and techniques to perform their jobs under safety infrastructural facility.

1.4 COMPETITORS INFORMATION

It faces competition from both public sector and private sector companies but Bayerische Flugzeugwerke is the biggest machine tools manufacturer in the private sector collaboration with German machine tool manufacturing company.

1.5 SWOT ANALYSIS

STRENGTHS

Products

- The company is now recognized as a trustworthy company under machine tools because it has a good technological base and highly skilled expertise.
- Wide experience in exports since three decades.
- Exported more than 18500 machine tools, 2000 tractors and 14 lakhs watches
- strong network in more than 45 countries and trading with more than 70 countries
- Products are based on technical know-how acquired from world leaders
- Executed major Agricultural Development Project
- Keeping in view the technological trend, the Company has been continuously diversifying its activities. The business portfolio has been expanded to include computer systems & IT services.
- Faster after-sales service and spare supply.

Projects & Services

- After proving itself in engineering, manufacturing, and turnkey projects in the global market, HMT(I) now is focussing on providing consultancy services, technical training and is undertaking skill development programmes.
- Backed by technical and skilled manpower from the Group Companies of HMT.

- Successfully executed projects in areas not entirely within HMT's domain (Fruit Processing, Dairy, Cashew nut processing, manufacture of Water Meter and Welding Rod).
- strong competent in execution of turnkey projects.
- Technically qualified & experienced team for execution of projects

CONSTRAINTS

Products

- Market reach is limited by resources
- Low profit and low competency from poor countries.
- Free access to global market openly by producers and manufacturers and other traders increases competition and pressures due to technical advancements.
- More response time for enquiries & tenders due to complex purchase procedures.

Projects & Services

- Company's network of high level Industrial/ commercial contacts not adequate
- Mainly dependent upon MEA projects
- Lack of aggressive agents in many countries.

OPPORTUNITIES

Products & Projects

- New opportunities in engineering and services exports have opened up through globalization
- Lot of opportunities in African countries to replace high priced western products by low priced products
- Presence of Indian managers helps in promotion of Indian exports
- As protective trade tariffs come down, new opportunities will open up in export of non-traditional goods and services such as machine tools.
- Stress on industrialization in developing countries opens up huge opportunities for marketing the engineering and manufacturing goods.

CHALLENGES:

- Different procedures make decision making a difficult and time consuming process.
- Emergence of China and East European manufacturers with aggressive marketing is a major threat to company's exports.

1.6 FUTURE GROWTH AND PROSPECTS:

HMT(I) will become a top leader in trading industrial products, projects and services by taking up strategic decisions that would utilise the core competencies of HMT(I). Its future growth opportunities are limited except for projects and services department and engineering products. Its loosing demand for watches and also tractors. But project department is doing well for HMT(I) and they have many projects and there is expectations that many will come in the future. HMT(I) will be serving all countries that are developed, developing or underdeveloped. Thus they have a great future opportunity in project sectors. Engineering components like ferrous and non-ferrous casting of HMT(I) are also having good demand so future prospect is good in this sector.

1.7 FINANCIAL STATEMENTS

Balance sheet as on 31 March 2017

(Rs. In lakhs)

	As at 31-03-2017	As at 31-03-2016
ASSETS		
A Non-current assets		
Property, Plant and Equipment	499.87	508.30
	499.87	508.30
B Current assets		
a) Inventories	-	-
b) Financial assets		
i) Trade receivables	1,397.40	917.23
ii) Cash and cash equivalents	1,578.15	2,130.89
iii) Loans	430.00	510.00
iv) Other Financial Assets	841.24	333.49
c) Other current assets	642.41	360.76
	4,889.20	4,252.36
C TOTAL ASSETS (A + B)	5,389.07	4,760.66
EQUITY AND LIABILITIES		
A Equity		
a) Equity share capita	72.00	72.00
b) Other equity	3,160.80	3,179.57
Total equity	3,232.80	3,251.57
B Liabilities		
Non-current liabilities		
a) Provisions		
i) Provision for Employee benefits	13.09	23.62
b) Deferred tax liabilities (net)	85.66	75.13
Total Non-Current Liabilities	98.75	51.51
Current liabilities		
a) Financial liabilities		
i) Trade payables	911.49	672.02
Other Current Liabilities	1,068.05	606.38

b) Provisions		
i) Provision for Employee benefits	73.05	137.43
c) Current Tax Liabilities (net)	4.93	41.73
Total Current Liabilities	2,057.52	1,457.57
Total liabilities	2,156.27	1,509.08
C TOTAL EQUITY AND LABILITIES (A + B)	5,389.07	4,760.66

Statement of Profit and Loss for the year ended 31 March 2017 (Rs. In lakhs)

Particulars	31-Mar-17 INR Lacs	31-Mar-16 INR Lacs
CONTINUING OPERATIONS		
a) Revenue from operations	2,397.61	3,390.74
b) Other income	306.51	279.75
Total Income	2,704.12	3,670.49
EXPENSES		
a) Cost of Goods Traded, Service and Works	2,046.31	2,776.72
b)(Increase)/decrease in inventories of finished goods and stock in trade	-	3.53
c) Employees' benefits expense	384.87	555.97
d) Depreciation and amortization expense	13.75	13.55
e) Other expenses	233.32	230.29
Total expense	2,678.25	3,580.06
Profit/(loss) before exceptional items and tax from continuing operations	94.87	90.43
Share of (profit)/loss of an associate and a joint venture	-	-
Profit/(loss) before exceptional items and tax from continuing operations	94.87	90.43
Exceptional items	-	-
Profit/(loss) before tax from continuing operations	94.87	90.43
(1) Current tax	4.93	41.73
(2) Adjustment of tax relating to earlier periods		
(3) Deferred tax	14.46	-9.52
Income tax expense	19.39	32.21
Profit for the year from continuing operations	75.48	58.22
DISCONTINUED OPERATIONS		
Profit/(loss) before tax for the year from discontinued operations	-	-
Tax Income/ (expense) of discontinued operations	-	-
Profit/(loss) from discontinued operations	-	-
Profit/(loss) for the year	75.48	58.22

CHAPTER – 2

CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORITICAL BACKGROUND

MEANING OF JOB SATISFACTION:

Job satisfaction is the joy and a feeling of achievement that one experiences when they realize that their job is worth doing. Job satisfaction is a hallmark of employee pleasure with work, regardless of whether or not they like their work or private factors or work aspects inclusive of job nature, supervision or work environment. Job satisfaction may be measured by means of cognitive (evaluation), affective (or emotional), and behavioural components.

DEFINITION OF JOB SATISFACTION:

Hoppock defines, "Job satisfaction as any amalgamation of mental, physical and ecological situation that cause a person honestly to say I am satisfied with my job" According to him even though job satisfaction is influenced by many external factors but there is something to do with the internal way of how an employee feels. Which means job satisfaction exhibits a set of both internal and external factors that brings a feeling of delight.

THE NATURE AND SCOPE OF JOB SATISFACTION

Job satisfaction is regularly considered as the synonymous of work attitude, but it is vital to recognize that people with exclusive theoretical tendencies may also use this term in exclusive ways. In meeting the expectations of the workplace, a few people measure job satisfaction. Others think that it is the degree of difference between what people assume from the job and the facts they sense. It is described as a extent where work seems to be giving some thing which benefits humans's proper living. In another view,

In eighties, it was evident that even though the working environment is significant to an employee's job satisfaction level but there are employees who showed similar level of job satisfaction when they changed their, job role, working environment and also their employers many years later, whereas other employees showed dissatisfaction across many jobs that they switched. It means that some employees seek out situations where they can feel satisfied whereas some employees are always dissatisfied no irrespective of their job and their working environment.

Job satisfaction is an aspect of psychological approach to motivation. The importance and significance of job satisfaction to employees is exhibited. Some factors that motivates a feeling of job satisfaction to the workers are

- 1) Difficult Job: Herzberg's Satisfiers and Characteristic Theory says that Job must be such where there must be a proper utilization of skill, knowledge and ability of the employee.
- 2) Impartial Rewards: Equity theory of Motivation says that equality and fairness is equally significant to rewards.

3) **Helpful Working Environment:** Compassionate working environment is equally important as the job itself because even it contributes to the job satisfaction level, people can accept a low salary job when the workplace is near to their residence.

4) **Compassionate Co-workers/supervisors:** working environment involves the people with whom or under whom we are working which means employee like colleagues who are helpful and supportive and also they like to work under someone who motivates, encourages and rewards them for their efforts and their work.

THE SIGNIFICANCE OF JOB SATISFACTION:

Job satisfaction plays a very important role in the developing the organisation, if an employee is satisfied with all the facets of its job then he's productivity increases automatically. Employees should feel a sense of belongingness only then they can feel an attachment with the company and have a smooth running of the working process. Employees must be asked for their suggestions and must be involved in decision making process. Employees have to be left open for operating things, which can help them gaining experience. When employees are asked for suggestions and ideas they contribute more than they are expected to improve the effectiveness of the company. It also results in decreasing low absenteeism low turnover rate. There increases the productivity of quality and valuable products and services. In many cases the individual, organisational and environmental aspects constrain the productivity and satisfaction relationship to an extent where there is less practical use.

At the end the person can get stressed up and can start giving poor performance, but such cases cannot be denied because they can stay for longer period of time. Therefore job satisfaction is more beneficial to organisation than to the individual. Workers might switch to other job but it will act as a cost to the firm because they need to hire new employees' which is costly to them.

FACTORS AFFECTING JOB SATISFACTION

- Organisational Factors
- Group Factors
- Individual Factors

Organisational Factors: The 6 main factors of organisation that affect individuals job satisfaction are wages, promotions, the working nature, organisation policies and working environment.

Wages: wages or pay are the main factor that employees come to work and in that if they get good wages that their living then they feel extremely satisfied. It plays a very important role, firstly pay supports employees living, secondly employees see wages or pay as employers concern towards them. Employees expect the pay to be fair and simple, and when pay is seen to be equal and fair there exists job satisfaction. The pay system has to be according to job demand, employee skills and should match the community standards because usually

employees are seen comparing their pay with the employee at similar position in competitors company.

Promotions: Every employee dreams of being promoted, in fact it contributes as a major factor in determining the job satisfaction level. Employees keep on seeking opportunities for promotion, and they put a lot of efforts to get promoted but if the management does not promote them on some other parameters they get depressed and a sense of conflict arises in the workplace and the employee might not contribute to the organisation as he used to do. Promotions have positive as well as negative effects. Promotion includes aspects like change in job title, pay, responsibilities and duties. Promotional opportunities affect job satisfaction considerably. The employee of a public sector gets promoted for 2 to 3 times in his entire work life whereas employees of private sector get numerous opportunities of promotions. There's no doubt that workers feel promotions a big accomplishment in their livelihood and when they realises it they feels satisfied.

Work nature : Workers seek career where they can utilise their skills, knowledge and ability, it is an intellectual challenge. Employees like to be given many tasks and freedom and feedback to be given .If employees get lot of work they feel pressure and stress and if there is less challenge in the work then there boredom arises which results in negative job satisfaction level. Hence jobs must offer moderate challenges in job which can get a positive level of job satisfaction.

Policies and Procedures of Organisation: Company policies include the criteria for promotions, transfer of employees, assigning to foreign projects, lay-off, retrenchment, rewarding etc which has an impact on job satisfaction of the employee, hence the company polices and procedures must be such where there is farness and no discriminations.

Working environment: working environment contributes huge to the satisfaction level of employees, employees prefer a work place where there is comfortable and provided with all the physical amenities with good lighting, ventilation, humidity, low noise, cleanliness. Working environment even include the relationship with colleagues and supervisors.

Reward System: Employees can be motivated to perform more if they are rewarded time to time, employees like to work in place where they and their work is been rewarded. Punishment when poor performance can reduce the negative performance but sometimes even after that employees lose interest and start contributing less. It is very important to analyse what are the factors that can increase employee motivation, and hence by concentrating on it one can get a good output from the employees and if there occurs any negative factors influencing dissatisfaction then the company can take measures over it try to reduce it. Every employee should be given set of goals and objectives to be achieved and proper assistance and guidance. Employees feel supported and encouraged when they get a prompt and fair feedback. Even when performance doesn't match the goals and expectations employees must not be discouraged or demotivated in fact the management should find reasons why there is lack of performance and then guide employees on right track. The

reinforcement theory must be applied, which focuses on removal of threats or barriers for performance, planning, organising and controlling by using proper feedback.

Group Factors:

Group factors includes number of group members and direction control

No of group members: The volume of a group matters a lot. More the number of people in the group low will be the satisfaction level. As the member increases the opportunities and responsibilities decreases which leads to the group conflict. More people in a group start building another group in it.

Direction control: employees like to be directed by supervisors who are experienced, skilled, unbiased, fair and competent. Proper guidance or proper supervision can get them to a positive satisfaction level. Employees expect a qualitative supervision. Communication also plays an important role here, employees should feel free to communicate with their supervisors, there should be a space for suggestion and advice from employees side. Then they feel that they are valued and their satisfaction level increases.

Individual factors:

Feeling of Respect: The respect level varies from level to level, person with higher authority has a lot of respect whereas person whose in the bottom of organisational hierarchy lacks respect, which then leads to de motivation and dissatisfaction in the job. Instead of being free to work with their own creativity and understanding employers tell them how to work and what to do hence a feeling of disrespecting arises.

Importance: when employees feel unimportant they start losing interest in their work, as a result they start searching for other jobs. The company must make employees feel important which will later result in positive satisfaction.

Self Recognition: employees want to be recognised individually for their efforts and their work and if the company do not give a recognition to each employee then they start finding a better organisation where they are identified individually.

The Job: Majorly the work itself pays a huge contribution to job satisfaction. The job factor involves two aspects, one is the job scope and the other is variety, job scope means the responsibilities, authority, duties and feedback given. If the level of these factors is more then there is high job satisfaction level. The second aspect determines the diversity and variety in employees employment, in many cases it is found that moderate or normal level of variety is satisfactory, if there is more variety then there occurs more confusion and leads to dissatisfaction. In addition to this employees have to be given space and freedom to apply their own working methods and procedure, they must be left freely for their own creativity. More guidance also puts pressure and results in stress. Employee role and responsibilities have to be communicated properly before the employee starts their work or job because if the employee doesn't know what is their work then get carried away.

FACTORS DETERMINING JOB SATISFACTION

There are numerous factors that affect job satisfaction. The values that employees inherit and the culture of the company must be supportive to each other in determining Job delight. Some other factors determining job satisfaction are as below:

1) Job Content: The content of the job is really important factor for job satisfaction. Employees like work which involves challenges and rewards. Employees seek career where they can utilise their skills, knowledge and ability, it is an intellectual challenge. Hence the job content should be such where all the skills, abilities and knowledge must be utilised. Employees like to be given many tasks and freedom and feedback to be given. If employees get lot of work they feel pressure and stress and if there is less challenge in the work then there boredom arises which results in negative job satisfaction level. Hence jobs must offer moderate challenges in job which can get a positive level of job satisfaction. The job substance should be encouraging and motivating and it should not be boring. Positive feedback and autonomy is been considered as an important for job satisfaction.

2) Salary and Promotional policies: Salary or pay are the main factor that employees come to work and in that if they get good wages that their living then they feel extremely satisfied. It plays a very important role, firstly pay supports employees living, secondly employees see wages or pay as employers concern towards them. Employees expect the pay to be fair and simple, and when pay is seen to be equal and fair there exists job satisfaction. The pay system has to be according to job demand, employee skills and should match the community standards because usually employees are seen comparing their pay with the employee at similar position in competitors company. Every employee dreams of being promoted, in fact it contributes huge in determining the job satisfaction level. Employees keep on seeking opportunities for promotion, and they put a lot of efforts to get promoted but if the management does not promote them on some other parameters they get depressed and a sense of conflict arises in the workplace and the employee might not contribute to the organisation as he used to do. Promotions have positive as well as negative effects. Promotion includes aspects like change in job title, pay, responsibilities and duties. Promotional opportunities affect job satisfaction considerably. The employee of a public sector gets promoted for 2 to 3 times in his entire work life whereas employees of private sector get numerous opportunities of promotions. There is no doubt that employee takes promotions as a big achievement in his career and when he realises it he feels satisfied. Company policies include the criteria for promotions, transfer of employees, assigning to foreign projects, lay-off, retrenchment, rewarding etc which has an impact on job satisfaction of the employee, hence the company policies and procedures must be such where there is fairness and no discriminations.

3) Effective Working Environment: The working environment has an unassuming and forever lasting effect on job delight. In the speed developing technology it is important that companies should adapt themselves to the changing technology and has to adapt fast and modern process and procedures to work. The premises of work should be extremely suitable for the employee and employee should exhibit a feeling of satisfaction there. The place of work must be clean and hygienic as per the factories act. working environment contributes

huge to the satisfaction level of employees, employees prefer a work place where there is comfortable and provided with all the physical amenities with good lighting, ventilation, humidity, low noise, cleanliness. Working environment even include the relationship with colleagues and supervisors.

4) Colleagues or work group: work group s really important because there are some tasks and work that needs a group efforts, individual cannot faction it hence u need a good co-operative team. When n team employee is advised, assisted and supported for their work. A good working team makes the job more enjoyable and interesting. If wrong groups are made then it is difficult to succeed. Group should have people who can get along easily.

5) Monitoring: Monitoring is nothing but supervising, every employee works under a supervisor who looks and assists that particular employee, every employee must be guided and directed to perform a set of activities. Employees like to be directed by supervisors who are experienced, skilled, unbiased, fair and competent. Proper guidance or proper supervision can get them to a positive satisfaction level. Employees expect a qualitative supervision. Communication also plays an important role here, employees should feel free to communicate with their supervisors, there should be a space for suggestion and advice from employees side. Then they feel that they are valued and their satisfaction level increases.

6) Promotional opportunities: Every employee dreams of being promoted, in fact it contributes huge in determining the job satisfaction level. Employees keep on seeking opportunities for promotion, and they put a lot of efforts to get promoted but if the management does not promote them on some other parameters they get depressed and a sense of conflict arises in the workplace and the employee might not contribute to the organisation as he used to do. Promotions have positive as well as negative effects. Promotion includes aspects like change in job title, pay, responsibilities and duties. Promotional opportunities affect job satisfaction considerably. The employee of a public sector gets promoted for 2 to 3 times in his entire work life whereas employees of private sector get numerous opportunities of promotions. There is no doubt that workers think promotion a big accomplishment in thier livelihood and when they realises it they feel satisfied.

Demographic Factors

a) Professional level

Usually people who are in top level experiences more satisfaction level whereas people who are in the bottom level feel low satisfaction level. There are many reasons for it, people in the higher level have more prestige and more benefits and comfort whereas, people at the bottom level have to work hard to get a small benefit also.

1. They provide exceptional opportunities for the need of authority and power.
2. They have less financial problems because they have good pay
3. There is task diversity and variety in their work.

b) Professional Status: It has been observed that employees who have less social status and prestige are dissatisfied whereas employees whose social status and prestige is high are found satisfied. Hence employee absenteeism and employee turnover is observed in most of the companies. Professional status is always been valued from others opinion. These things vary from time to time and from country to country and it also varies from situation to situation. They are not constant.

c) Age: Age is a demographic element which also has a great effect on Job satisfaction of workers, Young workers are often dissatisfied from their job because they try switching from on job to another job finding the better job. While the older employee feels satisfied with his job and do not go switching his job. The relationship between age and employee satisfaction is complex and interesting.

d) Family Situations: Family is a very important part of every employees life, they strive hard to meet their family comforts, Employees who are able to fulfil their family needs are more satisfied from those who are not able to fulfil their family demands.

e) Dependents: As the number of dependents increases in the family the more dissatisfied becomes the employee, because the living demand increases and he cannot afford the daily living, education of his dependents, security for future of his dependents hence he tries to look for a job where he gets a pay which supports his and his dependents living. In countries like India where one believes in Joint family has to take care of their dependent's each and every need and in this process they are found dissatisfied, Hence number of dependents also contributes to the satisfaction level of the employees.

f) Tenure of Job: Employees are found satisfied at the early stages of their career and slowly their satisfaction level decreases as they reach an experience of 7 to 8 years. But after some years again their satisfaction level increases as they reach an age of 20

Individual Factor

Including all the organisational determinants there are also personal or individual determinants affecting job satisfaction. These Individual factors are important for moulding work related attitude. Firstly different personalities exhibit different level of job satisfaction. Hence workers who are satisfied with their job tend to stay for a longer period of time when compared to the employee who is dissatisfied. The employees at working at the top management and from many years are often found satisfied. Job delight is related to one's life satisfaction.

Speciality: Speciality in a particular work field shows greater efficiency whereas people who are put in different areas unrelated to their specialisation results in inefficiency and dissatisfaction. Sameness in work bring out boredom hence employees have to be given tasks and work which has lot of challenge and variations. With the technological revolution the jobs also got revolutionised, therefore people have declared their job to be more interesting now than compared to the older one. Employees like the job which comes under their specialisation because they know they can do it better.

Educational Level: educational level also affects the satisfaction level of employees, employees who are educated are satisfied than the employees who are uneducated. Educational level matters a lot while allotting the job, more qualified employee gets a higher level job while less qualified employee gets a lower level job and hence their satisfaction level also varies. Dissatisfaction occurs when an highly educated employee gets a lower job.

Intellect: Highly Intelligent people are more dissatisfied than the people who are less intelligent.

Physical wellbeing: Physical wellbeing means the health of employee, Health is really important factor because employees like to work in company where there is no harm or problem to their health, there should be proper lighting and sound and also there should be proper measures of safety undertaken to protect the health of the employee. Some employees are not enough strong to lift heavy weights, they might lack the athletic ability, and stamina to perform tough tasks. Some employees may be physically challenged and they cannot perform the work which requires physical strength hence work or job should take care of the wellbeing of employees.

Interests: employees who show interest are more satisfied and they try to contribute more to the company and their performance increases day by day, they show more creativity and innovation, whereas, employees who lack interest in their job are often seen dissatisfied and performing less.

Training: it is often seen that trained employees are good at their work and they feel satisfied whereas, employees who do not undergo training are less productive and dissatisfied because they do not know how to perform their job.

Financial factors

Performance rewarding: Traditionally every organisation has different systems of payment. Employees get a preset pay based on their performance at the year ending, now-a-days companies are trying to experiment their pay systems with different incentive programs. Which rewards the employees for their performance. 4 types of pay systems are profit sharing, bonuses, pay for knowledge and gain sharing.

Fair Remuneration: : Salary or pay are the main factor that employees come to work and in that if they get good wages that their living then they feel extremely satisfied. It plays a very important role, firstly pay supports employees living, secondly employees see wages or pay as employers concern towards them. Employees expect the pay to be fair and simple, and when pay is seen to be equal and fair there exists job satisfaction. The pay system has to be according to job demand, employee skills and should match the community standards because usually employees are seen comparing their pay with the employee at similar position in competitors company.

Unbiased Rewards: Unbiased rewards means rewarding employees fairly without any biasness. Employees can be motivated to perform more if they are fairly rewarded time to time, employees like to work in place where they and their work is been fairly rewarded. Punishment when poor performance can reduce the negative performance but sometimes even after that employees lose interest and start contributing less. It is very important to analyse what are the factors that can increase employee motivation, and hence by concentrating on it one can get a good output from the employees and if there occurs any negative factors influencing dissatisfaction then the company can take measures over it try to reduce it. Every employee should be given set of goals and objectives to be achieved and proper assistance and guidance. Employees feel supported and encouraged when they get a prompt and fair feedback. Even when performance doesn't match the goals and expectations employees must not be discouraged or demotivated in fact the management should find reasons why there is lack of performance and then guide employees on right track. The reinforcement theory must be applied, which focuses on removal of threats or barriers for performance, planning, organising and controlling by using proper feedback.

Safety: Employees are the assets of the company hence it is the responsibility of the company to take care of them by providing all required safety measures in work place and also securing their future by providing insurance etc. Employee looks for a job where there is good safety and when they get it they feel satisfied and if not then they feel dissatisfied.

Reimbursement: Reimbursement are the benefit like housing, canteen, transport, medical etc and HMT(I) provides all the benefits to the employees to make them comfortable and satisfied. If employees not receiving all benefits provided by the company starts feeling dissatisfied.

2.2 LITERATURE REVIEW

1. Morge (1953) studied “Job satisfaction of the employees of higher level jobs” and said that 54 male employees were satisfied with their job in opposite to 46 lady workers were found satisfied with their job. This research concluded that there is a relationship between gender and job satisfaction.
2. Sina and Singh (1961) researched on “The relationship between job satisfaction and absenteeism” employees were selected randomly from different departments of TATA Company. The sample was mixed with both high and low absenteeism employees. The survey included questions on nature of work, pay, safety, administration and company’s overall policies. The result was that low absentee employees were more satisfied than high absentee employees.
3. Senha and Sherma (1962), studied the relationship between “Attitude and Job Satisfaction” 100 samples of workers were randomly selected who were from engineering factory around Mumbai. The result was that if the employee is satisfied with the job then he doesn’t have a favourable attitude towards union.
4. Prasaadh (1964) researched on “Individual personality and the Job satisfaction level namely age and experience”. He concluded that age has no effect on Job satisfaction, whereas increase in the experience brings a sense of Job satisfaction. Therefore, there is no significant relationship between age and job satisfaction but experience has an effect on Job satisfaction.
5. Jawa (1971) conducted a study on “Apprehension and Job satisfaction” and researched on data of 70 semi-skilled workers. In this survey the workers were asked to rate themselves on 3 levels of anxiety ie; High, Average and Low anxiety and the survey also included a question on job satisfaction which had to be filled by the employees. The result was that increasing job satisfaction has decreasing anxiety level.
6. Bhat (1987) researched on the “Individual determinations leading Job satisfaction of college teachers” the study included the lecturers of all the colleges. The study found that lady teachers were more satisfied than the male teachers, and there was not much difference between in the mean scores of married and unmarried teachers. And it was also found that wasn’t any relationship between age, work area, educational qualification, and experience.
7. Shama (1987) studied the “Work culture affecting Employee satisfaction, intellect of participation, role stress and alienation in private sector and public sector” it was found that public and private sector varied significantly on the prevailing culture variables and there was significant relationship between the work culture variable and role stress variables.
8. Cardona (1996) conducted a “Investigation of members of the Association for Investment Management and Research” found that 81% of the managers were satisfied or very satisfied with their job. Most managers named professional achievement, personal or professional growth, the work itself and their degree of responsibility more important than compensation as the factors that create positive feelings about their job. Factors like company policies, administration, relationships

with supervisors, compensation and the negative impact of work on their personal lives were viewed as those which create negative feelings about the job.

9. NCES (1997) conducted a survey on “Satisfaction of work among US Professors” identified that more administrative support and leadership, good student behaviour, a positive school atmosphere, and teacher autonomy as working conditions associated with higher job satisfaction. A weak relationship was found between faculty satisfaction and salary and benefits. Research also shows that demographic variable such as age and gender have little or no significant impact on job satisfaction
10. Wiggins & Bowman (2000) researched on the “Association among job experience, satisfaction towards life, and organizational factors for managers”. The study was conducted in healthcare organizations. Nine domains of important job skills, knowledge, and abilities necessary for success as healthcare managers were identified in a two stage Delphi analysis of American College of Healthcare Executives (ACHE) members. Cost/finance, leadership, professional staff interactions, healthcare delivery concepts, accessibility, ethics, quality/risk management, technology, and marketing were the nine domains.
11. Resheske (2001) studied “Satisfaction of job among full time faculties” in the College of Human Development at Wisconsin University. Thirty-six full time faculty members were included in the study. The results indicated that overall the faculty of the College of Human Development at UW-Stout was satisfied with their current employment and that group cohesion does play a role in overall job satisfaction. The study also determined that job autonomy, working with the students and fellow colleagues and supervisors were the top three best reasons for working here. It was also concluded that pay, having more time and assistance with meeting deadlines and having equal workloads between colleagues were the three top priorities for improving the work environment.
12. Dev (2012) in his study on “Satisfaction level of job among Government and non-government Banks” found that clients of private sector banks are more satisfied than those of public sector banks in most of the dimensions except Interest rates and other Charges and Accessibility whereas the clients of public sector banks are more satisfied than the clients of private sector. One area where both types of Banks are lacking the most is Customer orientation.
13. Rashid Saeed (2014), studied “The key factors of Job satisfaction” found promotion, pay, fairness and working condition to be the key factors that contribute to employee job satisfaction. The study was conducted on 200 telecom sector employees of Pakistan. It was concluded that money and compensation play an important role in the job satisfaction of the telecom employees of Pakistan.
14. Ali and Akhtaar (1999) examined the “Effects of working environment on employee satisfaction” and analysed that people who scored more on work culture also differed on satisfaction scale.
15. Rajgopala (1965) studied the “Association between satisfaction and productivity” 6 mills, three high and three low (Productivity was indexed in terms of operative hours per unit of Production four the past three years) were chosen for the study. 75 workers each from high Productive and low Productive mills were chosen for the study. They

were asked to indicate their degree of satisfaction/dissatisfaction on a 5-point scale ranging from extreme satisfaction to extreme dissatisfaction on thirty items representing seven aspect of work (i.e., salary, job, management, working condition, welfare facilities , coworkers, and union management relations). The results highlighted that high productive mill workers were significantly more satisfied with five of the seven aspect excluding job and co-workers.

16. Bidwal and Charls (1956) examined the “Relationship between work satisfaction and school management” and concluded that effective education is necessary to develop good image of the school and that teachers Job satisfaction increased by perfect management.
17. Schnaider (2003)examined the “Association between many elements of workers satisfaction and organizational financial (return on assets; ROA) and market performance (earnings per share; EPS)”. The study included 35 organizations over a period of eight years. Significant positive relationships were found between attitudes concerning satisfaction with security, satisfaction with pay, and overall job satisfaction with financial (ROA) and market performance (EPS).
18. Daulatrama (2003) studied the “Association between Company Culture and satisfaction towards work” This empirical investigation examines the impact of organizational culture types on job satisfaction in a survey of marketing professionals in a cross-section of firms in the USA. Cameron and Freeman’s (1991) model of organizational cultures comprising of clan, adhocracy, hierarchy, and market was utilized as the conceptual framework for analysis. The results indicate that job satisfaction levels varied across corporate cultural typology.
19. Austin (2007) studied “self accomplishment, Freedom and working environment are the key reasons to job satisfaction”. He says that good salary, skilful subordinates and career advancement relates to self-accomplishment. These 3 factors has to be taken care to flow flawlessly leading to Job satisfaction.
20. Singh & Jaine (2013) examines that “Work satisfaction and its impact on productivity of the employee” Employee’s behaviour reflects the company moral. Satisfied employees play a significant role in satisfying or rendering services to their customers. Work environment plays an essential role here, good working environment contributes positive level of satisfaction whereas bad working environment results in dissatisfaction, absenteeism and turnover.

RESEARCH GAP:

There have been many studies in which the importance of job satisfaction is discussed. The Literature work described above makes it evident that many research scholars have studied the factors for job satisfaction but there are some parameters which are still to be explored. Therefore the current research study focuses on the missing parameters in order to present a detailed framework about job satisfaction.

CHAPTER - 3

RESEARCH DESIGN

3.1 STATEMENT OF THE PROBLEM:

Today's employers have forgotten the importance of Human Resource, they are treating employees as machines due to which we can see high percentage of employee absenteeism and employee turnover every year. Hence it is important to know the level of job satisfaction of employees and to study the main factors affecting it.

3.2 NEED FOR THE STUDY:

The need to study Job satisfaction is its essentiality, Job satisfaction leads the employees to perform effectively and efficiently. In return it increases the productivity and decreases the absenteeism and turnover rate. Therefore there is a strong need for studying Job satisfaction

3.3 OBJECTIVES OF THE STUDY:

- Studying importance of Job Satisfaction
- To know the factors affecting Job Satisfaction level
- To study the level of Job Satisfaction of employees in HMT(I)
- To study the relationship between work environment and job satisfaction
- To give suggestions on the bases of findings

3.4 SCOPE OF THE STUDY:

The scope of the study limits to HMT(I) and employees from different departments such as products, projects, commercial, finance and HR department.

3.5 RESEARCH METHODOLOGY:

The present research study is descriptive by nature and therefore, data are collected from both primary and secondary sources.

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

DATA SOURCES

- The primary data is collected through a structured questionnaire consisting of 25 questions which helps in analysing the job satisfaction level of employees at HMT(I) and also from the interaction carried on with the employees.
- Secondary data is gathered from internet and the literature reviews of authors. Other secondary sources are the previous studies, journals, reportas, newspapers, magazines, and books.

SAMPLE DESIGN:

Research instrument: Structured Questionnaire

Sample size : 100 employees

Sample method: Simple Random Sampling

3.6 HYPOTHESIS :

- H₀= There is no significant association between work environment and job satisfaction
- H₁= There is significant association between work environment and job satisfaction

STATISTICAL TEST:

Correlation Analysis		
Test	Significance	Result
Correlation Analysis	0.7	Significant

3.7 LIMITATIONS:

- The sample size was limited to 100
- Employees often were found busy , because of which collecting information became difficult.

3.8 CHAPTER SCHEME:

CHAPTER 1: Introduction

This chapter gives a brief introduction about the company, its products and services, and its future growth and prospects with its SWOT analysis.

CHAPTER 2: Conceptual Background and Literature Review

This chapter gives an in-depth knowledge about the concept of Job satisfaction with the theoretical background and Literature reviews of professionals or expertise.

CHAPTER 3:

This chapter deals with the concepts of research design such as Statement of the problems, objectives, scope, need of the study, research methodology and Hypothesis

CHAPTER 4:

This chapter contains the numerical data collected by the survey conducted, analysis and interpretation of the data collected and presented in graphical form

CHAPTER 5:

This chapter concludes the project report. It comprises of the findings and conclusions, justification of the objectives of the study and various recommendations and suggestions that can be made.

CHAPTER - 4

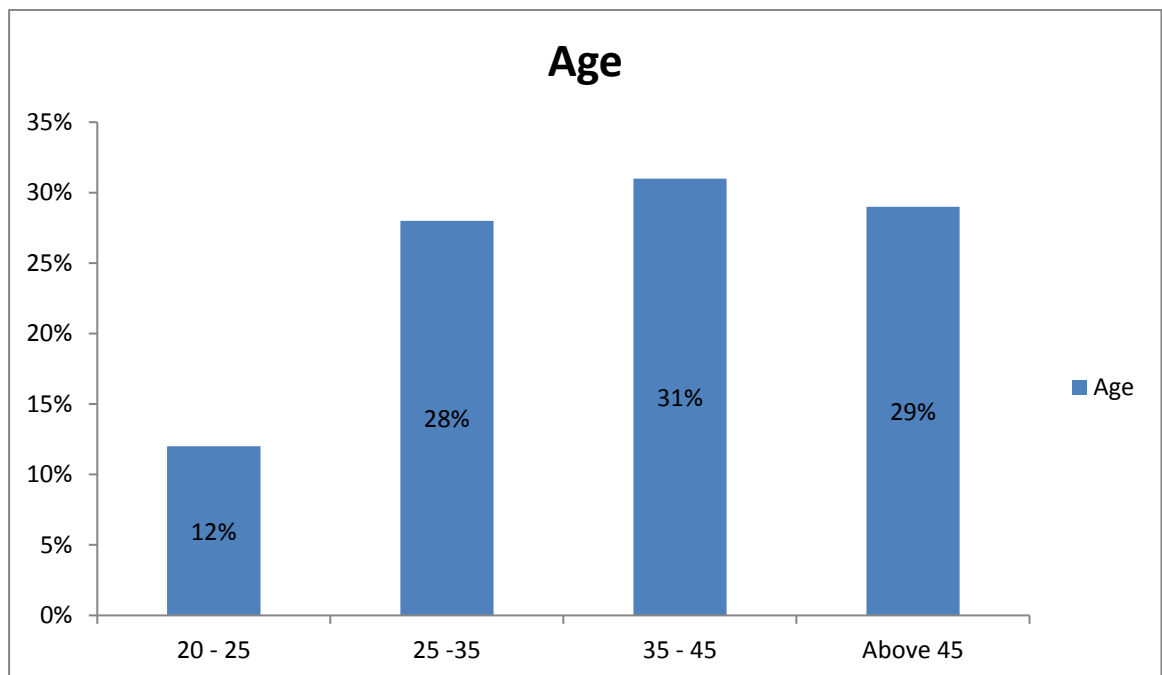
DATA ANALYSIS AND INTERPRETATION

4.1 Table showing the age of respondents

Age	Respondents	Percentage
20 – 25	12	12%
25 – 35	28	28%
35 – 45	31	31%
Above 45	29	29%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that the age of 12 employees is in between 20 to 25, the age of 28 respondents is in between 25 to 35, the age of 31 respondents is in between 35 to 45 and 29 respondents are above 45 age.

GRAPH – 4.1



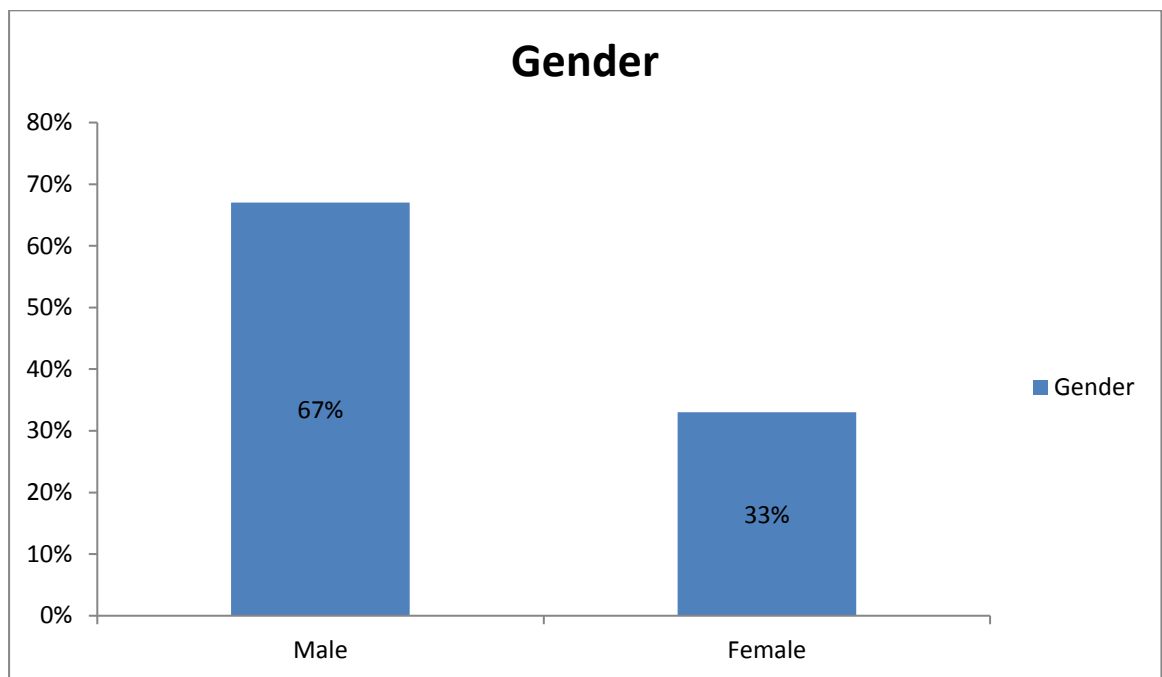
Interpretation: From the above data analysis it can be interpreted that HMT(I) has a workforce belonging to all the age groups because young and new employees get new ideas and creativity to the workplace, whereas older age employees have lot of experience.

4.2 Table showing the percentage of each gender respondents

Gender	Respondents	Percentage
Male	67	67%
Female	33	33%
Total	100	100%

Analysis: By seeing the above numerical data it can be analysed that majority of employees are male i.e.; 67% are male and females are 33% .

GRAPH – 4.2



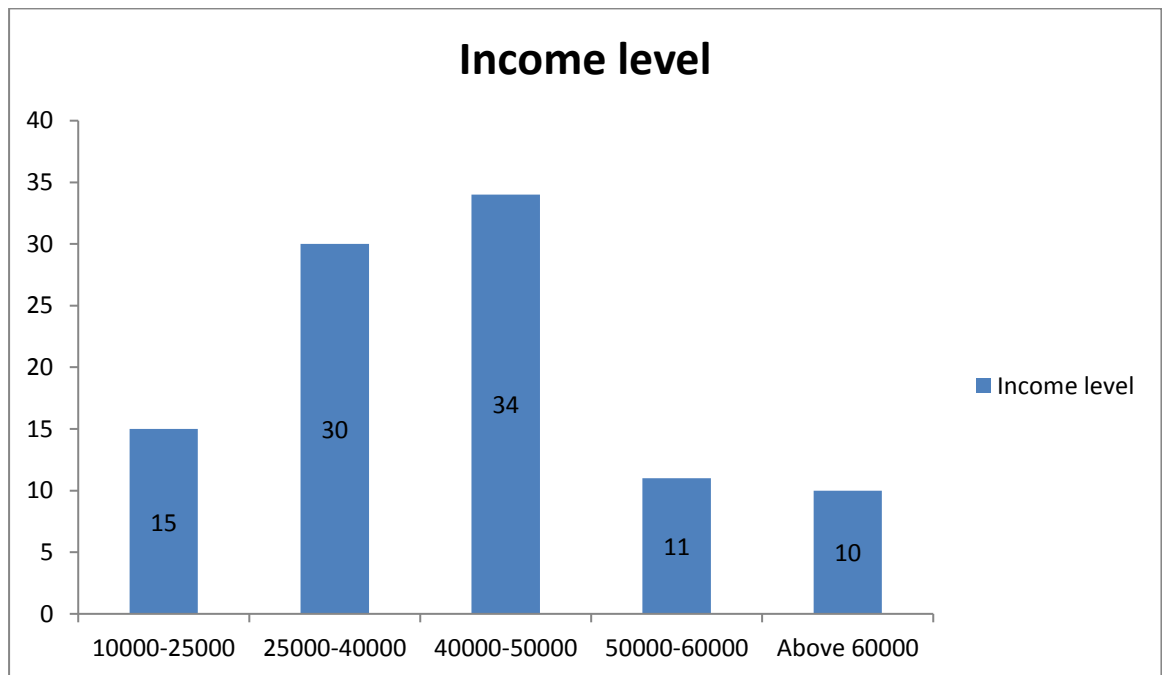
Interpretation: From the above analysis it can be interpreted that majority of the employees are men and less percentage of female because of high mobility.

4.3 Table showing the Income level of the respondents

Income	Respondents	Percentage
10000-25000	15	15%
25000-40000	34	34%
40000-50000	30	30%
50000-60000	11	11%
Above 60000	10	10%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 15% of the employees earn 10000 to 25000, 34% of the respondents earn 25000 to 40000, 30% of employees earn 40000 to 50000, 11% of respondents earn 50000 to 60000 and 10% of the respondents earn above 60000.

GRAPH – 4.3



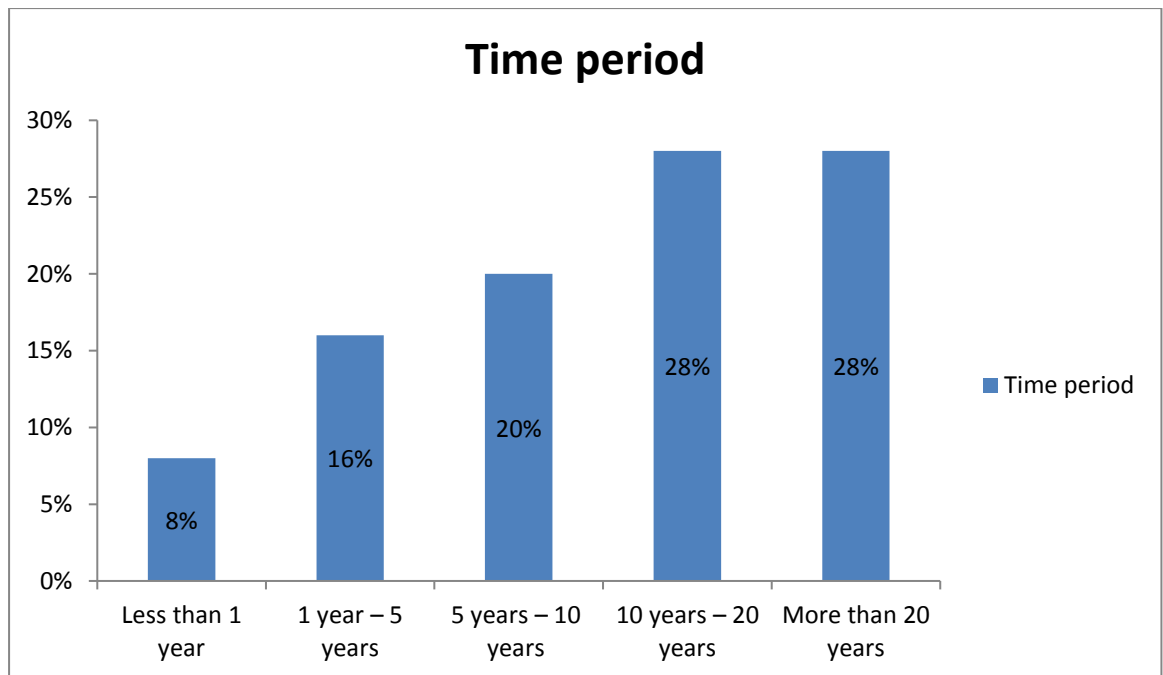
Interpretation: From the above data analysis it can be interpreted that employees of HMT(I) have a good income level as they are majorly getting paid more than 25000. And some employees have salary below 25000 because they are in training or probationary period.

4.4 Table showing the period of time that the employees have been working in HMT(I)

Time Period	No of Respondents
Less than 1 year	8
1 year – 5 years	16
5 years – 10 years	20
10 years – 20 years	28
More than 20 years	28
Total	100

Analysis: By seeing the above numerical data it can be analyzed that 8% employees are working in the company from less than 1 year, 16% of respondents are working from 1 to 5 years, 20% respondents are working from 5 to 10 years, 28% of employees are working from 10 to 20 years and 28% of employees have been working for more than 20 years

GRAPH – 4.4



Interpretation: From the above data analysis it can be interpreted that HMT(I) is a good place to work because majority of the employees are working in the company since more than 20 years. And some employees have joined recently.

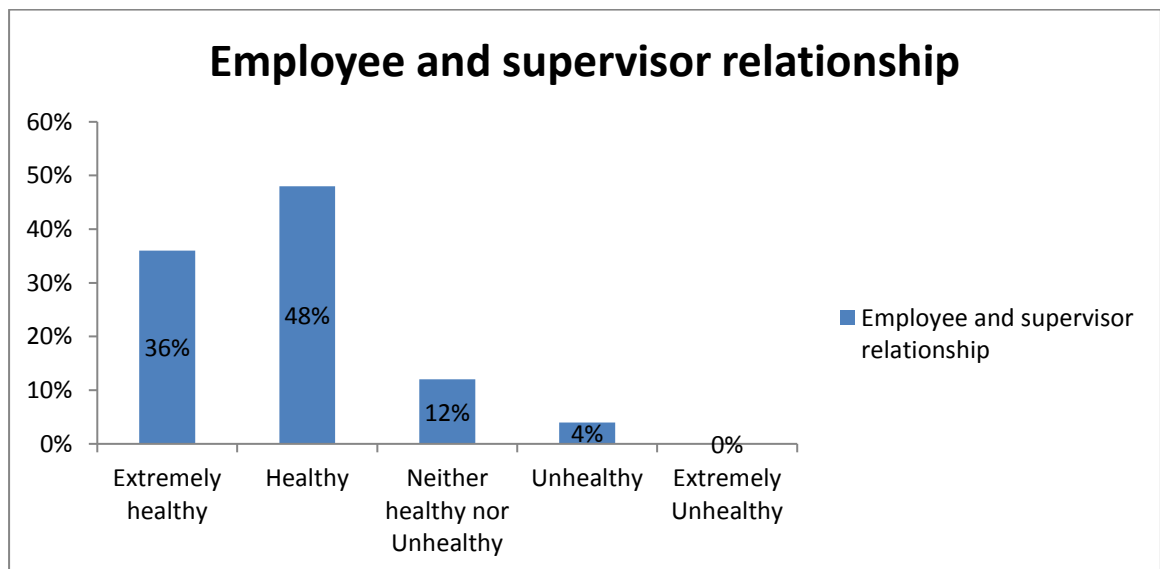
EMPLOYEE RELATIONSHIP

4.5 Relationship with the Supervisor

Relationship	No of Respondents	Percentage
Extremely healthy	36	36%
Healthy	48	48%
Neither healthy nor Unhealthy	12	12%
Unhealthy	4	4%
Extremely Unhealthy	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 36% of employees have a strongly healthy relationship with their supervisor, 48% have healthy relationship, 12% have neither healthy nor unhealthy relationship with supervisor, 4% have unhealthy relationship with their supervisors.

GRAPH – 4.5



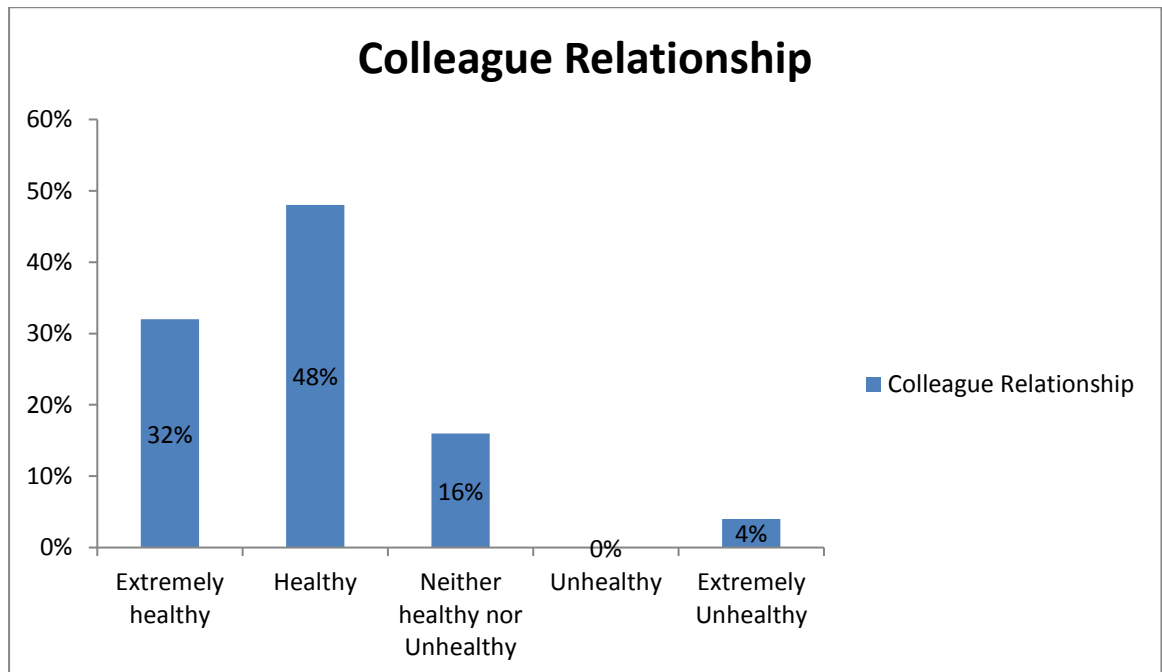
Interpretation: From the above data analysis it can be interpreted that most of the employees have a healthy relationship with their supervisors because their supervisors value them. And very small percentage of employees have an Unhealthy relationship with their supervisor due to their rigidity towards their family responsibilities.

4.6 Table showing the relationship among employees

Relationship	Respondents	Percentage
Extremely healthy	32	32%
Healthy	48	48%
Neither healthy nor Unhealthy	16	16%
Unhealthy	0	0%
Extremely Unhealthy	4	4%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 32% of the employees have a healthy relationship with their colleagues, 48% have healthy relationship, 16% have neither healthy nor unhealthy, and 4% have extremely unhealthy relationship with their colleagues.

GRAPH – 4.6



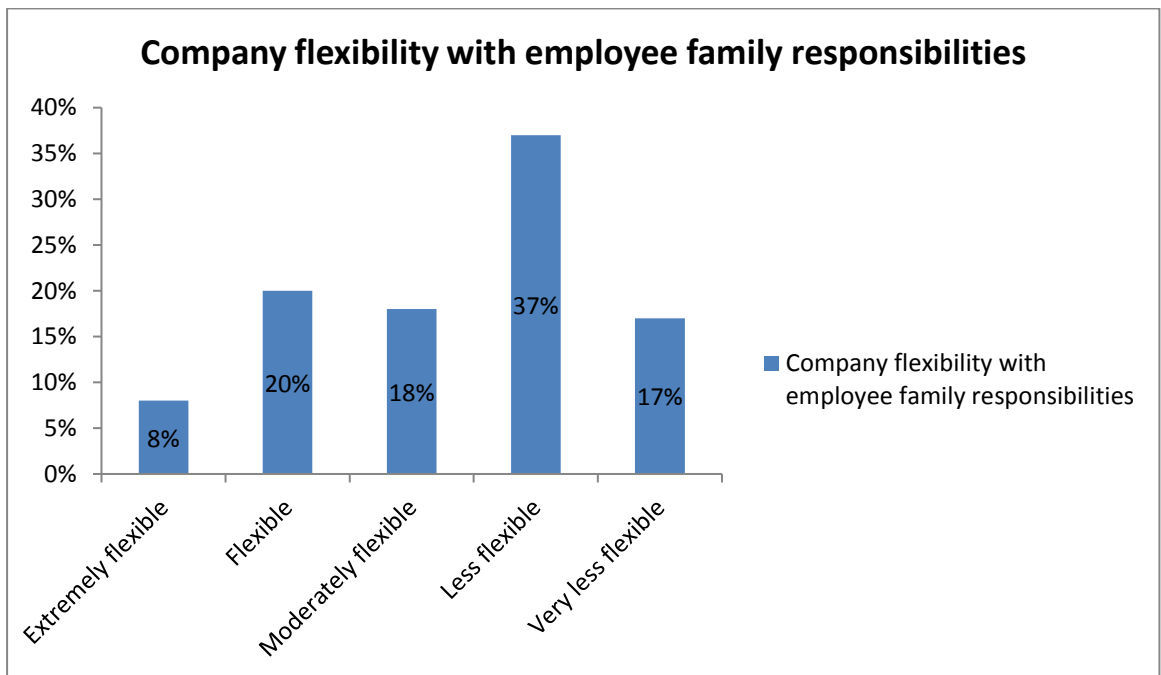
Interpretation: From the above data analysis it can be interpreted that most of the employees have a healthy and good relationship with one another because of the company culture and accurate division of work among them.

4.7 Table showing the flexibility of the company towards family responsibilities of the employees

Flexibility	Respondents	Percentage
Extremely flexible	8	8%
Flexible	20	20%
Moderately flexible	18	18%
Very less flexible	37	37%
Not at all flexible	17	17%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 8% of the employees feel that the company is extremely flexible with their family responsibilities, 20% feel the company is flexible, 18% feel the company is moderately flexible, 37% feel that the company is very less flexible and 17% feel that the company is not at all flexible with their family responsibilities.

GRAPH – 4.7



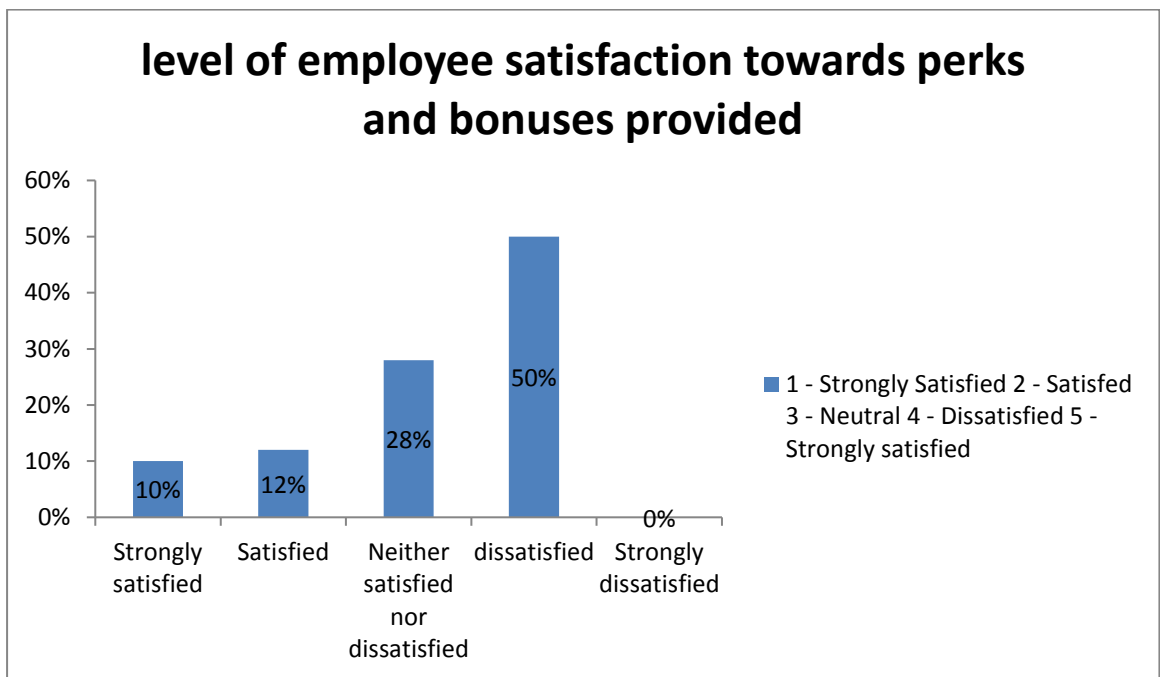
Interpretation: From the above data analysis it can be interpreted that the company is not so flexible to the employees family responsibilities may be because of the pressure of work that the company have or the rigid government rules and regulations.

4.8 Table showing the satisfaction level of employees towards the Perks and bonuses provided at HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	10	10%
Satisfied	12	12%
Neither satisfied nor dissatisfied	28	28%
Dissatisfied	50	50%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 10% of employees feels strongly satisfying with the perks and bonuses given at HMT(I), 12% are satisfied, 28% are neither satisfied nor dissatisfied, 50 % of the respondents are dissatisfied and no one is strongly dissatisfied.

GRAPH – 4.8



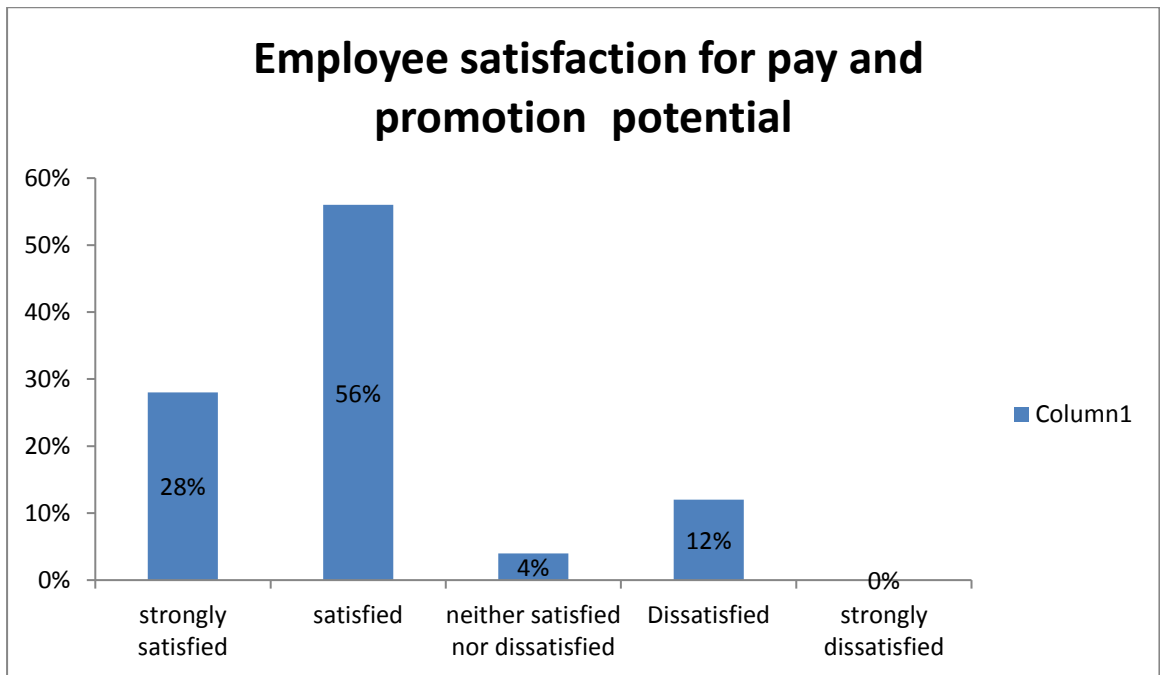
Interpretation: By seeing the above graph it can be interpreted that most of the workers feel dissatisfied from the perks and bonuses provided by the company hence company should look over it. And some employees who are at a high designation are satisfied with the perks and bonuses.

4.9 Table showing the employee satisfaction on pay and promotion potential at HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	28	28%
Satisfied	56	56%
Neither satisfied nor dissatisfied	4	4%
Dissatisfied	12	12%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed that 28% of the employees feel strongly satisfying from the pay and promotion policy of the company, 56% are satisfied, 4% are neither satisfied nor dissatisfied, 12 % are dissatisfied and no one is strongly dissatisfied.

GRAPH – 4.9



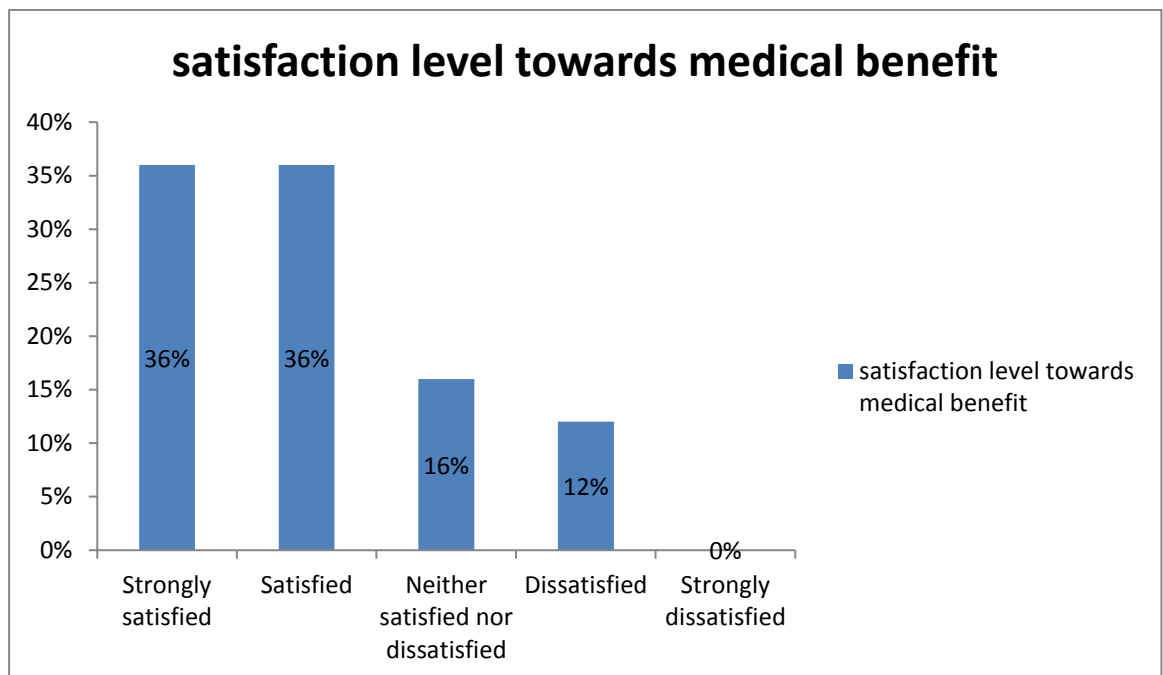
Interpretation: By seeing the above graph it can be interpreted that many employees have a feeling of satisfaction on pay and promotion policy of HMT(I) because it has a good package for every employee. And some employees are dissatisfied because of not getting promoted due to lack of merit and performance.

4.10 Table showing the employee satisfaction towards medical benefit given by the HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied,	36	36%
Satisfied	36	36%
Neither satisfied nor dissatisfied	16	16%
Dissatisfied	12	12%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it can be analysed as 36% of employees are feeling strongly satisfying as well as satisfied with the medical benefit provided at HMT(I), 16% are neither satisfied nor dissatisfied, 12% are dissatisfied, no one is strongly dissatisfied with the medical benefit provided at HMT(I).

GRAPH – 4.10



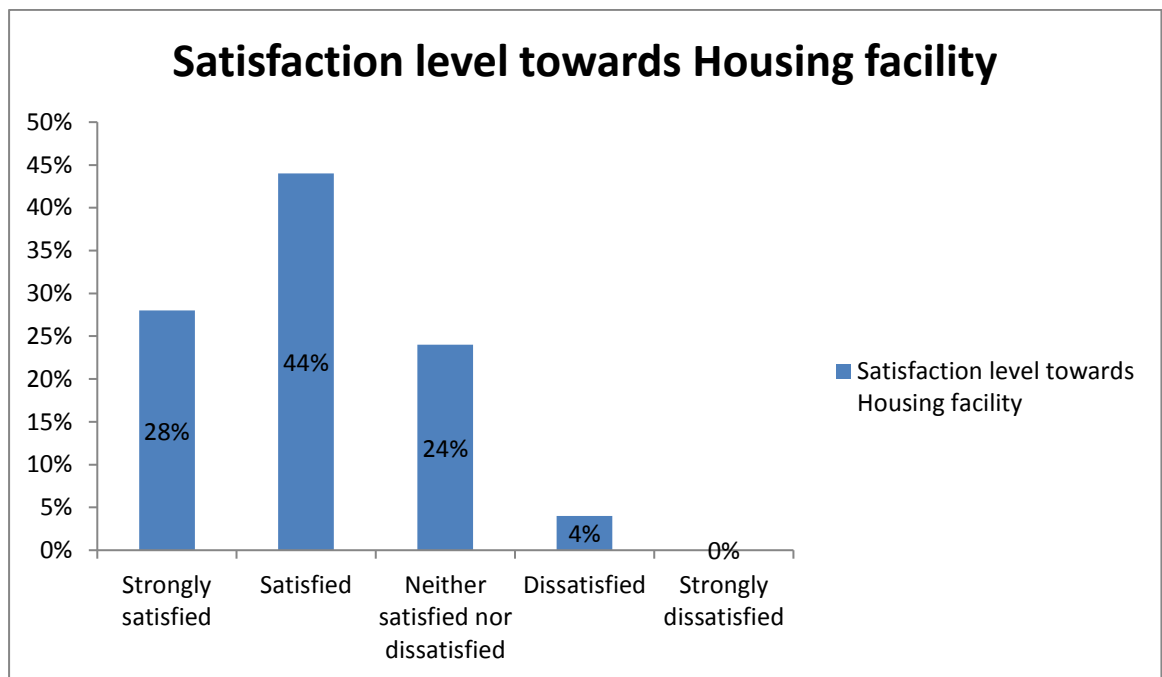
Interpretation: From the above data analysis it can be interpreted that HMT(I) is very much concerned about the health of their employees and also refer them to good and reputed hospitals for treatment hence, majority of the employees are satisfied with the medical benefit. And some employees are dissatisfied because of a little delay in referring employee to an authorised hospital.

4.11 Table showing the satisfaction level of employees towards Housing facility/ HRA

Level of satisfaction	Respondents	Percentage
Strongly satisfied	28	28%
Satisfied	44	44%
Neither satisfied nor dissatisfied	24	24%
Dissatisfied	4	4%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical values it is analyzed as 28% are strongly satisfied with the Housing facility/HRA of HMT(I), 44% are satisfied, 24% are neither satisfied nor dissatisfied, 4% are dissatisfied with the Housing/HRA facility.

GRAPH – 4.11



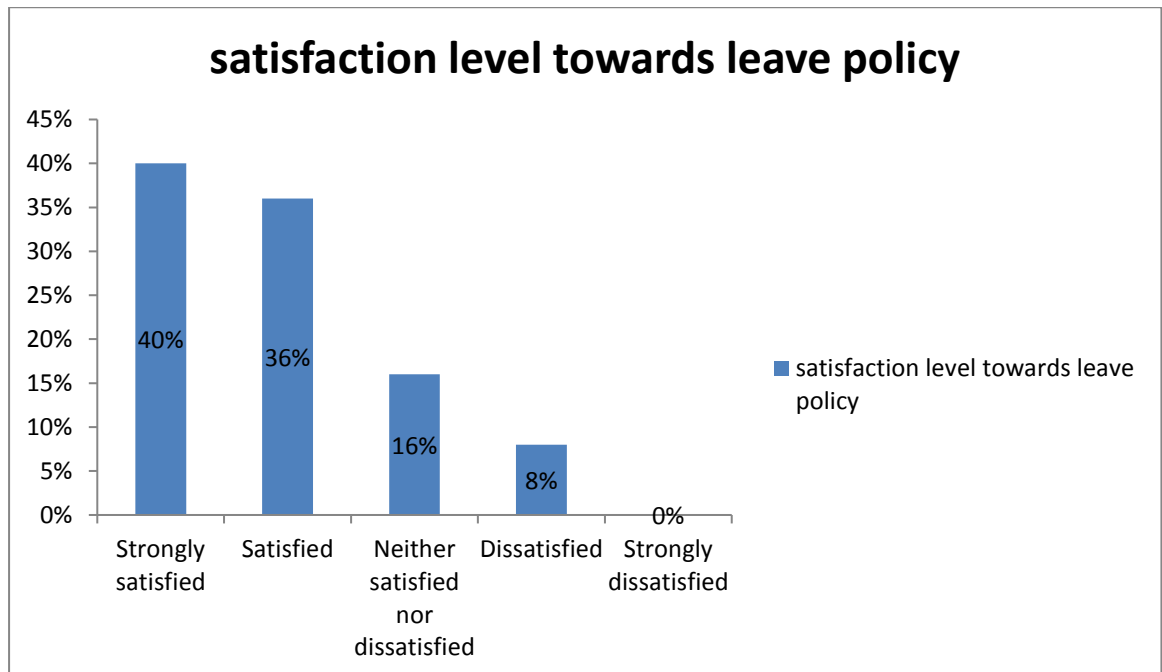
Interpretation: By seeing the above data analysis it can be interpreted that majority of the employees are satisfied with the Housing facility or HRA benefit provided by the company because company has a good allocation of houses to the employees and also company is providing sufficient HRA allowance but some employees are dissatisfied because of delay in allocating the houses.

4.12 Table showing level of employee satisfaction towards leave policy of the company

Level of satisfaction	Respondents	Percentage
Strongly satisfied	40	40%
Satisfied	36	36%
Neither satisfied nor dissatisfied	16	16%
Dissatisfied	8	8%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed as 40% employees feel strongly satisfying from the leave policy of the company, 36% are satisfied, 16% are neither satisfied nor dissatisfied, and 8% are dissatisfied with the company leave policy.

GRAPH – 4.12



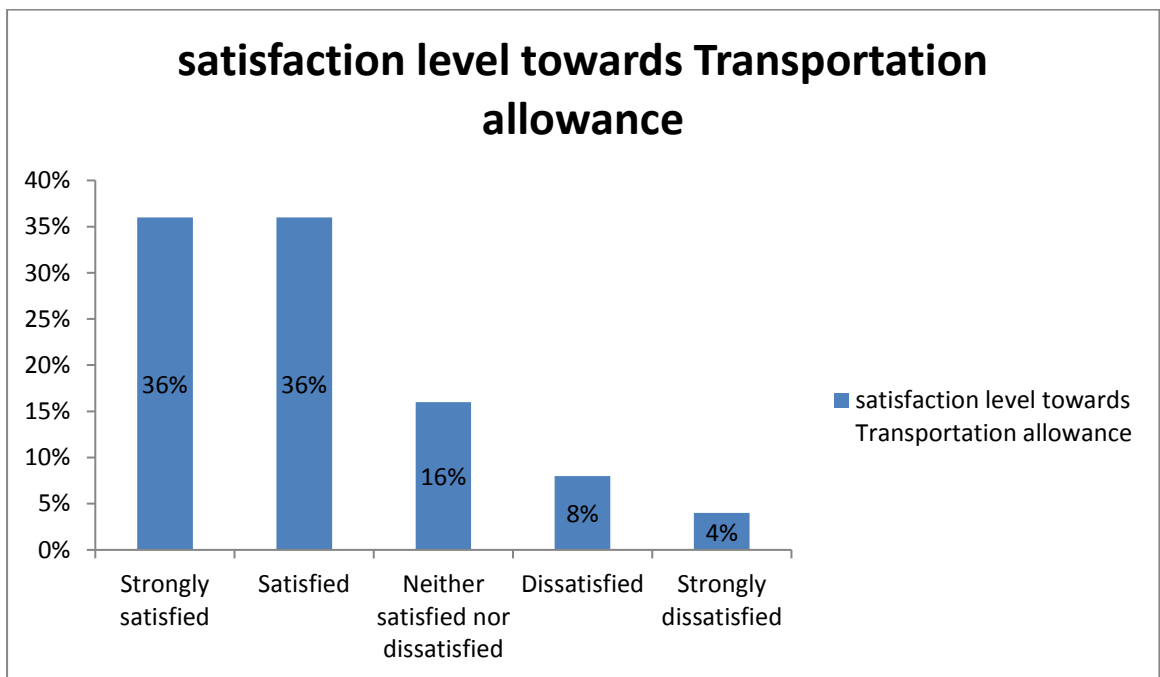
Interpretation: By seeing the above graph it is interpreted as the company leave policy is very good and many employees feel satisfied from it but some employees are dissatisfied because of not being permitted for leave sometimes due to work pressure.

4.13 Table showing level of employee satisfaction towards Transportation allowance provided by the company

Level of satisfaction	Respondents	Percentage
Strongly satisfied	36	36%
Satisfied	36	36%
Neither satisfied nor dissatisfied	16	16%
Dissatisfied	8	8%
Strongly dissatisfied	4	4%
Total	100	100%

Analysis: By seeing the above numerical data it can be analyzed 36% employees feel strongly satisfying from the Transportation allowance given by the company, 36% are satisfied, 16% feel neutral, and 8% feel dissatisfied and 4% feel strongly dissatisfied with the company leave policy.

GRAPH – 4.13



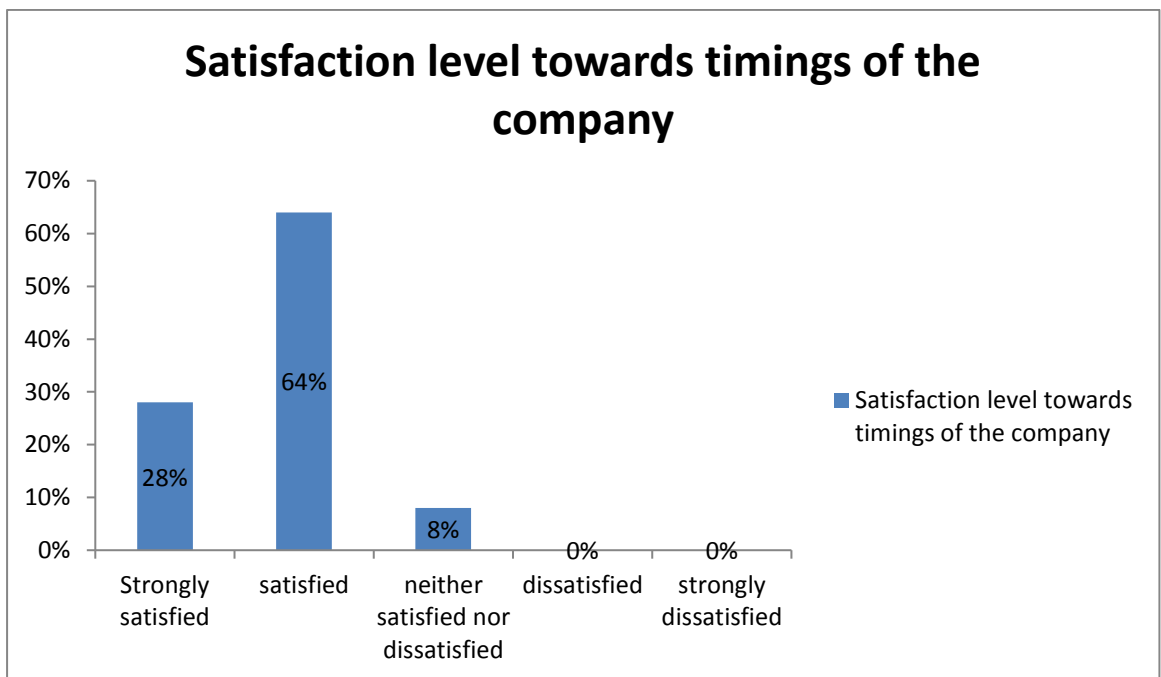
Interpretation: From the above data analysis it can be interpreted that the company is providing good transportation allowance to the employees because majority of the employees are satisfied with the transportation allowance but some employees are dissatisfied because the company doesn't have its own transportation vehicle.

4.14 Table showing the satisfaction level towards the timings of the company

Level of satisfaction	Respondents	Percentage
Strongly satisfied	28	28%
Satisfied	64	64%
Neither satisfied nor dissatisfied	8	8%
Dissatisfied	0	0%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is analysed as 28% employees feel strongly satisfied from the timings of the company, 64% are satisfied, 8% are neither satisfied nor dissatisfied, and no one is dissatisfied with the company timings.

GRAPH – 4.14



Interpretation: By seeing the above graph it can be interpreted that many workers feel satisfied from company timings but some workers feel dissatisfied as they get delayed due to traffic or any family responsibilities.

4.15 Table showing the level of agreement of employees towards the following statement

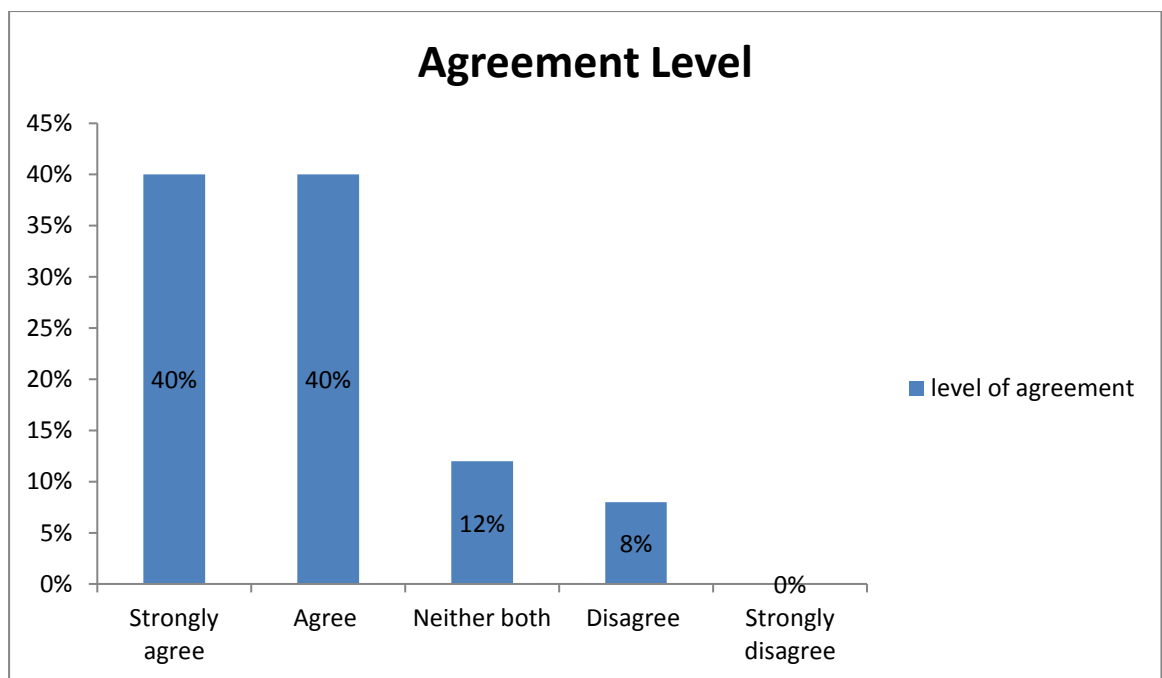
‘I feel encouraged to come up with new and better ways of doing things’

1. , 2., 3. Neutral, 4 5.

Level of agreement	Respondents	Percentage
Strongly agree	40	40%
Agree	40	40%
Neither agree nor disagree	12	12%
Disagree	8	8%
Strongly disagree	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is analysed that 40% employees strongly agree to the statement as it tells that they feel encouraged to come up with new and better ways of doing things, another 40% agree to statement, 12% are neutral and 8% employees disagree from the statement.

GRAPH – 4.15



Interpretation: From the above data analysis it can be interpreted that most of the employees feel encouraged to come up with new and better ways of doing things because HMT(I) motivates employees and is open for suggestions from the employees but some employees disagree with the statement because they might have faced some rejections due to inaccurate ideas they were coming up with.

4.16 Table showing the level of agreement of employees towards the following statement

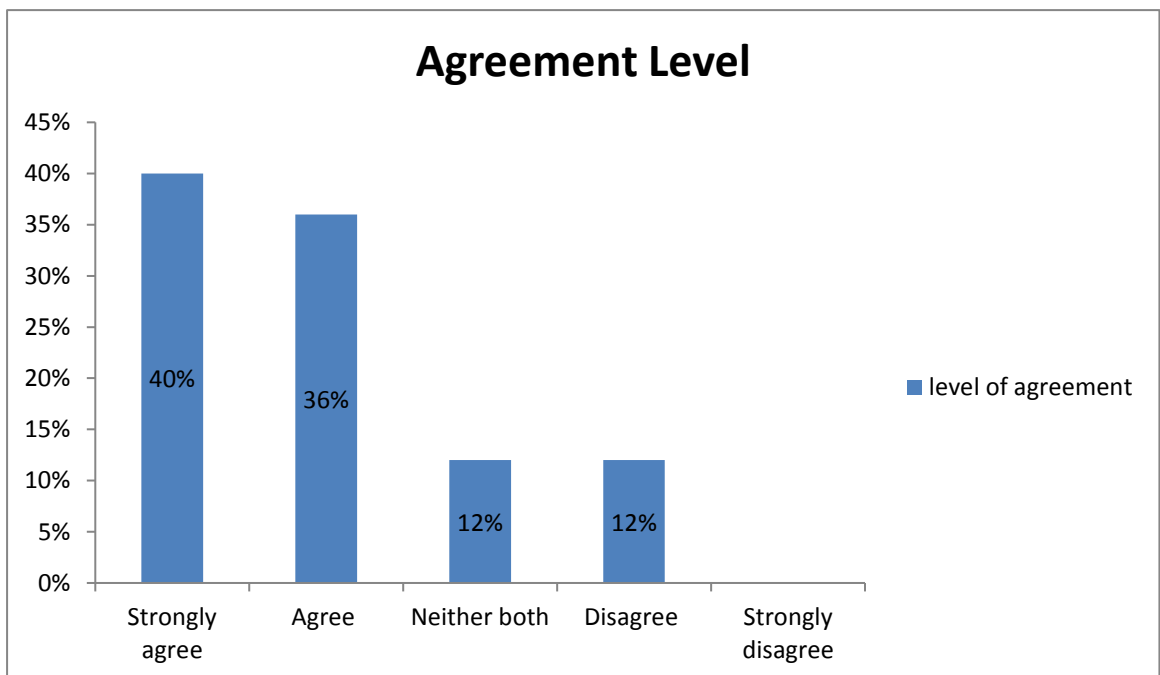
‘I have the tools and resources to do my job well’

1. , 2., 3. Neutral, 4. 5.

Level of agreement	Respondents	Percentage
Strongly agree	40	40%
Agree	36	36%
Neither agree nor disagree	12	12%
Disagree	12	12%
Strongly disagree	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is analyzed as 40% employees strongly agree to the statement which tells that they have all tools and resources to do their job well, another 36% agree to statement, 12% are neutral, and 12% do not agree with the statement.

GRAPH – 4.16



Interpretation: From the above data analysis it can be interpreted that majority of the employees are well equipped with the tools that are required to perform their job well because HMT(I) has good resources for employees to perform their job and some employees disagree to the above statement because of certain unfortunate situations they came across.

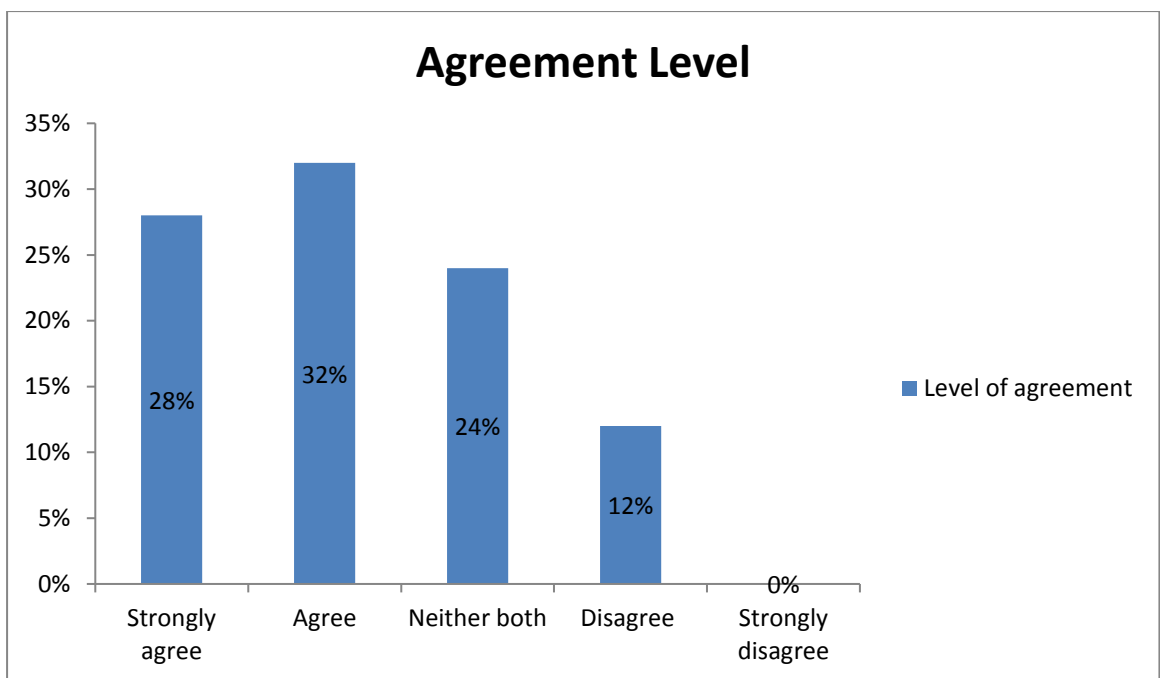
4.17 Table showing the level of agreement of employees towards the following statement

‘I have a clear path for career advancement’

Level of agreement	Respondents	Percentage
Strongly agree	28	28%
Agree	32	32%
Neither agree nor disagree	24	24%
Disagree	12	12%
Strongly disagree	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is it can be analysed that 28% of employees are strongly agreeing to the statement which tells that they have clear path of career advancement, another 32% agree to statement, 24% are neutral, and 12% are disagreeing to the statement.

GRAPH – 4.17



Interpretation: From the above data analysis it can be interpreted that most of the employees agree to the statement that tells that they have a clear path of advancement because HMT(I) has a clear career development plan for every employee and make promotions whenever employee efforts are recognised and some employees disagree because they are new to the company and are still exploring their career.

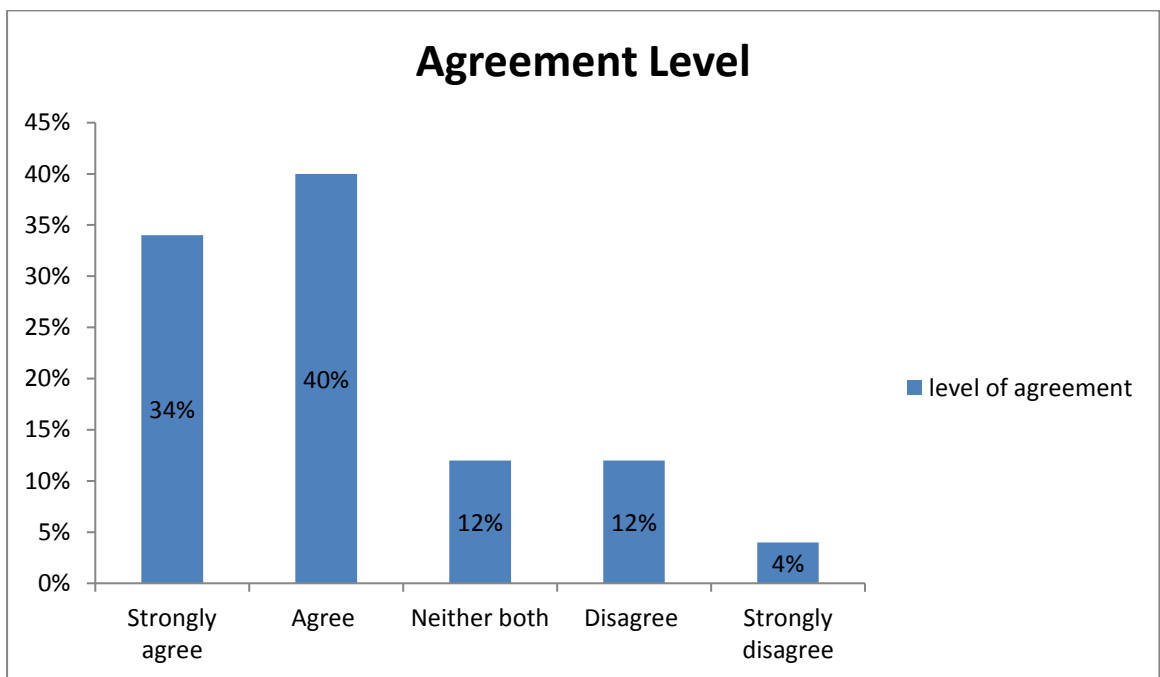
4.18 Table showing the level of agreement of employees towards the following statement

‘I am valued by my supervisor’

Level of agreement	Respondents	Percentage
Strongly agree	34	34%
Agree	40	40%
Neither agree nor disagree	12	12%
Disagree	12	12%
Strongly disagree	4	4%
Total	100	100%

Analysis: By seeing the above numerical data it is analysed as 34% employees are strongly agreeing to the statement which tells they are valued by their supervisor, another 40% agree to statement, 12% are neutral, 12% are disagreeing and 4% are strongly disagreeing to the statement.

GRAPH – 4.18



Interpretation : By seeing the above graph it is interpreted as majority of employees feel they are been valued by their supervisors because the management of HMT(I) is very friendly and knows the importance of Human resource and some employees disagree because they do not interact much with their supervisors due to organisational hierarchy.

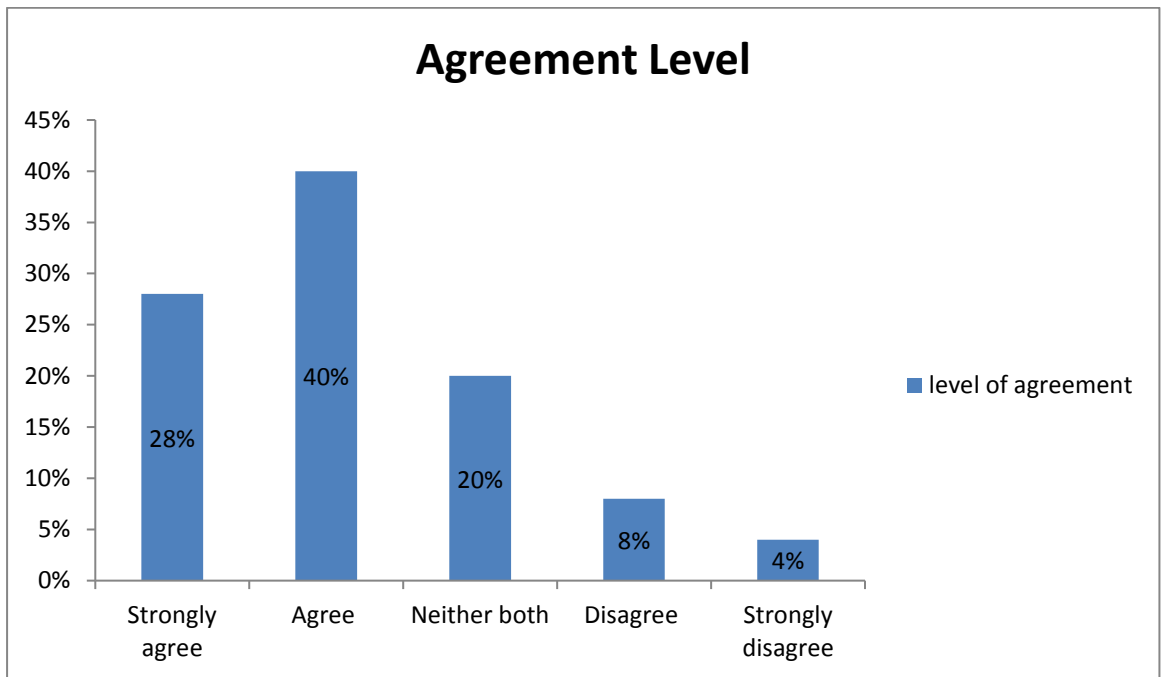
4.19 Table showing the level of agreement of employees towards the following statement

‘My job makes good use of my skills and abilities’

Level of agreement	Respondents	Percentage
Strongly agree	28	28%
Agree	40	40%
Neither agree nor disagree	20	20%
Disagree	8	8%
Strongly disagree	4	4%
Total	100	100%

Analysis: By seeing the above numerical data it can be analysed as 28% employees strongly agree to this statement that tells that their job uses their skills and abilities, another 40% agree to statement, 20% neither agree nor disagree, 8% are disagreeing and another 4% are strongly disagreeing to the statement.

GRAPH – 4.19



Interpretation: From the above data analysis it can be interpreted that most of the employees feel that their job makes good use of their skills and abilities because HMT(I) allocates employees in departments of their specialisation. But some employees disagree because of lack of knowledge about the job.

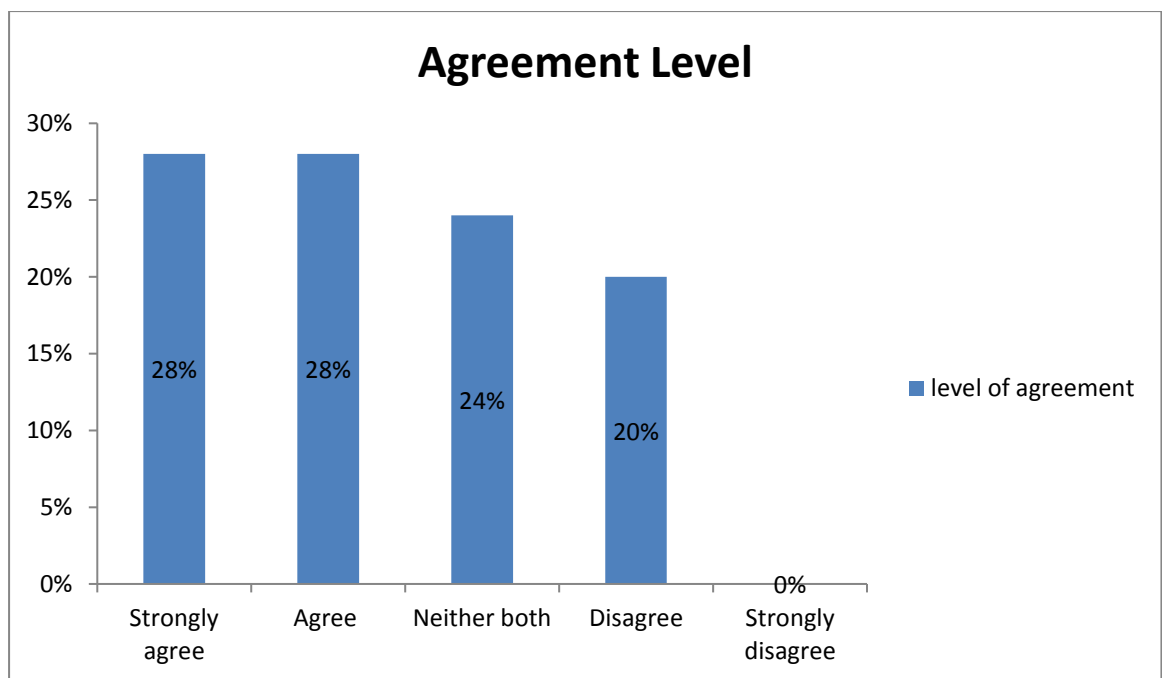
4.20 Table showing the level of agreement of employees towards the following statement

‘I am rewarded for quality of my efforts’

Level of agreement	Respondents	Percentage
Strongly agree	28	28%
Agree,	28	28%
Nether agree nor disagree	24	24%
Disagree	20	20%
Strongly disagree	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is analysed as 28% employees are strongly agreeing to the statement which tells that they are been rewarded for the work they do, another 28% agree to statement, 24% are neutral, and 20% are disagreeing to the statement.

GRAPH – 4.20



Interpretation: From the above data analysis it can be interpreted that there is an equal level of agreement and disagreement among employees with respect to the statement that says that they are rewarded for the work done.

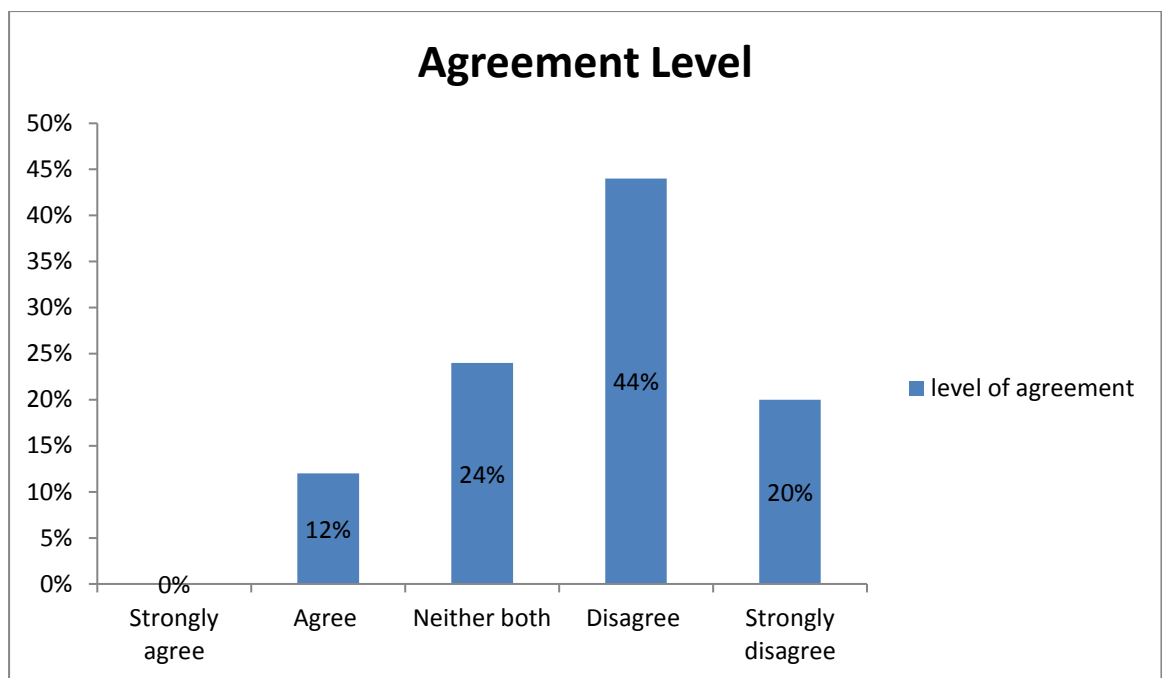
4.21 Table showing the level of agreement of employees towards the following statement

‘Management looks to me for suggestions and leadership’

Level of agreement	Respondents	Percentage
Strongly agree	0	0%
Agree	12	12%
Neither agree nor disagree	24	24%
Disagree	44	44%
Strongly disagree	20	20%
Total	100	100%

Analysis: By seeing the above numerical data it is analyzed as 12% employees agree to the statement that tells that management looks forward for employee suggestions and leadership initiative, 24% neutral, 44% are disagreeing to the statement and 20% employees strongly disagree with the statement.

GRAPH – 4.21



Interpretation: From the above data analysis it can be interpreted that majority of the employees disagree that the company looks forward for employee suggestions and leadership initiatives whereas, some employees agree with the above statement because they are accepted for right suggestions.

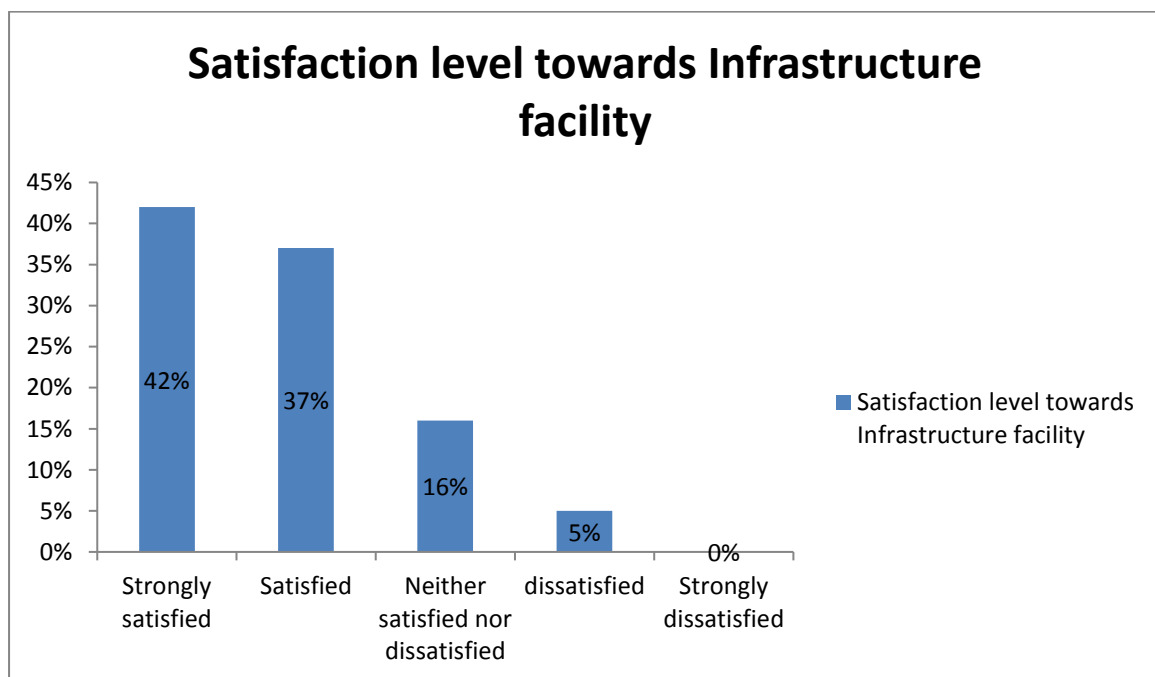
WORKING ENVIRONMENT

4.22 Table showing the satisfaction level of employees towards the Infrastructural facility of HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	42	42%
Satisfied	37	37%
Neither satisfied nor dissatisfied	16	16%
dissatisfied	5	5%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis: By seeing the above numerical data it is analyzed as 42% employees feel strongly satisfied with the infrastructural facility of HMT(I), 37% are satisfied, 16% neither satisfied nor dissatisfied, and 5% dissatisfied with the statement.

GRAPH – 4.22



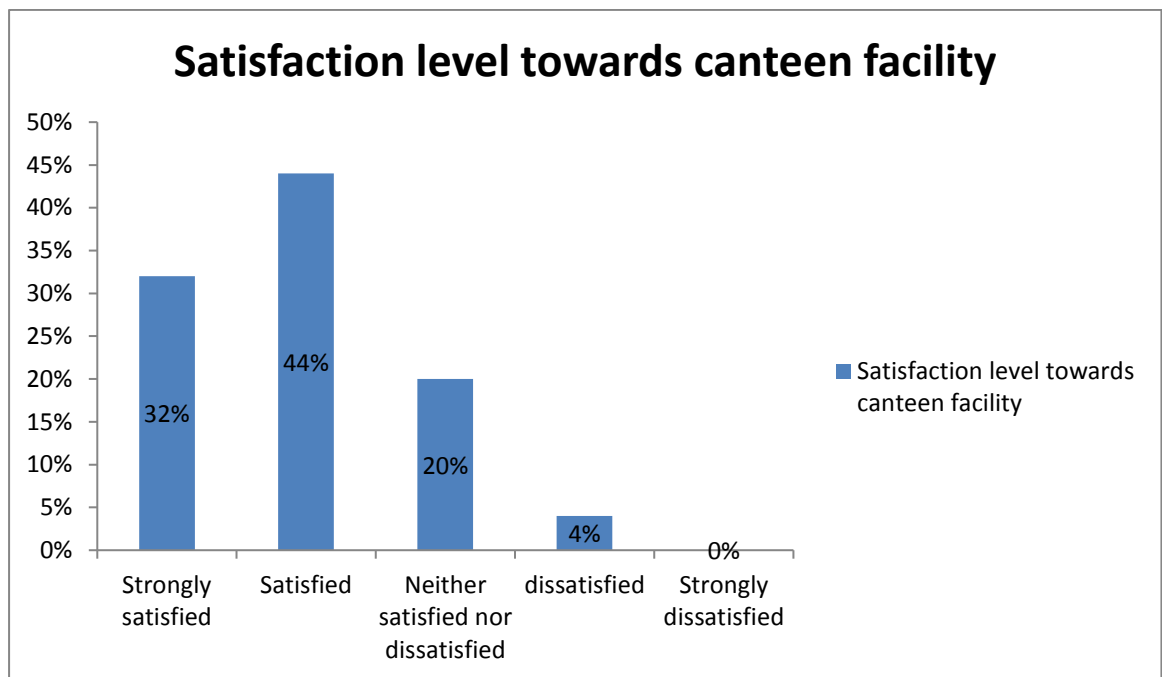
Interpretation: By seeing the above graph it can be interpreted that HMT(I) has a good infrastructural facility hence, many workers feel satisfied from it but little percentage of employees disagree as they might be uncomfortable with their sitting arrangements.

4.23 Table showing the satisfaction level of employees towards the canteen facility of HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	32	32%
Satisfied	44	44%
Neither satisfied nor dissatisfied	20	20%
dissatisfied	4	4%
Strongly dissatisfied	0	0%
Total	100	100%

Analysis : By seeing the above numerical data it is analysed as 32% of the employees are strongly satisfied with the Canteen facility of HMT(I), 44% are satisfied, 20% neither satisfied nor dissatisfied, and 4% dissatisfied with the statement.

GRAPH – 4.23



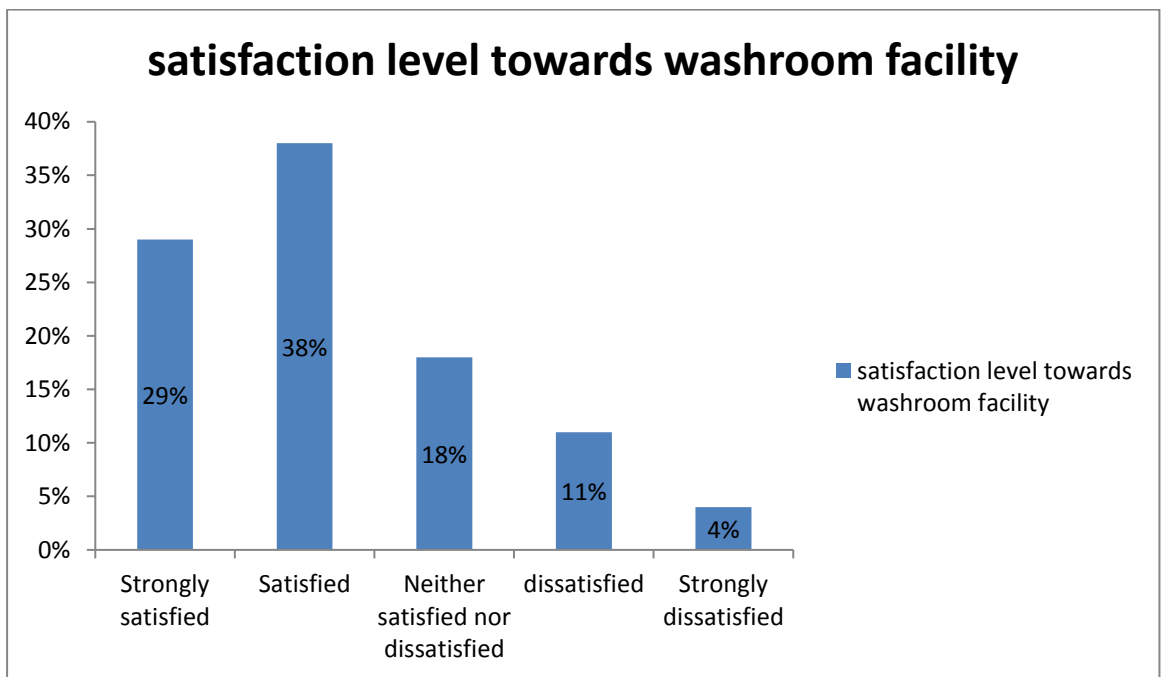
Interpretation: By seeing the above data analysis it can be interpreted that HMT(I) has a good Canteen facility with quality food and hygienic environment but a small percentage of employees are dissatisfied because of the difference in their taste preferences.

4.24 Table showing the satisfaction level of employees towards the washroom facility of HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	29	29%
Satisfied	38	38%
Neither satisfied nor dissatisfied	18	18%
Dissatisfied	11	11%
Strongly dissatisfied	4	4%
Total	100	100%

Analysis : By seeing the above numerical data it is analysed that 29% employees are strongly satisfied with the washroom facility of HMT(I), 38% are satisfied, 18% neither satisfied nor dissatisfied, 11% dissatisfied and 4% are strongly dissatisfied with the statement.

GRAPH – 4.24



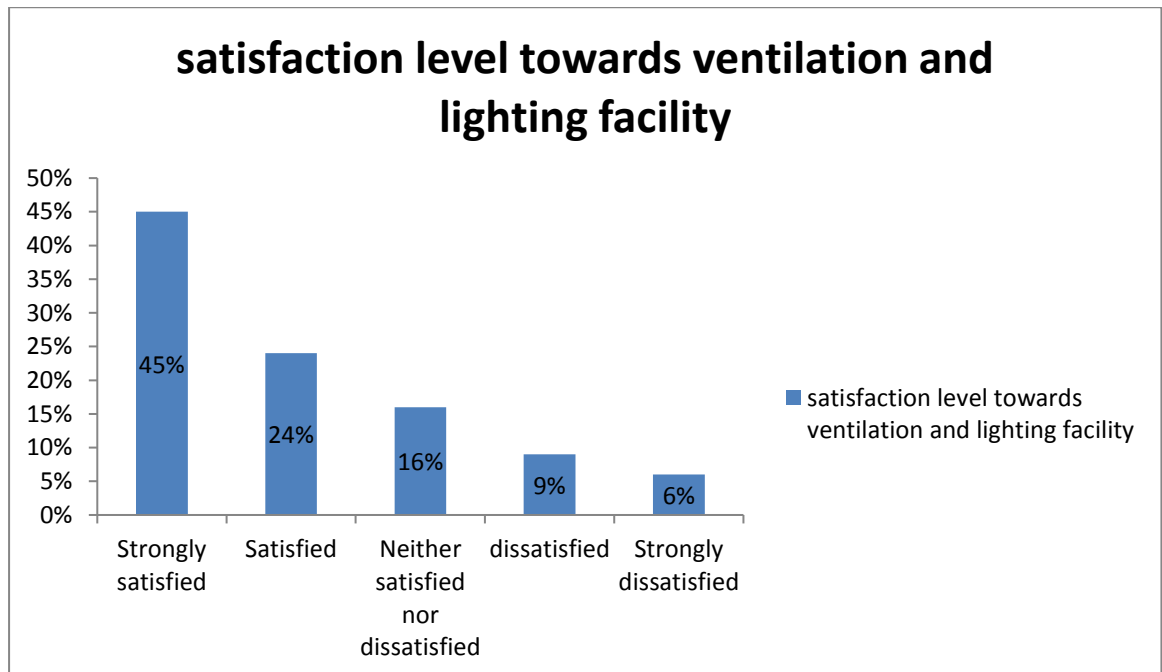
Interpretation: From the above data analysis it can be interpreted that HMT(I) has a good washroom facility as there are washrooms located in every floor of the company but some employees are dissatisfied as there is no western washroom facility.

4.25 Table showing the satisfaction level of employees towards the ventilation and lighting facility at HMT(I)

Level of satisfaction	Respondents	Percentage
Strongly satisfied	45	45%
Satisfied	24	24%
Neither satisfied nor dissatisfied	16	16%
dissatisfied	9	9%
Strongly dissatisfied	6	6%
Total	100	100%

Analysis : By seeing the above numerical data it is analyzed as 45% employees feel strongly satisfied with the lighting and ventilation facility of HMT(I), 24% are satisfied, 16% neither satisfied nor dissatisfied, 9% dissatisfied and 6% are strongly dissatisfied with the statement.

GRAPH – 4.25



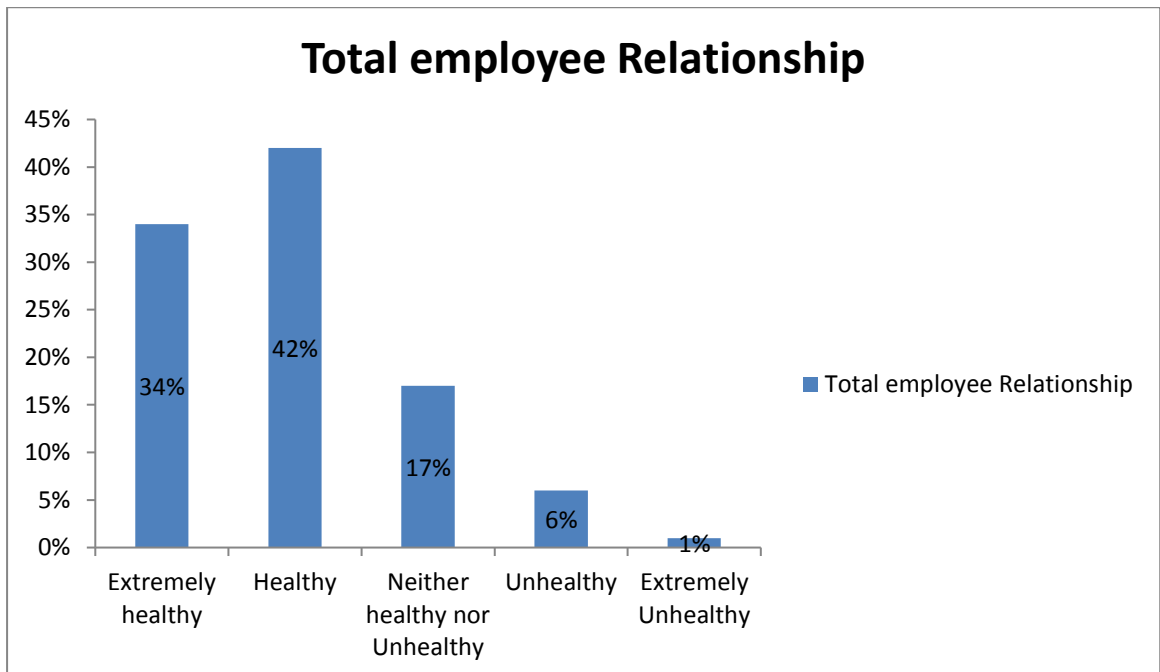
Interpretation : By seeing above graph it is interpreted that HMT(I) has best ventilation and lighting facility as there are windows and ventilations and proper lightings in every place of the company but some employees are dissatisfied due to heavy lightning because they have vision problem.

4.26 Table showing overall employee relationship of the company

Relationship	Percentage
Extremely healthy	34%
Healthy	42%
Neither healthy nor Unhealthy	17%
Unhealthy	6%
Extremely Unhealthy	1%
Total	100%

Analysis : By seeing the above numerical data it is analyzed as 34% employees are in a healthy relationship in the company, 42% have healthy relationships, 17% have neither healthy nor unhealthy relationships, and 1% have extremely unhealthy relationship within the company.

GRAPH – 4.26



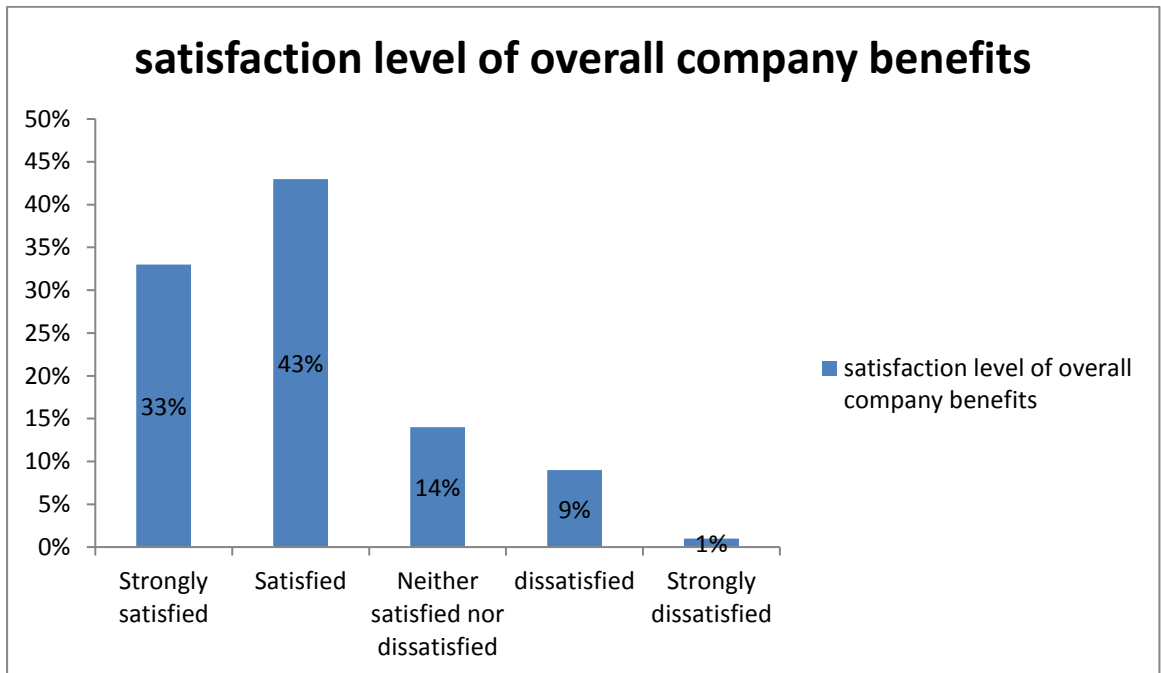
Interpretation: From the above data analysis it can be interpreted that the employee relationship with the supervisor and the colleague is very good and comfortable because HMT(I) provides a space for employee informal communication also but some employees say that they have an unhealthy relationship because of certain conflicts that might have happened in an informal meet.

4.27 Table showing the overall satisfaction level of employees towards company benefits of HMT(I)

Level of satisfaction	Percentage
Strongly satisfied	33%
Satisfied,	43%
Neither satisfied nor dissatisfied	14%
Dissatisfied	9%
Strongly dissatisfied	1%
Total	100%

Analysis : By seeing the above numerical data it is analyzed as 33% employees feel strongly satisfied from overall employee benefits of HMT(I), 43% are satisfied, 14% neither satisfied nor dissatisfied, 9% dissatisfied and 1% are strongly dissatisfied with the statement.

GRAPH – 4.27



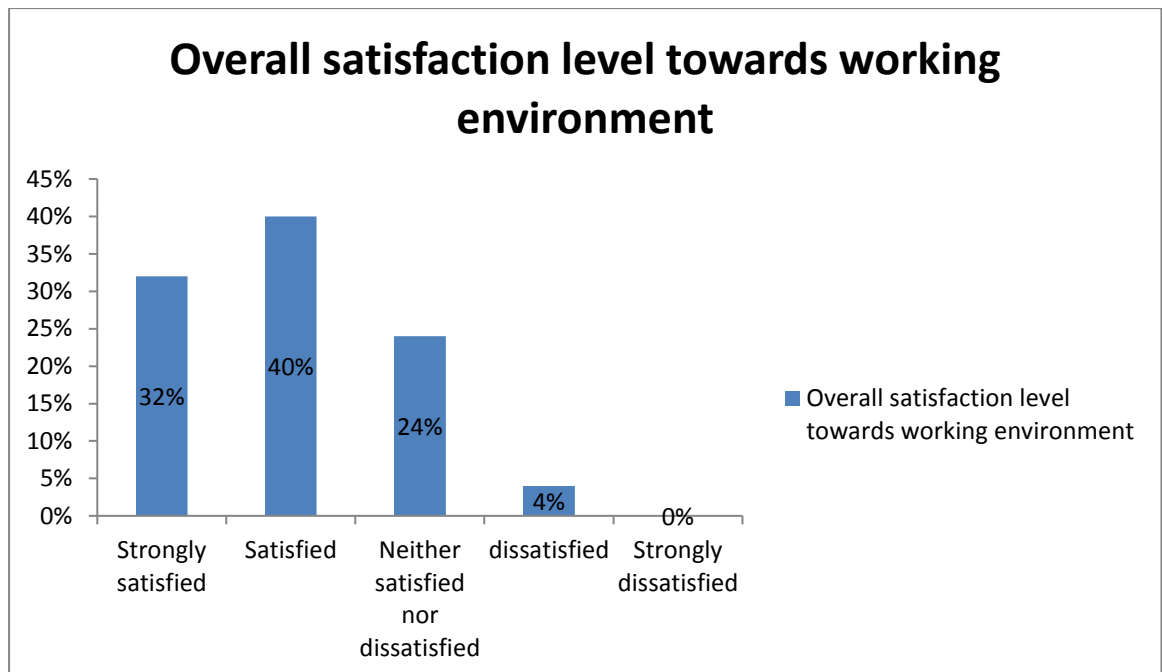
Interpretation: From the above data analysis it can be interpreted that HMT(I) provides good employee benefits but at the same time some employees do not feel that they provide satisfactory employee benefits because they the benefits might have not met their unmatchable expectations.

4.28 Table showing the overall satisfaction level of employees towards the working environment of HMT(I)

Level of satisfaction	Percentage
Strongly satisfied	32%
Satisfied	40%
Neither satisfied nor dissatisfied	24%
Dissatisfied	4%
Strongly dissatisfied	0%
Total	100%

Analysis : By seeing the above numerical data it is analyzed as 32% employees feel strongly satisfied from the overall working environment of HMT(I), 40% are satisfied, 24% neither satisfied nor dissatisfied, 4% dissatisfied.

GRAPH – 4.28



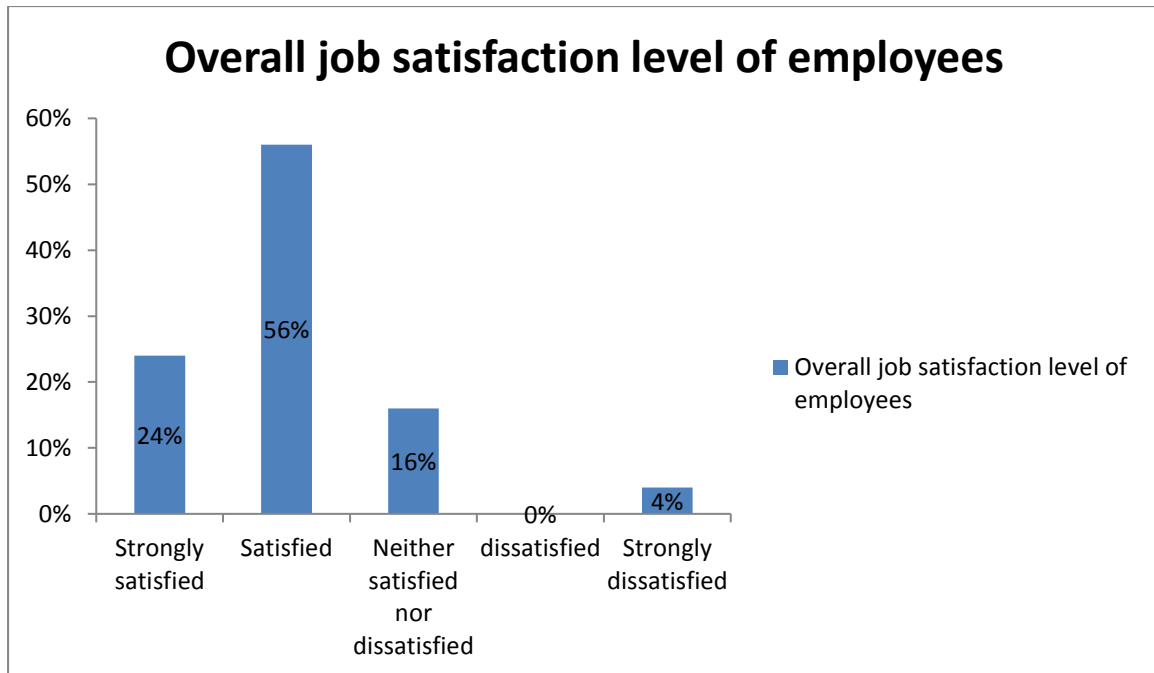
Interpretation : From the above data analysis it can be interpreted that the working environment of HMT(I) is very good with all facilities like canteen, washrooms, good infrastructure, ventilation and lightings etc. But some employees feel dissatisfied because they might have set high expectations.

4.29 Table showing the overall satisfaction level of employees towards their job at HMT(I)

Level of satisfaction	Percentage
Strongly satisfied	24%
Satisfied	56%
Neither satisfied nor dissatisfied	16%
Dissatisfied	0%
Strongly dissatisfied	4%
Total	100%

Analysis : By seeing the above numerical data it is analyzed as 24% employees strongly satisfied from their Job, 56% are satisfied, 16% are neither satisfied nor dissatisfied, and 4% are strongly dissatisfied with their jobs.

GRAPH – 4.29



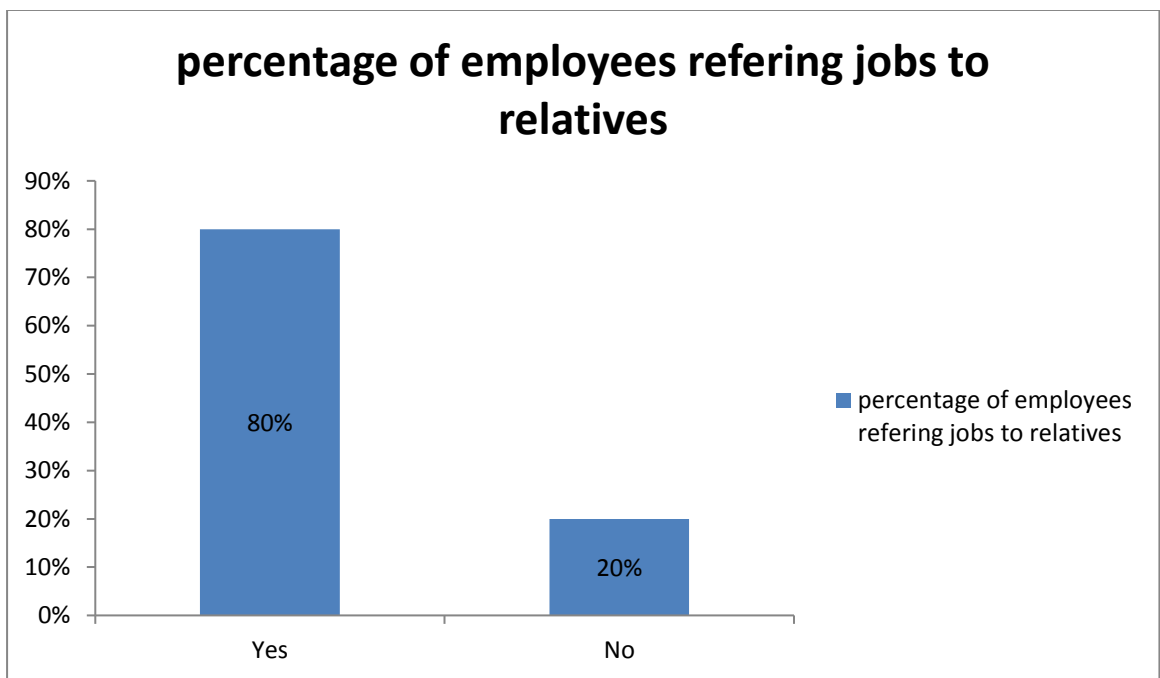
Interpretation : By seeing the above graph it is analyzed as many employees feel satisfied from their jobs as HMT(I) provides them a good working environment, employee benefits and also it has good employee relationship but some small percentage of employees feel dissatisfied because of their high expectations and previous work experiences.

4.30 Table showing the percentage of respondents who would advise a friend/relative to apply for job in this company

Response	Respondents	Percentage
Yes	80	80%
No	20	20%
Total	100	100%

Analysis : By seeing the above numerical data it is analyzed as 80% employees would advise their friend or relative to apply for job at HMT(I) whereas, 20% would not advise their friends or relatives to apply for job at HMT(I).

GRAPH – 4.30



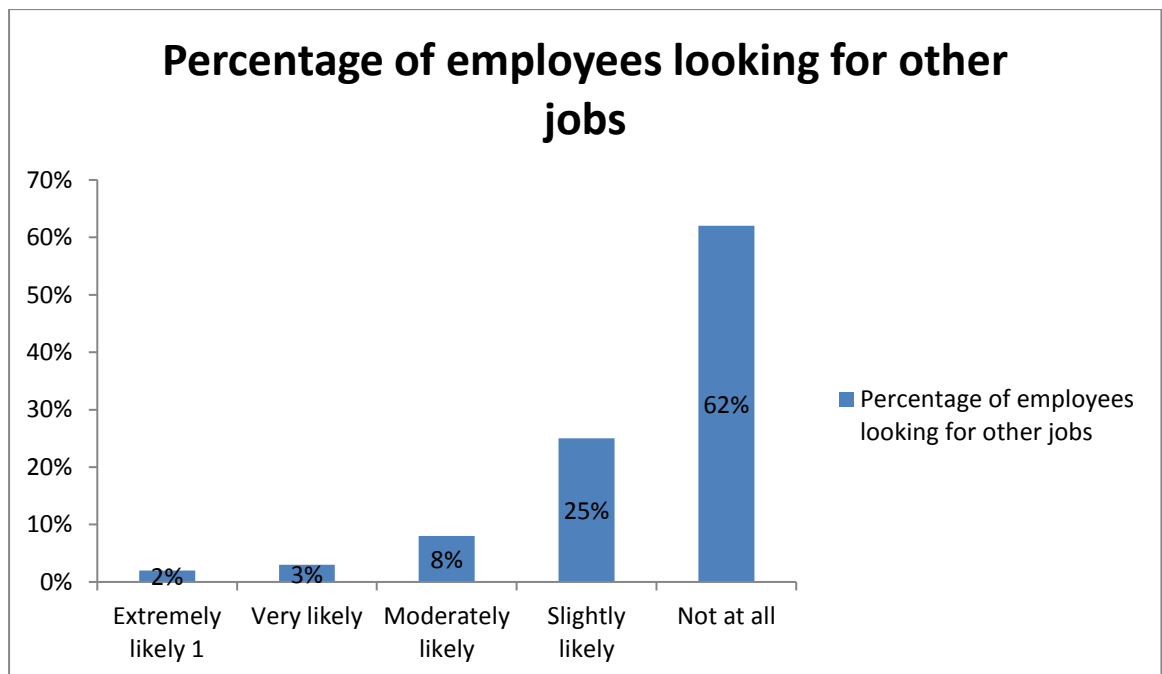
Interpretation: By seeing the above data analysis it can be interpreted that HMT(I) is a good working place because 80% of employees are likely to refer their friends or relatives for job at HMT(I) whereas 20% do not like to refer their friends or families because of their own personal reasons or conflicts.

4.31 Table showing how many employees are looking for job outside the company

	Respondents	Percentage
Extremely likely	2	2%
Very likely	3	3%
Moderately likely 4	8	8%
Slightly likely	25	25%
Not at all	62	62%
total	100	100%

Analysis : By seeing the above numerical data it is analyzed as only 2% of employees are extremely likely to go other jobs, 3% are very likely, 8% are moderately likely, 25% are slightly likely and 62% of the employees are not at all looking for other jobs.

GRAPH – 4.31



Interpretation: From the above data analysis it can be interpreted that majority of the employees are satisfied with their jobs at HMT(I) and are not at all looking for other jobs, whereas there are a few employees who would look for other jobs due to personal reasons also.

STATISTICAL TEST:

Respondent	work environment	Job Sat
1	4	3
2	1	1
3	3	4
4	3	4
5	5	5
6	5	4
7	5	5
8	4	4
9	4	4
10	4	4
11	5	4
12	4	4
13	4	3
14	4	4
15	5	4
16	5	5
17	4	5
18	3	3
19	4	4
20	4	5
21	5	5
22	4	3
23	5	4
24	4	4
25	3	3
26	4	3
27	1	1
28	3	4
29	3	4
30	5	5
31	5	4
32	5	5
33	4	4
34	4	4
35	4	4
36	5	4
37	4	4
38	4	3
39	4	4
40	5	4
41	5	5

42	4	5
43	3	3
44	4	4
45	4	5
46	5	5
47	4	3
48	5	4
49	4	4
50	3	3
51	4	3
52	1	1
53	3	4
54	3	4
55	5	5
56	5	4
57	5	5
58	4	4
59	4	4
60	4	4
61	5	4
62	4	4
63	4	3
64	4	4
65	5	4
66	5	5
67	4	5
68	3	3
69	4	4
70	4	5
71	5	5
72	4	3
73	5	4
74	4	4
75	3	3
76	4	3
77	1	1
78	3	4
79	3	4
80	5	5
81	5	4
82	5	5
83	4	4
84	4	4
85	4	4
86	5	4

87	4	4
88	4	3
89	4	4
90	5	4
91	5	5
92	4	5
93	3	3
94	4	4
95	4	5
96	5	5
97	4	3
98	5	4
99	4	4
100	3	3

RESULT:

The results show a negative correlation of 0.7; this implies that a good working environment can satisfy an employee. Thus the following Hypothesis:

- H1= There is a significant association between work environment and job satisfaction

It is proved significantly to the extent of 0.7 as per the correlation analysis.

CHAPTER – 5

FINDINGS, CONCLUSION AND SUGGESTION

5.1 FINDINGS:

- HMT(I) has a workforce belonging to all the age groups because young and new employees get new ideas and creativity to the workplace, whereas older age employees have lot of experience.
- HMT(I) have a good income level as they are majorly getting paid more than 25000. And some employees have salary below 25000 because they are in training or probationary period
- HMT(I) is a good place to work because majority of the employees are working in the company since more than 20 years. And some employees have joined recently.
- Majority of the workers are found dissatisfied from the perks & bonuses given by the organization hence company should look over it. And some employees who are at a high designation are satisfied with the perks and bonuses.
- Company is not so flexible to the employees family responsibilities may be because of the pressure of work that the company have or the rigid government rules and regulations
- The employees are satisfied with the pay and promotion policy of HMT(I) because the company has a good package for every employee. And some employees are dissatisfied because of not getting promoted due to lack of merit and performance
- HMT(I) is very much concerned about the health of their employees and also refer them to good and reputed hospitals for treatment hence, many employees were found satisfied from medical benefit offered from HMT(I). Whereas, some employees are dissatisfied because of a little delay in referring employee to an authorised hospital.
- HMT(I) has a satisfying Housing and HRA because company has a good allocation of houses to the employees and also company is providing sufficient HRA allowance but some employees are dissatisfied because of delay in allocating the houses.
- The company leave policy is very good and many employees were found satisfied from it whereas some employees were dissatisfied because of not being permitted for leave sometimes due to work pressure.
- The company is providing good transportation allowance to the employees because many employees were satisfied from the transportation allowance whereas some employees were found dissatisfied because company doesn't have its own transportation vehicle.
- The workers are feeling satisfied from the company timings but some workers were found dissatisfied because they get delayed due to traffic or any family responsibilities.
- The company workers are motivated to apply creativity and innovative ideas of work because HMT(I) is open for suggestions but some employees disagree to this because they might have faced some rejections due to inaccurate ideas they were coming up with.

- The employees are well equipped with the tools that and techniques because HMT(I) has good resources for employees to perform their job and some employees disagree to the above statement because of certain unfortunate situations they came across.
- The employees have a clear path of advancement to because HMT(I) has a clear career development plan for every employee but some employees disagree because they are new to the company and are still exploring their career.
- Employees are valued by their supervisors because the management of HMT(I) is very friendly and knows the importance of Human resource and some employees disagree because they do not interact much with their supervisors.
- The working environment of HMT(I) is very good with all facilities like canteen, washrooms, good infrastructure, ventilation and lightings etc. But some employees feel dissatisfied because they might have set high expectations.
- Employee jobs makes a good use of their skills and abilities because HMT(I) allocates employees in departments of their specialisation. But some employees disagree because of lack of knowledge about the job.
- Employees are rewarded for the work done.
- HMT(I) do not accept irrelevant suggestions
- HMT(I) has a good infrastructural facility hence, many employees are satisfied from it but a little percentage employees disagree as they might be uncomfortable with their sitting arrangements.
- Employee relationship with the supervisor and the colleague is very good and comfortable because HMT(I) provides a space for employee informal communication also but some employees say that they have an unhealthy relationship because of certain conflicts that might have happened in an informal meet.
- HMT(I) provides good employee benefits but at the same time some employees do not feel that they provide satisfactory employee benefits because the benefits might have not met their unmatchable expectations.
- HMT(I) provides them a good working environment, employee benefits and also it has good employee relationship but
- HMT(I) is a good working place because 80% of employees are likely to refer their friends or relatives for job at HMT(I) whereas 20% do not like to refer their friends or families because of their own personal reasons or conflicts.
- Employees are satisfied with their jobs at HMT(I) because they are not looking for other jobs, whereas there are a few employees who would look for other jobs due to personal reasons also.

5.2 CONCLUSION:

It was a knowledge enhancing experience to visit a Public sector company. It helped in gaining a practical exposure, vast knowledge and taught how an organisation operates. Job satisfaction is very much important for any organisation because it increases productivity, reduces absenteeism and employee turnover. To improve job satisfaction one needs to be motivated by providing all the basic amenities and a good working environment. . In the survey conducted it was proved that working environment has an impact on job satisfaction Therefore it can be concluded that there is a significant association between working environment and Job satisfaction and HMT(I) has a good and satisfactory working environment, Hence 80% of employees are satisfied.

5.3 SUGGESTIONS:

- The company should conduct periodic survey for measuring the level of employee satisfaction with their jobs. And employee problems have to be addressed time to time.
- The company should try to be flexible with employee family responsibilities.
- Management should look forward for employee suggestions
- Company should focus on employees who are likely to look for another job
- Company should provide timely bonuses and perks.
- Company should have their own Transportation which will help the employees to reach their work place soon.
- Company should decrease the delaying in referring hospitals for patient employees and also allocating houses.
- The company try to be a little flexible with its timings.
- Company should provide all equipments and tools to each and every company
- Company should not neglect even a small percentage of dissatisfied employees
- Company should provide a good sitting arrangements for the employees
- HMT(I) should have a good and easy communication flow
- HMT(I) should modernize its infrastructural facilities like canteen, washrooms etc
- The company should involve employees in decision making
- Company must conduct a survey on employee expectations and employee perception
- The company must reward employees for every little effort they put
- Company should concentrate on lighting and ventilation near some employees cabins.

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- 2) Ostroff, Cheri's, “The Relationship between Satisfaction, Attitudes and Performance: An Organizational Level Analysis”, Journal of Applied Psychology, 77(6) (1992) 963-974.

WEBSITES:

WWW.hmti.com

www.hmtindia.com

ANNEXURE:

QUESTIONNAIRE ON JOB SATISFACTION WITH REFERENCE TO HMT(I) LTD

- Age

20 - 25	25-35	35-45	Above 45
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- Gender

- Male
- Female

- Educational Qualification

SSLC	PUC	Graduation	Post Graduation	Ph.D
------	-----	------------	-----------------	------

- Income per month

Below 10,000	10,000 to 25000	25000 to 40000	40000 to 50000	50000 to 60000	Above 60000
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- Department

Products	Projects	Commercial	Finance	HR
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1. How long have you been working at HMT(I) ?

- Less than 1 year
- 1 year – 5 years
- 5 years – 10 years
- 10 years – 20 years
- More than 20 years

WORKING ENVIRONMENT

2. How satisfied are you with the working environment of HMT(I)?

- Strongly satisfied
- Satisfied
- Neither satisfied nor Dissatisfied
- Dissatisfied
- Strongly dissatisfied

3. How satisfied are you with the Infrastructural facility of HMT(I)?

- Strongly dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Strongly satisfied

EMPLOYEE RELATIONSHIP

4. How is your Relationship with your Supervisor?
 - Extremely healthy
 - Healthy
 - Neither Healthy nor Unhealthy
 - Unhealthy
 - Extremely Unhealthy

5. How is your Relationship with your colleagues?
 - Extremely healthy
 - Healthy
 - Neither Healthy nor Unhealthy
 - Unhealthy
 - Extremely Unhealthy

6. How flexible is the company with respect to your family responsibilities?
 - Extremely flexible
 - Very flexible
 - Moderately Flexible
 - Very less flexible
 - Not at all flexible

EMPLOYEE BENEFITS

7. How satisfied are you with the employee benefits provided at HMT(I)?
 - Strongly satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Strongly dissatisfied

8. How satisfied are you with the pay and promotion potential at HMT(I)?
 - Strongly satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Strongly dissatisfied

9. How satisfied are you with the timings of the company?
 - Strongly satisfied
 - Satisfied
 - Neither satisfied nor Dissatisfied
 - Dissatisfied
 - Strongly dissatisfied

10. How satisfied are you with the following facilities of HMT(I)?

Facilities offered	Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Extremely Dissatisfied
11. Canteen facility					
12. Housing/HRA					
13. Medical Benefits					
14. Leave Facility					
15. Transport Facility					

Indicate the level of agreement to the following statements:

	Strongly agree	Agree	Neither both	Disagree	Strongly disagree
16. I feel encouraged to come up with new and better ways of doing things					
17. I have the tools and resources to do my job well					
18. I have a clear path for career advancement					
19. I am valued by my supervisor					
20. My job makes good use of my skills and abilities					
21. I am rewarded for the quality of my efforts					
22. Management looks to me for suggestions and leadership					

23. Overall how satisfied are you with your job?

- Strongly satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Strongly dissatisfied

24. Would you advice a friend/relative to apply for a job in this company?

- Yes
- No

25. How likely are you to look for another job outside the company?

1. Extremely likely 2. Likely 3. Neutral 4. Slightly likely 5. Not at all



ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA
INTERNSHIP WEEKLY REPORT (16MBAPR407)

Name of the Student: Nargis .

Internal Guide: Prof. Mahak Balani

USN No: 1AZ16MBA41

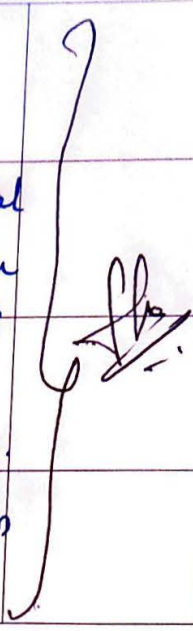
Specialization: Marketing and HR

Title of the Project: A study on job satisfaction with ref to HMT (International) Ltd.

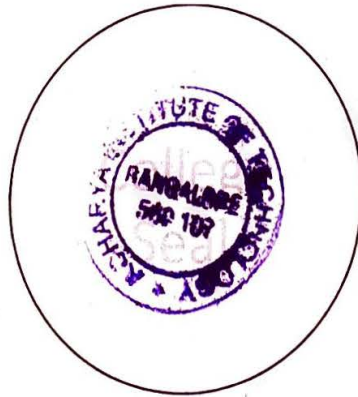
Company Name: HMT (International) Ltd.

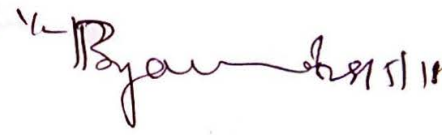
Company Address: HMT Bhavan, Meeri Circle, Bellary Road, Bangalore .

Week	Work undertaken	External Guide Signature	Internal Guide Signature
15-01-18 to 20-01-18	Studying the industry, Company profile, Knowing their vision and mission.		1 dmb
22-01-18 to 27-01-18	Studying the products/ Services of the company.		2 dmb
29-01-18 to 03-02-18	Working on Chapter 1 Collecting the information.		3 dmb
05-02-18 to 10-02-18	Interaction with Products department.		4 dmb
12-02-18 to 17-02-18	Interaction with Projects Department.		5 dmb
19-02-18 to 24-02-18	Interaction with Quality Assurance Department.		6 dmb

26-02-18 to 03-03-18	Studying the Theoretical Background		7 dmb
05-03-18 to 10-03-18	Interaction with commercial department and also under took research designing		8 dmb
12-03-18 to 17-03-18	Conducting survey of 25 questions in the company.		9 dmb
19-03-18 to 24-03-18	Analysing and Interpretation of data.		10 dmb

HOD




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