Final Project

"Job Satisfaction of Employees in Telecom Industry with Reference of Jio Infocomm Pvt. Ltd."

Submitted To:
D. M. S. R., G. S. College of Commerce & Economics, Nagpur

Affiliated To:
Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

In partial fulfilment for the award of the degree of
Master of Business Administration

Submitted by:
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Under the Guidance of:
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NAAC Re-Accredited "A" Grade Autonomous Institution

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G. S. College of Commerce & Economics, Nagpur

CERTIFICATE

This is to certify that **Saurabh Arunrao Zade** has submitted the project titled

"Job Satisfaction of Employees in Telecom Industry with Reference of Jio

Infocomm Pvt. Ltd.", towards partial fulfillment of **MASTER OF BUSINESS**

ADMINISTRATION degree examination. This has not been submitted for any

other examination and does not form part of any other course undergone by the

candidate.

It is further certified that he has ingeniously completed his project as prescribed

by **D. M. S. R., G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR**

(NAAC Reaccredited "A" Grade Autonomous Institution) affiliated to

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

       Dr. Sonali Gadekar   **Dr. Sonali Gadekar**

       (Project Guide)   (Coordinator)

Place: **Nagpur**

Date:

G. S. College of Commerce & Economics, Nagpur

DECLARATION

I hereby declare that the project with title **"Job Satisfaction of Employees in Telecom Industry with Reference of Jio Infocomm Pvt. Ltd."** has been completed by me in partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination as prescribed by **D. M. S. R., G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR** (NAAC Reaccredited "A" Grade Autonomous Institution) affiliated to **Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur** and this has not been submitted for any other examination and does not form the part of any other course undertaken by me.

Signature
(**Saurabh A. Zade**)

Place: **Nagpur**

Date:

G. S. College of Commerce & Economics, Nagpur

ACKNOWLEDGEMENT

With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to **Dr. N.Y. Khandait**, Principal, **G. S. College of Commerce & Economics, Nagpur** and I am also thankful to the Dean of the **D. M. S. R.**, **Prof. Anand Kale** for their unending support.

I am extremely thankful to my Project Guide for her guideline throughout the project. I tender my sincere regards to Coordinator, **Dr. Sonali Gadekar** for giving me guidance, suggestions and invaluable encouragement which helped me in the completion of the project.

I will fail in my duty if I do not thank the non-Teaching staff of the college for their Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

<div align="right">
Signature
(**Saurabh A. Zade)**
</div>

Place: **Nagpur**

Date:

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INTRODUCTION

INTRODUCTION

Introduction to Human Resource Management

Human Resource Management (HRM) is an operation in companies designed to maximize employee performance in order to meet the employer's strategic goals and objectives. More precisely, HRM focuses on management of people within companies, emphasizing on policies and systems.

In short, HRM is the process of recruiting, selecting employees, providing proper orientation and induction, imparting proper training and developing skills.

HRM also includes employee assessment like performance appraisal, facilitating proper compensation and benefits, encouragement, maintaining proper relations with labour and with trade unions, and taking care of employee safety, welfare and health by complying with labour laws of the state or country concerned.

Human Resource Management was originally known as personnel or people management. In the past, its role was quite limited. Within any company or organization, HRM is a formal way of managing people. It is a fundamental part of any organization and its management.

The main responsibilities of the personnel department include hiring, evaluating, training, and compensation of employees. The human resources department deals with any issues facing the staff in their working capacity within an organization. HR is concerned with specific work practices and how they affect the organization's performance.

Human Resource Management is now a vital part of any organization. Every company or organization is required to have this department. It helps with increasing the morale of workers by working on relations between employees and their employers and constantly striving to make them better. The HR department also provides any support employees need to assist them improve their performance.

Objectives of HRM

- To establish and use a workforce that is able and motivated, in order to achieve the goals of an organization.

- To create the desirable organizational structure and working relationships among all the members of the organization.

- To integrate individuals and/or groups within the company by matching their goals with those of the company.

- To ensure individuals and groups have the right opportunities to develop and grow with the organization.

- To use what human resources a company has in the most effective way to achieve organizational goals.

- To ensure wages are fair and adequate and provide incentives and benefits thereby satisfying both individuals and groups. Also, to ensure ways of allowing recognition for challenging work, prestige, security and status.

- To have continual high employee morale and good human relations by establishing and improving conditions and facilities within the organization.

- To improve the human assets by providing appropriate training programs on a continual basis.

- To try to effect socio-economic change in areas such as unemployment, under employment and inequality by distributing income and wealth. This way society can benefit. Added employment opportunities for women and the disadvantaged will also be impacted in a positive way.

- To ensure that the organizational leadership works in a fair, acceptable and efficient manner.

- To ensure a good working atmosphere and employment stability by having proper facilities and working conditions

Features of HRM

Human Resource Management as a discipline includes the following features −

- It is pervasive in nature, as it is present in all industries.

- It focuses on outcomes and not on rules.

- It helps employees develop and groom their potential completely.

- It motivates employees to give their best to the company.

- It is all about people at work, as individuals as well as in groups.

- It tries to put people on assigned tasks in order to have good production or results.

- It helps a company achieve its goals in the future by facilitating work for competent and well-motivated employees.

- It approaches to build and maintain cordial relationship among people working at various levels in the company.

Basically, we can say that HRM is a multi-disciplinary activity, utilizing knowledge and inputs drawn from psychology, economics, etc.

Functions of HRM

Human resource management must plan, develop, and administer policies and programs that can make the best use of an organization's human resources. This is the part of management's role which deals with people at work and their relationships within the organization. Its aims are:

- To use human resources as effectively as possible;

- To ensure the best possible working relationships among all members of the organization;

- To assist individuals to reach their highest potential.

Introduction to Job Satisfaction

Work is a central part of almost everyone's life. Adults devote almost all of their waking time to work as career development makes up almost 70% of all human developmental tasks. Hence it is important that the employees feel a sense of satisfaction with their job or else it might lead to frustration, anger and in some cases even depression.

Perceived satisfaction on the job is reflected by the needs of sense of fulfilment and expectation for the job to be interesting, challenging and personally satisfying. Job satisfaction is also an achievement indicator in career developmental tasks.

There are numerous studies on job satisfaction, and the results are often valued for both humanistic and financial benefits. When employees are satisfied, they tend to care more about the quality of their work, they are more committed to the organization, they have higher retention rates, and they are generally more productive.

The present times are very competitive and hence there is a lot of pressure for each organization to be the best for this reason, organizations now demand for the better job outcomes. In fact, modern times have been called as the "age of anxiety and stress".

This pressure to perform at their best at all times creates a lot of stress to the employees, known as job stress. Job stress can reduce productivity, increase mistakes and accidents at work, encourage absenteeism, lower morale, increase conflict with others and cause physical and emotional problems. High levels of work stress are associated with low levels of job satisfaction. A low level of job satisfaction ultimately leads to poor life satisfaction.

Job Satisfaction Meaning

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job.

Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work.

Research workers differently describe the factors contributing to job satisfaction and job dissatisfaction. Hoppock describes job satisfaction as, "any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job."

Job satisfaction is defined as the, "pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values." In contrast job dissatisfaction is defined as "the unpleasable emotional state resulting from the appraisal of one's job as frustrating or blocking the attainment of one's job values or as entailing disvalues." However, both satisfaction and dissatisfaction were seen as, "a function of the perceived relationship between what one perceives it as offering or entailing."

Job Satisfaction Importance

Job satisfaction is a frequently studied subject in work and organizational literature. This is mainly due to the fact that many experts believe that job satisfaction trends can affect labour market behaviour and influence work productivity, work effort, employee absenteeism and staff turnover. Moreover, job satisfaction is considered a strong predictor of overall individual well-being, as well as a good predictor of intentions or decisions of employees to leave a job.

Job satisfaction is also important in everyday life. Organizations have significant effects on the people who work for them and some of those effects are reflected in how people feel about their work. This makes job satisfaction an issue of substantial importance for both employers and employees.

Introduction to Telecom Industry

India incorporates an aggressive mobile services market with wonderful potential for the long run. With virtually 5 million subscribers concentrated in but 2 years of operation, India's growth tempo has way exceeded that of diverse different markets, like China and Asian country, that have taken over 5 years to achieve the figures India presently holds. the number of mobile subscribers within the country would exceed fifty million by 2010 and cross three hundred million by 2016, in step with Cellular Operators Association of India (COAI).

In step with recent strategic analysis by Frost & Sullivan, Indian Cellular Services Market, such growth rates will be greatly attributed to the drastically falling worth of mobile handsets, with worth taking part in an elementary role in Indian subscriber needs. Subscribers in sure regions will acquire the telephone set at virtually no price, because of the mass-market stage these technologies have reached internationally. The Indian shopper can purchase a telephone set for $150 or less, this could cause raised subscribership. This market is growing at a particularly quick pace then is that the competition between the mobile service suppliers. With the presence of variety of mobile telecommunication services suppliers together with market leaders like Airtel, Reliance, plan Cellular, BSNL etc. UN agency are providing either of the 2 network technologies like world System for Mobile Communications (GSM) and Code Division Multiple Access (CDMA). In cellular service there are 2 main competitive network technologies: world System for Mobile Communications (GSM) and Code Division Multiple Access (CDMA). Understanding the distinction between GSM and CDMA can permit the user to decide on the desirable network technology for his desires. world System for Mobile Communication (GSM) may be a new digital technology developed by the community to form common place typical mobile standard round the world. It helps you deliver the goods higher sell capability and higher speech quality and one will fancy crystal clear reception on one's mobile. It mechanically solves the matter of eavesdropping on one's calls.

Before analysing the medium licensing framework in India, it's imperative that one should examine what's a license. License issued by the government is AN authority, given to someone upon sure conditions to try to one thing which might are illegal or wrongful otherwise. as an example, a driver's license issued by the govt, offers the authority to someone to drive an automobile. There are 3 main varieties of licensing fee that the govt charges:

(I) initial licensing fee, that usually is non-refundable,

(ii) annual licensing fee, and

(iii) extra fee for allocation of spectrum.

Licensing framework has been AN integral a part of India's telecommunication law. Beneath the Indian Telegraph Act, 1885, section four offers power to the govt to grant license to anyone to determine, maintain or use a telegraph. Code Division Multiple Access (CDMA) describes a line access principle that employs unfold spectrum technology and a special committal to writing theme (where every transmitter is allotted a code). it's a diffusion spectrum sign, since the modulated coded signal incorporates an abundant higher information measure than the info being communicated. CDMA is that the current name for mobile technology and is characterised by high capability and little cell radius. it's been utilized in several communication and navigation systems, together with the worldwide Positioning System and also the Omnitracs satellite system for transportation provision. Indian mobile telecommunication market is increasing day by day and there's a lot of to happen with technological up gradations occurring nearly on a daily basis and also the ever-increasing demand for easier and quicker property, the mobile telecommunication market is predicted to race ahead.

COMPANY PROFILE

COMPANY PROFILE

Introduction to Jio Infocomm Pvt. Ltd.

Reliance Jio Infocomm Pvt. Ltd., doing business as **Jio** is an Indian telecommunications company and a subsidiary of Jio Platforms, headquartered in Navi Mumbai, Maharashtra, India. It operates a national LTE network with coverage across all 22 telecom circles. Currently, Jio currently offers 4G and 4G+ service, however it is working to offer 5G and 6G as well. Jio soft launched on 27 December 2015 with a beta for partners and employees, and became publicly available on 5 September 2016. It is the largest mobile network operator in India and the third largest mobile network operator in the world with over 42.62 crore (426.2 million) subscribers.

In September 2019, Jio launched a fibre to the home service, offering home broadband, television, and telephone services. As of September 2020, Reliance Industries has raised ₹1.65 lakh crore (US$22 billion) by selling nearly 33% equity stake in Jio Platforms.

History

The company was registered in Ambawadi, Ahmedabad, Gujarat on 15 February 2007 as Infotel Broadband Services Limited (IBSL). In June 2010, Reliance Industries (RIL) bought a 95% stake in IBSL for ₹4,800 crore (equivalent to ₹91 billion or US$1.2 billion in 2020). Although unlisted, IBSL was the only company that won broadband spectrum in all 22 circles in India in the 4G auction that took place earlier that year. Later continuing as RIL's telecom subsidiary, Infotel Broadband Services Limited was renamed as Reliance Jio Infocomm Limited (RJIL) in January 2013.

In June 2015, Jio announced that it would start its operations throughout the country by the end of 2015. However, four months later in October, the company postponed the launch to the first quarter of the financial year 2016–2017.

Later, in July 2015, a PIL filed in the Supreme Court by an NGO called the Centre for Public Interest Litigation, through Prashant Bhushan, challenged the grant of a pan-India license to Jio by the Government of India. The PIL also alleged that the firm was being allowed to provide voice telephony along with its 4G data service, by paying an additional fee of just ₹165.8 crore (US$22 million) which was arbitrary and unreasonable, and contributed to a loss of ₹2,284.2 crore (US$300 million) to the exchequer. The Indian Department of Telecommunications (DoT), however, explained that the rules for 3G and BWA spectrum didn't restrict BWA winners from providing voice telephony. As a result, the PIL was revoked, and the accusations were dismissed. The 4G services were launched internally on 27 December 2015. The company commercially launched its 4G services on 5 September 2016, offering free data and voice services till 31 December, which was later extended till 31 March 2017. Within the first month, Jio announced that it had acquired 1.6 crore (16 million) subscribers[23] and has crossed 5 crore (50 million) subscriber mark in 83 days since its launch, subsequently crossing 100 million subscribers on 22 February 2017. By October 2017, it had about 13 crore (130 million) subscribers.

OBJECTIVES OF THE STUDY

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- To study and understand employee's satisfaction levels at Reliance Jio.

- To understand the satisfaction levels of staff and that they will take measures to extend productivity.

- To determine the extent of job satisfaction of employees.

- To examine satisfaction relating to the earnings and different edges of its staff.

- To examine and explore satisfaction levels in terms of job, salary, work culture at Reliance Jio.

- To study the association between the employee's job satisfaction and productivity.

SCOPE OF THE STUDY

SCOPE OF THE STUDY

In this survey, a trial has been created to analyze the work satisfaction of workers of medium trade. The study tries to know the amount of satisfaction among the workers of medium trade. It explains square measures the word of the realm on the workers and are largely discontent. Job satisfaction of the workers has been analyzed on the idea of the subsequent 13 job connected factors.

1. Regular payments and financial wages

2. Job security

3. Promotion policy

4. Operating atmosphere

5. Employees participation in management

6. Freedom of expressions

7. Nature of job

8. Interest taken by superiors

9. Superior and subordinate relationship

10. Medicare

11. Loans

12. Conveyance

13. L. T. C.

- The study is related to only one company in telecommunication.

- The study is related to only one year of time.

LIMITATIONS OF THE STUDY

LIMITATIONS OF THE STUDY

- This is subjected to the idea and prejudices of the respondents; therefore, 100 percent of accuracy can't be assured.

- The analysis was allotted in an exceedingly short span of time, wherever within the analysis couldn't widen the study.

- The amount of study was too short. So, it was absolutely uphill to gather the relevant info within this amount.

- The findings are supported the answers given by the staff; therefore, any error or bias could also be poignant the validity of the finding.

LITERATURE REVIEW

LITERATURE REVIEW

1. Telecom Sector

The relaxation of India's mediums sector began with little steps in 1999 with the difficulty of a license to a personal operator to contend with the previous monopoly supplier of telecom services the India BSNL. The numerous changes within the variety of mounted and mobile services deployed in India occurred within the late 1999 and therefore the variety of services operational has grownup exponentially within the future 5 years. The incentives each from government and public sectors have helped to grow this sector it's currently one in all the largest sectors of India because of the nice potential several foreign investors endowed during this sector. BSNL is incapable of providing adequate services to satisfy out the demand, however Jio is capable of providing adequate services to satisfy out the strain. The revolutionary changes are available in this sector once government opens non-public sector participation in medium sector in 1999. From then to currently Jio is most no-hit non-public sector participant in medium sector.

2. Job Satisfaction

"Job satisfaction may well be a pleasing or positive feeling succeeding from the appraisal or one's job or job experience". "Job satisfaction is that amount of enjoyment or happiness associated with employment. If you prefer job intensely, you'll experience high job satisfaction. If you dislike your job intensely, you'll experience job-dissatisfaction". Worker satisfaction may well be a state where individuals are not entirely happy with their current profiles but to boot foresee towards Associate in nursing extended term association with the organization. No individual needs to quit his/her job too typically. However, the moment monotony creeps in, people begin finding out higher opportunities.

Most of the times, staff treat their jobs as a mere provide of earning their bread and butter they're offered to work not as a result of they get pleasure from their work but as a result of they need their salaries to verify the living staff would never be pleased with their jobs unless and until they have one issue fascinating and troublesome to work on each management and staff have a awfully vital role to play in guaranteeing a positive atmosphere at the work and eventually job satisfaction. Staff shouldn't be made as mere robots that simply begin operational merely at the click of a button and neither specific themselves nor produce problems for others. Management should stand by their staff and constantly mentor them Employee's unit indispensable for the organization but in no approach, pride and ego have to be compelled to get into their heads. Don't be underneath the impression that superiors would treat you with respect albeit you're doing not perform. Such a difficulty is much insufferable inside the practiced situation. Be positive and learn to manage attempt to be happy and pleased with what all you've got rather than cribbing over very little issues, it's crucial for the employees to be pleased with their jobs, else neither they'd be able to deliver as per expectations nor feel cozy at the work.

Sometimes, employee's unit pleased with very little things to boost and usually staff understand a problem even inside the higher of things. What variety jobs do they change? There's a drag everywhere, entirely the character of drawback would vary. The idea is not to escape from problems but face them with a smile. Happy staff willingly work towards the fulfilment of organization's goals and objectives, eventually raising profits and higher revenues and staff usually besmirch their organization that encompasses a significant impact on the image of the particular complete staff. Job satisfaction is of utmost importance for staff to remain happy and to boost deliver their bounds. Happy staff are people who are terribly loyal towards their organization and continue it even inside the worst state of affairs. They're doing not total of any compulsion but as a result of the dream of taking their organization to a replacement level.

As per the view of Purkayastha, Kumar & Lu, (2017) with the base of 1.19 billion subscribers, the Indian telecom industry is the second largest telecom sector in the entire world. Furthermore, the industry has emerged as one of the most potential and rapidly growing sectors within the country.

As per the view of Curwen & Whalley, (2018) Reliance Jio entered the Indian telecom industry in 2016 and had resulted in giving intense competition and a significant challenge to the business model of existing companies in the marketplace. The services offered by Reliance Jio were innovative, and this further resulted in attracting people and existing customers of a brand such as Idea, Vodafone, BSNL, Airtel and other players in the telecom industry.

As per the view of Jose, (2017) the entry of Reliance Jio is considered as shockwave for the entire Indian Telecom industry, and it became very complicated for the existing network providers in the country to sustain in the marketplace. The impact of Jio's entry in the India market was so compelling that it had forced the other companies to emphasize on strategies such as merger and acquisition to deal with the intense competition provided by Reliance Jio.

As per the view of Mir, (2017) the competition within the Indian telecom industry has always been very intense and it was never easy for a new brand to enter and dominate the market within a short span of time. However, the mentioned above statement cannot be considered as correct in context of brand such as Reliance Jio. The company has started dominating the entire industry within a period of one year and the performance of existing players in the industry has been affected greatly by the same.

Boobalan and Jayaraman, (2017) The administration gave by Jio clients are palatable as client is the foundation of the organization regarding the clients as a companion is outstanding amongst other approach to draw in them and make them generally return. It will help in building solid organizations relationship. In this examination it is discovered that there is a critical connection among pay and fulfilment and there is no huge connection among age and mindfulness level.

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

Following are the methods/steps in the study.

1. **Questionnaire:**

   A close-ended questionnaire consisting of 15 questions was used in the research. Close-ended questions are asked the respondents to answer the questions based on the options already given. The Respondents need to choose from those options given only

2. **Personal Interview:**

   A face-to-face talk is carried out with the employees where I asked several employees about their feelings and opinions on various aspects of their jobs and organization.

3. **Company Data and Reports:**

   Certain reports from the HRD department provided the information as to the total no of employees, schedule of training programs, number of persons attending it and other such things, which indicated the employee performance on the job after attending these training programs.

HYPOTHESIS

HYPOTHESIS

It is identified truth to any or all that keeping a worker happy is management's responsibility on get the work done absolutely. However, to feel happy is employee's perception. Therefore, a happy worker is crucial part for up potency and effectiveness.

H^0: There is no association between job satisfaction and employee performance and productivity.

H^1: There is a strong association between job satisfaction and employee performance and productivity.

RESEARCH DESIGN

RESEARCH DESIGN

Sample Size:

The sample size of 50 employees of Reliance JIO Limited, Wardha.

Data Analysis Tools:

Tools that have been used for the study are as follows:

Percentage Analysis:

Number of Respondents / Total number of Respondents x100

Method and Source of Data Collection:

In the preparation of this report, the researcher the data from different sources. The sources of data as follows:

Primary Data:

This data is gathered from first-hand information sources by the researcher, this data collection from employees, managers, clerks etc., by administrating the questionnaire having face to face interaction with employees.

Secondary Data:

This will give the theoretical basis required for the report presentation which can be available from various sources such as magazines, office files, inter office manual and website.

DATA COLLECTION

DATA COLLECTION

Data collection through Sampling Plan of

- Sampling frame: The respondents are the employees of the private sector –Jio Infocomm Pvt. Ltd.

- Sampling unit: The sampling unit is an individual employee of all the departments of the organization – Jio Infocomm Pvt. Ltd.

- Sample size: Sample size taken for this study is 50 employees covering all the departments of the organization.

DATA ANALYSIS

& INTERPRETETION

DATA ANALYSIS & INTERPRETETION

- The sample size of 50 employees was taken randomly which includes employees of various departments of Jio Infocomm Pvt. Ltd. At Jio Centre, Wardha. The collected database has been analyzed and interpreted.

- In graphical representation the scale was taken 0-50 representing percentage and the response of the respondents.

1. **How do you feel about your job in the organization?**

| Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	10	20
2	Satisfied	40	80
3	Dissatisfied	0	0
4	Highly Dissatisfied	0	0
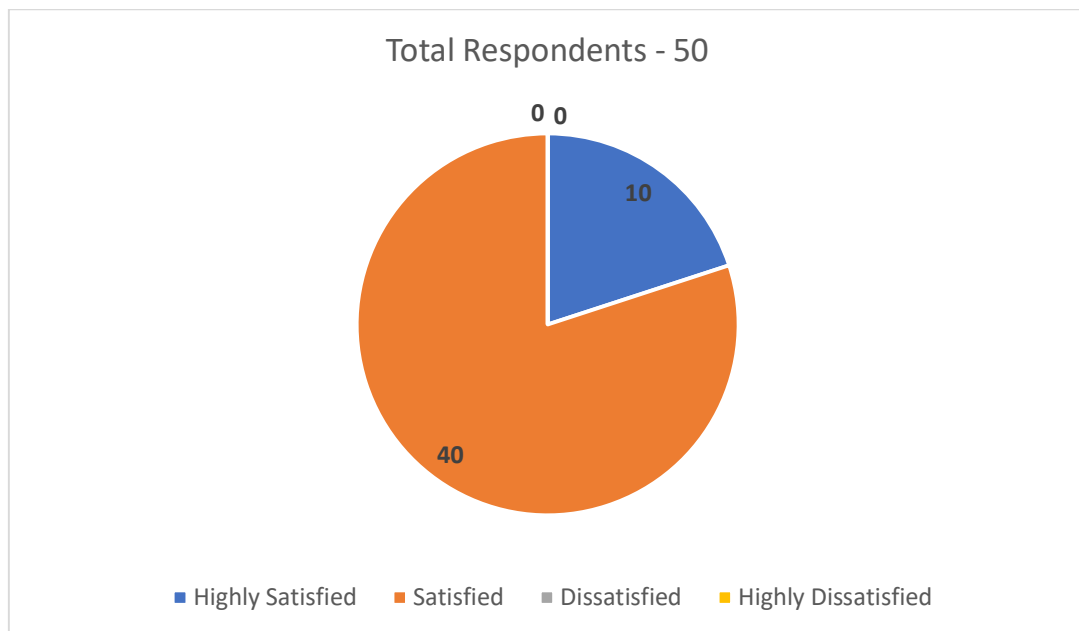
Interpretation

- Out of 50, 10 are highly satisfied with the organization, while the remaining 40 feel satisfied with job in the organization. Thus, we are majorly getting a positive response.

**2. Are you extremely proud to tell people that I work for this organization?**

Sr. No.	Opinion	No. of Respondents	Percentage
1	Yes	50	100
2	No	0	0

Total Respondents - 50
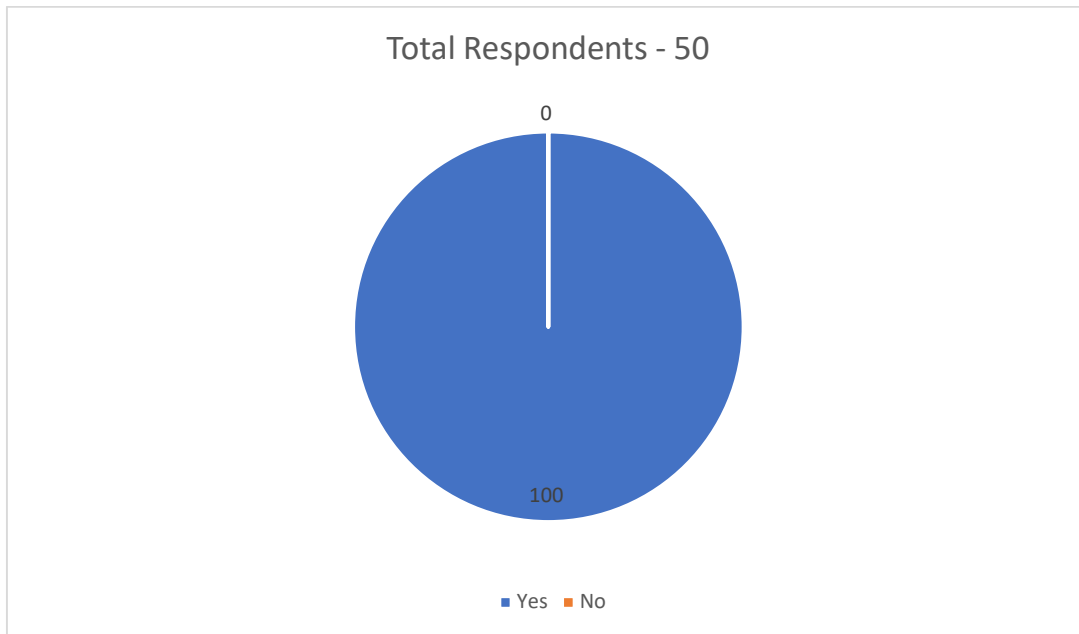
Interpretation

- All the employees in the organization are proud to tell others that they are working for this organization.

- From the 1st question response, it is obvious to determine this expectation from the employees.

3. **Do you think that existing human resource in the organization are sufficient for doing the maximum or required position in their particular department?**

Sr. No.	Opinion	No. of Respondents	Percentage
1	More Sufficient	7	14
2	Sufficient	36	72
3	Not Sufficient	7	14

Total Respondents - 50

■ More Sufficient ■ Sufficient ■ Not Sufficient
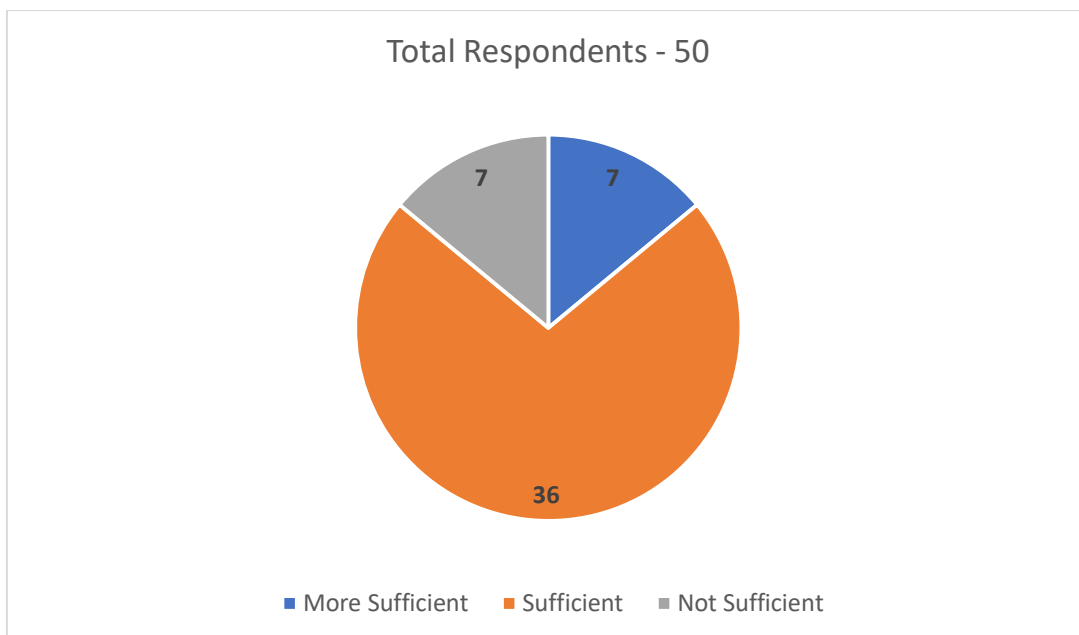
Interpretation

- Here we are getting mixed responses from the employees.

- Majority of the employees are saying that the existing human resource practices are sufficient.

- One thing to lookout for is 14% of the employees think that the existing human resource is not up to the par.

4. **How satisfied are you with the information you receive from management and communication with senior employee's om what is going on in your division/ company?**

| Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	16	32
2	Satisfied	34	68
3	Dissatisfied	0	0
4	Highly Dissatisfied	0	0
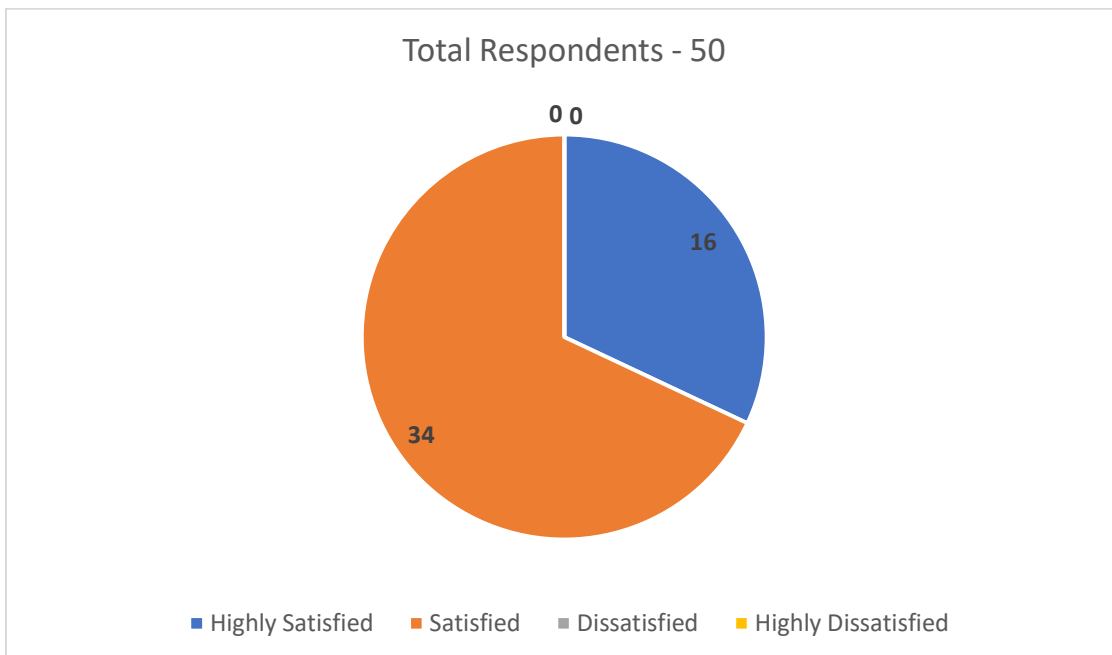
Interpretation

- Smooth flow of communication is a must.

- The information being received from the management is seen to be in major proportion here.

- Around 32% of the employees are highly satisfied with the communication flow with the senior management.

- While 68% of employees are being satisfied with the same.

5. What is the opinion about the salary pay in the organization?

| Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	8	16
2	Satisfied	32	64
3	Dissatisfied	10	20
4	Highly Dissatisfied	0	0
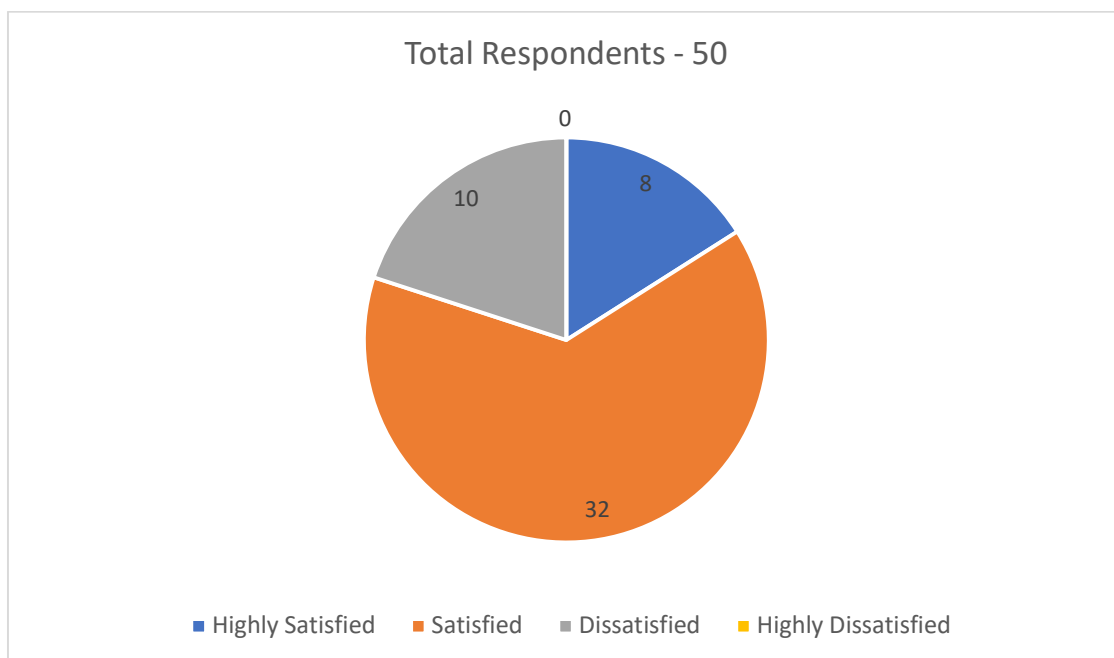
Interpretation

- The salary pay in the organization seems to be on the backfoot.

- 16% of the employees are saying that salary expectations are up to the par and the company also fulfills the same.

- While majority of the employees which are 64% said to be satisfied with the salary pay.

- One thing to note, 20% employees are dissatisfied with the salary pay. It might be due to the majority of the employees are fresher.

6. Do you get the wages/ salaries regularly?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Yes	42	84
2	No	8	16

Total Respondents - 50
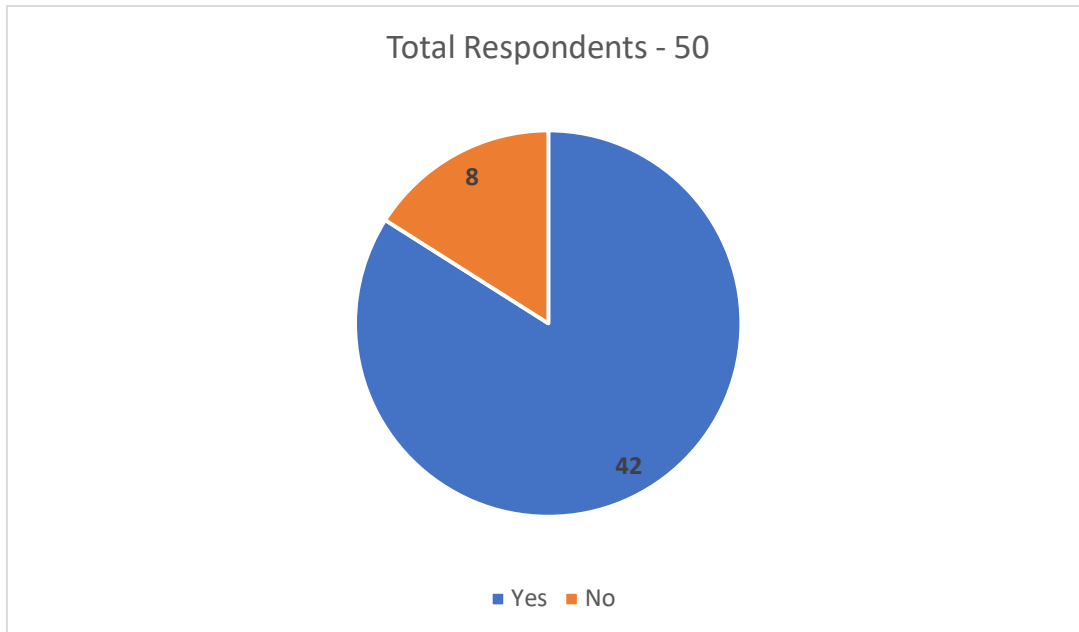
Interpretation

- The salary payment to the employees is being to them on regular basis.

- 84% of the employees which are receiving the salary regularly are the experienced ones.

- While the remaining 16% employees are the fresher.

- The minor proportion of the employees might be on daily wages.

7. To what extent are you happy with promotion system in your organization?

| Sr. No.	Opinion	No. of Respondents	Percentage
1	To a great extent	20	40
2	To some extent	30	60
3	Little extent	0	0
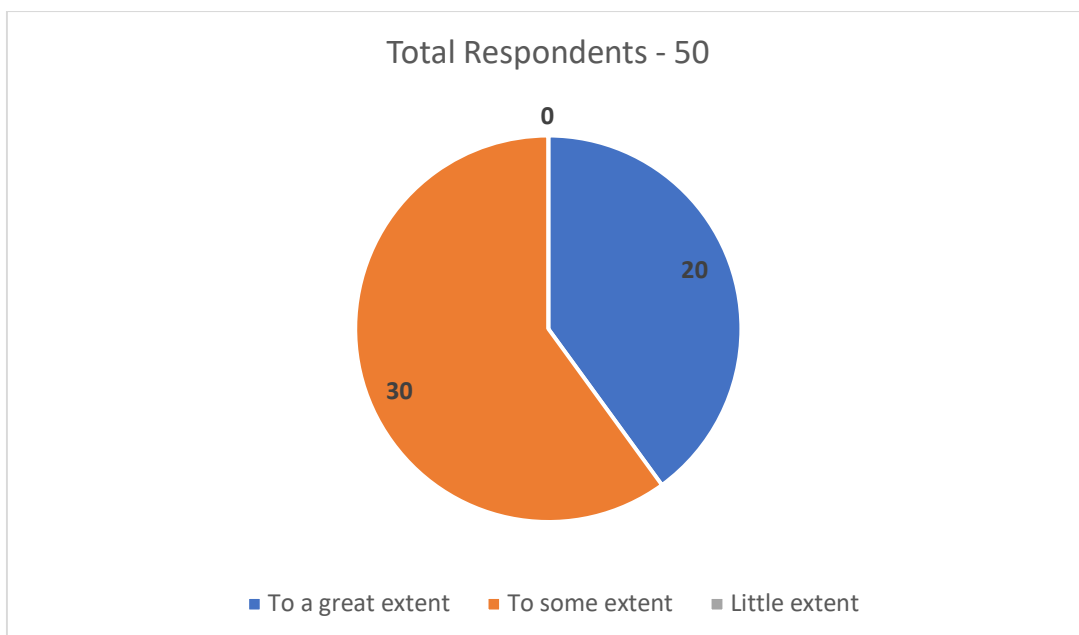
Interpretation

- The promotion system in the organization seems to be on a positive note.

- More than half of the respondents are being happy to some extent with the promotion in the organization.

- While the 40% of the respondents are extremely happy with the promotion activities in the organization.

8. How do you feel about the rules in your organization?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	8	16
2	Satisfied	42	84
3	Dissatisfied	0	0
4	Highly Dissatisfied	0	0

Total Respondents - 50

■ Highly Satisfied ■ Satisfied ■ Dissatisfied ■ Highly Dissatisfied
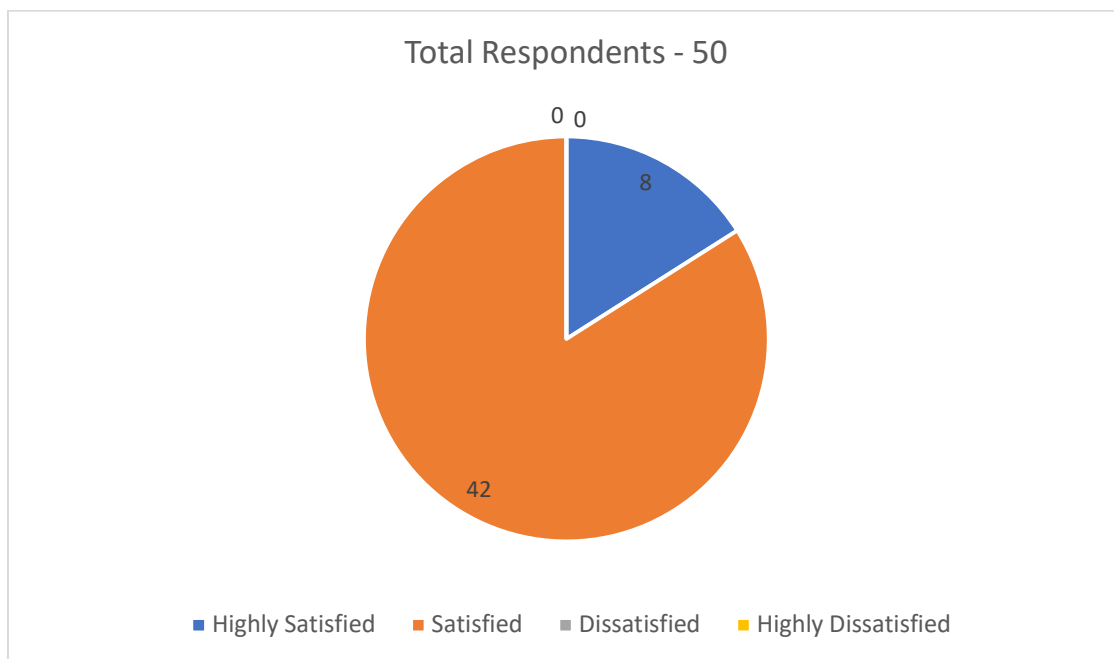
Interpretation

- Rules are the ones which are not need to be followed by the customers only.

- 16% of the employees are highly satisfied with the rules.

- 84% of the respondents are satisfied with the rules and regulations policy of the organization.

- Since are also there being made for the betterment of the employees and the organization as well.

9. **What is your opinion about the relations between the co-workers in the organization?**

Sr. No.	Opinion	No. of Respondents	Percentage
1	Good	50	100
2	Bad	0	0

Total Respondents - 50

0

50

■ Good ■ Bad
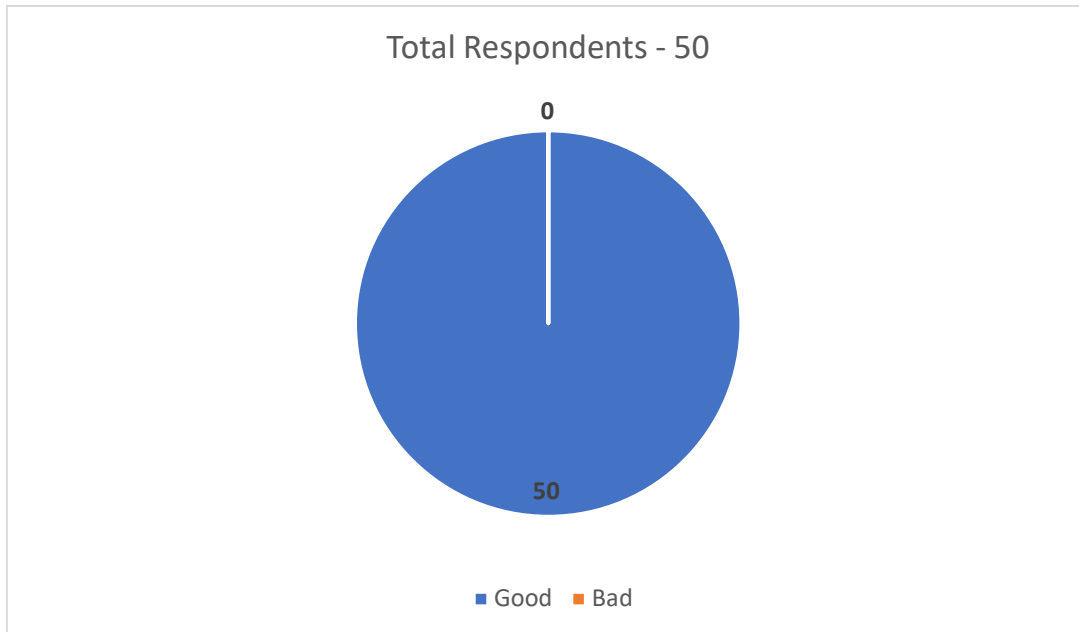
Interpretation

- The relation between the employees or respondents seems to be fruitful.

- All the respondents possess a good relation with the co-workers or colleagues in the organization.

**10. How do you feel about the welfare facilities provided by the organization?**

Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	14	28
2	Satisfied	34	68
3	Dissatisfied	2	4
4	Highly Dissatisfied	0	0

Total Respondents - 50

Highly Satisfied ■ Satisfied ■ Dissatisfied ■ Highly Dissatisfied
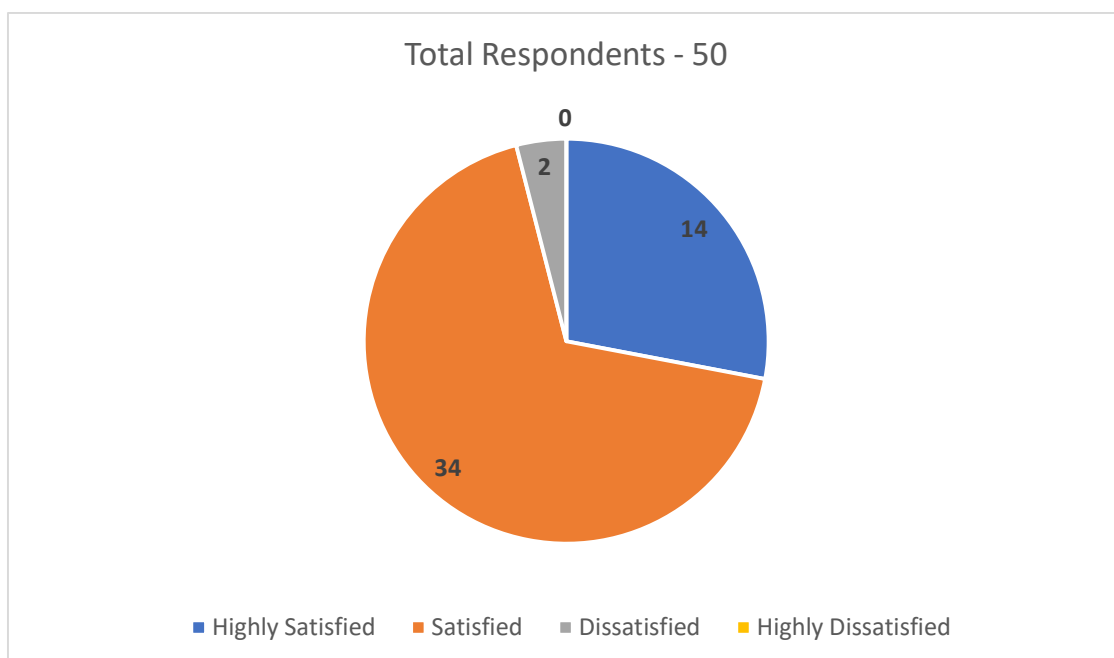
Interpretation

- Welfare facilities are those which are for the betterment of the company employees.

- 28% of the respondents are highly satisfied with the welfare activities of the organization.

- While more than half of the respondents are satisfied with the same.

- One thing to lookout is that 4% of the respondents seems to be dissatisfied which is a subject of concern and need to be addressed.

11. What is the level of management involvement in the problem solving of the employees?

| Sr. No.	Opinion	No. of Respondents	Percentage
1	To a great extent	30	60
2	To some extent	15	30
3	Little extent	5	10

Total Respondents - 50
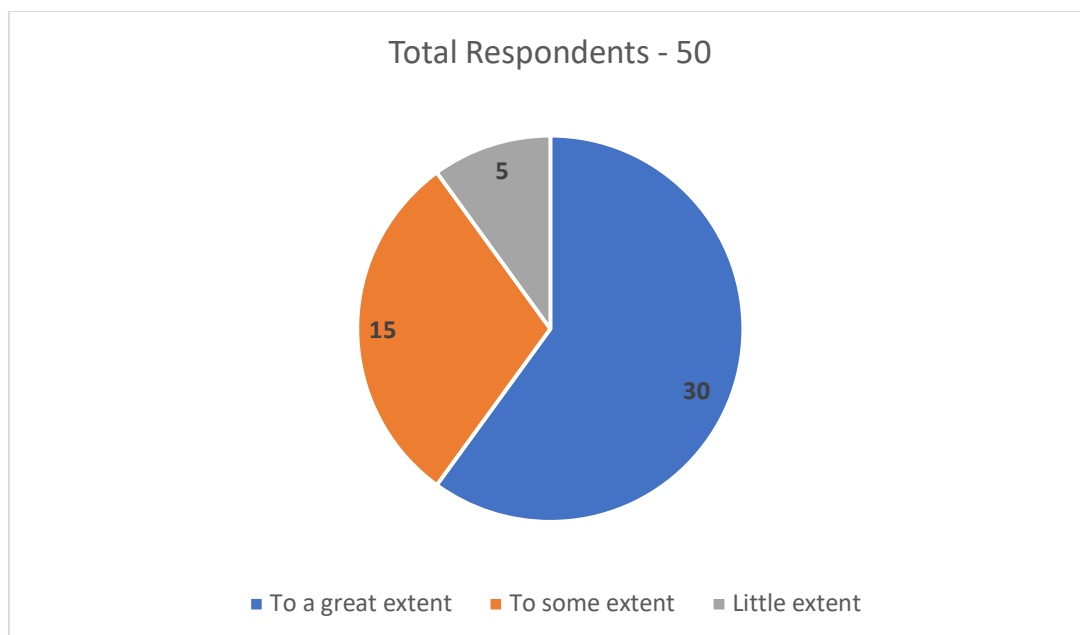
Interpretation

- More than half of the respondents talks about the management involvement in the problem solving is up to the great extent.

- While the 30% of the employees say that they are up to some extent.

- At last, the remaining of the 10% respondents are up to a little extent in the management involvement in the problem solving.

12. Do employees have the job security in the organization?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Yes	35	70
2	No	15	30

Total Respondents - 50

■ Yes ■ No
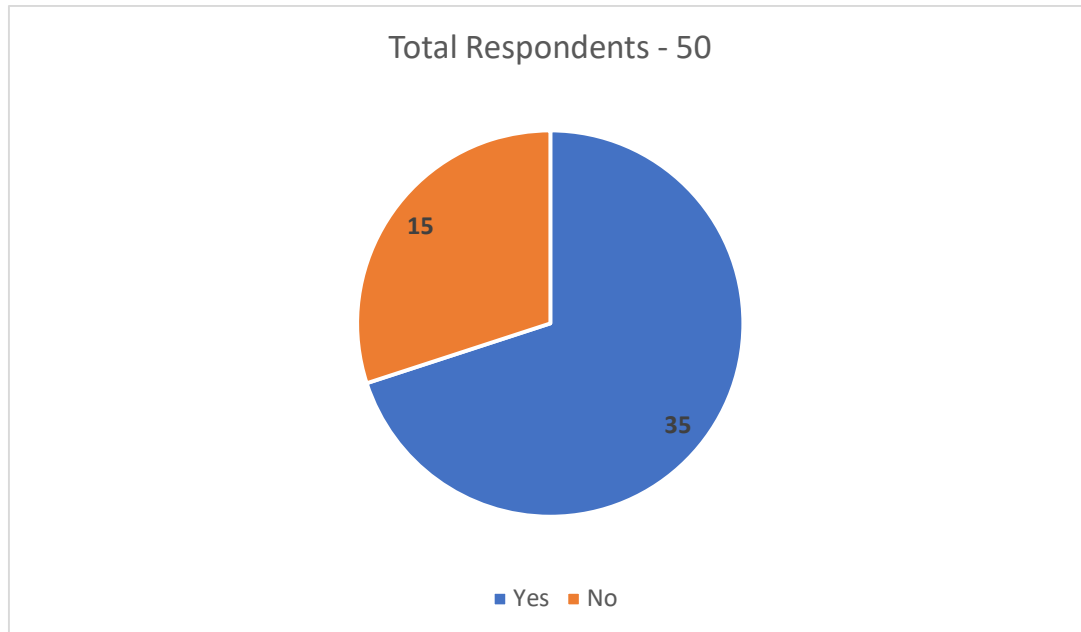
Interpretation

- Job security is a matter of concern in every organization.

- Here, the 70% respondents possess the job security in the organization. They might belong to the experienced ones.

- While the remaining 30% of the employees are insecure about their job in the organization.

13. What is the employee opinion about their allowances given to them in the organization?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly satisfied	8	16
2	Satisfied	32	64
3	Dissatisfied	10	20
4	Highly Dissatisfied	0	0

Total Respondents - 50

■ Highly Satisfied ■ Satisfied ■ Dissatisfied ■ Highly Dissatisfied
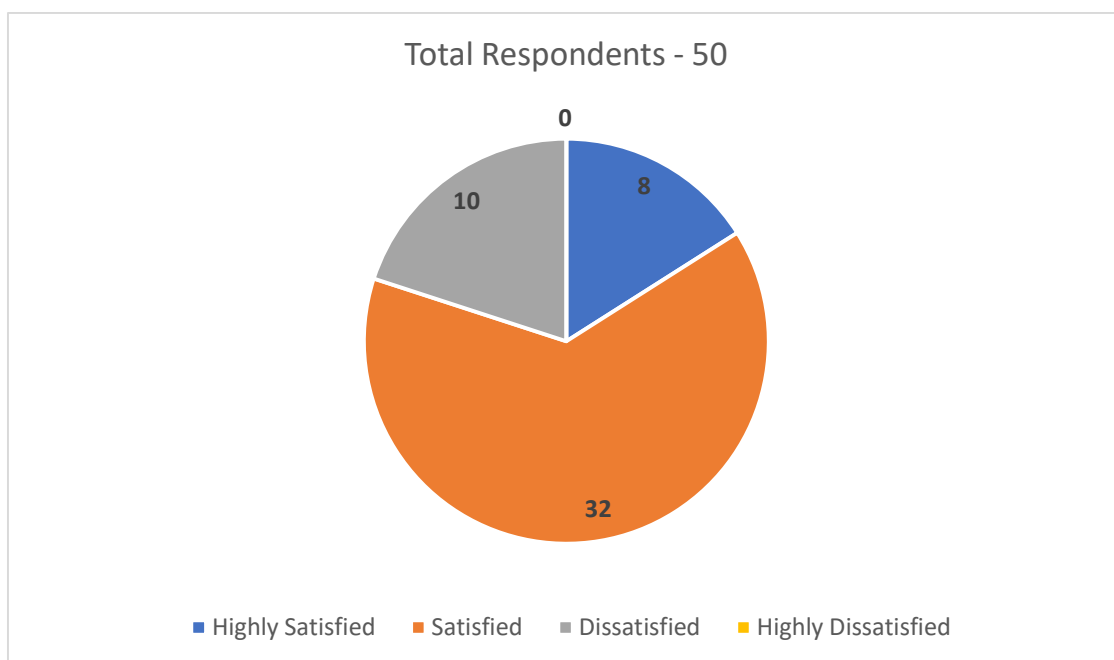
Interpretation

- Allowances satisfies the extra needs of the employees since most of them are in monetary nature.

- Here, majority of the respondents are being satisfied with the allowances given to them by the organization.

- While, a minor one belongs to the highly satisfied which is around 16%

- 20% of the employees are dissatisfied.

14. What is your opinion about the organization's working hours?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Comfortable	35	70
2	Uncomfortable	10	20
3	Under Pressure	5	10
4	No Comment	0	0

Total Respondents - 50

Comfortable ■ Uncomfortable ■ Under Pressure ■ No Comment
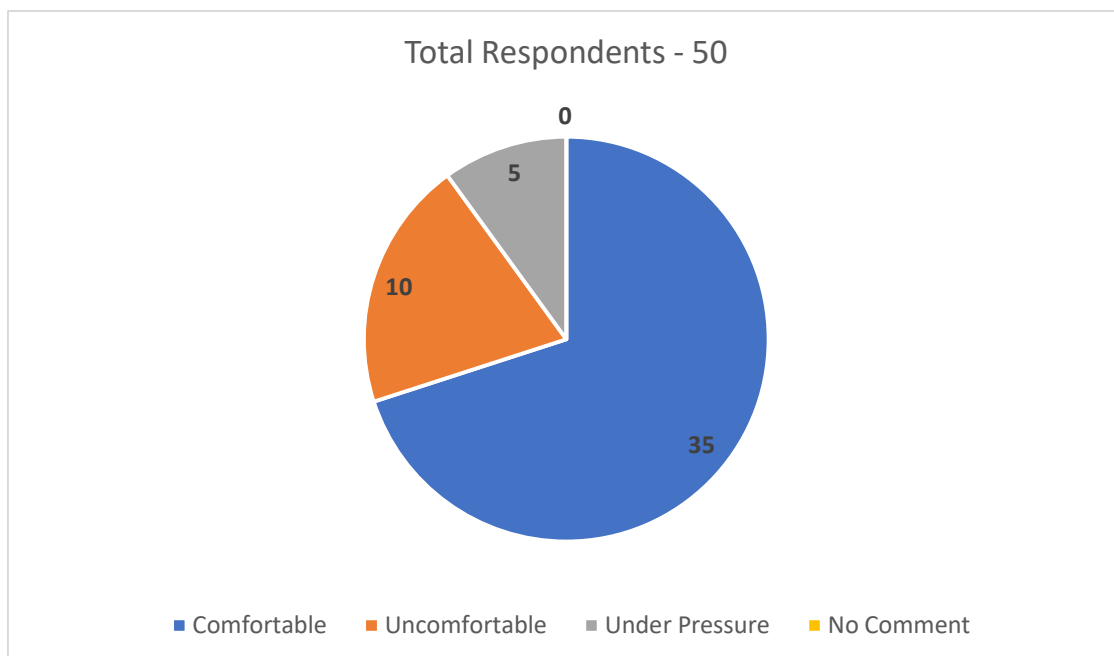
Interpretation

- On the working hours front, organization is being resulting in providing flexibility to its employees.

- 70% of the respondents are being comfortable with the organization working hours.

- While, 20% of the respondents are uncomfortable.

- 10% of the employees are under pressure with the working hours, which is an important thing to note.

15. How satisfied are you with your job considering all the aspects?

Sr. No.	Opinion	No. of Respondents	Percentage
1	Highly Satisfied	15	30
2	Satisfied	35	70
3	Dissatisfied	0	0
4	Highly Dissatisfied	0	0

Total Respondents - 50

0 0

15

35

■ Highly Satisfied ■ Satisfied ■ Dissatisfied ■ Highly Dissatisfied
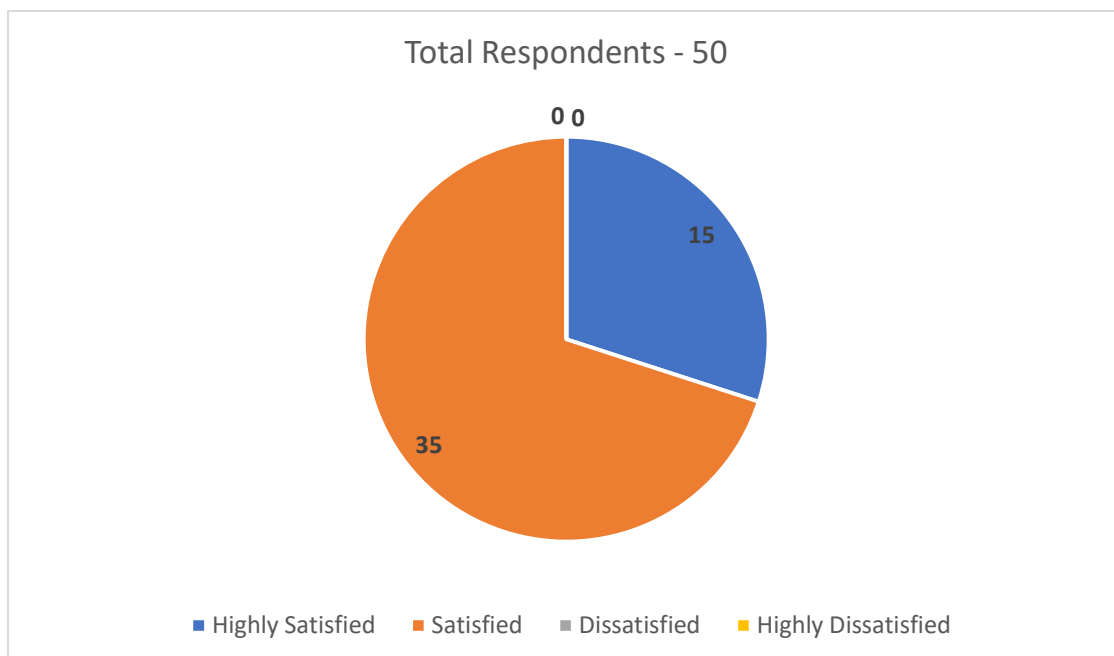
Interpretation

- At last, regarding the job satisfaction of the employees, as usual like every other organization, here also, the respondents are being satisfied with their jobs, which is 70% considering all the aspects.

- Organization also took one step forward to meet the expectations of their employees. Here, 30% of the respondents are highly satisfied with their jobs.

FINDINGS

FINDINGS

Major Findings:

- Salary is a matter of concern in the organization. Since a reasonable number of respondents are dissatisfied with the same.

- The operating/working hours of the employees is the one thing to lookout for. The work assigned to workers are satisfactory.

- In Jio's Centre, there's an honest relationship between management and workers.

- The workers are glad with prime level management.

General Findings:

- Supervisors are able to clear the doubts and facilitate in up their performance.

- Facilities provided to the staff are sensible.

- There could be a sensible recognition to the staff.

- Employees are glad with the facilities provided to them and are liberal to categorical their views freely to the management.

SUGGESTIONS

SUGGESTIONS

- To increase the work satisfaction level of the staff, the corporate ought to concentrate on incentives and reward structure instead of solely on psychological feature sessions.

- Recruitment ought to be finished the correct person for the correct job supported their instructional qualification, therefore it is often the issue for an efficient job.

- Company ought to offer promotion of those staff who want to be in it.

- Increase in wage will encourage the workers to draw best job.

- To build its staff loyal, the corporate ought to build them feel that their job is secured.

- Majority of the workers feel that there ought to be an incentive wage theme and increase in wages for economical add to the organization.

CONCLUSION

CONCLUSION

All the conclusions area unit drawn supported interpretation of primary knowledge concerning the duty satisfaction of workers of JIO Centre, Wardha.

- From the analysis and interpretation, it's terminated that the majority of the workers in unit glad with the work place and extremely few aren't glad that is negligible in range.

- In case of operating hours, most of them are glad with the timings.

- From the study it's clear that workers area unit glad with motivation provided by the management.

- This study shows that solely few workers powerfully feel that their pay structure is sweet.

- From the analysis, it's clear that workers area unit happy and convenient with the operating hours.

- This study shows that employees are glad with their duty, duty security and most of the workers don't feel that their job is unsecured.

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ANNEXURE

ANNEXURE

Please provide the following information before filling the further details.

NAME……………………………………………………………………………..

AGE…………………………………………………………………………………..

GENDER……………………………………………………………………………

EDUCATIONAL QUALIFICATION…………………………………………….

DESIGNATION……………………………………………………………………

EXPERIENCE………………………………………………………………………

1. How do you feel about your job in the organization? **(   )**

   a. Highly Satisfied

   b. Satisfied

   c. Dissatisfied

   d. Highly Dissatisfied

2. Are you extremely proud to tell people that I work for this organization? **(   )**

   a. Yes

   b. No

3. Do you think that existing human resource in the organization are sufficient for doing the maximum or required position in their particular department? **(   )**

   a. More Sufficient

   b. Sufficient

   c. Not Sufficient

4. How satisfied are you with the information you receive from management and

    communication with senior employees on what is going on in your division/company? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

5. What is the opinion about the salary pay in the organization? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

6. Do you get the wages/ salaries regularly? **(   )**

a. Yes

b. No

7. To what extent are you happy with promotion system in your organization? **(   )**

a. To a great extent

b. To some extent

c. little extent

8. How do you feel about the rules in your organization? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

9. What is your opinion about the relations between the co-workers in the organization? **(   )**

a. Good

b. Bad

10. How do you feel about the welfare facilities provided by the organization? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

11. What is the level of management involvement in the problem solving of the employees? **(   )**

a. To a great extent

b. To some extent

c. little extent

12. Do employees have the job security in the organization? **(   )**

a. Yes

b. No

13. What is the employee opinion about their allowances given to them in the organization? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

14. What is your opinion about the organization's working hours? **(   )**

a. Comfortable

b. Uncomfortable

c. Under Pressure

d. No Comment

15. How satisfied are you with your job considering all the aspects? **(   )**

a. Highly Satisfied

b. Satisfied

c. Dissatisfied

d. Highly Dissatisfied

THANK YOU FOR YOUR VALUABLE TIME.

HAVE A GOOD DAY!

THE END.