

A
PROJECT REPORT
ON
**'AN ANALYTICAL STUDY OF EMPLOYEES SATISFACTION
REFERENCE TO EBENEZER PRINTPACK (P) LTD,'
THRISSUR**

SUBMITTED TO
RASHTRA SANT TUKDOJI MAHARAJ UNIVERSITY,
NAGPUR
FOR THE AWARD OF THE DEGREE OF
BACHLOR OF BUSINESS ADMINISTRATION

SUBMITTED BY
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UNDER THE GUIDANCE OF
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ACADEMIC YEAR 2020-2021

Department of Management Science and Research.

GS COLLEGE OF COMMERCE & ECONOMICS NAGPUR

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ACADEMIC YEAR 2020-2021

CERTIFICATE

THIS is to certify that "vaishnavi D lachalwar " has submitted report titled "**AN ANALYTICAL STUDY OF EMPLOYEES SATISFACTION WITH SPECIAL REFERENCE TO EBENEZER PRINTPACK (P) LTD,**". Towards partial fulfilment of **BACHLORE OF BUSINESS ADMINISTRATIN** degree examination . this has not been submitted for any other examination .&does not form part of any other course undergone by the candidate .

It is further certified that she has ingeniously completed her project as prescribed by GS college of commerce & economics (autonomus) Nagpur.

Dr pragati pandey

(project Guide)

(co-coordinator)

Place:

Date:

Department of Management Science and Research.
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NAAC Re Accredited "A" GRADE Autonomous Institute



Academic Year 2020-2021

DECLARATION

I here-by declare that the project with the title "**AN ANALYTICAL STUDY OF EMPLOYEES SATISFACTION WITH THE SPECIAL REFERENCE TO EBENEZER PRINTPACK (p) LTD. THRISSUR**" has been completed by me in partial fulfilment of **BACHELOR OF BUSSINESS ADMINISTRATION** degree examination as a prescribed by GS college of commerce & economis, Nagpur (autonomus)& this has not been submitted for any other examination &does not form the part of any other cources undertaken by me.

Vaishnavi D Lachalwar

Place:

Date:

Department of Management Science and Research.
GS COLLEGE OF COMMERCE & ECONOMICS NAGPUR
NAAC Re Accredited "A" GRADE Autonomous Institute



Academic year 2020-2021

ACKNOWLEDGEMENT

With immense pride and sense of gratitude ,I take this golden opportunity to express my sincere regards to Dr. N.Y. Khandait ,principle of GS college of commerce & Economics Nagpur .

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I tender my sincere regards to Co-ordinator ,Dr.pragati pandey for giving me Outstanding guidance ,enthusiastic suggestions and invaluable encouragements which helped me in the completion of the project .

Vaishnavi .D. Lachalwar

Date :

Place:

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INTRODUCTION
OF EMPLOYEES SATISFACTION



1.1 INTRODUCTION



Human resources is considered to be the most valuable asset in any Organisation it is the sum total of inherent abilities acquire knowledge & skills represents by the talent and aptitude of the employe persons who comprise executives, supervisors and the rank and fill employees . it may be noted here the human resources should be utilise to the maximum possible extent in order to achive individuals and organisational goals. It is thus the employee's performance, which ultimately decides, & attainment of goals .

EMPLOYEE SATISFACTION is the terminology used to described whether employee are happy and contented and fulfilling their desires and desires and needs at work . Many measure purport that employee satisfaction is a factor of employee motivation ,employee goals achievements and positive employee moral in the workplace .

Employee satisfaction ,while generally a positive in your Organisation, can also be a downer if mediocre employee stay because they are satisfied with your work environment .

The term relates to the total relationship between and individual and the employee for which he is paid. Satisfaction does mean the simple feeling state accompanying the attachments of any goals: the end state is feeling accompanying the attainment by an impulse of its objective .

The project report mainly focused on a study on employees, satisfaction on Ebenezer printpack (P) ltd, thrissur employee satisfaction is an important factor which will influence the growth and profitability of the firm employee satisfaction is terminology used to describe wheather employees fulfilment their desire and needs at work Many measures purport that employee motivation ,employee goals achievement and positive employee morale in the work place.

JOB SATISFACTION survey can give the most valuable information the perception and causes. For satisfaction/Dissatisfaction among the employees attitude towards job satisfaction may be either positive or nagitive. The positive positive feeling can be in re-in forced and negative feelings can be notified.

The survey can be treated as the most effective and efficient way, which makes the worker to express their inner and real value feelings undoubtedly .

For any future courses of action or development which the involves employes participants is considered .the management will get the picture their employees acceptances and readiness . this suryey also enable to avoid misinterpretations and helps management in solving problems efficiently . it is observed during study some of the employees accepted a proposal survey research.

A perfectly contentment and satisfaction motivates an employee to be confident with a high morale , it is an asset to organisation as a whole . thus the high motivation and morale of and employment to make him a remain in the organisation and encourage him to face cut throat competition and give him enough dynamism to face challenges.

Every human being posses him own unique resource, if properly chnnels it by supportive and supplement ,ultimately for achieving organization goals , as proper breathing and diet is necessary to healthy human being so as is contentment to the job satisfaction . the contentedness ultimately acts as a key factors to human resources development.

Everyone from manager retention agents to HR needs to geta handle on employee loyalty and satisfaction –how committed is the workforce to the organization if worker are are really contented with the way of things for gauging

their likelihood to stay with the company . one of the main aspect of human resources management is the measurement of employee satisfaction. Companies have to make sure that employee satisfaction is high among the workers , which is a preconditions for increasing productivity , and average length of services. If turnover is on the rise,loyalty levels are low and vice-versa.

Comparing them to industry average good ideas of attrition probabilities. Staff attendance , compliance with the policies and confidence in leadership are other indirect.indicator of alligance while excessive theft and sabotage spell lack of commitment.

THE TERM JOB SATISFACTION was brought to timeline by hoppock (1935). He reviewed 32 students on job satisfaction conducted prior to 1933 & observed that job satisfaction ia a combination of psychological and environmental circumstances that cause a person to stay.' I am satisfied with my job ,locke defines job satisfaction as a "pleasurable or positive emotional state resulting from the appraisal of onces job or job experience . to the extent that a person job fulfils his dominant needs & is consistent with his expectations & values ,the job will satisfying.

1.2 STATEMENT OF THE PROBLEMS :

IT is said that satisfied employee is a productive employee ,any kinds of grivence relating to organizational or personal to a greater extend influence on the job.so the every organisation or giving higher priority to keep their employees with the satisfaction by providing several facilities with improves satisfaction and which reduces Dissatisfaction . Job satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programme are initiated . if employee is not satisfied with the job there are changes for absenteeism , job turnover , lower productivity ,committing of mistakes , diverting energy for different types of conflicts keepings this things in a view all organisations are trying to identify the areas where satisfaction to be improved to get above dangers.

1.3 OBJECTIVES:

- To know employee opinion about the working environment in the organization.
- To derive and analyse the satisfaction level of the employees in the company .
- To analyse relationship of employees relation with employer & peer groups.
- To know the employees satisfaction towards the infrastructure facilities .

1.4 SIGNIFICANCE OF THE STUDY

- THE company can analyse the level of employee satisfaction in their organisation .
- THE company can improve the working conditions ,environment & other policies to satisfy the employees.
- THE company can implement my valuable suggestions to overcome many problems faced by organisation .
- THIS study is to understand how the organisation works and get more insight on the concept of job satisfaction .

- THIS study is to undertaken how the organisations works and can get more insight on the concept of job satisfaction .
- THIS study is undertaken to provides suggestions.

1.5 RESEARCH METHODOLOGY:

Methodology is the systematic ,theoretical analysis of the method applied to a field of study.it comprises the theoretical analysis of the body of methods &principles associate with a branch of knowledge. Typically ,is encompass concept such as paradigm, theretical model,phase and quantitative techniques.

Data needed for the study is collected from the employee through questionnaires.analysis and interpretation has been done by using the statistical tools & data presented through tables and charts

RESEARCH & DESIGN

Descriptive research has been applied,which is also known as statistical research , describe data and chracterstics about the population phenomenon being studied.Once the thereotical framework was deployed, the data collection procedure was planned and executed as research design.

SOURCE OF DATA

➤ PRIMARY-DATA ;

Primary data are those which are collected a fresh and for the first time and thus happen to be original character.under this study , the primary study collection tools used in questionnaires.

➤ SECONDARY –DATA;

Secondary data are those which are already been collected by someone else are already existing data. Under this study, secondary data like ; TEXTBOOKS & WEBSITES are used.

TOOLS OF STUDY

- LIKERT SCALE-five point scale

TOOLS FOR PRESENTATION

- TABLE –representation of data
- GRAPHICAL-representatin of data

PERIOD OF STUDY

- A period of 22 days was taken to complete the study

LIMITATIONS OF STUDY

Each and every task has certain limitations and hurdles in the courses of its performances.

- This study is limited only to Ebenezer printpack (P) Ltd .
- To create good images responded may give responses that vary from facts.
- Some respondents hesitate to give the actual situation, they fear management may take action against them.
- Non-disclosure of financial data.
- Busy schedule of department person.

**COMPANY-PROFILES :**

Ebenezer printers, situated in the cultural capital of god's own country is a perfect epitome of the natural colour of vibrancy, freshness and creativity of the people of Kerala. Each & every design certain and project is a technical marvel at Ebenezer. Delivered by some of the most creative brains in the industry. Right from concept to design and then to the final result, quality, creativity and originality are the keywords, without any compromise.

Boasting of the most enviable clientele in the industry, Ebenezer printers is a name accepted, appreciated and admired by clients, well-wishers and competitors alike. Well known in South India as one of the veterans in the printing fields, Ebenezer printers stands tall with experience from the year 1958. Catering to clients from within Kerala and outside, quality of services and customer satisfaction have been our mantra to success all this while, & which still continues to be upheld.

HISTORY: EBENEZER had a modest beginning in 1958. Late Mr. T.O. FRANCIS started this humble venture with immense spirit on his entrepreneurial quest. His foresightedness revealed in the name of "EBENEZER" has grown to a printing group with their strategically modern work station under one roof, rendering the best possible service to the numerous customers around the globe. The group's success is the reward for commitment to quality, exemplary service and innovative solutions to meet every new challenge.

Today, the next generation carries on the business with the same zest and the same set values. The Ebenezer group has grown to become a multi-cover printing conglomerate, with Ebenezer Printers, Ebenezer Printing Press (P)LTD. And the Ebenezer Printpack (P) Ltd. Coming under its fold. Here the image-transferring technology meets its every challenge with sophisticated pre-press devices and modern high-speed.

The printing machines provide superior print quality to our customers. A well-knit post-press network is an optimum addition to these.

✓ ESTABLISHMENT:

- ❖ **1958-** THE beginning with a moderate letter press limited printing capacity.
- ❖ **1986-** THE next steps: installation of the first offset-machine dominant S/Demi.
- ❖ **1989-** Launching of pre-press unit –Techno print –comprising the most modern digital technology.

- ❖ **1992**-Yet another unit-hebron offset printers at chettupuzha with web offset printing and modern binding accessorises.
- ❖ **1996**-Inauguration of our new unit Ebenezer press pvt.ltd.
- ❖ **1997**-Installation of our 1st – four colour printing machine –Adast Dominant.
- ❖ **2000**-Installation of our 2nd –four colour printing machine.D/Demy 26x36-komori new kony (JAPAN).
- ❖ **2002**-Installation of our 3rd –four colour printing machine D/Cr.mitsubashi 22nd x32”
- ❖ **2004**-Commissoing of 4th unit Ebenezer Hi-tech form (P) ltd.

QUALITY & CAPABILITIES:

THE path followed by ebenzer is constant updating and improvisation with latest and best technical innovation, modern aquipments and machineries Ebenezer has always been poised to meet any challenges confident.

- **Efficent management** --- efficient management and superb infrastructure.
- **Systematic production** --- systematic production co-ordination and follow up.
- **Innovative work force** --- A dedication motivation and innovative work force .
- **Commitment to quality** --- commitment to quality and punctuality .
- **Innovative solution** --- innovative solutions to meet every new challene
- **All under one roof** --- centralisedoperations make for speed and superior quality.

HYPOTHESIS OF PROJECT:

1.. HYPOTHESIS:

H0 employees get all the basic facilities.

H1 employees does not get all basic facilities.

OR

2.. HYPOTHESIS:

H0 company provides effective training &development programs for all the employees.

H1 company not provides effective training & development programs for the employees.

PERSONNEL POLICY & OBJECTIVES

- The intention of the company is to provide a suitable, safe and healthy working environment to each employee of the company . as the policys are the plan of actions , organization needs to evolve personnel policys as they ensure consistency and uniformity in the treating people . they help to motive and build loyalty.

- Policies become benchmark to compare and evaluate performance. A policy is more specific and commits the management to management to definite course of action.

• **Company at a glance**

NAME	EBENZER PRINTPACK (P) LTD.
ADDRESS	INDUSTRIAL DEVELOPMENT PLOT VELEKKODE, P.O. MUNDUR, THRISSUR – 680541
CORPORATE OFFICE	OLARIKKARA, THRISSUR – 680541 KERALA, INDIA
TELEPHONE	0487-2361892, 2360992
E-MAIL	mail@ebenezerprinters.com
WEBSITE	www.ebenezerprinters.com
FAX	0487-2364688

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- DATA ANALYSIS AND INTERPRETATION



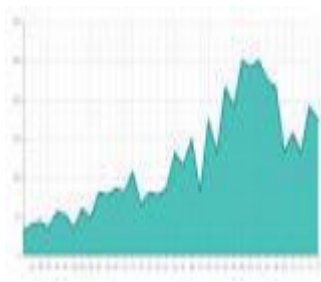
DATA ANALYSIS:

Data analysis is used after collection, organizing and presentation. By analysis of data we mean, the study of nature of data can be studied with the aid of several statistical tools which range from simple to complicated and sophisticated methods which can be handled by trained investigators or experts.

INTERPRETATION:

THE final step in an investigation consists of interpreting the data which have been collected. Interpretation of data means the techniques of drawing conclusions from the critical study of the collected data. If the data analysis is not properly interpreted the whole object of the investigation will be defeated and false conclusion may be drawn. correct interpretation will lead to a valid conclusion of the study and this can aid one in taking suitable decisions.

EXGAMPLES OF GRAPHS

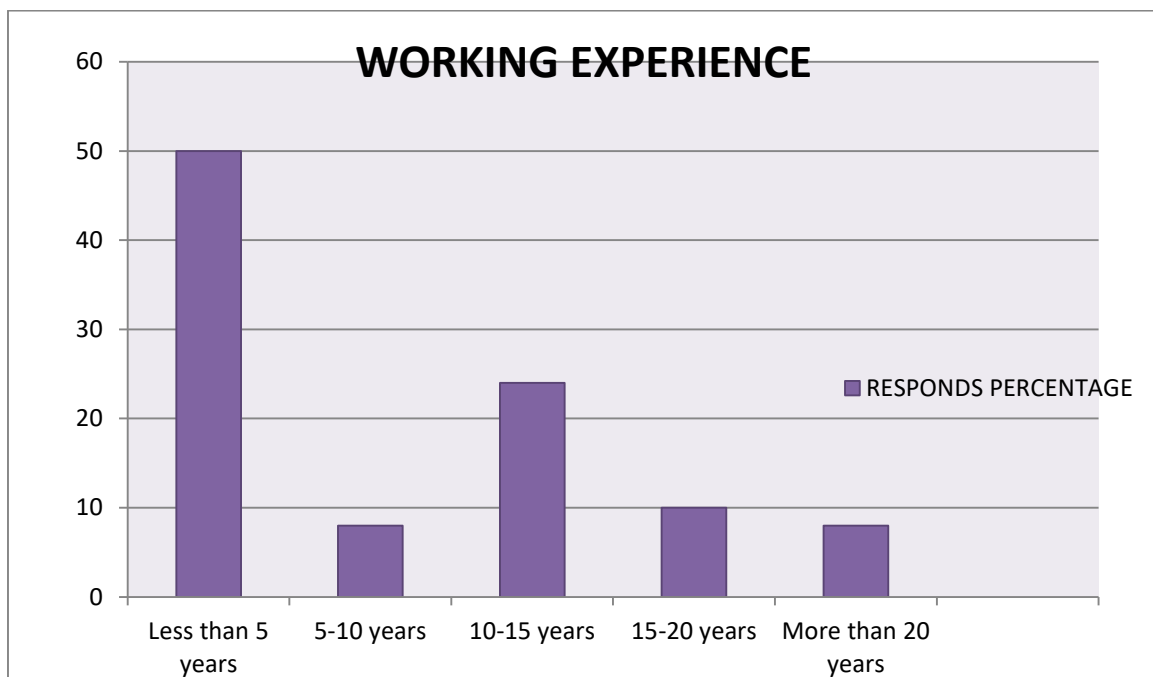


The table showing working experience of employees in the organisation.

SL.NO	OPINION	NO. OF RESPONDENTS	PERCENTAGE
1	LESS THAN 5 YEARS	25	50
2	5-10 YEARS	4	8
3	10-15 YEARS	12	24
4	15-20 YEARS	5	10
5	MORE THAN 20 YEARS	4	8
6	TOTAL	50	100

Source of primary data

❖ Figure showing working experience of employees in the organisation



Source of primary data

Interpretation

Out of 50 responds, about 50% of employees have been working below 5 years, 8% of the employees have been working 5-10 years, 24% of employees have been working employees 10-15 years, 10% of employees have been working 15-20 year, 8% of employees have been working more than 20 years in the organisation.

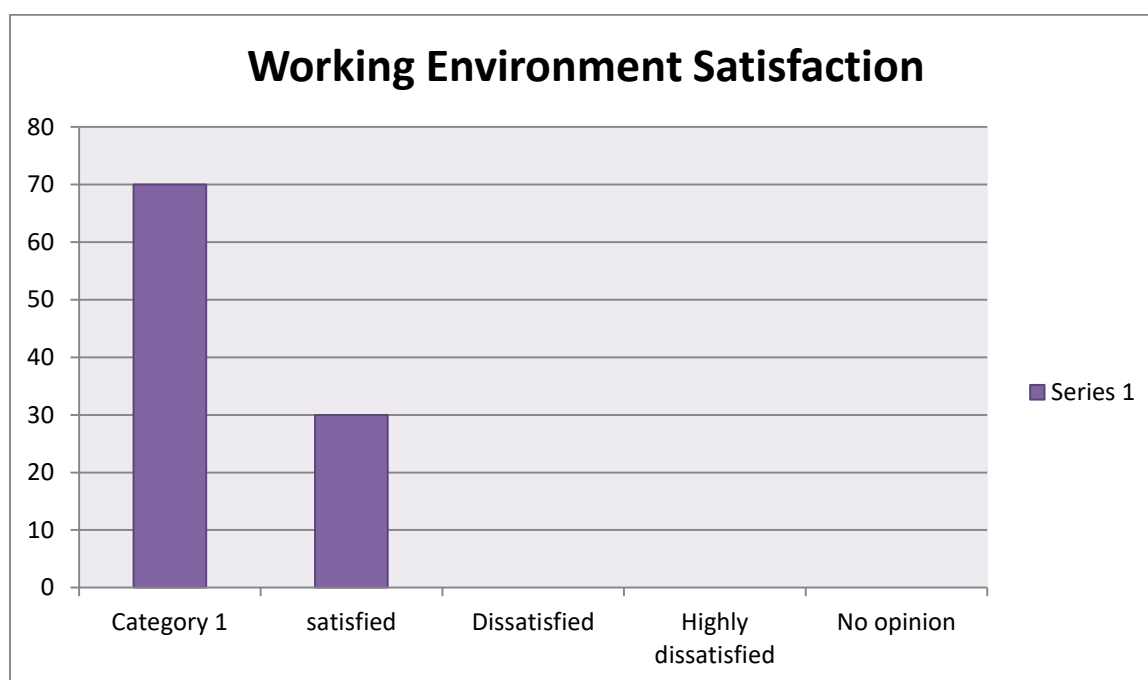
Working environment satisfaction

The table showing employees satisfaction on working environment.

SL.NO.	OPINION	NO. OF RESPONDANCE	PERCENTAGE
1	Highly satisfied	35	70
2	Satisfied	15	30
3	Dissatisfied	0	0
4	Highly Dissatisfied	0	0
5	No opinion	0	0
6	TOTAL	50	100

SOURCE PRIMARY DATA

The figure showing employees satisfaction on working environment.



Interpretation

Out of 50% responds, 70% employees are highly satisfied . 30% of the employees are satisfied in the working environment of the organisation.

Salary structure satisfaction

The table showing employees satisfaction on salary structure

SL.NO.	OPINION	NO. OF RESPONDANCE	PERCENTAGE
1	HIGHLY SATISFIED	6	12
2	SATISFIED	38	76
3	DISSATISFIED	2	4
4	HIGHLY DISSATISFIED	0	0
5	NO OPINION	4	8
6	TOTAL	50	100

Source Primary Data

The figure showing employees satisfaction on salary structure



Source Primary Data

Interpretation

Out of 50, 76% are satisfied, 12% of employees are highly satisfied, 4% employees are dissatisfied with the salary structure of the organization and 8% of employees have no opinion regarding the salary structure of the organization.

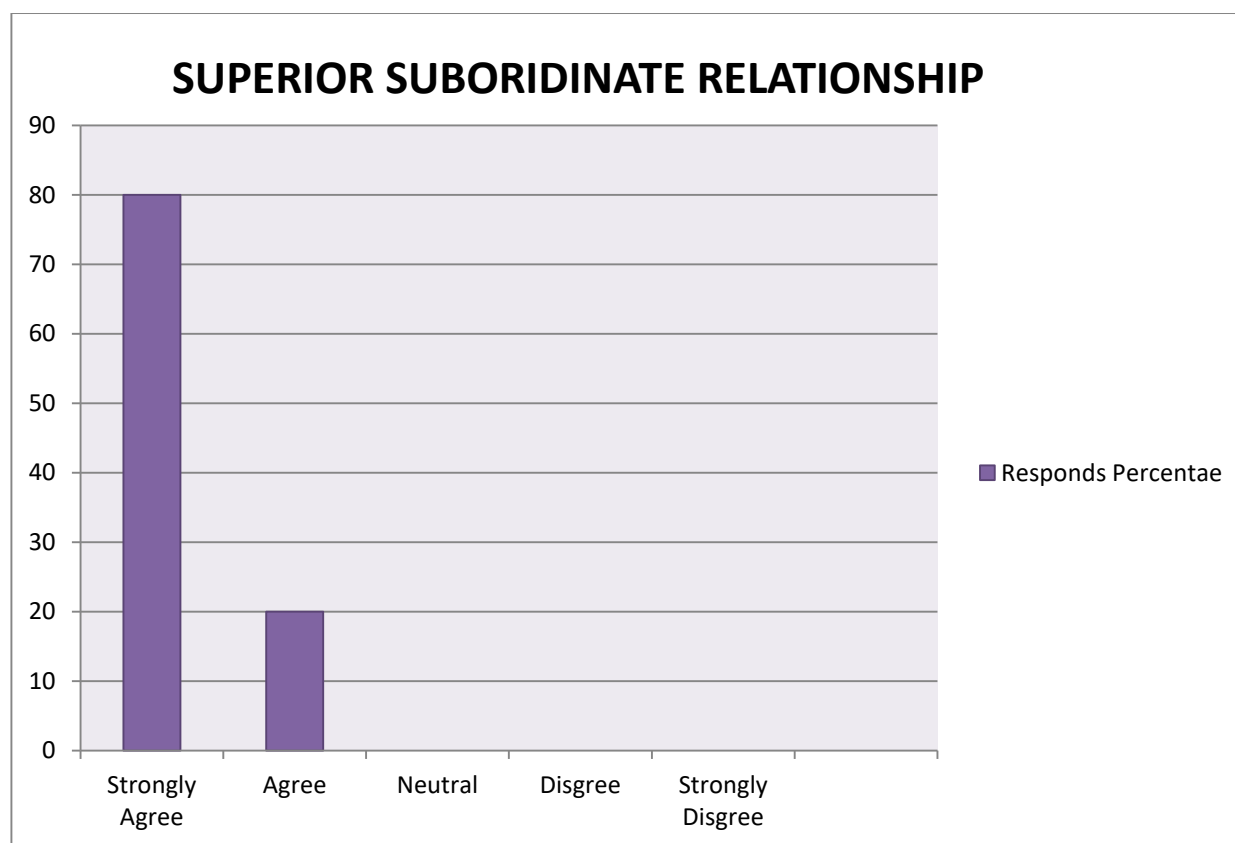
Superior subordinate relationship

The table showing superior subordinate relationship

SL.NO.	OPINION	NO. OF RESPONDENTS	PERCENTAGE
1	STRONGLY AGREE	40	80
2	AGREE	10	20
3	NEUTRAL	0	0
4	DISAGREE	0	0
5	STRONG DISAGREE	0	0
6	TOTAL	50	100

SOURCE Primary Data

The figure showing superior subordinate relationship



Interpretation

Out of 50, 80% OF EMPLOYEES STRONGLY AGREE THAT SUPERIOR MAINTAIN GOOD RELATION with employees while 20% of employees feel agree in the good relationship with employees in the organization.

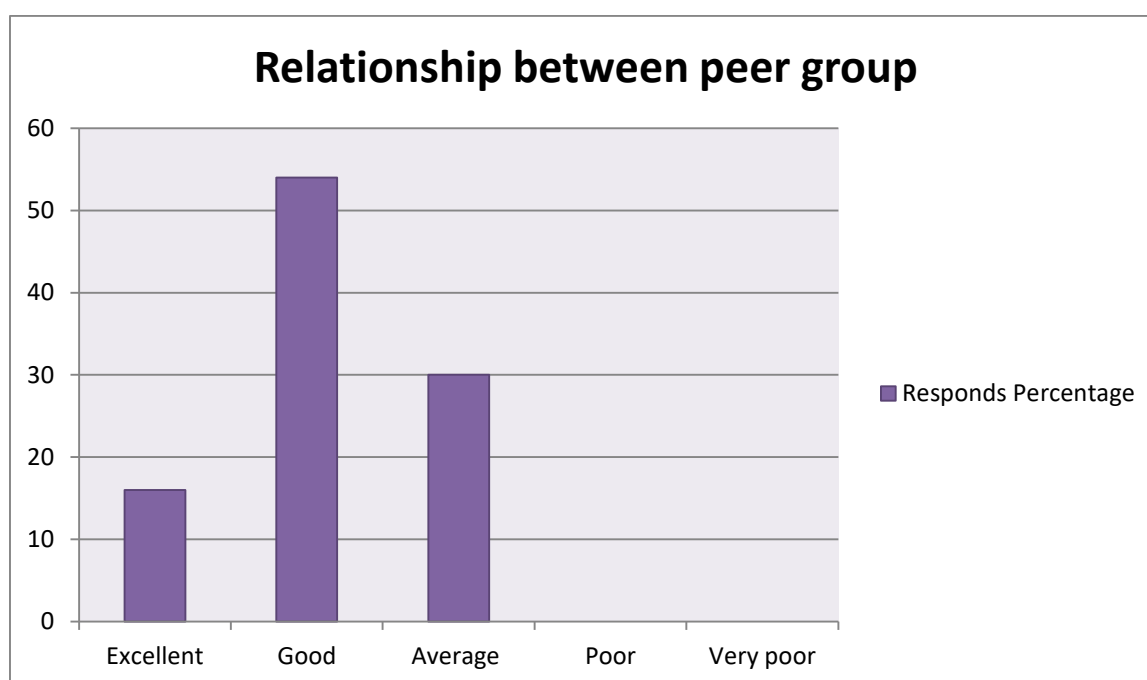
Relationship between peer group

The table showing the relationship between per groups

SL.NO.	OPTIONS	NO.OF RESPONDANTS	PERCENTAGE
1	Excellent	8	16
2	Good	27	54
3	Average	15	30
4	Poor	0	0
5	Very Poor	0	0
6	Total	50	100

SOURCE PRIMARY DATA

The figure showing the relationship between per groups



Source PRIMARY DATA

Interpretation:

Out of 50 respondents 54 % of employees are of the view that relationship between the peer are good 16% feels excellent and 30% of employees opinion is that relationship between peer group is average is the organisation.

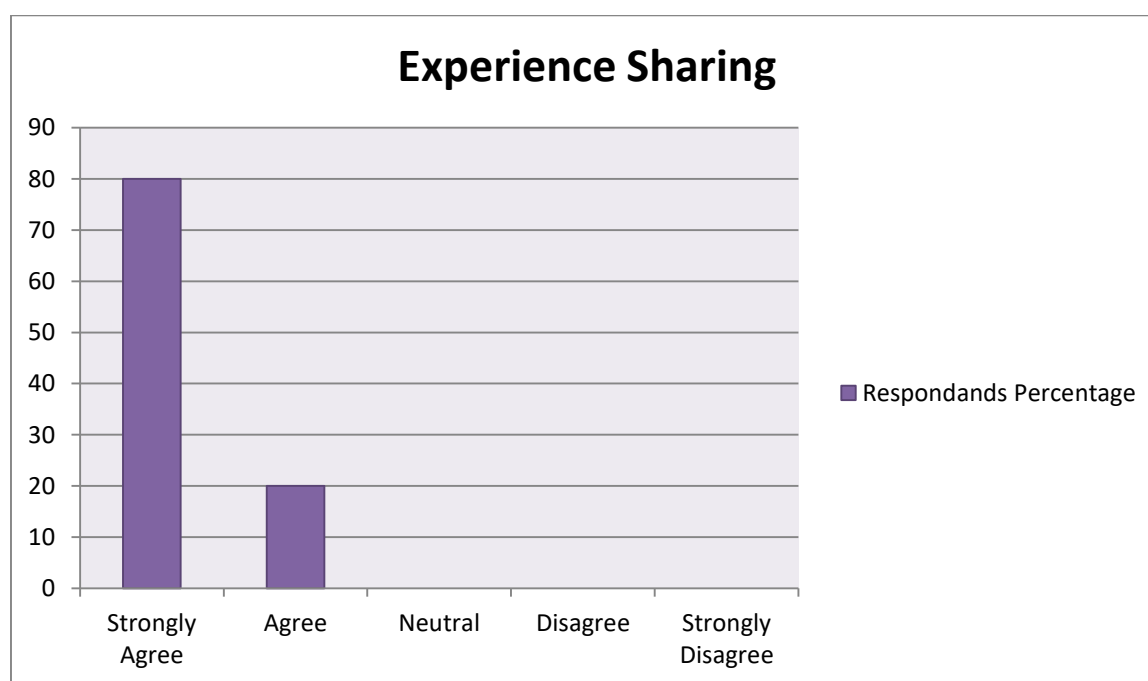
Experience sharing between employees

The table showing exoerience sharing between employees

SL.NO.	OPITIONS	NUMBER OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	40	80
2	Agree	10	20
3	Neutral	0	0
4	Disagree	0	0
5	Strongly Disagree	0	0
6	Total	50	100

Source Primary Data

The figure showing exoerience sharing between employees



Source Primary Data

Interpretation:

Out of 50 responds, 80% of employees are always ready to help other employees 20% of employees are very often to share experience in the organisation.

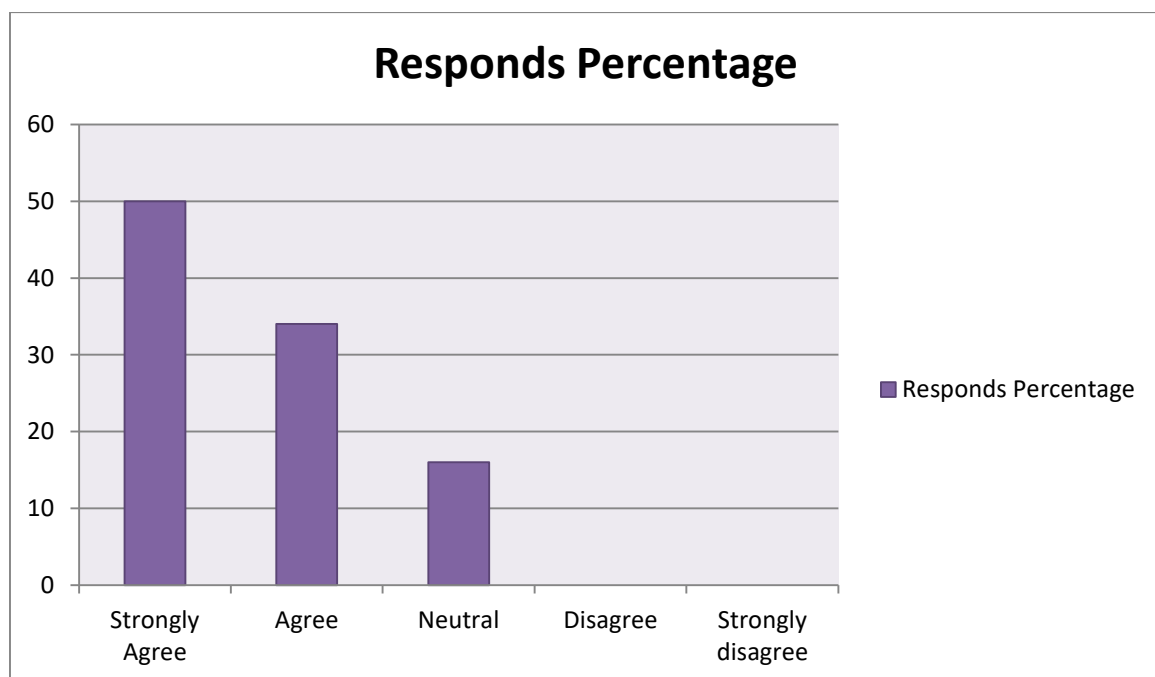
SATISFACTORY SALARY

The table showing satisfactory level on the basis of salary

SL.NO.	OPINION	NO. OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	25	50
2	Agree	17	34
3	Neutral	8	16
4	Disagree	0	0
5	Strongly disagree	0	0
6	Total	50	100

Source primary Data

The figure showing satisfactory level on the basis of salary



Source primary Data

Interpretation

Out of 50 responds 50% of employees are strongly satisfied, 34% of employees are agree, 16% are neutral with their salary of their work in the organisation.

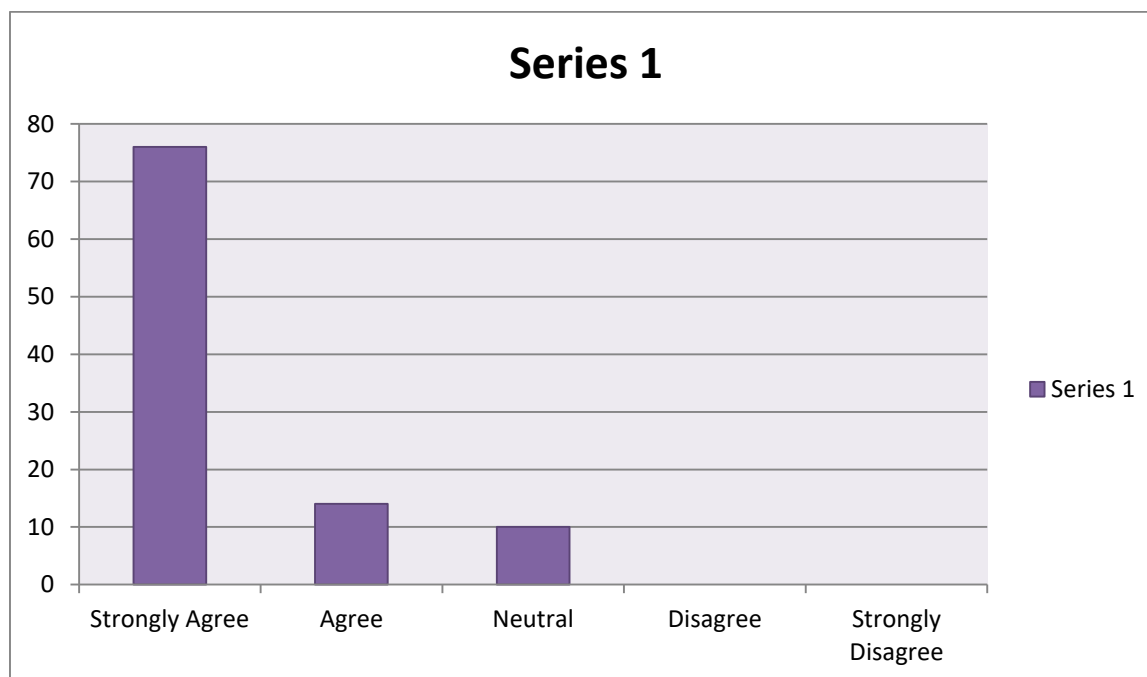
Bias free assessment of performance

The table showing bias free assessment of performance by superior.

SL.NO	OPINION	NO. OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	38	76
2	Agree	7	14
3	Neutral	5	10
4	Disagree	0	0
5	Strongly Disagree	0	0
6	Total	50	100

Source primary Data

The figure showing bias free assessment of performance by superior.



Source primary Data

Interprtation

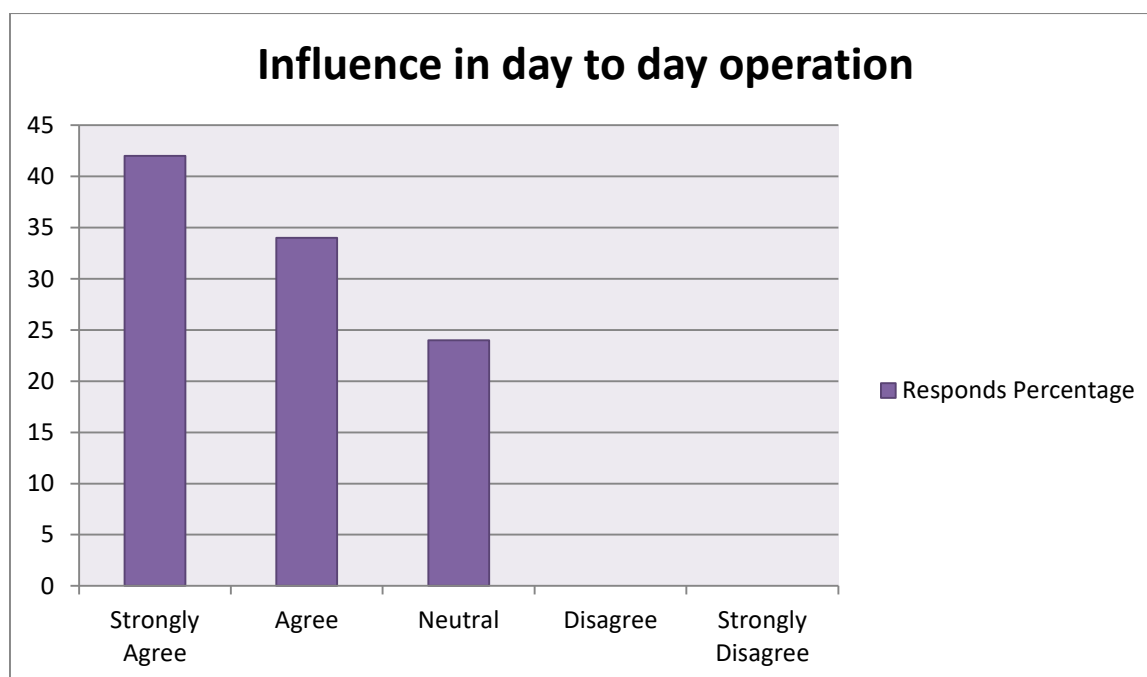
Out of 50 responds, 76% of employees are of opinion that superior strongly assess performance without any bias 14% of employees were 10% of employees are neutral opinion regarding the bias assessment performance of superior in the organization

Influence in day to day operation

Table showing the ability to influence day to day company operation

SL.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	21	42
2	agree	17	34
3	Disagree	12	24
4	Neutral	0	0
5	Strongly Disagree	0	0
6	Total	50	100

The figure showing the ability to influence day to day company operation



Source primary data

Interpretation:

Out of 50 responds , 42 % of employees fees that they are strongly satisfied, while 34 % were agree and 24% were neutral

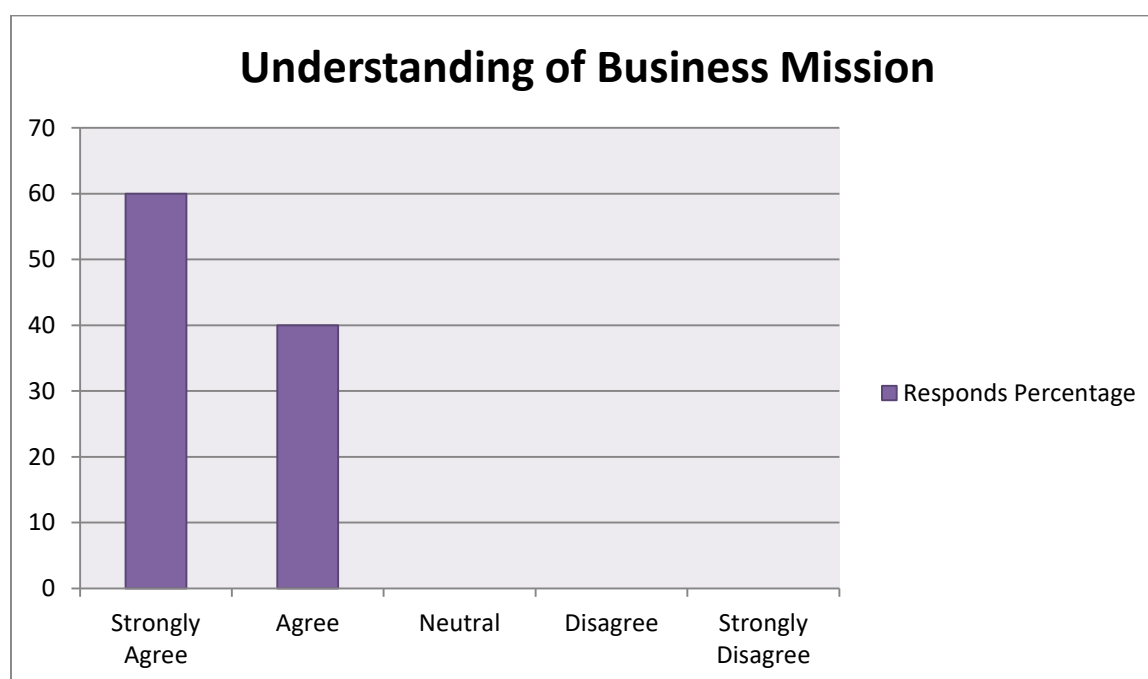
Understanding of business mission

The table showing employees understanding of business mission

SL.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE
1	Strongly Agree	30	60
2	agree	20	40
3	Disagree	0	0
4	Neutral	0	0
5	Strongly Disagree	0	0
6	Total	50	100

Source primary data

Figure showing employees understanding of business mission



Source primary data

Interpretation:

Out of responds , 60% of employees are strongly agreed and 40% of employees are agreed with their understanding of business mission

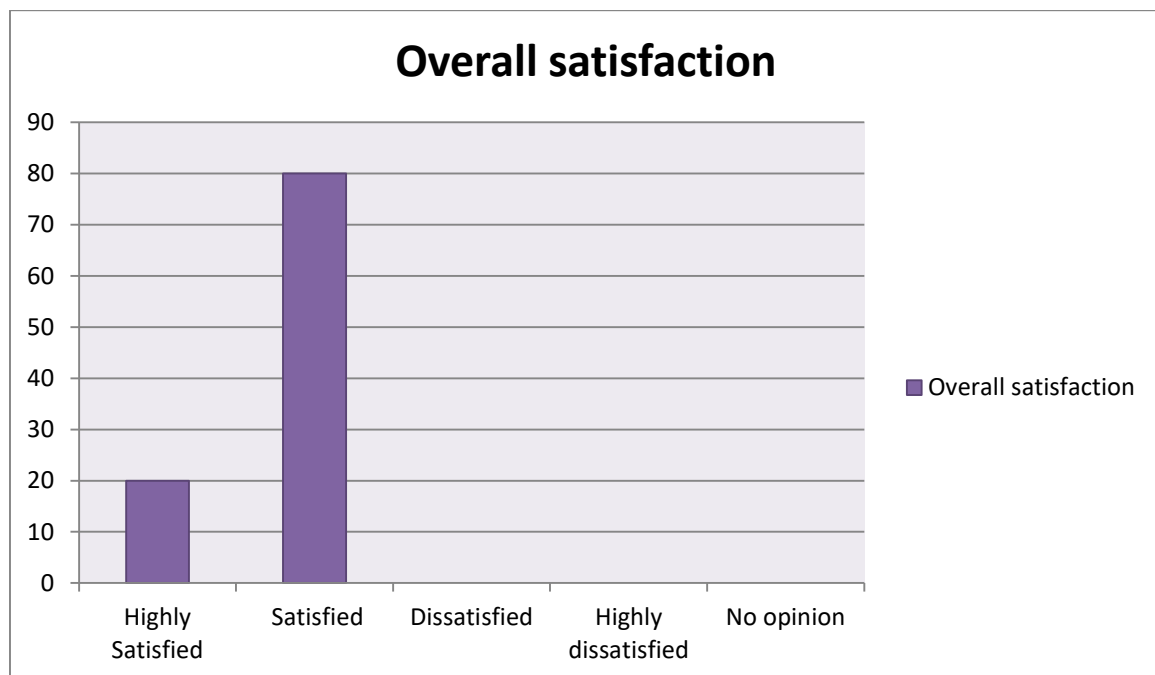
Overall satisfaction with the job

The table showing employees overall satisfaction with their job

SL.NO	OPINION	NO. OF RESPONDENTS	PERCENTAGE
1	Highly satisfied	10	20
2	Satisfied	40	80
3	Dissatisfied	0	0
4	Highly dissatisfied	0	0
5	No opinion	0	0
6	Total	50	100

Source primary data

Figure showing employees overall satisfaction with their job



Source primary data

Interpretation:

Out of 50 responds, 80% were satisfied with their overall job and 20% of employees were highly satisfied in the organization

FINDINGS, SUGGESTION AND CONCLUSION.....



FINDINGS

- Almost every employee are highly satisfied with the working environment of the company.
- All employees were satisfied with their salary structure of the company.
- All employees have a good relationship with employer & co-workers.
- The company is providing good training programme to the employees.
- Some of the employees were dissatisfied with their working hours.
- Employees are dissatisfied with the infrastructure facilities of the company.
- The company always providing excellent safety measures to the employees.
- The company always assess the skill of the employees before assigning the job.
- Employees were dissatisfied with grievance handling of the company.
- The company provide excellent transfer policy promotional policy to the employees.
- More or Less employees have a better understanding of business missions.
- Employees are satisfied with their work and responsibility.

SUGGESTIONS

- The company can provide all round growth of employees through succession planning and carrier planning.
- Management can adopt better training methods.
- The company has to develop their infrastructure facilities.
- The organisation can minimize the candidate eligibility verification process.
- The company can provide sufficient rest time to the employees and reduce the over working hours.
- In order to solve the grievance of the employees , management can adopt quick action to grievance, acknowledgement grievance. Examine the cause of grievance etc.

CONCLUSION

EBENEZER Printpack (P) Ltd is a leading offset printers and the other varieties of services in thrissur , kerala. It has 2 manufacturing units. The company is at its striving towards excellence , it has happened due to combined efforts of its management and the work. THE company has attained a national level award for the better quality printing . the main positive of the company is that the company does not have any trade union for employees and hence no labor problems. So we can conclude that the company will reach greater heights.

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Etc....

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- www.wikipediacom
- www.google.com

APPENDIX



A SURVEY ON EMPLOYEE SATISFACTION



Name :

Gender :

Age :

Department :

Education :

Salary :

Q1. How long have you been working in the Organisation ?

- Less than 5 years
- 5-10 years
- 15-20 years
- More than 20 years

Q2. Are you satisfied with the working environment of the Organisation ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly – dissatisfied
- No Opinion

Q3. Are you satisfied with the present working hours of the Organisation?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No Options

Q4. Are you satisfied with the current transfer policy ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No Opinion

Q5. Are you satisfied with the salary structure of the organisation ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No Opinion

Q6. Dose your Organisation provides satisfactory salary according to the work ?

Highly satisfied

- Satisfied
- Dissatisfied
- Highly Satisfied
- No Opinion

Q7. Does the management provide sufficient time for rest ?

- Strongly
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q8. Are you satisfied with the grivences handling system of the company ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No Opinion

Q9. Does your superior maintaining goods relations with you ?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q10. Is the relationship between the peer group good ?

- Excellent
- Good
- Average
- Poor
- Very-bad

Q11. Do you share experience to help others employees ?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q12. DO the superior assess the performance without any bias ?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Q13. The relationship Of management towards employees ?

- Excellent
- Good
- Average
- Poor

Q14. While taking disciplinary action did you get equal treatments ?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q15. Opportunity to work in interested projects ?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Q16. Did the management takes sufficient measures for the safety of employees ?

- Strongly agree
- Netural
- Disagree
- Strongly agree

Q17. Overall satisfaction with your job ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- No Opinion.

THANK –YOU!