

**A STUDY ON JOB SATISFACTION AMONG  
EMPLOYEES WITH REFERENCE TO  
TRAVANCORE COCHIN CHEMICALS Ltd**

**Dissertation submitted to**  
**St. Teresa's College (Autonomous)**  
*(affiliated to Mahatma Gandhi University, Kottayam)*

**MASTER OF ARTS IN ECONOMICS**

By

**NIRAJA I S**

**Register Number: AM22ECO016**

Under the guidance of

**DR. ANUPA JACOB**

**DEPARTMENT OF ECONOMICS**



**2022-2024**

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## **CERTIFICATE**

This is to certify that the dissertation " **A STUDY ON JOB SATISFACTION AMONG EMPLOYEES WITH REFERENCE TO TRAVANCORE COCHIN CHEMICALS Ltd**" submitted in partial fulfillment of the requirement of Master of Arts in Economics to the Mahatma Gandhi University, Kottayam, is a bona fide record of work done by NIRAJA I S, St Teresa's college Ernakulam during the year 2022-2024 under my supervision and guidance.

Head of the Department

Dr. Anupa Jacob

Guide and Supervisor

Dr. Anupa Jacob

## **DECLARATION**

I hereby declare the dissertation titled, **“A STUDY ON JOB SATISFACTION AMONG EMPLOYEES WITH REFERENCE TO TRAVANCORE COCHIN CHEMICALS Ltd”** submitted by me for the Master of Arts in Economics is my original work.

Signature of the Supervisor

Dr ANUPA JACOB

Signature of the Candidate

NIRAJA I S

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# **CHAPTER - 1**

## **INTRODUCTION**

## 1.1 INTRODUCTION

One of the most crucial aspects of a person's life is their job. Their employment determines their lifestyle and social interactions. Therefore, a happy workforce is essential for any firm. Most people agree that an organization's overall profitability and productivity are dependent on its employees performing effectively and efficiently and that higher performance is correlated with employee job satisfaction. To that end, scholars have distinguished between several facets of job satisfaction, as well as its significance and correlation with output and performance. An employee's feelings, both positive and negative, about their work are referred to as job satisfaction, or the degree of enjoyment that comes with it. As a result, one of the most extensively studied subjects in organizational psychology is work satisfaction.

According to Locke, job satisfaction is the positive and enjoyable feeling that results from the evaluation of one's job or job experience.

One of the main areas of interest for organizational behavior and HRM practice is job satisfaction. It displays how dedicated a worker is to a company and how they feel about their work.

The term "job satisfaction" describes how happy an individual is with their employment and how that feeling motivates them to work. The meaning of job satisfaction is distinct from happiness or self-satisfaction. The happy emotional state that arises from evaluating one's work as accomplishing or supporting the fulfillment of one's work values is known as job satisfaction.

Motivation and job happiness are two different things. Productivity, motivation, absenteeism, waste accidents, physical and mental health, and overall life happiness are all associated with it.

One of the most complicated topics is job satisfaction, which encompasses a wide range of emotions and circumstances. The relevance of job happiness and its connection to workers' performance grows daily as the environment gets more complex and competitive. Therefore, the purpose of this study is to investigate employee work satisfaction with a focus on DP World Ernakulam.

## 1.2 REVIEW OF LITERATURE

A review of the literature offers a thorough understanding of the subject matter. In every systematic research project, the review of the literature comes first. The amount and direction of work completed to date in the researcher's area of interest are learned. It also aids in the researcher's understanding of various findings and conclusions from the study that is done. Lastly, based on a survey of the literature, the researcher can decide with confidence on the research approach that best fits his or her project. The researchers consult a variety of online resources, including books, articles, research papers, theses, organizational reports, and other relevant publications.

The authors of this paper have reviewed the literature on over 16 research projects that address employee job satisfaction.

People who work in organizations and those who research them are both very interested in the study of job satisfaction. Numerous organizational variables, including motivation, performance, leadership, attitude, conflict, morality, etc., have been intimately linked to job satisfaction. Researchers have endeavored to delineate the distinct constituents of job contentment, evaluate the proportionate significance of every constituent of job fulfillment, and scrutinize the impacts these constituents have on workers' efficiency.

**Paul E. Spector (1997)** provides a summary of the research on people's attitudes regarding their jobs, covering topics such as the potential repercussions of job satisfaction and discontent, cultural and gender disparities in job satisfaction, and organizational and personal factors. He gives a succinct summary of the uses, evaluations, origins, and effects of job satisfaction.

**Sophie Rowan (2008)** offers advice on how to improve your working life without switching careers. She offers realistic and useful advice on how to get the most out of one's work and get past the challenges that keep a lot of us from being happy in our jobs.

In 1998, **Robert M. Hochheiser** reevaluated the meaning of the workplace and put out a straightforward formula for success: put an end to the notion that success comes from hard work alone and instead concentrate on developing positive relationships. He claims that knowing what is required to boost the egos of peers, superiors, and subordinates is the best approach to succeeding in work. A thorough evaluation of those demands can then be used to

achieve significant progress at work and subtly link them with one's objectives. A range of needs assessment techniques are provided, along with suggestions on how to use networking and personal growth to at least slightly improve some of the worst work environments.

According to **C. J. Cranny, Patricia Cain Smith, and Eugène F. Stone (1992)**, seeing opportunities for the future may be more motivating than earning a raise, a promotion, or greater responsibility.

**Jane Boucher (2004)** provides helpful guidance on how to change your perspective on your work and the work itself. She teaches employees how to deal with maintaining their employment in this challenging economic climate.

Commonly used measuring instruments for job satisfaction, mental health, job-related well-being, and organizational commitment were presented by **Chris Stride, Toby D. Wall, and Nick Catley (2008)** together with benchmarking data for comparison. The benchmarking data is derived from a sample of nearly 60,000 respondents from 115 distinct businesses, representing a broad range of professions and industries. The data is presented by age and gender, then further categorized by occupational category.

**Joanna Penn (2008)** offers advice on how to advance in your current role, make the most of your work, learn more about yourself and what you would be pleased doing, manage stress, and interact with others.

**Evren Esen (2007)** looked at over 20 indicators of job satisfaction, such as possibilities for professional growth, benefits, the ability to combine work and life, and salary, taking into account factors such as industry, staff size, employee age, and gender.

**Elwood Chapman (1993)** supports assessing the degree of employee satisfaction before helping to implement constructive adjustments that raise the level of satisfaction and improve the caliber of work.

Building an employee-centred culture is supported by an academic argument made by **Patricia Buhler and Jason Scott (2009)**. They also looked at a real-world case study of a corporation that had benefited financially from this approach, which made it quite evident that contemporary companies cannot afford to put employee pleasure last.

According to **Ostroff (1992)**, employee satisfaction is crucial for the success of the overall company as well as for the individuals that make up it. While dissatisfied employees will not be encouraged and will be disturbed by their work routine, they will run away from responsibility and even avoid work (sick leave, days off, etc.). Satisfied employees are typically happy and motivated to work, so the organization can get amazing results from their work.

To achieve positive outcomes and contented workers, supervisors must modify their leadership approach so that workers participate more actively in decision-making and show a greater degree of dedication to the organization's objectives (**Brenninger, 2011**). Supervisors must involve as many staff members as they can. To inspire employees, they must encourage both individual and group efforts and disseminate knowledge throughout the business. Effective supervisors manage cross-functional procedures, projects, time, and resources in addition to working vertically and horizontally.

According to **Bakker, Albrecht, and Leiter (2011)**, there is a continuum between low and high levels of excitement, as well as between melancholy and pleasure, when it comes to our emotional experiences. The vast majority of human experiences can be encoded in this two-dimensional grid. Accordingly, commitment can be defined using this paradigm as a pleasant mental state with a moderate level of excitement that falls between enthusiasm and happiness.

Job satisfaction was described by **Wexley and Youkl (1984)** as an employee's attitudes and sentiments toward their employment. It is necessary to regulate several elements to make an employee happy. "Motivators" are the elements that contribute to sustained satisfaction, according to Herzberg. This contentment can lead to success, acknowledgment, the task itself, and accountability.

Job satisfaction is described by **Schermerhorn (1993)** as an affective or emotional reaction to different facets of an employee's employment.

According to **C.R. Reilly (1991)**, job satisfaction is an employee's overall attitude toward work or a job, shaped in part by how they see their position.

Employee satisfaction is described by **New Cranny, Smith, and Stone (1992)** as the sum of affective responses to the disparities between the employee's views of what they desire and what they get.

**Moyes, Shao, and Newsome (2008)** define employee satisfaction as the degree to which a worker is content with their place of employment.

"Satisfaction refers to the level of fulfillment of one's needs, wants, and desires," states **Nancy C. Morse (1997)**. The main determinant of satisfaction is what a person wants and receives from the world. The degree of contentment that employees have with their jobs and workplaces is measured by employee satisfaction. There are undoubtedly a variety of factors that influence organizational effectiveness, and employee satisfaction may be one of them. A culture that fosters employee pleasure is a prerequisite for effective organizations.

According to **Melvin (1993)**, an organization's environmental design has a significant impact on both job satisfaction and employees' high levels of job involvement. Conflicts and uncertainty can be resolved in an organization with appropriate environmental design. The author goes on to say that when work tasks and working patterns are appropriately specified, the management must create an environment that minimizes unhappiness.

### **1.3 STATEMENT OF THE PROBLEM**

The purpose of the study is to evaluate the needs of Travancore Cochin Chemicals in terms of job satisfaction. Open communication, teamwork, and employee participation are valued in TCCL's positive and welcoming workplace culture. This encouraging atmosphere fosters teamwork and a sense of community, which enhances working happiness. It also provides plenty of chances for professional and employee development. The organization makes investments in workshops, seminars, and training programs to improve the skills and knowledge of its staff. Employees who are dedicated to their professional development may experience increased job satisfaction because they feel appreciated and have more opportunities for progress.

## **1.4 OBJECTIVE OF THE STUDY**

- To analyze the employee satisfaction levels in their roles
- To examine opportunities available in the company for growth
- To analyze the correlation between working conditions and job satisfaction levels.

## **1.5 RESEARCH METHODOLOGY**

The research on "A Study on Job Satisfaction Among Employees" is analytical and descriptive, emphasizing the cause and effect of the topic under study while classifying, describing, and measuring data. Both primary and secondary sources were used to collect the data; primary data was mostly acquired via the questionnaire approach, while secondary data was obtained from websites, periodicals, and government pamphlets. The study was conducted in February 2023 and was limited to 50 employees of Travancore Cochin Chemicals Ltd. Convenient sampling was employed to establish the sample size, and the data was analyzed using diagrammatic forms like bar diagrams, pie diagrams, and so on. The data is then processed, modified, and tallied in preparation for analysis and interpretation. Secondary data is taken from a variety of publications, journals, websites, and other sources. Primary data is usually obtained using the questionnaire approach. The research was conducted between February 2022 and February 2023.

## **1.6 LIMITATIONS OF STUDY**

- ❖ To keep their jobs, the staff are reluctant to reveal the whole truth.
- ❖ The procedure takes a long time.
- ❖ The challenge of obtaining data from secondary sources
- ❖ Data is collected from only 50 employees.
- ❖ Certain information is private and cannot be accessed.
- ❖ Because the questionnaire interrupts their routine job, the respondents are less interested in responding.

## **CHAPTER-2**

# **THEORETICAL ASPECTS OF JOB SATISFACTION**



## **2.1 THEORETICAL ASPECTS OF JOB SATISFACTION**

One method to describe job satisfaction is to say, "I am satisfied with the job."

The Latin terms "Satis" and "facere," which signify "enough" and "to do," respectively, are the origin of the word "job satisfaction." The general attitude a worker has toward his work is referred to as job satisfaction.

Job satisfaction is essential to the culture of the company and plays a significant role in management and employee relations.

The three key components of job satisfaction are as follows:

- i. An emotional reaction to a work environment is called job satisfaction. It is merely implied; it cannot be seen.
- ii. A lot of the time, job happiness is based on how well results meet or surpass expectations.
- iii. Several related attitudes are represented by job satisfaction.

A person's degree of job satisfaction can be influenced by many different things.

A few of these variables are the salary and benefits package, the job itself (the range of activities involved, the interest and challenge the job creates, and the clarity of the job description/requirements), leadership and social relationships, the quality of working conditions, and the perceived fairness of the company's promotion system.

People are thought to be more satisfied with their jobs when they are happier with them. Ever since the human relations method gained popularity, the idea of job satisfaction has grown in significance. Work happiness is influenced by a wide range of intricate factors, circumstances, emotions, and behaviors.

## **2.2 THE IMPORTANCE OF JOB SATISFACTION**

The prerequisite for creating a positive organizational culture in a company is work satisfaction. People wish to preserve laws, positions of power, and authority by contributing

their skills, knowledge, education, and health, among other things. People who fall short of their expectations in their jobs experience dissatisfaction. Therefore, this discontent has an impact on the company that she or he works for. A person's motivation and output contribution are greatly impacted by their level of job satisfaction. Unpredictable absences from work, replacement workers within a cycle, or even the frequency of accidents can all lower job satisfaction.

An employee's feelings and opinions about their work, as well as their assessment of it, make up their job satisfaction. This may be a general assessment of their employment or a more focused assessment of things like compensation, job tasks, promotions, coworkers, and superiors. Businesses must give employee satisfaction a high priority. When workers are happy in their positions, it will encourage their loyalty to the company.

## **2.3 DEFINITION OF JOB SATISFACTION**

Bullock (1952) defined job satisfaction as an attitude, which results from balancing and summation of many specific likes and dislikes experienced in connection with the job.

Smith (1955) defined job satisfaction as the employee's judgment of how well his job on the whole is satisfying his various needs.

Locke (1969) defines job satisfaction as the pleasurable or positive emotional state revolving from the appraisal of one's job or job experience

According to Vroom, "Job satisfaction is the reaction of the workers against the role they play in their work."

" job satisfaction is a general attitude of the workers constituted by their approach towards the wages, working conditions, control, promotion related with the job, social relations in the work, recognition of talent and some similar variables personal characteristics, and group relations apart from the work-life".

-Blum& Navlor

"Job satisfaction is the total of the sentiments related to the job conducted. If the worker perceives that his/her values are realized within the job, she/he improvises a positive attitude towards his/her job and acquires job satisfaction".

-Me comic & Tiffin

These definitions allow us to define job satisfaction as the culmination of all positive and negative aspects of an individual's pay, physical and mental working conditions, autonomy in using their authority, the level of success they have maintained, and the rewards they have received as a result of it, and the social status they have maintained about their employment.

## 2.4 DIMENSIONS OF JOB SATISFACTION

The most crucial aspects of a work that individuals may effectively respond to are represented by six dimensions.

1. **The actual work:** One of the main sources of satisfaction with the job is its content. This refers to the degree to which the work offers the person engaging tasks, chances for learning, and the ability to take on responsibilities. A job that offers status and is both fascinating and demanding is one of the most essential components of job happiness.
2. **Compensation:** Although a complicated and multifaceted aspect, wages and compensation play a considerable role in job satisfaction. In addition to assisting individuals in meeting their basic requirements, money also plays a crucial role in meeting higher-level needs. Workers frequently believe that their pay reflects how management sees their value to the company. Although they are less significant, fringe benefits are still significant.
3. **Career Growth:** The impact of promotional chances on job satisfaction appears to differ. This is because promotions come in a range of formats and with varying incentives. For instance, those who receive promotions based on seniority typically feel less satisfied with their jobs than people who receive promotions based on performance.
4. **Supervision:** Another rather significant factor in job happiness is supervision. Job satisfaction is impacted by two aspects of the supervisory style. The first is employee-

centeredness, which is determined by how much a manager genuinely cares about the well-being of their staff. The second aspect is influence or involvement, which is exemplified by managers who let their staff members take part in choices that have an impact on their careers. Increased job satisfaction is the result of this strategy. A participatory environment has been demonstrated to work.

5. **Coworkers:** Coworkers who are cordial and helpful can be a little source of workplace pleasure. The person receives support, consolation, guidance, and help from the workgroup. A job well done adds to the enjoyment of the work. If this element is not carefully taken into account, it could have the opposite impact, making people difficult to get along with. The result will be a decline in job satisfaction.
6. **Environment of Work:** Job satisfaction is slightly impacted by the work environment and working conditions. Employees find it easier to do their jobs in neat, appealing environments when they work there.

## **2.5 THEORIES OF JOB SATISFACTION:**

Experts differ greatly in their understanding of what constitutes job satisfaction. There are essentially four theories, or approaches, to work satisfaction.

They are as follows:

- 1) **Fulfilment theory**
- 2) **Discrepancy theory**
- 3) **Equity theory**
- 4) **Two-factor theory**

### **2.5.1 FULFILLMENT THEORY**

This theory's primary goal is to gauge an individual's level of satisfaction based on the benefits they obtain or the degree to which their requirements are met. Work satisfaction is not solely determined by an individual's level of job satisfaction; rather, it is influenced by their level of ambition and aspiration in a certain field.

The primary challenge with his method, as noted by Willing, is that work happiness depends on both what an individual feels they should receive and what they receive, as there will often be a big gap between expectations and reality.

### **2.5.2 DISCREPANCY THEORY**

According to the theory's proponents, a person's level of pleasure at work depends on both what they truly receive and what they genuinely want to obtain.

Whether or not over-contentment is a component of dissatisfaction, and if so, how it varies from dissatisfaction, is unclear from this viewpoint.

### **2.5.3 THEORY OF EQUITY**

The theory's proponents believe that a person's perceived equity, which is based on how his input-output balance compares to that of others, determines how satisfied they are with their life. The perceived rate at which an individual is paid for their work about the amount they give to it is known as the input-output balance. According to this idea, receiving an excessive reward or an underwhelming reward both results in feelings of unhappiness, whereas receiving an excessive reward or an unjust reward results in feelings of shame and discomfort.

### **2.5.4 THEORY OF TWO FACTORS**

Herzberg, Mausner, Paterson, and Capwell created this theory by designating specific elements as satisfiers and dissatisfiers.

On the other side, elements like supervision, pay, and working conditions are dissatisfying. While the presence of these elements leads to satisfaction, their absence does not produce discontent. Examples of satisfaction include achievement, acknowledgment, responsibility, etc.

which, while present, does not guarantee job satisfaction; their absence causes discontent.

Since one can experience both satisfaction and dissatisfaction simultaneously, this hypothesis is deemed false.

## **2.6 FACTORS INFLUENCING ON JOB SATISFACTION:**

Job satisfaction is a bi-dimensional concept consisting of motivational factors, personal factors, and intrinsic & extrinsic dimensions.

### **➤ PERSONAL FACTORS**

The worker's age, sex, marital status, education, and personal traits, as well as their familial and socioeconomic background, are among these sources.

#### **❖ AGE:**

There may be a complicated link between an individual's age and job happiness. In general, one would anticipate that as a person grew older, he would become more satisfied with his work, especially given his experience and consequently his capacity to carry it out.

#### **❖ Sex:**

Although there isn't enough data to conclude that women are happier in their employment than men, one may assume that given women's generally lower aspirations for their careers, this is the case, even when controlling for characteristics like job and occupational level.

#### **❖ LEVEL OF EDUCATION:**

Job satisfaction and educational attainment are negatively correlated. The reference group that a person looks to for direction increases with education level. Evaluate his work benefits.

#### **❖ MARITAL CONDITION:**

Happiness at work and marital status are related. Generally speaking, it is assumed that a married person would appreciate his job no more than an unmarried employee, given the increased responsibilities that come with being married.

### **➤ MOTIVATIONAL FACTORS:**

Employee motivation is the most crucial component of business management. The degree to which workers are engaged and motivated determines whether a business succeeds or fails.

among the four fundamental manufacturing inputs—people, machinery, materials, and money. Men are the most significant factor. Employee motivation can be divided into two categories.

1. Extrinsic factors & 2. Intrinsic factors

### **Extrinsic factors**

Extrinsic elements are things that have to do with money that make an employee feel good. Extrinsic sources of enjoyment are contextual and dependent on factors like income, opportunities for advancement, and work security.

- ❖ **Salary:** The multifaceted and intricate aspects that influence job satisfaction are wages and salary. Greater job satisfaction ought to follow from greater salaries, and lower salaries ought to follow from lower job contentment. Numerous studies have shown that when income and salaries rose, so did job satisfaction.
- ❖ **Job expectation:** An employee has expectations when they start working for a company. An employee's level of job satisfaction may depend on how well their work fulfills their expectations. Expectations from employees may include things like workload, coworkers, supervision, and the working environment.
- ❖ **Comparison of outputs:** People frequently contrast their results with those of others. The main results include incentives like income, prestige, advancement, and a genuine enthusiasm for the work. When the ratio of his inputs to what he puts in is equal, he
- ❖ will be content; if not, the person trying to restore equity may look at the inputs or results instead.
- ❖ **Job security:** A lower-priority need is security, which is the impact that a worker's job security has on morale. Employee morale will be negatively impacted by an insecure individual's poor morale. People who feel secure will work efficiently and be happy in their jobs.
- ❖ **Performance appraisal:** The performance review has an impact on employee satisfaction since it is connected to awards, promotions, and feedback. The employee will not be happy if the appraisal is improper.

## **Intrinsic factors**

Employee satisfaction and motivation are sustained by intrinsic factors. The innate elements consist of:

- ❖ **Recognition and praise:** People are self-centered and crave recognition. They want their efforts to be acknowledged and appreciated. They anticipate that their bosses will appreciate and compensate them for their efforts. They'll be happier and more engaged as a result of this.
- ❖ **Autonomy or freedom:** Workers want a certain level of autonomy in their employment. the freedom to speak, act, and influence others. The absence of this independence will affect how satisfied one feels with their work. A person with the greatest amount of autonomy will be highly satisfied. If not, it will be minimal.
- ❖ **Participative management:** The employee benefits from participatory management. A higher-up's willingness to consider an employee's ideas will maintain an employee's positive attitude and job satisfaction.
- ❖ **Belongingness:** It is an employee's full identification with the business. He ought to view the company's objectives as his own. A high belongingness score indicates that a worker is content with his position.
- ❖ **Career advancement:** Workers who feel they have the chance to advance in their careers and who aspire to higher positions will be more driven and demonstrate this in their work. Employees will lose motivation and become unsatisfied if they believe their careers have reached a point of saturation.
- ❖ **Accomplishment:** Workers want to be influential and accomplish something worthwhile. They will not be content if this requirement is not met.
- ❖ **Signification of a job:** It alludes to the effect that one's contribution has on other people. The ultimate aim of an employee performing his work to the highest standard is to make him feel important.



**CHAPTER – 3**  
**PROFILE OF TRAVANCORE COCHIN**  
**CHEMICALS**

### **3.1 HISTORY**

TCC also referred to as Travancore-Cochin Chemicals Ltd., was founded in 1950. At the time, M/s Sheshasayee Brothers, FACT's managing agents, came up with the concept for the unit.

Initially operating under the name Travancore Mettur Chemicals, the enterprise was a partnership between FACT and MCIC (Mettur Chemicals and Industrial Corporation). The state government contributed the majority of the partnership's shares when it was established as a public limited company in 1951. The business was then renamed TRAVANCORE-COCHIN CHEMICALS LTD. For the ensuing ten years, M/s Sheshasayee Brothers remained the managing agents.

January 1954 saw the start of the first plant's 20-tpd commercial production of caustic soda. The first facility in India to produce Rayon-grade Caustic Soda is TCC.

### **3.2 GROWTH STAGES**

**1956:** A 20-tpd continuous caustic fusion plant for the production of flakes of caustic soda.

**1958:** The Plant for Chlorine Liquefaction.

**1960:** Capacity increased to 30 tpd and then to 40 tpd.

- ✓ A new plant for the production of sodium hydrosulphate was established.

- ✓ A 3-tpd capacity was added.

**1967:** 7 tpd of sodium hydrosulphate.

- ✓ 60 tpd Caustic Fusion Plant.

- ✓ 4 tpd Sodium Sulphate devoid of Iron.

**1975:** An additional 100 tpd Caustic Soda Membrane Unit was added, increasing the water treatment plant's production capacity to 200 tpd. (Many of the older units had been demolished by 1988.)

**1997:** A 100 tpd caustic soda production facility employing Membrane technology with a 125 tpd capacity.

**1998:** The 60 tpd plant was replaced with a new CCF plant.

**2005:** 25 tpd addition

**2006:** 25 tpd addition

**2013** saw the opening of a combined TCC and ISRO project, a 5 TPD sodium chlorate plant.

**2021:** India's first 60 TPD HCL Synthesis Unit with Steam Cogeneration.

Triple Effect Caustic Concentrating Plant with 100 TPD

**2022:** 75 TPD Caustic Soda Plant with Bipolar Membrane

### **3.3 MISSION**

TCC is dedicated to providing clients with high-quality chemicals at reasonable costs. Our top goals are safety, the environment, and customer pleasure.

The goal is to achieve

- Maximum degree of resource conservation, including energy
- Cost-effectiveness across the board for our business
- frequent technological advancements in processing
- adherence to legal requirements and statutory guidelines
- 

### **3.4 BOARD OF DIRECTORS**

❖ Prof.G.C Gopala Pillai, (DIN:00083936)

CHAIRMAN

❖ Sri Rajeev R (DIN :10487058)

MANAGING DIRECTOR

Managing Director, T.C.C. Ltd., Udyogamandal- 683 501.

❖ Smt. Lakshmi Raghunathan (DIN - 07401025)

DIRECTOR

Department of Finance, Government of Kerala Government Secretariat  
Thiruvananthapuram – 695 001; Additional Secretary.

❖ Smt Latha.S (DIN - 09237945)

DIRECTOR

Under Secretary, Industries Department, Government of Kerala Government  
Secretariat, Thiruvananthapuram – 695001

❖ Sri Prasanth.R (DIN - 02113647)

NOMINEE DIRECTOR(KSIDC)

❖ Sri. K K Kunjumon (DIN - 09106850)

INDEPENDENT DIRECTOR

❖ Dr. S Ratnakumaran (DIN – 01896737)

INDEPENDENT DIRECTOR

❖ Smt. P S Shyla (DIN:10244483)

DIRECTOR

### **3.5 IMS RULES**

To achieve and improve customer satisfaction, the management and staff of "The Travancore-Cochin Chemicals Limited" are dedicated to implementing appropriate processes for the manufacturing of high-quality goods and services.

A conscientious corporate citizen is dedicated to enhancing the standard of living while placing the highest emphasis on safeguarding the environment, public health, and the safety of all parties involved by removing potential risks.

respect statutory and other obligations and make an effort to go above and beyond what is required by law.

- Create or implement safe, clean technology to produce high-quality goods.
- Develop methods related to the environment, health, and safety, such as maximizing recycling, recovery, reuse, and loss avoidance.
- Adopt energy-saving strategies that minimize waste and protect the environment.

- Notify the appropriate authorities and enlighten all parties involved on the nature of the chemicals we use and the goods we manufacture, as well as any possible risks to their health, safety, or the environment.
- hiring a team of highly skilled individuals who are conscious of quality, the environment, health, and safety, and who make sure that involvement and consultation are encouraged.
- Continue to supply the tools required to carry out this policy.
- Create a management system that is always improving, putting a priority on environmental protection, health, safety, and customer satisfaction, as well as product quality.

### **3.6 HEALTH AND SAFETY POLICY**

TCC is committed to providing premium goods at affordable costs while ensuring a safe and healthy work environment for its workers and the public.

- If eliminating hazards is not feasible, the company must establish a regulated work environment and, if necessary, provide personal protective equipment.
- Line management is responsible for preventing accidents and ensuring safety precautions are included in plant operation and maintenance manuals, as well as in infrastructure process technology modifications.
- The right weight shall be given to health and safety considerations when choosing and allocating staff.
- The business will ensure that health and safety considerations are carefully considered when purchasing plant equipment, machinery, and materials.
- The organization mandates all employees to adhere to safe work practices, use appropriate safety equipment, and understand the importance of their safety for career advancement.
- The company's health and safety protocols are mandatory for all parties entering the plant, including contractors, subcontractors, transporters, and guests.
- The contract work must be completed strictly following the specified guidelines and under the appropriate supervision.

- The organization will conduct regular risk assessments, safety audits, emergency drills, and health evaluations to ensure the environment and employees' well-being before implementing corrective measures.
- The procedure and goods will undergo necessary instruction, training, and retraining for employees, customers, and the general public on safety and health issues.
- The company's yearly reports will provide a comprehensive overview of its health and safety performance.

### **3.7 ENERGY POLICY**

- Modernization of technology to lower certain energy usage
- Conducting energy-saving research, including audits, and implementing suitable strategies to reduce energy consumption.
- The goal is to establish connections with other organizations and enhance our understanding of energy preservation.
- The goal is to maximize the use of renewable energy sources.
- The goal is to educate and inform our staff about energy conservation.
- The testing of low-cost energy fuels will be conducted, pending their viability.

## **CHAPTER-4**

# **DATA ANALYSIS AND INTERPRETATION**

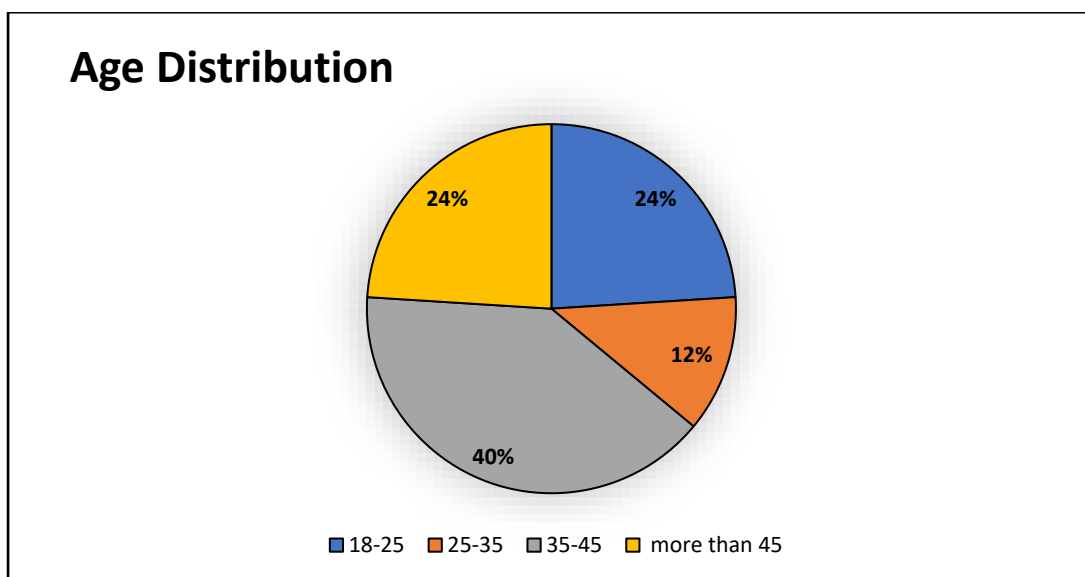
#### 4.1. AGE OF THE RESPONDENTS

TABLE NO. 4.1.1

AGE	PERCENTAGE
18-25	24%
25-35	12%
35-45	40%
More than 45	24%

Source: Primary

CHART NO. 4.1.1



Source: Primary

**Fig: 4.1.1 AGE OF THE RESPONDENTS**

#### INTERPRETATION:

The "Age Distribution" pie chart shows the four parts that make up the chart each correspond to a distinct age group. These sections have various colors. The age range of 35 to 45 is represented by the biggest section, which is colored grey and makes up 40 percent of the total. The age range of 25 to 35, which makes up 12 percent of the chart, is represented by the blue segment. A different section, shown by the color yellow, makes up 24 percent of the whole. The age group of 18 to 25, which makes up 24 percent of the total, is represented by the smallest section, which is shown in orange.



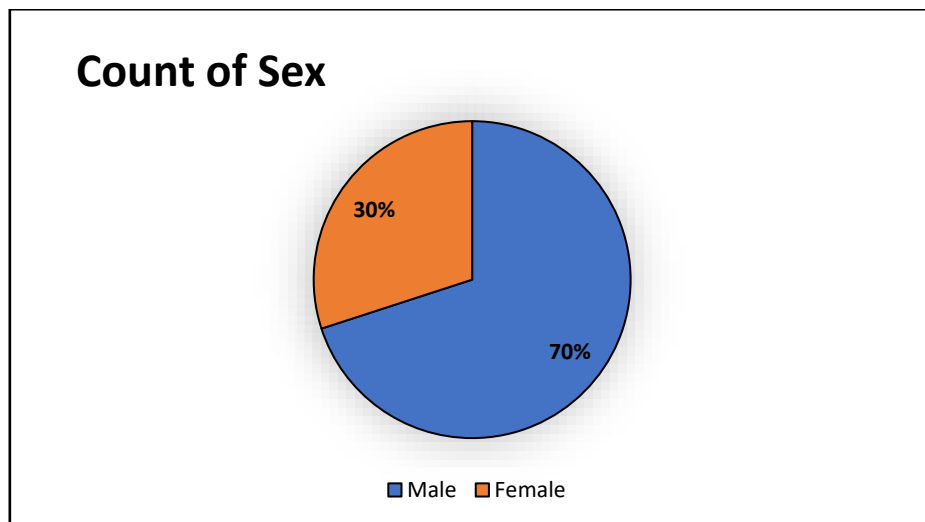
## 4.2. GENDER OF THE RESPONDENTS

TABLE NO. 4.2.1

GENDER	PERCENTAGE
Male	70%
Female	30%

Source: Primary

CHART NO. 4.2.1



Source: Primary

**Fig no. 4.2.1 AGE OF THE RESPONDENTS**

### INTERPRETATION:

The "Count of Sex" pie chart is split into two sections: the orange segment represents 30 percent of females, and the blue segment represents 70 percent of men. Males make up the majority of those who responded.

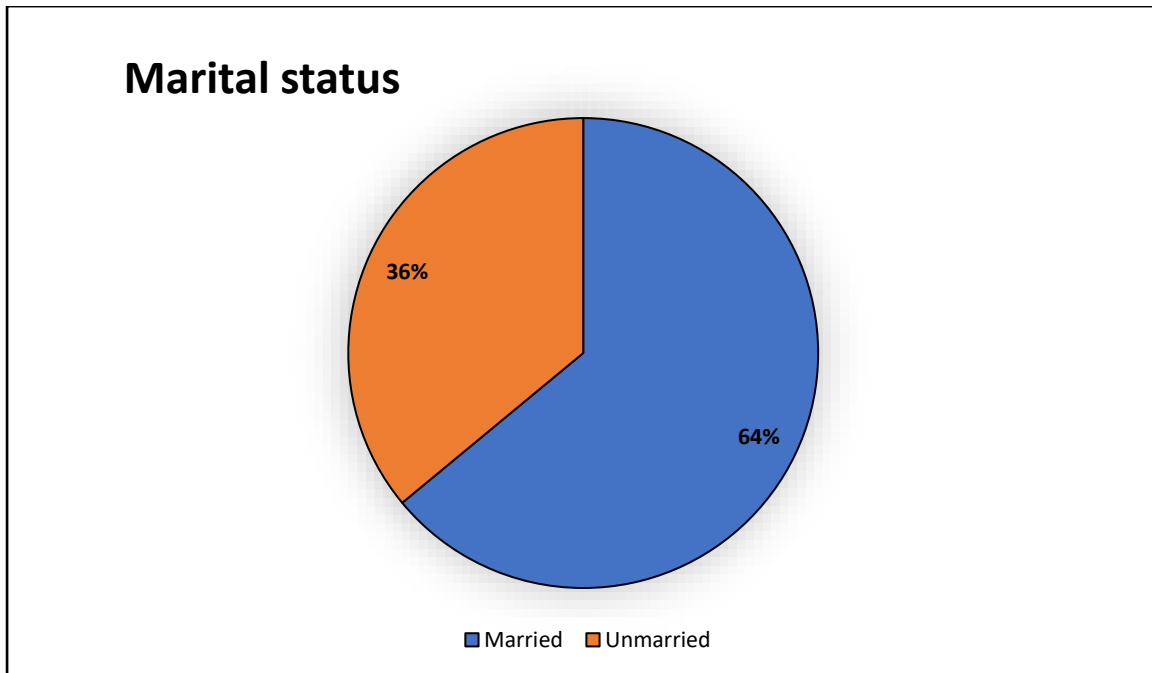
### 4.3 MARITAL STATUS OF THE RESPONDENTS

TABLE NO. 4.3.1

MARITAL STATUS	PERCENTAGE
MARRIED	64%
UNMARRIED	36%

Source: Primary

CHART NO. 4.3.1:



Source: Primary

**Fig no. 4.3.1 MARITAL STATUS OF THE RESPONDENTS**

#### INTERPRETATION:

Marital status is shown by the pie chart. The bigger blue section represents 64 percent of married people, whereas the orange part represents 36 percent of those who are unmarried. Most of the people who responded are married.

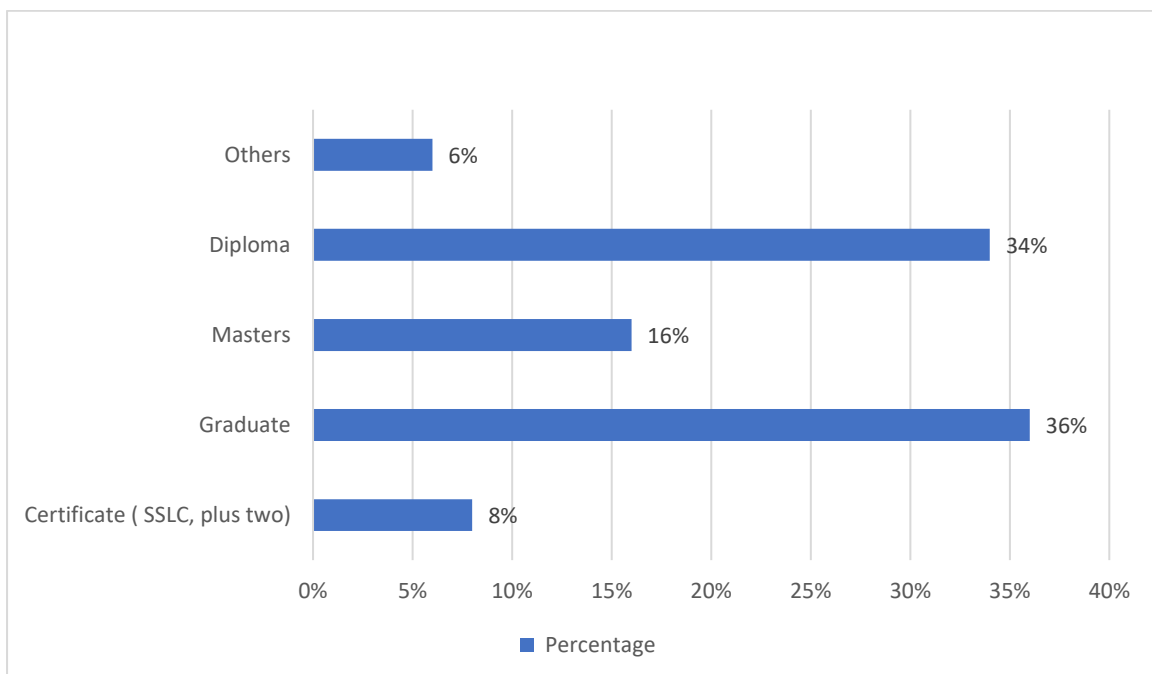
#### 4.4 EDUCATION QUALIFICATION OF THE RESPONDENTS

**TABLE NO. 4.4.1:**

EDUCATION QUALIFICATION	PERCENTAGE
Certificate (SSLC, plus two)	8%
Graduate	36%
Masters	16%
Diploma	34%
Others	6%

**Source: Primary**

**CHART NO. 4.4.1:**



**Source: Primary**

**Fig no. 4.4.1 EDUCATION QUALIFICATION OF THE RESPONDENTS**

#### **INTERPRETATION:**

The number of individuals with various educational levels is displayed in a bar graph. Graduates make up 36 percent of the respondents, diploma holders make up 34 percent, masters make up 16 percent, certificates (SSLC plus 2) make up 8 percent, and the other 6 percent of respondents choose to select other options.

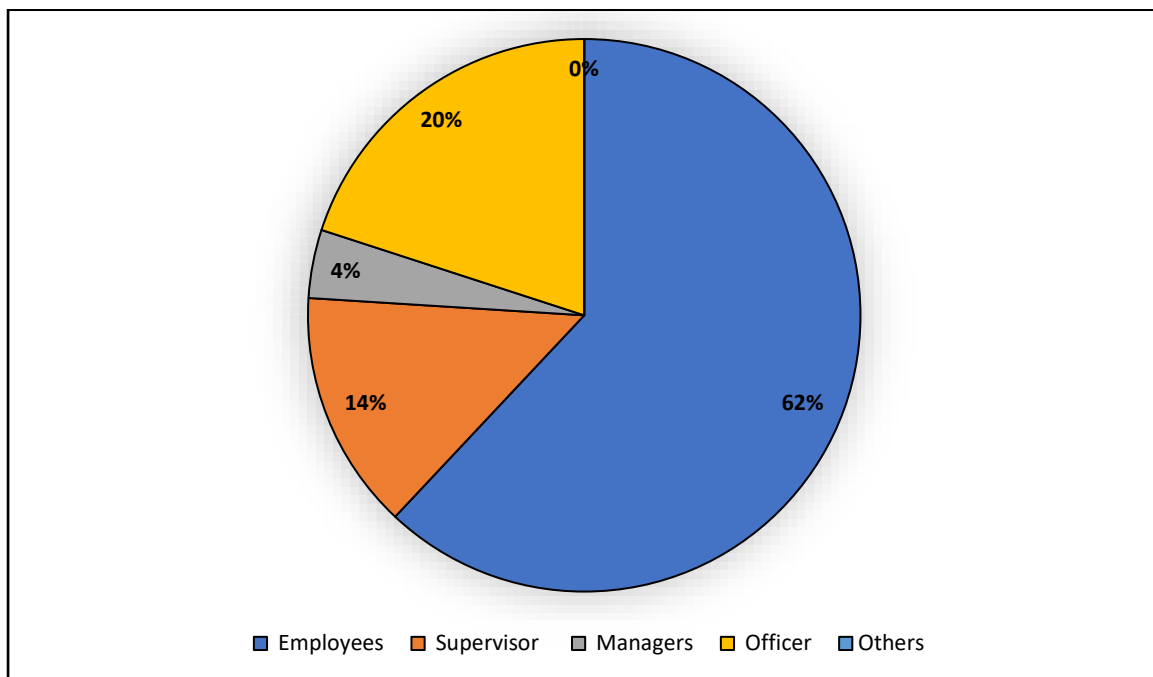
## 4.5 IDENTIFICATION OF COMPANY POSITION

TABLE NO. 4.5.1:

Company Position	PERCENTAGE
Employees	62%
Supervisor	14%
Manager	4%
Officer	20%
others	0

Source: Primary

CHART NO. 4.5.1:



Source: Primary

Fig no. 4.5.1 IDENTIFICATION OF COMPANY POSITION

### INTERPRETATION:

The distribution of employees among different categories within a company is shown by the pie chart. Officers make up 20 percent of the yellow part, and employees make up the majority (62 percent) of the blue area. Furthermore, 14 percent of supervisors are found in the orange section, while 4 percent are managers.

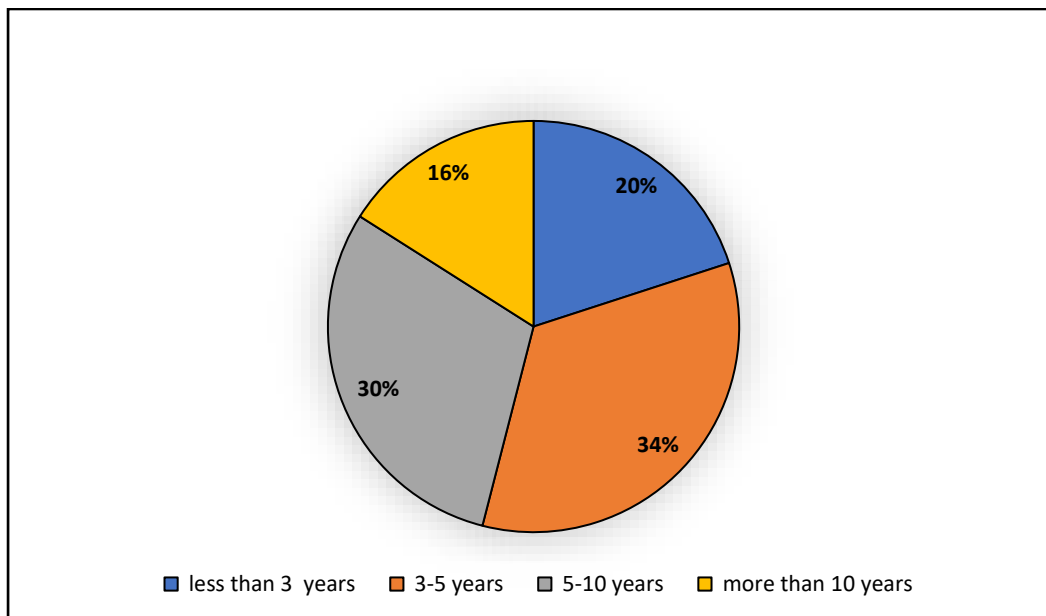
## 4.6 EXPERIENCE ASSESSMENT

**TABLE NO. 4.6.1:**

<b>Experience Assessment</b>	<b>PERCENTAGE</b>
Less than 3 years	20%
3 - 5 years	34%
5- 10 years	30%
More than 10	16%

**Source: Primary**

**CHART NO.4.6.1:**



**Source: Primary**

**Fig no. 4.6.1 EXPERIENCE ASSESSMENT**

### **INTERPRETATION:**

The experience levels throughout different periods are shown in the pie chart. Twenty percent or so of the respondents have fewer than three years of experience, and 34 percent have been selected for 3-5 years. 30 percent of respondents fall into the sector with 5–10 years of experience, while 16 percent have more than 10 years.

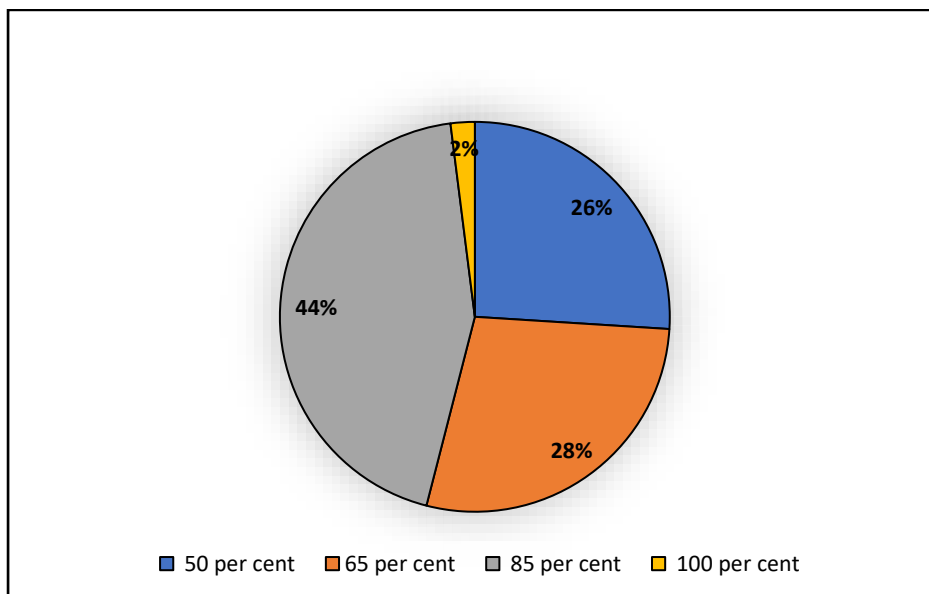
## 4.7 CURRENT LEVEL OF SATISFACTION

**TABLE NO. 4.1.7:**

<b>Current Level of Job Satisfaction</b>	<b>PERCENTAGE</b>
50%	26%
65%	28%
85%	44%
100%	2%

**Source: Primary**

**CHART NO.4.7.1:**



**Source: Primary**

**Fig no. 4.7.1 CURRENT LEVEL OF SATISFACTION**

### **INTERPRETATION:**

The results of a survey with 50 replies on work satisfaction are shown in the pie chart that is being displayed. High Satisfaction (85 percent level): This is the biggest category, accounting for 44 percent of responses. Low Satisfaction (50 percent level): This category is shown in the chart and represents 26 percent of respondents. Moderate Satisfaction (65 percent level): This portion is also shown, accounting for 28 percent of replies. Complete contentment (100 percent level): This category, which only accounts for 2 percent of replies, signifies total satisfaction.

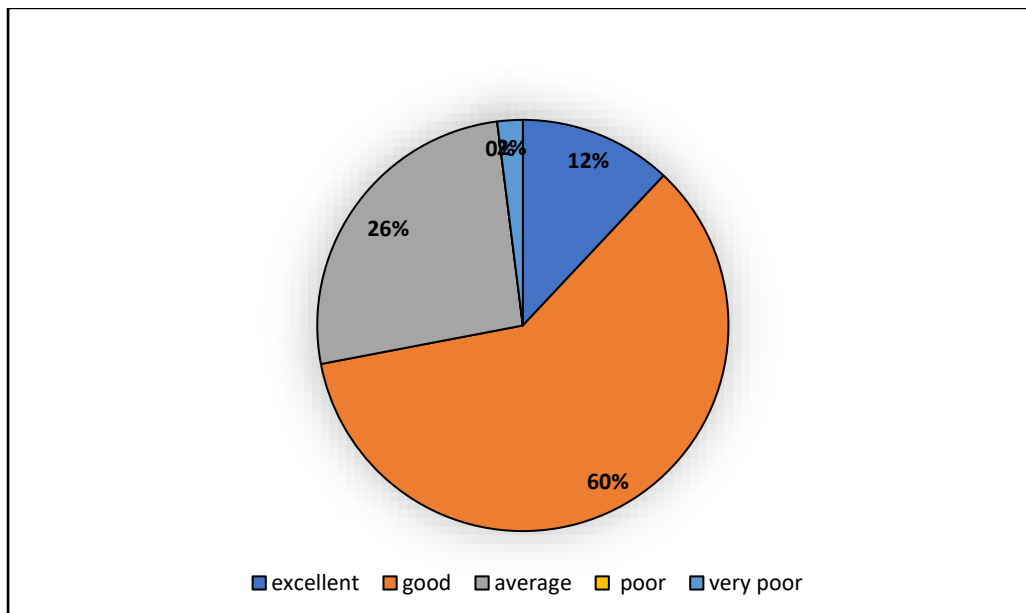
#### 4.8 WORK ENVIRONMENT AND CULTURE OF A COMPANY

TABLE NO. 4.8.1:

work environment and culture of a company	PERCENTAGE
Excellent	12%
Good	60%
Average	26%
Poor	0%
Very poor	2%

Source: Primary

CHART NO.4.8.1:



Source: Primary

Fig no. 4.8.1 WORK ENVIRONMENT AND CULTURE OF A COMPANY

#### INTERPRETATION:

A pie chart illustrating replies to the query, "How would you rate the work environment and culture in your organization?" may be seen in the above graphic. The work environment and culture were deemed excellent by 12 percent of the respondents. 60 percent of people thought it was good. Of those surveyed, 26 percent thought it was average. 2 percent of respondents chose "poor."

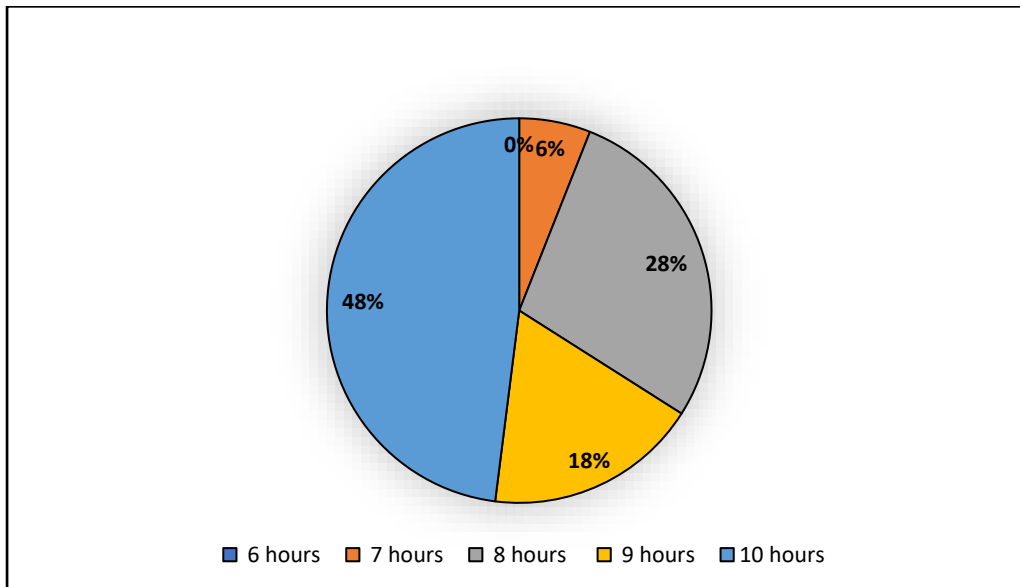
#### 4.9 WORK HOURS INQUIRY OF THE COMPANY

TABLE NO. 4.9.1:

Work Hours	PERCENTAGE
6 Hours	0%
7 Hours	6%
8 Hours	28%
9 Hours	18%
10 Hours	48%

Source: Primary

CHART NO. 4.9.1:



Source: Primary

Fig no.4.9.1 WORK HOURS INQUIRY OF THE COMPANY

#### INTERPRETATION:

The distribution of working hours among a group of people is depicted in the pie chart. 6 hours are displayed with 0 percent, meaning that no one reported working during this time. 7 hours represented 6 percent of working hours, 8 hours made up 28 percent, 9 hours made up 18 percent, and 10 hours made up 48 percent of working hours.



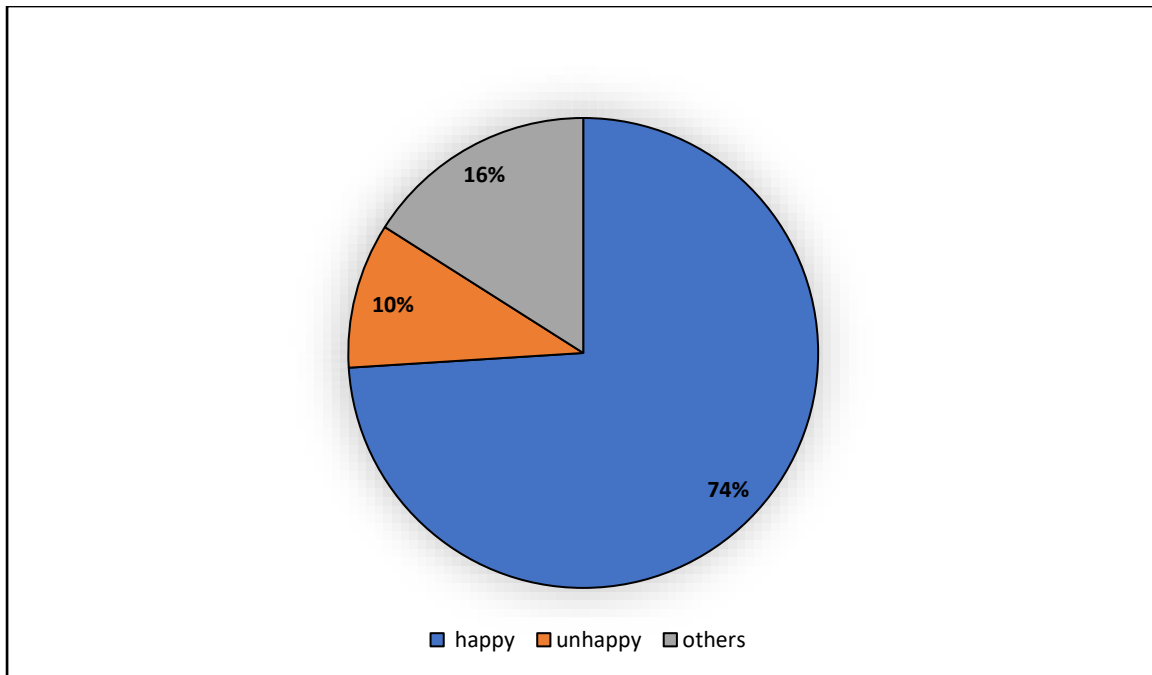
#### 4.10 MORNING ARRIVAL MOOD ASSESSMENT AT THE WORKPLACE

TABLE NO. 4.10.1:

Morning Arrival Mood Assessment at the Workplace	PERCENTAGE
Happy	74%
Unhappy	10%
Others	16%

Source: Primary

CHART NO. 4.10.1:



Source: Primary

Fig no.4.10.1 MORNING ARRIVAL MOOD ASSESSMENT AT THE WORKPLACE

#### INTERPRETATION:

According to the pie chart, 74 percent of respondents stated they were happy, 10 percent stated they were upset, and 16 percent stated they were chosen for other reasons. Most respondents express satisfaction.

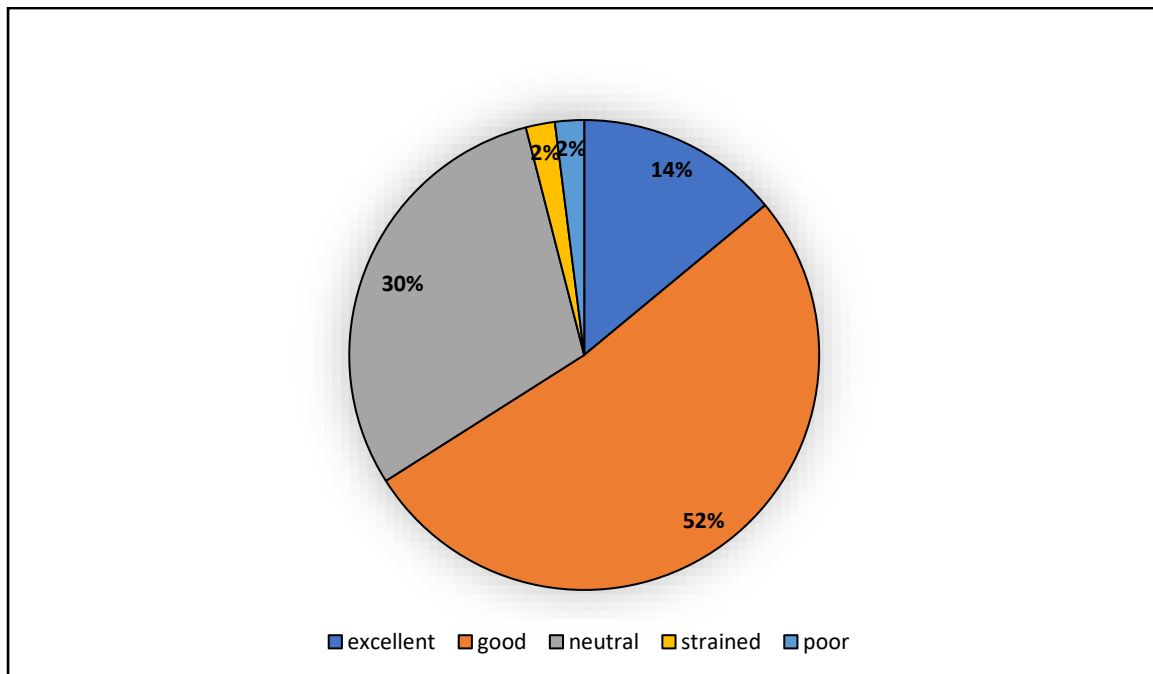
#### 4.11 MANAGER BONDS

TABLE NO. 4.11.1:

Manager Bonds	PERCENTAGE
Excellent	14%
Good	52%
Neutral	30%
Strained	2%
Poor	2%

Source: Primary

CHART NO.4.11.1:



Source: Primary

Fig no.4.11.1 MANAGER BONDS

#### INTERPRETATION:

The data above shows that 1 percent of respondents picked Poor, 1 percent selected Strained, 52 percent selected Good, 30 percent selected Neutral, and 14 percent selected Excellent. Most of the participants chose "good."

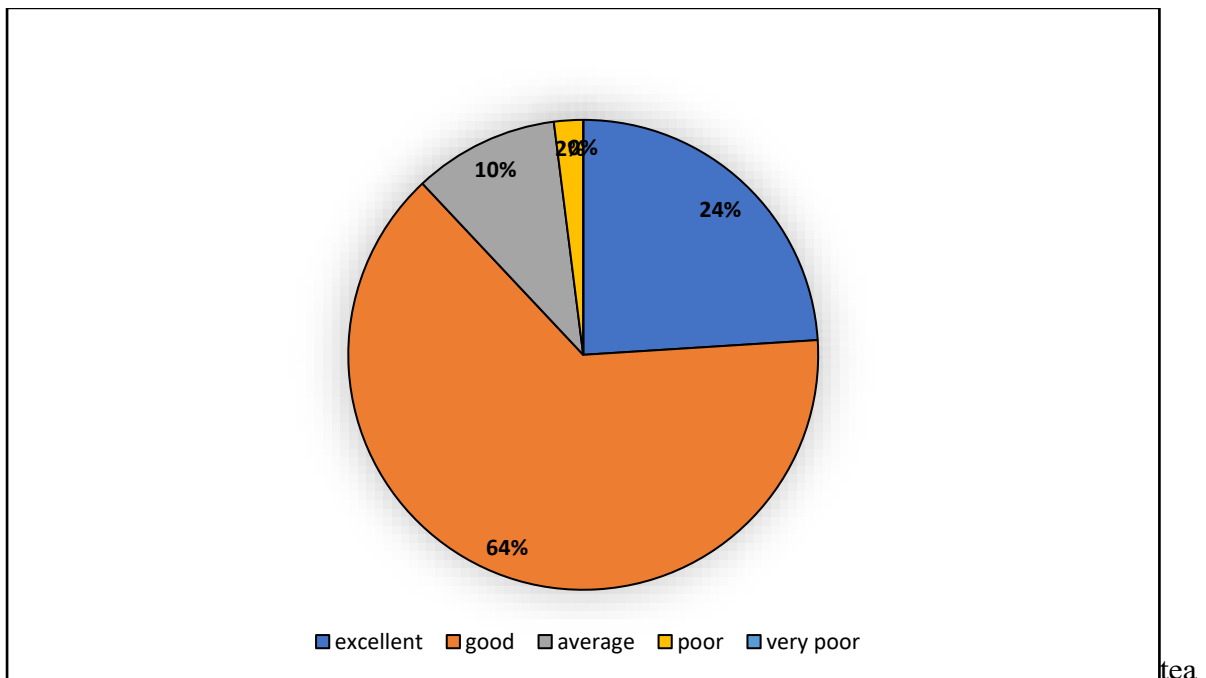
## 4.12 THE RELATIONSHIP BETWEEN TEAMS

TABLE NO. 4.12.1:

The relationship between teams	PERCENTAGE
Excellent	24%
Good	64%
Average	10%
Poor	2%
Very poor	0

Source: Primary

CHART NO.4.12.1:



Source: Primary

Fig no.4.12.1 THE RELATIONSHIP BETWEEN TEAMS

### INTERPRETATION:

The pie chart indicates that 64 percent of respondents thought their connection with coworkers and team members was good, 24 percent thought it was excellent, 10 percent thought it was average, and 1 percent thought it was terrible.

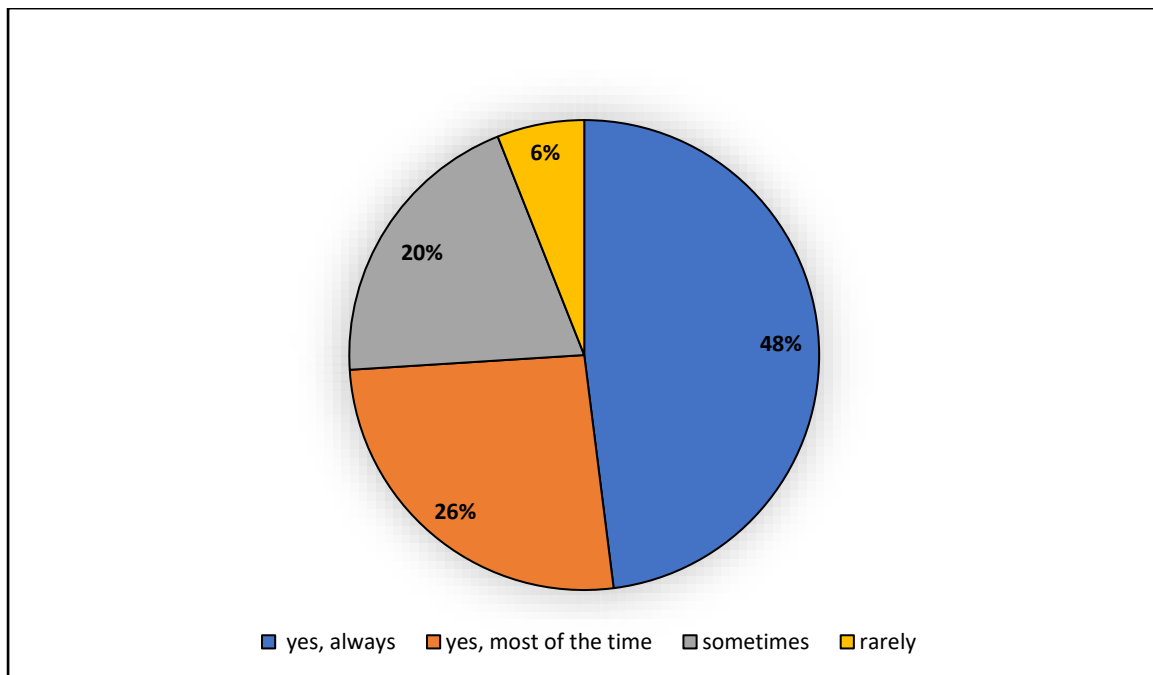
#### 4.13 OPINION SURVEY EVALUATION

TABLE NO. 4.13.1:

Opinion Survey Evaluation	PERCENTAGE
Yes, always	48%
Yes, most of the time	26%
sometimes	20%
rarely	6%

Source: Primary

CHART NO.4.13.1:



Source: Primary

Fig no.4.13.1 OPINION SURVEY EVALUATION

#### INTERPRETATION:

Pie charts show how much the firm values the thoughts and views of its employees. 48 percent of respondents said "yes, always," and 26 percent of participants selected yes, for the most part. Indeed, in the majority of cases, 6 percent of respondents indicated they did so rarely, and 20 percent claimed they did it sometimes. The survey had 50 responses, and most respondents believed the responses were valuable. There is still room for improvement to ensure that all points of view are acknowledged and included within the company's culture.

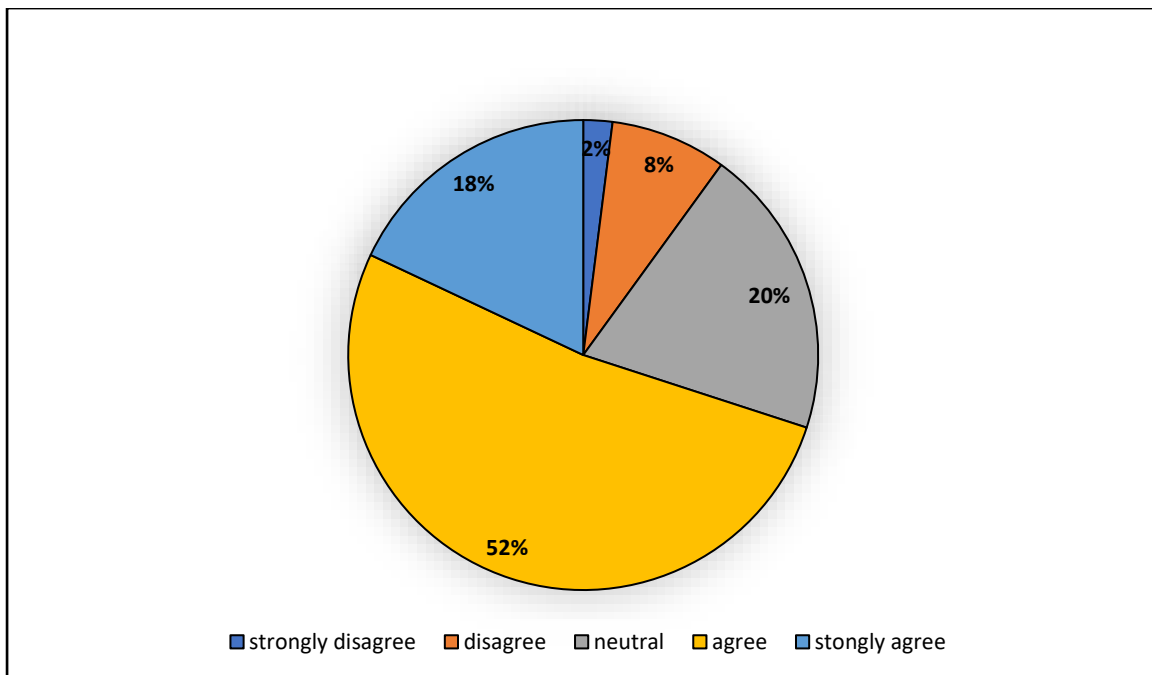
#### 4.14 SATISFACTION WITH SALARY

TABLE NO. 4.14.1:

Satisfaction with Salary	PERCENTAGE
Strongly disagree	2%
Disagree	8%
Neutral	20%
Agree	52%
Strongly agree	18%

Source: Primary

CHART NO.4.14.1:



Source: Primary

Fig no.4.14.1 SATISFACTION WITH SALARY

#### INTERPRETATION:

In the above image, 50 respondents' replies to questions about their level of satisfaction with their wages are displayed as a pie chart. Of those surveyed, 52 percent said they agreed, 18 percent said they strongly agreed, 20 percent said they were indifferent, 8 percent said they disagreed, and 2 percent said they strongly disagreed. The majority of respondents either agree or strongly agree with their salary, with a smaller minority indicating neutrality or dissatisfaction.

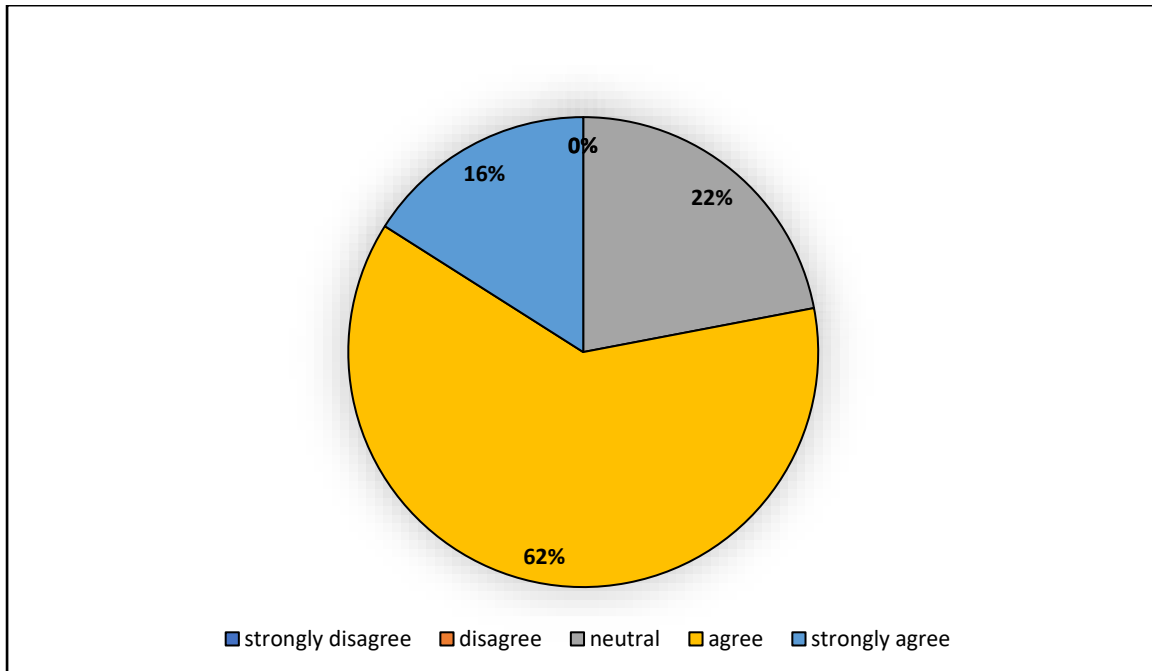
#### 4.15 BENEFITS TO THE COMPANY

TABLE NO. 4.15.1:

Benefits to the Company	PERCENTAGE
Strongly disagree	0%
Disagree	0%
Neutral	22%
Agree	62%
Strongly agree	16%

Source: Primary

CHART NO.4.15.1:



Source: Primary

**Fig no.4.15.1 BENEFITS TO THE COMPANY**

#### INTERPRETATION:

The pie chart displays survey data on employees' satisfaction with company benefits. Disagreeing respondents have not left any comments; 22 percent expressed a neutral opinion. 62 percent of respondents agreed, and 16 percent strongly agreed, with the advantages provided by the company. The majority of respondents seem satisfied with the benefits that the company provides.

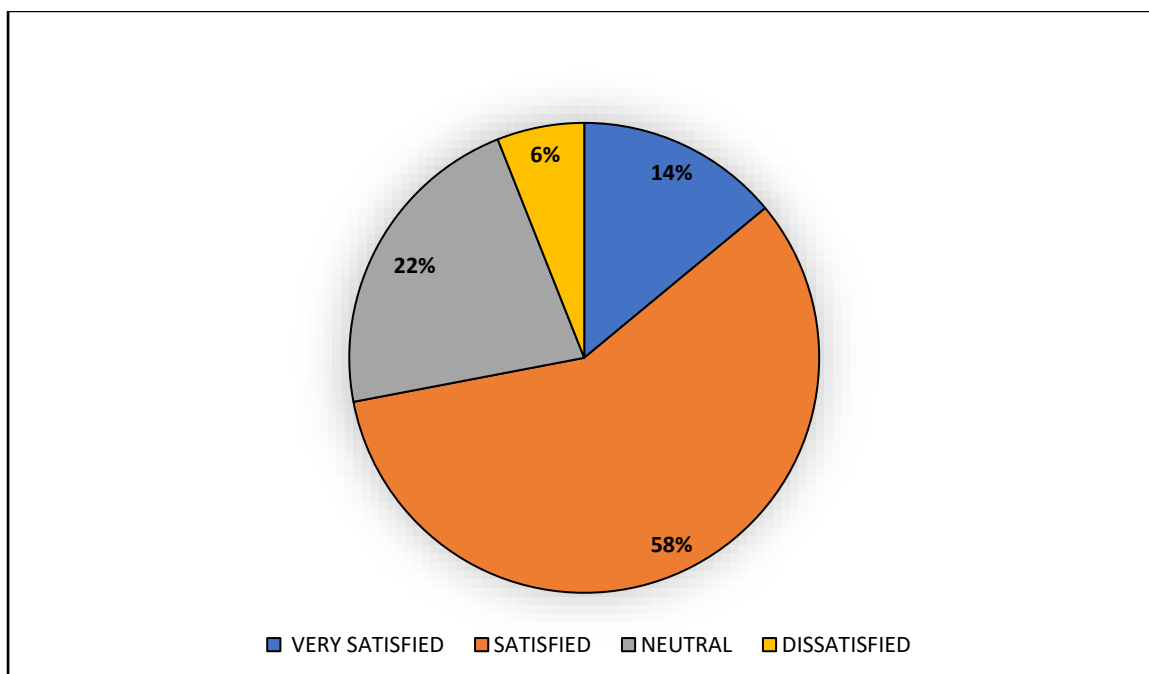
#### 4.16 RULES AND REGULATIONS SATISFACTION

TABLE NO. 4.16.1:

Rules and regulations Satisfaction	PERCENTAGE
Very satisfied	14%
satisfied	58%
Neutral	22%
Dissatisfied	6%
Very dissatisfied	0%

Source: Primary

CHART NO.4.16.1:



Source: Primary

Fig no.4.16.1 RULES AND REGULATIONS SATISFACTION

#### INTERPRETATION:

The responses to a survey regarding a person's degree of satisfaction with the policies and processes of an organization are shown in a pie chart. 58 percent of those surveyed said they were satisfied. 22 percent of respondents are indifferent, and 6 percent are unsatisfied. Just 14 percent expressed extreme satisfaction. Just 6 percent of respondents are unhappy with the company's rules and processes, while the majority of respondents are happy with them.

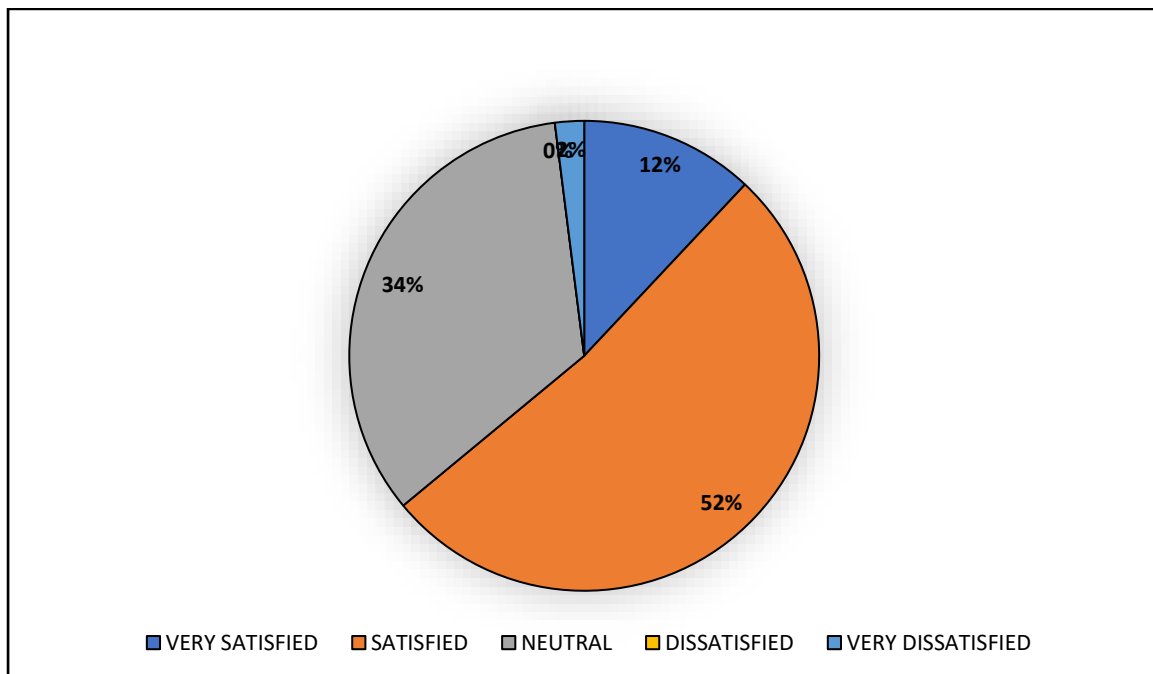
#### 4.17 ASSISTANCE IN PROFESSIONAL DEVELOPMENT

TABLE NO. 4.17.1:

assistance in professional development	PERCENTAGE
Very satisfied	12%
satisfied	52%
Neutral	34%
Dissatisfied	0%
Very dissatisfied	2%

Source: Primary

CHART NO.4.17.1:



Source: Primary

Fig no.4.17.1 ASSISTANCE IN PROFESSIONAL DEVELOPMENT

#### INTERPRETATION:

The pie chart displays the satisfaction levels of 50 respondents with the company's support for professional growth. Extremely satisfied respondents make up 13 percent of the sample, satisfied respondents make up 52 percent, neutral respondents make up 34 percent, unhappy respondents make up 0 percent, and extremely dissatisfied respondents make up 2 percent. The majority of respondents indicate satisfaction, with a smaller minority expressing disinterest. No one seems to have expressed their dissatisfaction.



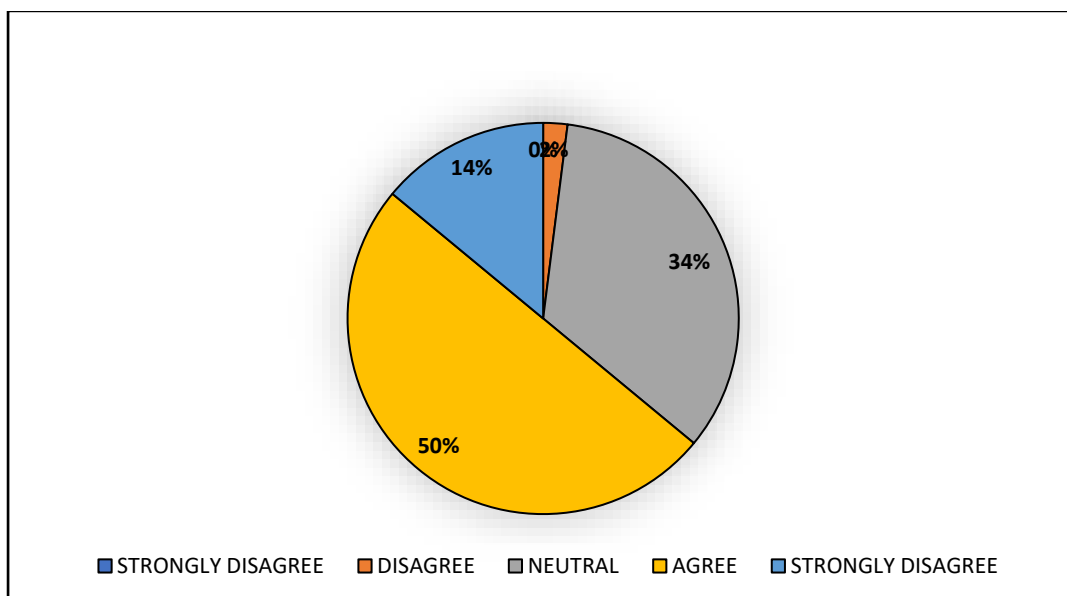
#### 4.18 PROMOTION AND SATISFACTION WITH CAREER DEVELOPMENT

TABLE NO. 4.18.1:

Promotion and Satisfaction with Career Development	PERCENTAGE
Strongly disagree	0%
Disagree	2%
Neutral	34%
Agree	50%
Strongly agree	14%

Source: Primary

CHART NO.4.18.1:



Source: Primary

**Fig no.4.18.1 PROMOTION AND SATISFACTION WITH CAREER DEVELOPMENT**

#### INTERPRETATION:

The pie chart displays the responses to the question, "I am satisfied with the company's opportunities for promotions and career development." Significantly, 50 percent of the respondents agree that there are enough prospects for professional development and advancement inside the company. 34 percent of people fall into the indifferent group, neither strongly agreeing nor disagreeing. Only 2 percent of those surveyed thought the statement was incorrect. The company's professional growth prospects are seen favorably by the majority of respondents.

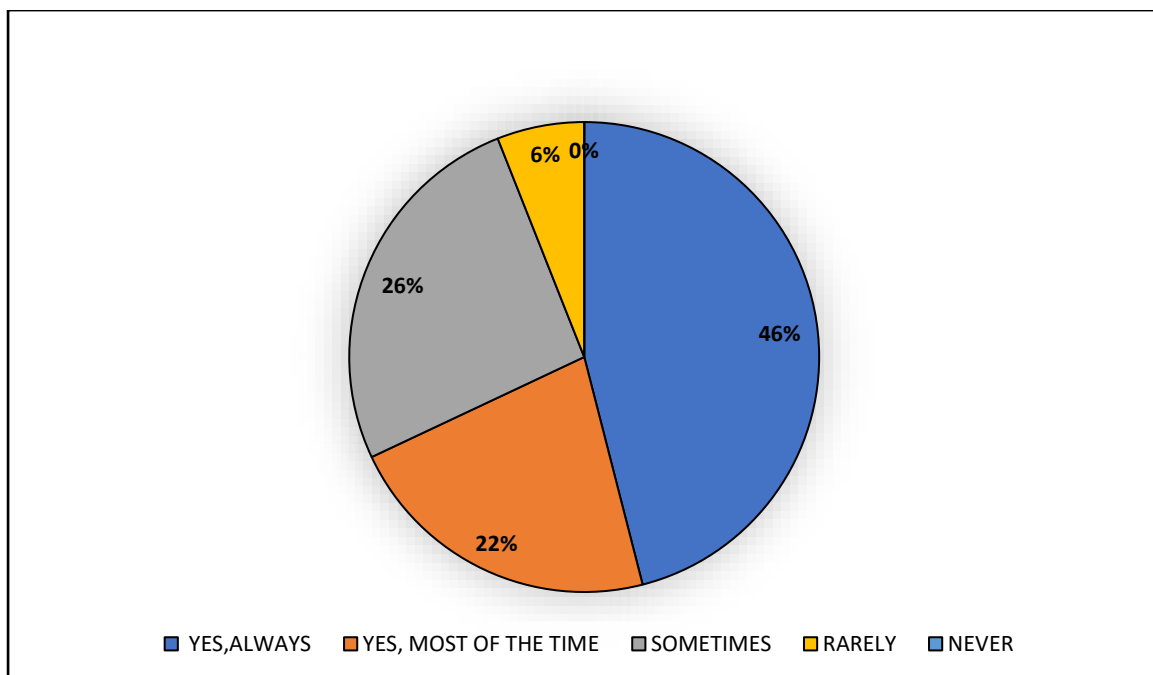
## 4.19 WORKPLACE WELL-BEING

TABLE NO. 4.19.1:

Workplace Well-Being	PERCENTAGE
Yes, always	46%
Yes, most of the time	22%
sometimes	26%
rarely	6%
never	0%

Source: Primary

CHART NO.4.19.1:



Source: Primary

Fig no.4.19.1 WORKPLACE WELL-BEING

### INTERPRETATION:

The pie chart shows the responses to the question, "Do you feel that your organization provides a healthy work environment?" 46 percent of the respondents said their employer regularly offers a healthy work environment. Around 26 percent of respondents said they sometimes work in a healthy environment, and 26 percent said their workplace is generally healthy. Just six percent of participants said they rarely work in a favorable environment at their job. Most people tend to think highly of the workplace culture at their organization.

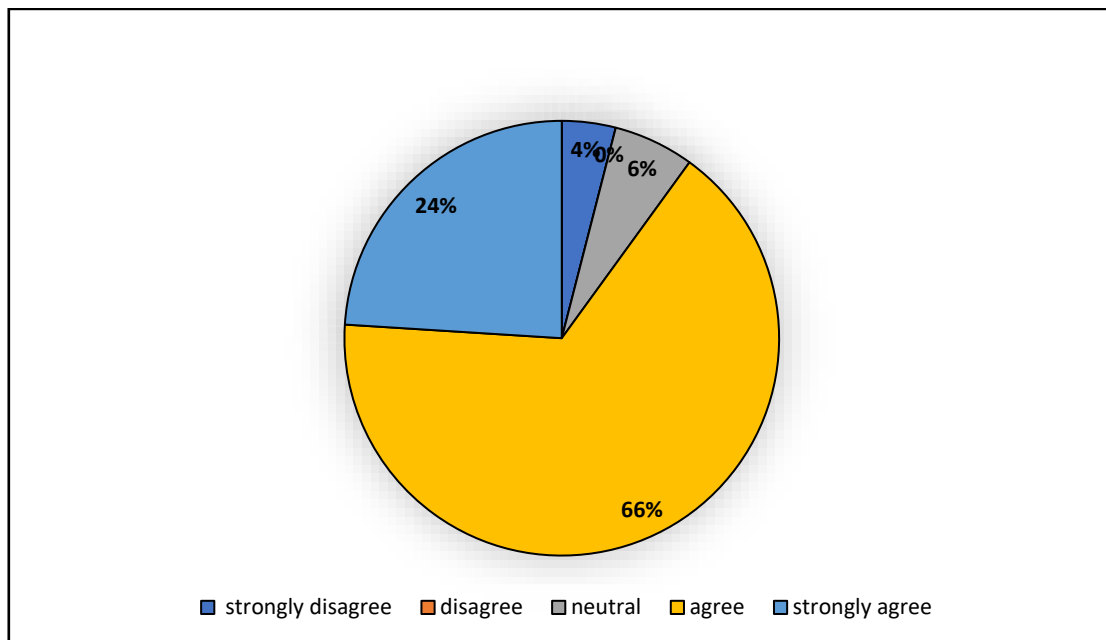
## 4.20 WORK RESOURCE SATISFACTION

**TABLE NO. 4.20.1:**

Work Resource Satisfaction	PERCENTAGE
Strongly disagree	4%
Disagree	0%
Neutral	6%
Agree	66%
Strongly agree	24%

**Source: Primary**

**CHART NO.4.20.1:**



**Source: Primary**

**Fig no.4.20.1 WORK RESOURCE SATISFACTION**

### INTERPRETATION:

66 percent of respondents agreed that the organization needed goods, resources, and technology, as shown in the pie chart. Of the participants, 24 percent strongly agreed that the organization provides the necessary technology, resources, and materials. 6 percent or so of the participants were undecided. Just 4 percent of those surveyed strongly disagreed. The majority of respondents seem to agree that their employer provides them with the tools and supplies needed to do their tasks.

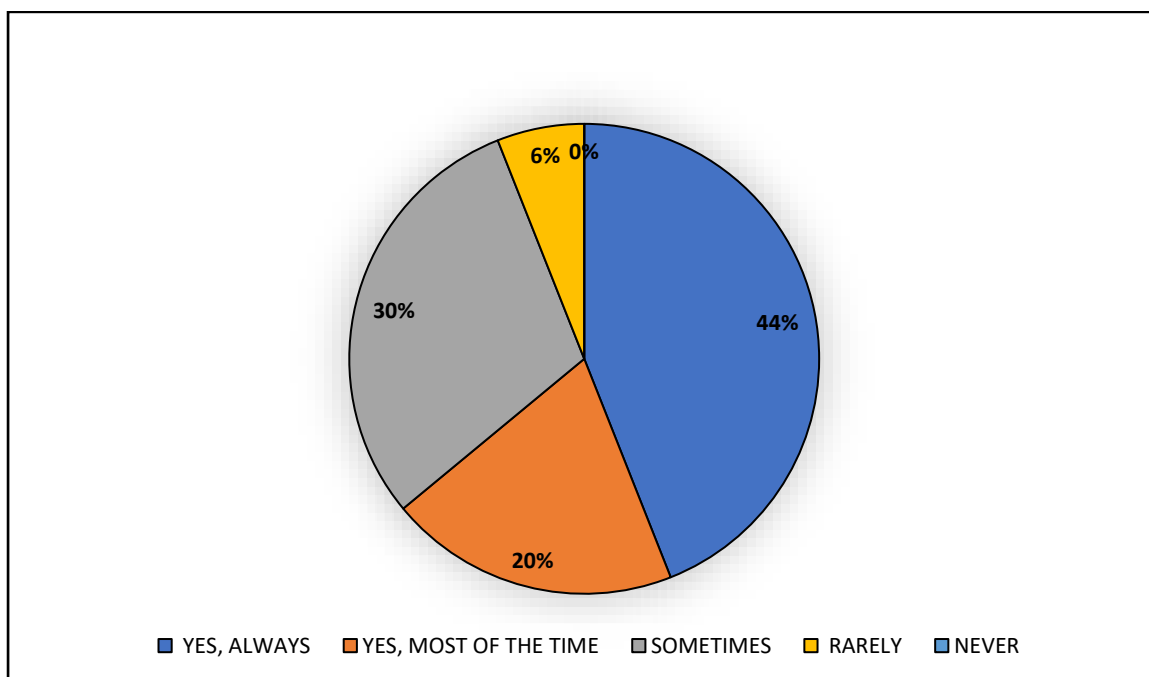
#### 4.21 SATISFACTION WITH SKILL UTILIZATION

TABLE NO. 4.21.1:

Satisfaction with Skill Utilization	PERCENTAGE
Yes, always	44%
Yes, most of the time	20%
sometimes	30%
rarely	6%
never	0%

Source: Primary

CHART NO.4.21.1:



Source: Primary

Fig no.4.21.1 SATISFACTION WITH SKILL UTILIZATION

#### INTERPRETATION:

The pie chart displays the respondents' opinions on how well their skills and talents were applied in their present role. Of those who responded, 44 percent said "yes, always." Most of the time, 30 percent of the respondents are selected. 6 percent of respondents are rarely picked, and 20 percent are chosen occasionally. The graph indicates that a significant majority of respondents feel their abilities are being used effectively, even though some are not completely pleased.

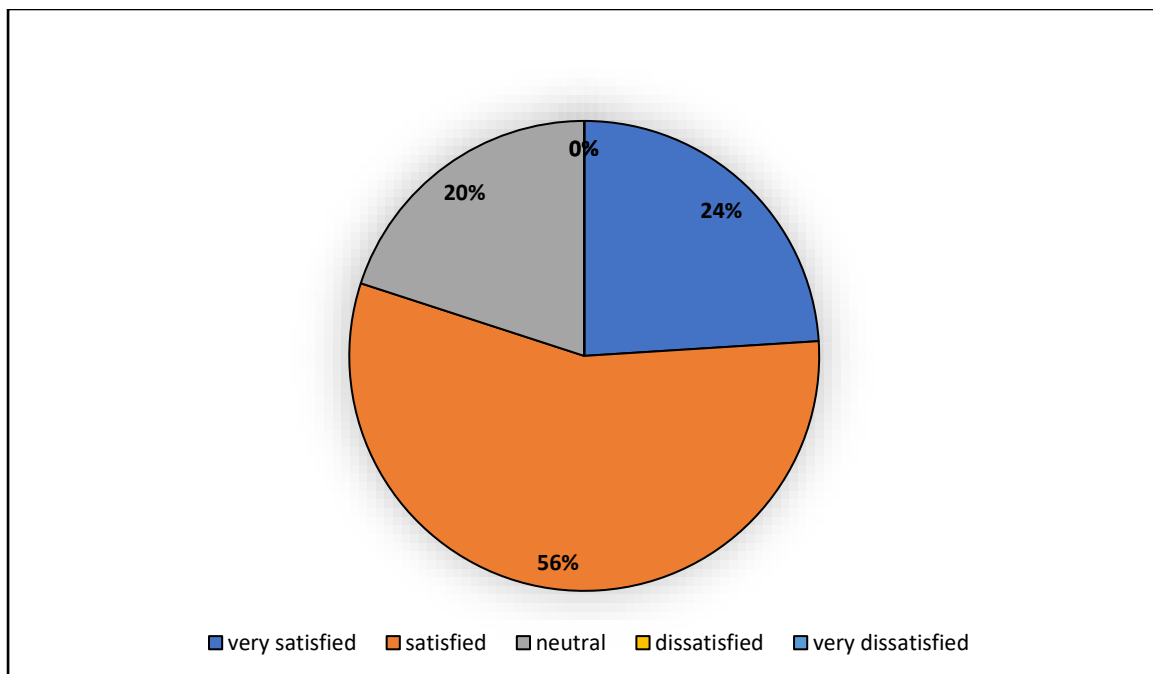
#### 4.22 TRAINING FOR PERFORMANCE AND SATISFACTION

TABLE NO. 4.22.1:

Training for Performance and Satisfaction	PERCENTAGE
Very satisfied	24%
satisfied	56%
Neutral	20%
Dissatisfied	0%
Very dissatisfied	0%

Source: Primary

CHART NO.4.22.1:



Source: Primary

Fig no.4.22.1 TRAINING FOR PERFORMANCE AND SATISFACTION

#### INTERPRETATION:

Survey participants' satisfaction levels with the training provided by their employer are displayed in Fig. 4.1.23. Of the responses, 20 percent may be indifferent, 20 percent are highly happy, and 56 percent are satisfied with the training that their company delivers.

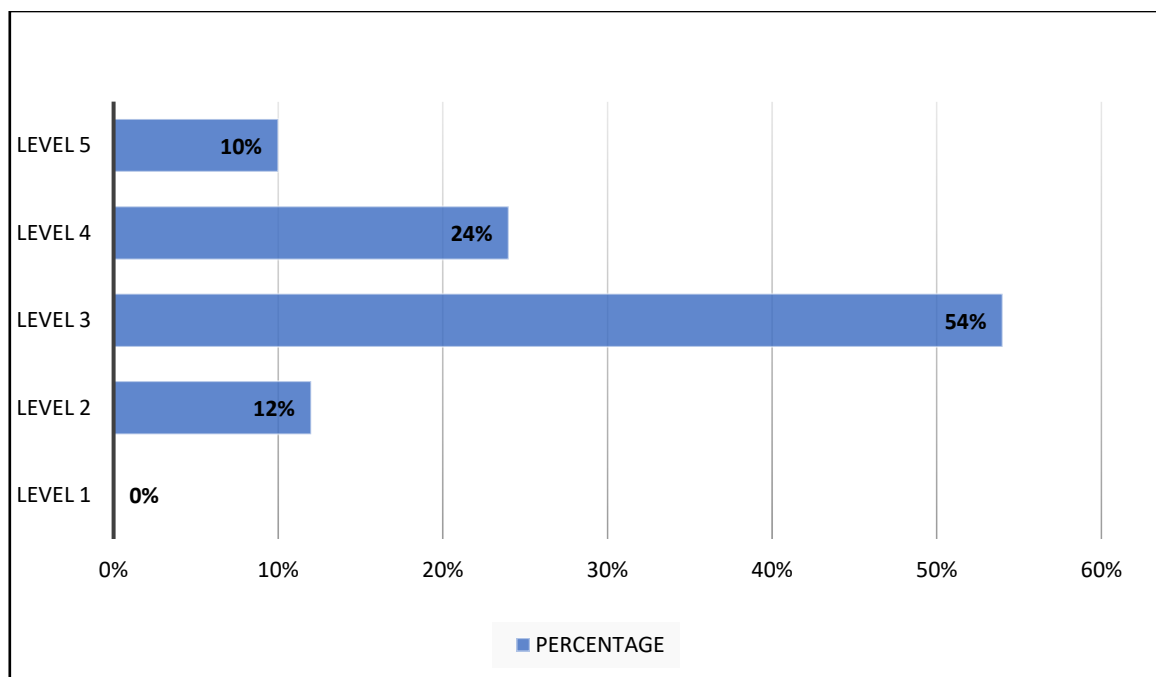
#### 4.23 STRESSFUL WORKDAYS

TABLE NO. 4.23.1:

Stressful Workdays	PERCENTAGE
Level 1	0%
Level 2	12%
Level 3	54%
Level 4	24%
Level 5	10%

Source: Primary

CHART NO.4.23.1:



Source: Primary

Fig no.4.23.1 STRESSFUL WORKDAYS

#### INTERPRETATION:

The bar graph depicting the answers to the survey question "What is your stress level on a typical workday?" is displayed in the above graphic. Degree 1: This degree of stress was not reported by any responders. Level 2: This stress level was expressed by six respondents (12 percent). Level 3: This stress level was indicated by 54 percent of respondents, the majority. Level 4: Of the responders, twelve (24 percent) reported feeling stressed to this degree. Level 5: The highest level of stress was experienced by five respondents (10 percent).

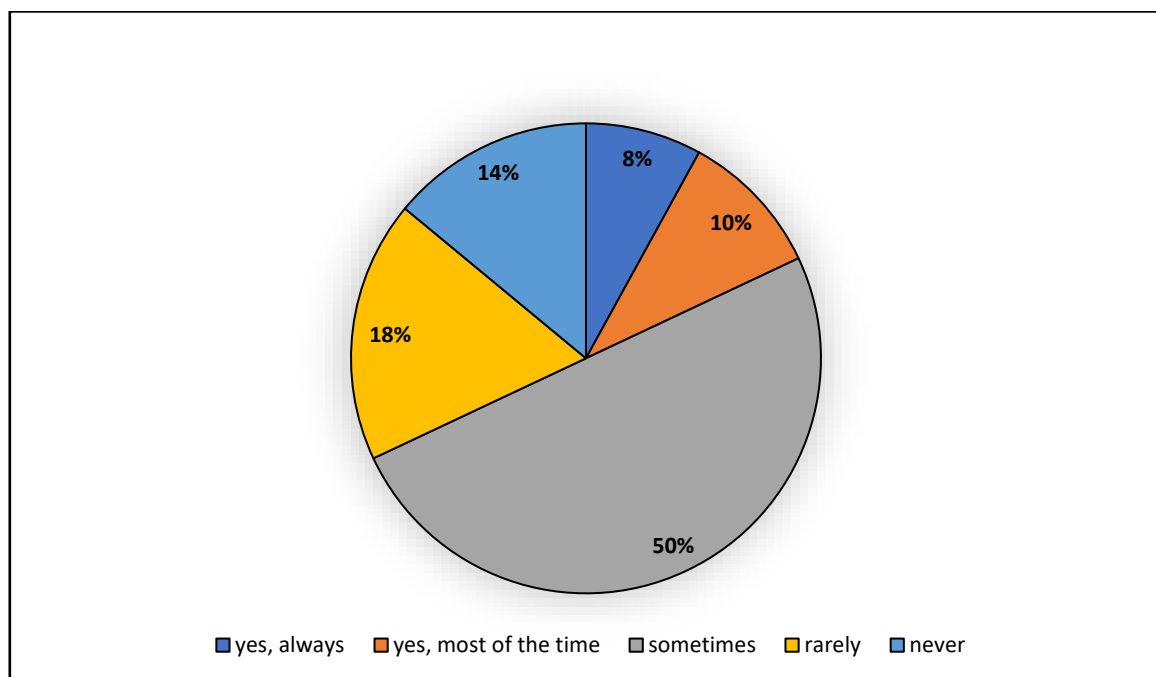
#### 4.24 NIGHT AND WEEKEND LABOR

TABLE NO. 4.24.1:

Night and weekend labor	PERCENTAGE
Yes, always	8%
Yes, most of the time	10%
sometimes	50%
rarely	18%
never	14%

Source: Primary

CHART NO.4.24.1:



Source: Primary

Fig no.4.24.1 NIGHT AND WEEKEND LABOR

#### INTERPRETATION:

The pie chart displays the responses to the question, "Do you have to work at night and on the weekends to get your job done?" This answer constitutes the majority when all responses are taken into account at 50 percent. 10 percent of participants identify as sometimes. Of those surveyed, 14 percent claimed they never had to work on the weekends or at night, while 18 percent claimed they very infrequently had to work during off-peak hours. Just 8 percent, or a very small portion, chose not to reply.

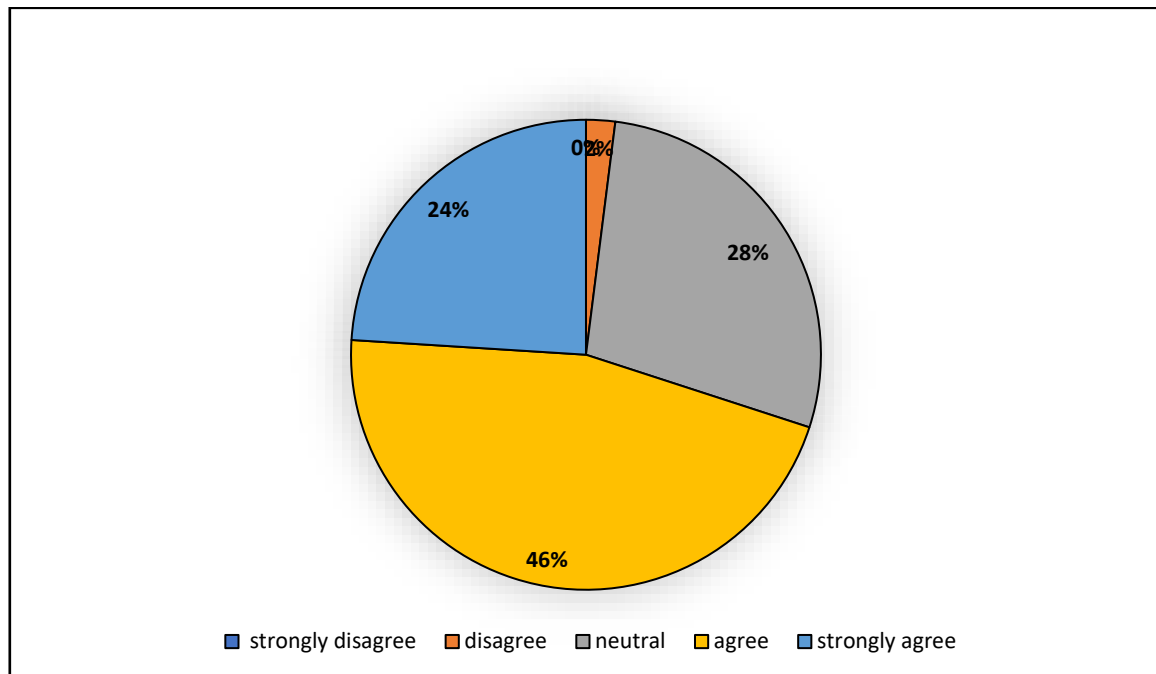
#### 4.25 SATISFACTION WITH PTOs

TABLE NO. 4.25.1:

Satisfaction with PTOs	PERCENTAGE
Strongly Disagree	0%
Disagree	2%
Neutral	28%
Agree	46%
Strongly Agree	24%

Source: Primary

CHART NO.4.25.1:



Source: primary

Fig no.4.25.1 SATISFACTION WITH PTOs

#### INTERPRETATION:

As shown in the figure, A pie chart displays the company-provided PTO opinions. Here are the replies from the participants: Of those surveyed, 46 percent agreed, 24 percent strongly agreed, and 28 percent said they had no opinion. A mere 2 percent were not in favor. The majority of respondents are happy with the PTO that the company offers.



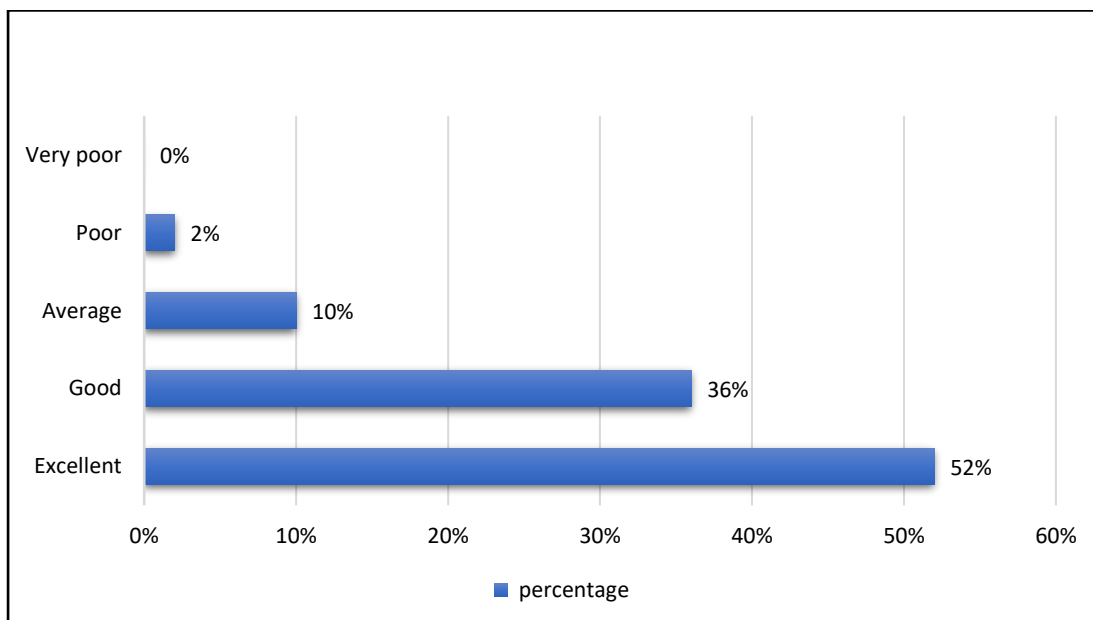
## 4.26 ASSESSMENT OF WORKPLACE SAFETY MEASURES AND PROTOCOLS

TABLE NO. 4.26.1:

Assessment of Workplace Safety Measures and Protocols	Percentage
Excellent	52%
Good	36%
Average	10%
Poor	2%
Very poor	0%

Source: Primary

CHART NO.4.26.1:



Source: Primary

Fig no.4.26.1 ASSESSMENT OF WORKPLACE SAFETY MEASURES AND PROTOCOLS

### INTERPRETATION:

The survey findings, which evaluated workplace safety procedures and measures, are displayed in a bar graph. None of the respondents thought the measurements were "very poor." Merely 2 percent of participants deemed the metric to be "poor," 10 percent considered it to be "average," 36 percent considered it to be "good," and 52 percent deemed it to be "excellent." Notably, the highest rating attainable, "excellent," is given to 52 percent of responses.

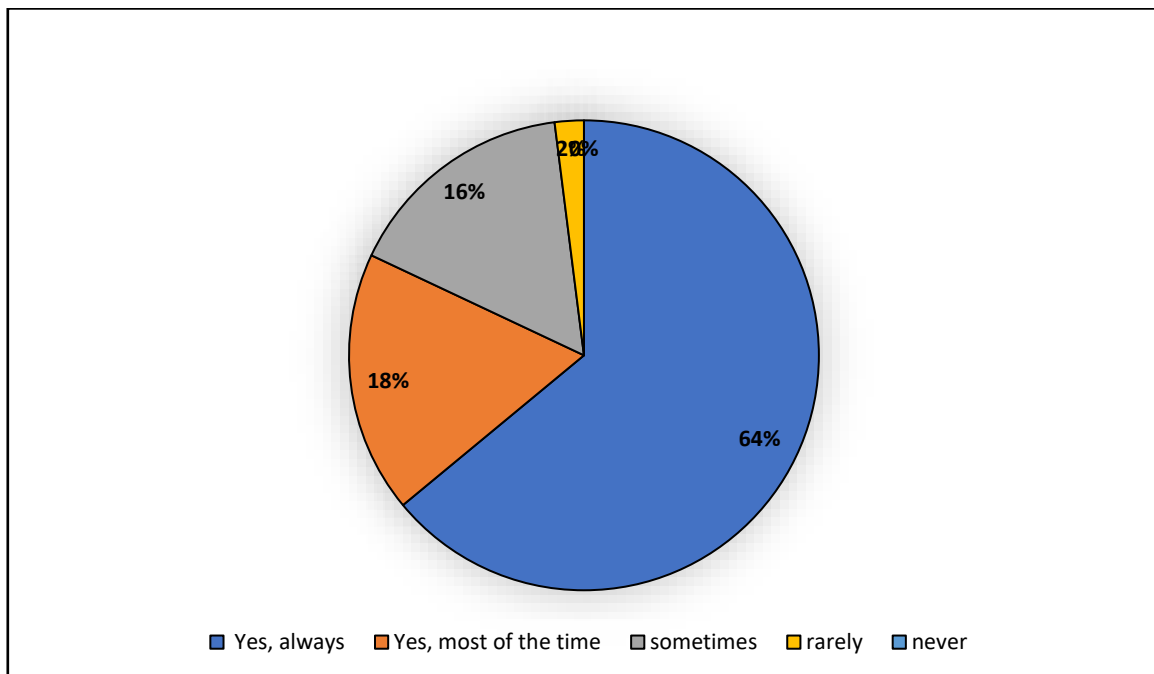
#### 4.27 WORK'S ROLE IN ORGANIZATIONAL SUCCESS

TABLE NO. 4.27.1:

Work's Role in Organizational Success	PERCENTAGE
Yes, always	64%
Yes, most of the time	18%
sometimes	16%
rarely	2%
never	0

Source: Primary

CHART NO.4.27.1:



Source: Primary

Fig no.4.27.1 WORK'S ROLE IN ORGANIZATIONAL SUCCESS

#### INTERPRETATION:

Answers to the question "Do you feel that your work contributes to the success of the organization?" are shown in the pie chart that is supplied. Of the participants, 64 percent said "Yes, always," and 18 percent said "Yes, most of the time." 2 percent of respondents chose "rare," while 16 percent of replies fell into the "sometimes" group, which is shown in gray.

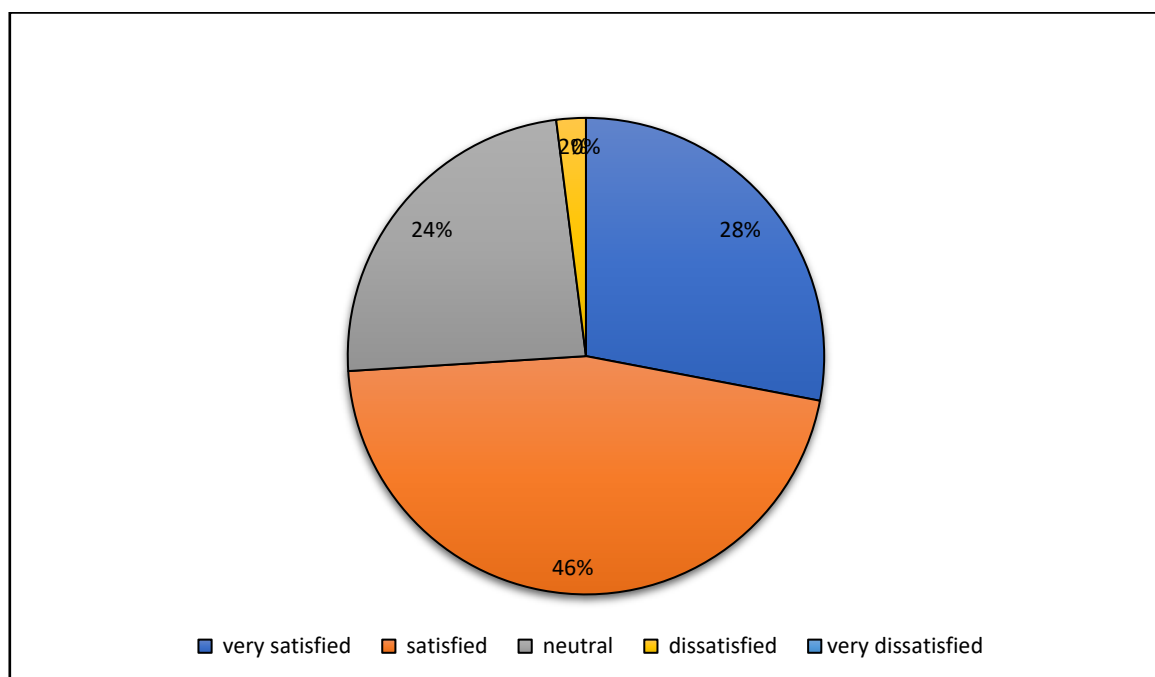
#### 4.28 SATISFIED WITH CURRENT JOB WORKING CONDITIONS

TABLE NO. 4.28.1:

Satisfied with Current Job Working Conditions	PERCENTAGE
Very satisfied	28%
satisfied	46%
Neutral	24%
Dissatisfied	2%
Very dissatisfied	0%

Source: Primary

CHART NO.4.:



Source: Primary

**Fig no.4.28.1 SATISFIED WITH CURRENT JOB WORKING CONDITIONS**

#### INTERPRETATION:

The answers to the question, "How satisfied are you with the overall working conditions in your current job?" are shown in the pie chart. The blue area of the figure denotes "Very Satisfied," which accounts for 28 percent of the replies, while the orange section represents "Satisfied," which accounts for 46 percent of the comments. The "neutral" category, which accounts for 24 percent of the replies, is represented by the yellow section. In addition, "dissatisfied," which represents 2 percent of comments, is represented by the green area. Notably, there are zero replies in the "Very Dissatisfied" category.

## **CHAPTER-5**

### **FINDINGS, SUGGESTIONS AND CONCLUSION**

## 5.1 Findings

- 64 percent of the sample are married. However, 36 percent of the total population under investigation is unmarried.
- Of the individuals in the sample, 34 percent possess a diploma, which is the second-largest number after 36 percent of those with a degree. 16 percent of the respondents have a master's degree. In addition, two people out of every eight (SSLC + two) hold a certification, while the remaining six percent fall into the category of "others."
- 20 percent of the organization's members are officers, while the other sixty-two percent are workers. Supervisors make up 14 percent of the group, and managers make up four percent. "Others" was not used to describe any of the replies.
- The largest percentage of the sample—34 percent—had three to five years of experience. Twenty percent have worked for fewer than three years, and thirty percent have worked for five to 10 years in quick succession. Lastly, 16 percent of respondents indicated they have been employed by a corporation for over 10 years.
- Of those surveyed, 44 percent reported that 85 percent were content. In addition, 28 percent and 26 percent of respondents said they were 65 percent and 50 percent satisfied, respectively. Just 2 percent of respondents said they were completely satisfied and rated their job satisfaction at 100 percent.
- Of those surveyed, 60 percent said it was good, and 26 percent said it was mediocre. In addition, 12 percent of respondents said it was adequate, while 2 percent said it was awful. Interestingly, not a single respondent expressed dissatisfaction with their careers.
- Of all employees, 48 percent work ten hours a day; no one works fewer than six. When it comes to working hours, people seem to have different tastes; out of the options offered, 10 hours is the most often chosen.
- The majority of individuals are happy to be at work; a lesser minority have a bad attitude. The term "others" describes feelings that are hard to classify as joyful or depressing.
- The majority of individuals think favorably of managers' bonds, even though many have negative views about them. A smaller number of links receive high, tense, or low ratings, suggesting a variety of dynamics in the relationships between managers and their staff.

- Most team interactions are considered excellent, while a smaller portion are thought to be mediocre or below average. Surprisingly, considering the information given, nobody gave team dynamics a very low rating.
- Opinions are valued 48 percent of the time and are disregarded only 6 percent of the time.
- A smaller minority (8 percent) expressed dissatisfaction or strong disagreement with their salary, compared to the majority (52 percent) who approved or strongly agreed (18 percent). Furthermore, twenty percent of respondents are not sure how satisfied they are with their financial situation.
- Sixty-two percent of respondents agreed or strongly agreed with the firm's benefits. Regarding corporate incentives, 22 percent of respondents were unclear, but none of them disagreed.
- 
- The majority of respondents stated that they were either very happy (14 percent) or at ease (58 percent) with the rules and regulations in place. According to the research, only 22 percent of respondents are unhappy, and even fewer, just 6 percent, are dissatisfied. Nobody is unhappy on Earth.
- The majority of respondents expressed either tremendous enthusiasm (12 percent) or joy (52 percent), indicating that they are happy with the help they received for their professional advancement. According to the survey, 34 percent of individuals are not content, although zero percent truly show desperation or pessimism.
- Of the participants, 14 percent firmly agreed that there are chances for growth inside the organization. Fifty percent of the participants had this opinion. Just 2 percent of the respondents strongly disagree with or detest the options that have been presented, while 34 percent of them have no opinion at all.
- Of the participants, 68 percent claim to feel well most of the time or never. In addition, the study indicates that 26 percent of respondents say they do it regularly, compared to only 6 percent who say they do it occasionally. Not a single person who responded claimed to have ever used it.
- Of those polled, the majority (66 percent) think that the work tools provided are adequate, and 24 percent strongly agree. Reluctance to use the resources was indicated by only 6 percent of respondents, indicating that the majority of them felt sufficient.

- A significant percentage of the participants—64 percent—said they utilized their abilities frequently or regularly. Furthermore, the survey findings indicated that 30 percent of respondents said they had it occasionally, while just 6 percent said they experienced it infrequently. One person said they never felt like their abilities were being used.
- The majority of participants are happy (24 percent) or extremely satisfied (56 percent) with the performance training they received. None of the respondents expressed unhappiness with the performance training, even though a sizeable percentage (20 percent) are not completely pleased with it.
- The majority of respondents (54 percent) reported experiencing Level 3 stress, with Level 4 stress coming in a close second (24 percent). Merely 12 percent and 10 percent of respondents, respectively, reported having gone through Level 2 and Level 5 stress; not a single one had brought up Level 1.
- A smaller minority of respondents (18 percent) said they work seldom to never, compared to the majority (68 percent), who said they work occasionally at night or on weekends. Furthermore, just 8% of respondents stated they often worked on the weekends and in the evenings, while 10 percent indicated they occasionally did so.
- Only 24 percent of respondents disagree, with the majority (46 percent) thinking paid time off offers adequate advantages. Furthermore, a sizable portion of 28 percent indicates doubt, although a lesser portion (2 percent) actively opposes or abhors the advantages of paid time off.
- Most respondents (52 percent) and 36 percent think that workplace safety rules and procedures are outstanding. According to the findings, 10 percent of respondents think they are average, 2 percent think they are really poor, and zero percent think they are not at all.
- Of those polled, 82 percent said they routinely or notably improved the way the firm operated. Moreover, a minority (2 percent) stated they contributed rarely, while a smaller amount (16 percent) stated they gave occasionally. None of the participants said, based on the evidence at hand, that they had never helped the organization succeed.
- 28 percent of respondents expressed extreme joy, and 46 percent expressed satisfaction with their working conditions, meaning that most respondents are happy with their circumstances. The results revealed that a sizable minority (2 percent) expressed apathy,

even though none of the respondents had particularly unfavorable assessments of their working conditions.

## **5.2 Suggestions**

- Provide frequent channels for employees to express their views on issues related to job satisfaction and the workplace.
- Promote honest and open communication between staff and management to guarantee that problems are resolved as soon as they arise.
- To improve job satisfaction, empower employees more, and provide training, skill-building, and career-growth possibilities.
- Clearly outline chances for professional advancement to provide employees with the possibility to develop both personally and professionally while working for the company.
- Give your staff choices for working, including telecommuting or flexible scheduling, to help them achieve a better work-life balance.
- Encourage workers to use paid time off (PTO) and foster a work culture that values downtime and leisure. · Prioritize your work.
- Conduct regular safety audits and training sessions to lower risks and promptly address any safety-related concerns.
- Regular assessments are necessary to ensure that organizational policies and processes satisfy the needs and expectations of employees.
- Obtaining employee feedback on the current policies is essential. Fixing the current problems should address any shortcomings or growth potential.
- Promote an inclusive, courteous, and cooperative work atmosphere where all employees are treated with respect and decency.
- Arrange social events, team-building activities, and other initiatives that foster a sense of belonging and community among employees.



### **5.3 Conclusion**

Graduates make up the largest educational category (36 percent) of all. The bulk of the sample group, or 64 percent, are married. Of laborers, thirty-four percent, or sixty-two percent, have three to five years of experience. Officers account for around 20% of the labor force. Not every worker is made equal, even when a substantial number of participants (85 percent) express high levels of satisfaction; differences in satisfaction can be attributed to a range of workplace factors.

Most respondents say they look forward to going to work, and many workers put in ten hours a day, indicating that most of the time things at work run as planned. The majority of respondents who believe that team dynamics are excellent or remarkable attest to positive workplace dynamics. At work, management and employees get along well. Employee ideas are widely valued by the organization, and workers are generally satisfied with the resources, policies, and opportunities for professional development provided by the workplace.

Most employees are generally content with their current jobs because they believe their skills are being used to the fullest extent possible. Most workers are also pleased with their opportunities for professional growth. Since a sizable percentage of participants reported moderate to high levels of stress, programs related to stress management and work-life balance may require additional support. The fact that most respondents felt they contributed to the company's success demonstrates how committed and active its employees are. Workplace safety procedures and paid time off (PTO) are often seen favorably by employees, which increases job satisfaction.

In conclusion, even though the majority of employees are satisfied with various aspects of their workplace and the support provided by the company, there is still room for improvement in terms of increasing worker engagement, resolving stress-related issues, and encouraging ongoing progress in areas like career advancement, work-life balance, and worker well-being. Developing a comprehensive plan to deal with these issues might encourage a more contented and joyful work environment.

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## QUESTIONNAIRE

### **Name**

### **Age**

18-25

25-35

35-45

more than 45

### **Gender**

female

Male

Prefer not to say

Other:

### **marital status**

single

married

divorced

widowed

prefer not to say

### **educational qualifications**

sslc

plus 2

graduate

masters

diploma

others

### **your position in the company**

employee

supervisor

manager

officer

other

### **How much experience do you have?**

less than 3 yrs.

3-5 yrs.

5-10 yrs.

more than 10 years.

**How satisfied are you with your current job overall?**

50%  
65%  
85%  
100%

**how would you rate the work environment and culture in your organization?**

excellent  
Good  
average  
Poor  
very poor

**How many hours do you work in your company?**

6 hrs  
7 hrs  
8 hrs  
9 hrs  
10 hrs

**How do you feel when you arrive at the office in the morning**

happy  
unhappy  
others

**How is your relationship with your manager**

excellent  
Good  
neutral  
strained  
poor

**How would you rate the relationship with your colleagues and team members?**

excellent  
Good  
average  
poor  
very poor

**Do you feel that your opinions and suggestions are valued by the company?**

yes, always  
yes, most of the time  
sometimes  
rarely

**I am satisfied with the salary I receive.**

Strongly disagree  
Disagree  
Neutral  
Agree  
Strongly agree

**I am satisfied with the benefits extended by the company. (Health, life insurance, etc.)**

Strongly disagree  
Disagree  
Neutral  
Agree  
Strongly agree

**How satisfied are you with the organization's policies and procedures?**

very satisfied  
satisfied  
neutral  
dissatisfied  
very dissatisfied

**How satisfied are you with the organization's support for professional development?**

very satisfied  
satisfied  
neutral  
dissatisfied  
very dissatisfied

**I am satisfied that the company offers adequate opportunities for promotions and career development.**

Strongly disagree  
Disagree  
Neutral  
Agree  
Strongly agree

**Do you feel that your organization provides a healthy work environment?**

Yes, always  
yes, most of the time  
sometimes  
rarely  
never

**The company gives the required materials, resources, and technologies to your job. agree?**

Strongly disagree  
Disagree  
Neutral

Agree  
Strongly agree

**Do you feel that your skills and abilities are effectively utilized in your current role?**

yes, always  
yes, most of the time  
sometimes  
rarely  
never

**Does the company provide any training to improve your performance? how satisfied are you with the training provided?**

Very satisfied  
Satisfied  
Neutral  
Dissatisfied  
Very dissatisfied

**What is your stress level on a typical workday?**

1  
2  
3  
4  
5

**Do you have to work at night and on the weekend to get your job done?**

yes, always  
yes, most of the time  
sometimes  
rarely  
never

**the company provides you with enough PTO.**

Strongly disagree  
Disagree  
Neutral  
Agree  
Strongly agree

**Do you feel that your workload is manageable?**

yes, always  
yes, most of the time  
sometimes  
rarely  
never

**How satisfied are you with the workload and the balance between your professional and personal life?**

very satisfied  
satisfied  
neutral  
dissatisfied  
very dissatisfied

**How would you rate the level of job security and stability in your current position?**

1  
2  
3  
4  
5

**How would you rate the safety measures and protocols in your workplace?**

1  
2  
3  
4  
5

**Do you feel that your work contributes to the organization's success?**

yes, always  
yes, most of the time  
sometimes  
rarely  
never

**how satisfied are you with the overall working conditions in your current job?**

very satisfied  
satisfied  
neutral  
dissatisfied  
very dissatisfied