

A
Project Report
On
EMPLOYEE SATISFACTION IN SOFTWARE COMPANY

For
PEOCIT SOFTWARE SOLUTION

Submitted By
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Under the Guidance of,
MR. PRASAD SIR

Submitted To
Savitribai Phule Pune University

In the partial fulfilment of the requirements for the award of

Master's in Business Administration (MBA)

Through

Maharashtra Education Society'

Institute of Management & Career Courses, MBA



This is to certify that **MAYURI SANDIP VARPE** has completed her Project work on the topic **EMPLOYEE SATISFACTION IN SOFTWARE COMPANY** during the period from **JUNE 2021** to **NOV 2021**.

She has been sincere, hardworking and punctual in her work.

We wish her success in her future endeavors.

Authorized Signatory
Designation
Company Seal



Peocit Software Solutions Private Limited

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Branch Office: 07, Bhusari Colony, Pune - 411038, India.

Declaration

I Mayuri Sandip Varpe, of MBA-2 : Seat No _____ hereby declare that the Project work titled Employee satisfaction in Software Company which has been submitted to University of Pune, is an original work of the undersigned and has not been reproduced from any other source. I further declare that the material obtained from other sources has been duly acknowledged in the report.

Date: 30 JAN 2022

Signature

Place: Pune

Name: Mayuri Varpe

Preface

It is mandatory for every student of master of business administration from Institute of Management & Career Courses, MBA affiliated to Savitribai Phule Pune University to undergo project training at organization location with a project on live program. My training has been a faithful experience for me. Now I got a broad idea about the functioning of organization and this will be helpful for me in the coming days.

In this report I describe the company profile and history of the company.

Mayuri Varpe

ACKNOWLEDGEMENT

I am sincerely grateful to representatives from **PEOCIT SOFTWARE SOLUTION Pvt Ltd** that let me to get report from the HR Department of its company and participated in interviews. Their interest and willingness to participate have been vital to the findings of this report, Particularly **Mr. Jitendra Jadhav**. Equally I am grateful to all the businesses that were willing to participate in the fieldwork interviews. Their feedback and opinions were vital to establish whether this guidance can be utilized by employers.

I Gratefully thank my project guide **Prof.Prasad Gharpure** for his valuable comments, suggestions and for guiding me with interest in successful completion of this project work . I would also like to thank our director **Dr. Santosh Deshpande** And all faculty members of '**Maharashtra Education Society**' Institute of management & Career Courses ,MBA for having given me this opportunity during my curriculum .

Mayuri sandip varpe

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Executive Summary

I have completed this project in Peocit software solution pvt ltd .I visited to company and there was around 200 employees working at a time and I observed that the company provides very good facilities to their employees.

Employee Satisfaction is the most Important part in organization. Because when all employees are satisfied that what they want, then only they can work efficiently and concentratly . Company having very good environment and work life balance to employee .

Every individual gets equal rights and opportunities . Employees having growth in this organization . However it is a general observation that some employees are not satisfied in this organization and with the facilities provided by organization .

CHAPTER – 1
INTRODUCTION

1.1 INTRODUCTION

Human resource is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise executives, supervisors and the rank and file employees. It may be noted here that human resource should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus the employee's performance, which ultimately decides, and attainment of goals .

Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.

Employee satisfaction, while generally a positive in your organization, can also be a downer if mediocre employees stay because they are satisfied with your work environment. The term relates to the total relationship between an individual and the employer for which he is paid. Satisfaction does mean the simple feeling state accompanying the attainment of any goal; the end state is feeling accompanying the attainment by an impulse of its objective.

This project report mainly focused on a study on employee's 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 whether employees fulfilling their desire and need at work many measures purport that employee motivation, employees goal achievement and positive employee morale in the work place.

Job satisfaction survey can give the most valuable information the perceptions and causes. For satisfaction/dissatisfaction among the employees attitude towards job satisfaction may be either positive or negative. This positive feeling can be re-in forced and negative feelings can be rectified. This survey can be treated as the most effective and efficient way, which makes the workers to express their inner and real feelings undoubtedly.

For any future course of action or development, which involves employee's participation, is considered. The management will get a picture their employee's acceptance and

readiness. This survey also enables to avoid misinterpretations and helps management in solving problems effectively. It is observed during study some of the employees accepted the proposal survey research. A perfectly contentment and satisfaction motivates an employees to be confident with a high morale, it is an asset to organization as a whole.

Thus the high motivation and morale of an employee make him to remain in the organization and encourage him to face cut throat competition and gives him enough dynamism to face challenges. Every human being possess him own unique resource, if properly channels 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. This contentedness ultimately acts as a key factor to human resource development.

Everyone from managers, retention agents to HR need to get a handle on employee loyalty and satisfaction – how committed is the workforce to the organization and if workers are really contented with the way of things for gauging their likelihood to stay with the company. One of the main aspects of Human Resource Management is the measurement of employee satisfaction. Companies have to make sure that employee satisfaction is high among the workers, which is a precondition for increasing productivity, responsiveness, and quality and customer service. The litmus test is to study turnover and average length of service. If turnover is on the rise, loyalty levels are low and vice-versa.

Comparing them to industry averages gives good idea of attrition probabilities. Staff attendance, compliance with policies and confidence in leadership are other indirect indicators of allegiance while excessive theft and sabotage spell obvious lack of commitment.

The term Job Satisfaction was brought to limelight by Hoppock (1935). He reviewed 32 studies on job satisfaction conducted prior to 1933 & observed that job satisfaction is a combination of psychological, physiological and environmental circumstances that cause a person to say. 'I am satisfied with my job'. Locke defines job satisfaction as a "pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences". To the extent that a person's job fulfils his dominant need & is consistent with his expectations & values, the job will be satisfying.

1.2 STATEMENT OF THE PROBLEM

It is said that satisfied employee is a productive employee, any kind of grievance relating to organizational or personal to a greater extent influence on the job. So every organization is giving higher priority to keep their employees with the satisfaction by providing several facilities which improves satisfaction and which reduces dissatisfaction. Job satisfaction is considered as a key issue by the entrepreneur where efforts are taken and programs are initiated. If an employee is not satisfied with the job there are chances for absenteeism, job turnover, lower productivity, committing of mistakes, diverting energy for different types of conflicts keeping this thing in view all organizations are trying to identify the areas where satisfaction to be improved to get out of the above dangers.

1.3 OBJECTIVES

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

1.4 SIGNIFICANCE OF THE STUDY

- The company can analyze the level of employee satisfaction in their organization.
- The company can improve the working conditions, environment and other policies to satisfy the employees.
- The company can implement my valuable suggestions to overcome many problems faced by organization.
- This study is to understand how the organization works and can get more insight on the concept of job satisfaction.
- This study is undertaken to provide suggestions.

CHAPTER -2
COMPANY PROFILE

COMPANY PROFILE



An ISO 27001:2013 Certified, Peocit Software Solutions Private Limited. is a banking solution providing company having 20+ years experience of computerization in cooperative sector with 4000+ customers across India. Headquartered in Pune with state-of-the-art development facility with 250+ employees. For our accomplishment story, we are grateful to our owner, “Mr. Shrikant Mulay”, whose continual backing and direction have been useful to us for attaining exponential development in the current market. Customers can also contact us on WhatsApp group and can receive services through onsite visits, telephone or internet. Multi-lingual Customer Support available in Pune Head Office, Helpline No.9595166166. Technical tie-ups with banks like ICICI, AXIS, RBL, KOTAK, etc. through which we provide cashless facilities to our customers. Successful Migration of data from any / old software.

COMPANY HISTORY

Peocit Software Solutions Private Limited is a Private incorporated on 11 February 2010. It is classified as Non-govt company and is registered at Registrar of Companies, Pune. Its authorized share capital is Rs. 1,000,000 and its paid up capital is Rs. 1,000,000. It is involved in Software publishing, consultancy and supply [Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, business & other applications software, computer games software for all platforms. Consultancy includes providing the best solution in the form of custom software after analyzing the user's needs and problems. Custom software also includes made-to-order software based on orders from specific users. Also, included are writing of software of any kind following directives of the users; software maintenance, web-page design].

Peocit Software Solutions Private Limited's Annual General Meeting (AGM) was last held on 31 December 2020 and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2020.

Directors of Peocit Software Solutions Private Limited are Deepak Prakashchand Surana, Shrikant Prakash Mulay and Abhijit Shamrao Nangare.

Peocit Software Solutions Private Limited's Corporate Identification Number is (CIN) U72200PN2010PTC135536 and its registration number is 135536. Its Email address is abhijit@peocitsoft.com and its registered address is PLOT NO. 97, FLAT NO. 102, SHRINIVAS APARTMENTS, BHUSARI COLONY, KOTHRUD PUNE MH 411038 IN.

Company Details

CIN [U72200PN2010PTC135536](#)

Company Name	PEOCIT SOFTWARE SOLUTIONS PRIVATE LIMITED
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Company Status	Active
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RoC	RoC-Pune
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Registration Number	135536
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Company Category	Company limited by Shares
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Company Sub Category	Non-govt company
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Class of Company	Private
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Date of Incorporation	11 February 2010
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Age of Company	11 years, 10 month, 10 days
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Activity	Software publishing, consultancy and supply [Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, business &
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CIN

[U72200PN2010PTC135536](#)

other applications software, computer games software for all platforms. Consultancy includes providing the best solution in the form of custom software after analyzing the user's needs and problems. Custom software also includes made-to-order software based on orders from specific users. Also, included are writing of software of any kind following directives of the users; software

Number of Members	350+
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Products & Services

Bank Management Software

Credit Society Software

Company Software

Core Banking Solution

Loan Management Software

Cooperative Society Software

QUALITY & CAPABILITIES

The path followed by Peocit Software Solution is constant updating and improvisation with the latest and best technical innovations; they have good facilities for their employees. Peocit Software Solution has always been poised to meet any challenge with confidence.

Efficient management - Efficient management and superb infrastructure

Systematic production - Systematic production co-ordination and follow up

Innovative work force - A dedicated, motivated and innovative work force

Commitment to quality - Commitment to quality and punctuality

Innovative solutions - Innovative solutions to meet every new challenge

All under one roof - Centralized operations make for speed and superior quality.

PERSONNEL POLICY AND OBJETIVES

The intention of the company is to provide a suitable, safe and healthy working environment to each employees of the company. As the policies are the plan of actions, organization needs to evolve personnel policies as they ensure consistency and uniformity in the treating people. They help to motivate and build loyalty. Policies become benchmark to compare and evaluate performance. A policy is more specific and commits the management to definite course of action.

CHAPTER 3

REVIEW OF LITERATURE

REVIEW OF LITERATURE

Review of literature is the most important aspect in any research work. It is a measure, stating the recent output on a particular area of research and organised in a helpful sequence to strengthen the present research techniques. The main objective of the review of literature is to understand the research activities that have taken place in a particular discipline in general and the area of research in particular. All the relevant literature available was reviewed and presented. The contribution of academicians, information scientists, research scholars and library professionals on this topic in various dimensions has yielded invaluable set of research output.

Chapter – 4

RESEARCH METHODOLOGY

Methodology is the systematic, theoretical analysis of the methods applied to a field of study. It comprises the theoretical analysis of the body of methods and principles associated with a branch of knowledge. Typically, it encompasses concepts such as paradigm, theoretical model, phases and qualitative or quantitative technique.

Data needed for the study is collected from the employees through questionnaire. Analysis and interpretation has been done by using the statistical tools and data presented through tables and charts.

4.1 RESEARCH DESIGN

Descriptive research has been applied, which is also known as statistical research, describes data and characteristics about the population or phenomenon being studied. Once the theoretical framework was developed, the data collection procedure was planned and executed as research design.

4.2 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 tool used is questionnaire.

Secondary Data

Secondary data are those which have already been collected by someone else these are already existing data. Under this study, secondary data like textbooks and websites are used.

4.3 SAMPLE DESIGN

A sample design is a definite plan for obtaining sample from a given population. Sample design method is used in selected samples.

4.4 SAMPLE SIZE

The items selected constitute what is technically called a sample. The sample size for this study is 50 respondents.

4.4.1 SAMPLE TECHNIQUE

In survey methodology sampling is concerned with selection of subset of individual from within a statistical population to estimate characteristics of whole population.

The sampling technique used here is simple random sampling.

4.4.2 TOOLS OF STUDY

- Likert Scale - five point scale

4.4.3 TOOLS FOR PRESENTATION

- Table representation of data
- Graphical representation of data

4.5 LIMITATIONS OF STUDY

Each and every task has certain limitation and hurdles in the course of its performance.

- This study is limited only to Ebenezer Printpack (P) Ltd.
- To create good images respondents 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

CHAPTER 5

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.

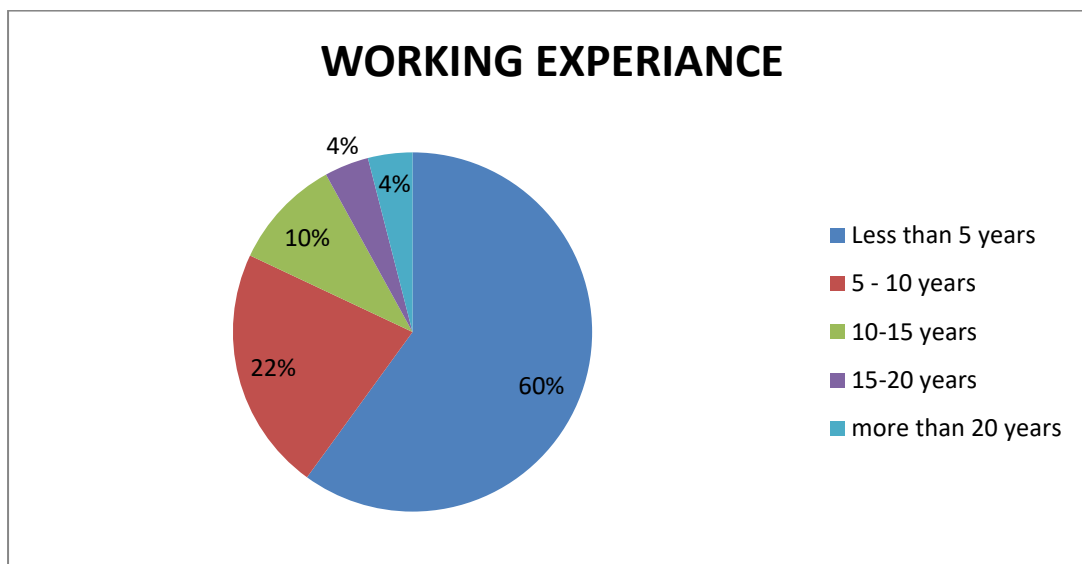
INTERPRETATION

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, conclusions may be drawn. Correct interpretation will lead to a valid conclusion of the study and this can aid one in taking suitable decision.

Working experience of employees

Table 4.1: The table showing working experience of employees in the organization .

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Less than 5 years	30	60
2	5-10 years	11	22
3	10-15 years	5	10
4	15-20 years	2	4
5	More than 20 years	2	4
6	Total	50	100



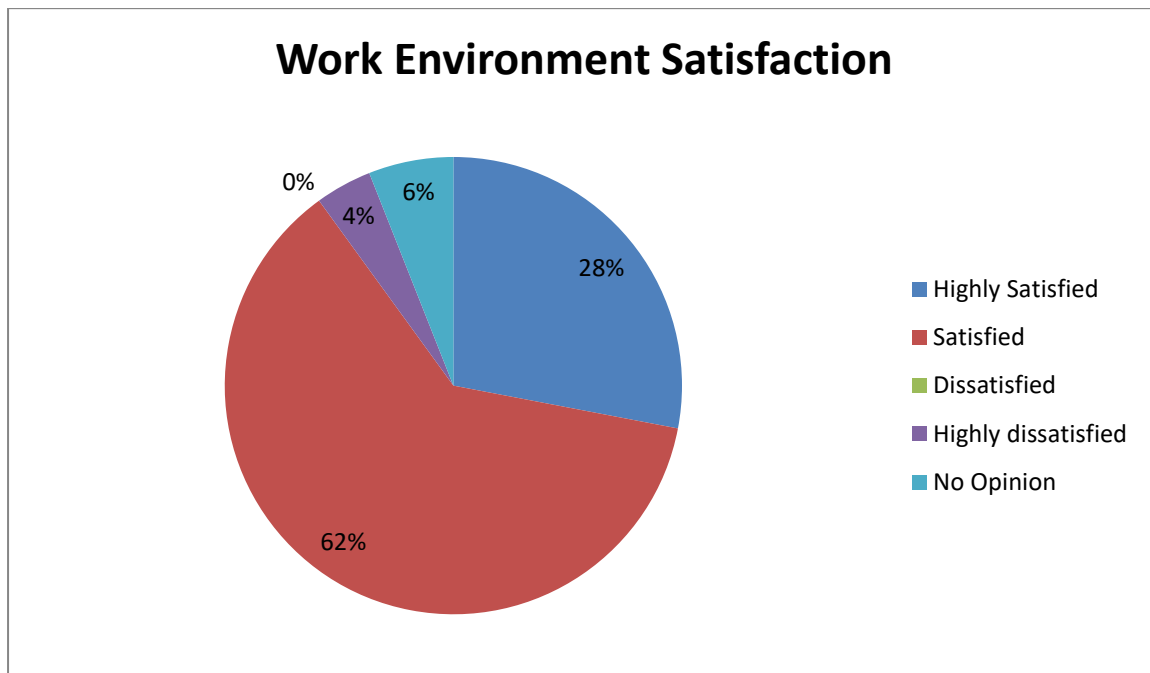
Interpretation:

Out of 50 responds, about 50% of employees have been working below 5 years, 22% of employees have been working 5 – 10 years, 10% of employees have been working 10 – 15 years, 4% of employees have been working 15 – 20 years, 4% of employees have been working more than 20 years in the organization.

Working environment satisfaction

Table 4.2: The table showing employees satisfaction on working environment.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	14	28
2	Satisfied	31	62
3	Dissatisfied	2	4
4	Highly Dissatisfied	0	0
5	No Opinion	3	6
6	Total	50	100



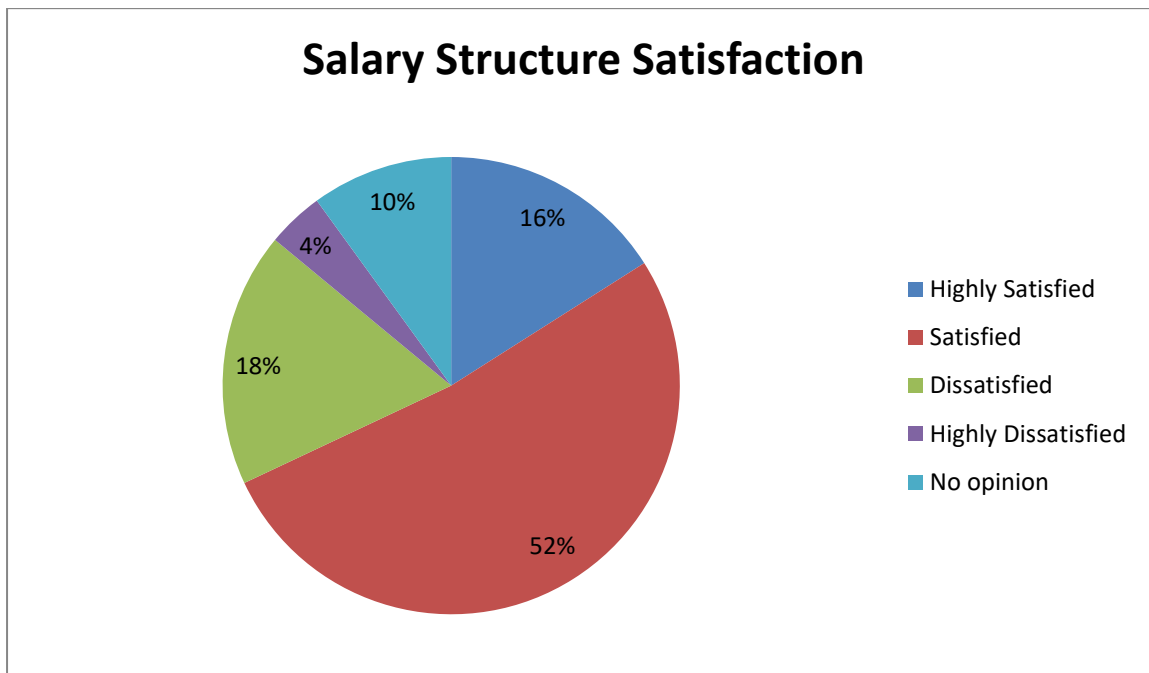
Interpretation:

Out of 50 responds, 28% of employees are highly satisfied, 62% of employees are satisfied ,0% of employees are dissatisfied , 4% of employees are highly dissatisfied , 6% of employee has no opinion in the working environment of the organization.

Salary structure satisfaction

Table 4.3: The table showing employees satisfaction on salary structure.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	8	16
2	Satisfied	26	52
3	Dissatisfied	9	18
4	Highly Dissatisfied	2	4
5	No Opinion	5	10
6	Total	50	100



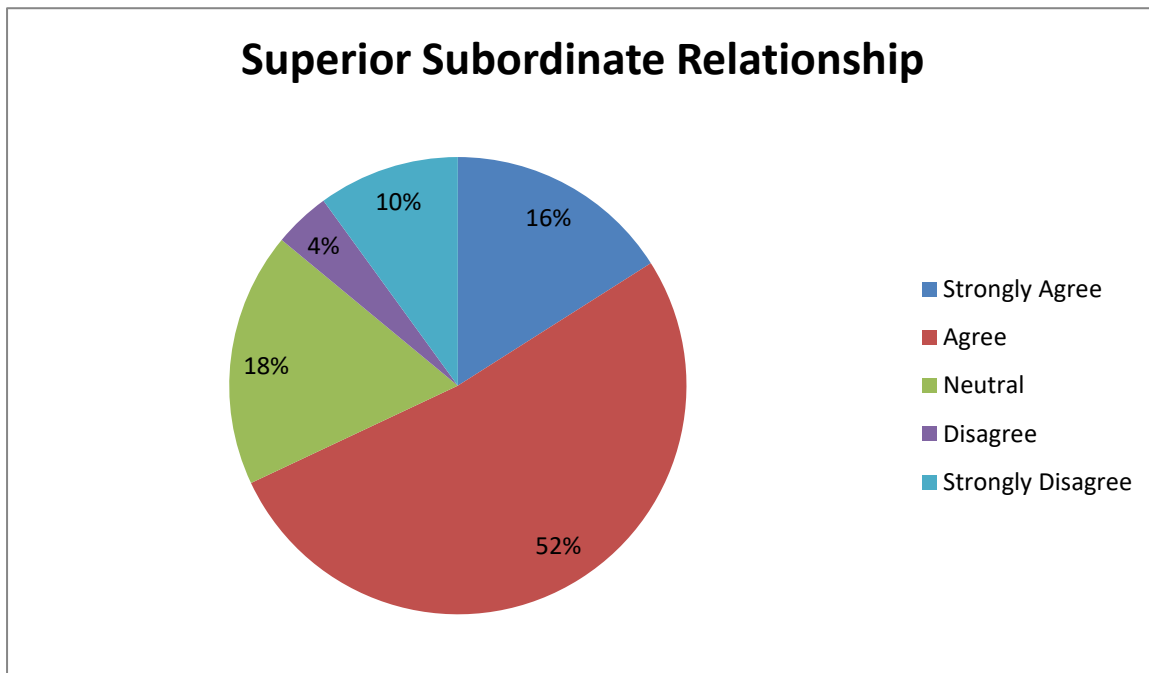
Interpretation:

Out of 50 responds, 16% of employees are highly Satisfied, 52 % of employees are satisfied, 18% of employees are dissatisfied ,4 % of employees are highly dissatisfied and 10% of employees having no opinion with the salary structure of organization and 8% of employees have no opinion regarding the salary structure of the organization.

Superior subordinate relationship

Table 4.4: The table showing superior subordinate relationship.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	8	16
2	Agree	26	52
3	Neutral	9	18
4	Disagree	2	4
5	Strongly Disagree	5	10
6	Total	50	100



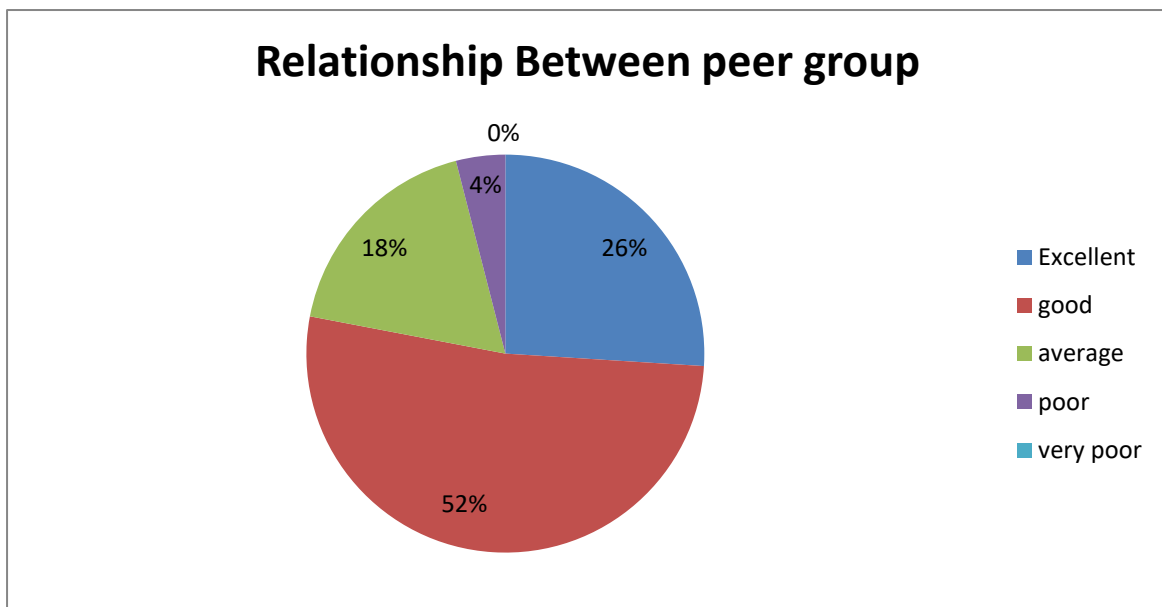
Interpretation:

Out of 50 responds, 52% of employees agree that superior maintain good relation with the employees while 16% of employees feels strongly agree ,18% employees are neutral , 4% employees are disagree and 4% employees are strongly disagree in the good relationship with employees in the organization.

Relationship between peer groups

Table 4.5: The table showing the relationship between peer groups.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Excellent	13	26
2	Good	26	52
3	Average	9	18
4	Poor	2	4
5	Very Poor	0	0
6	Total	50	100



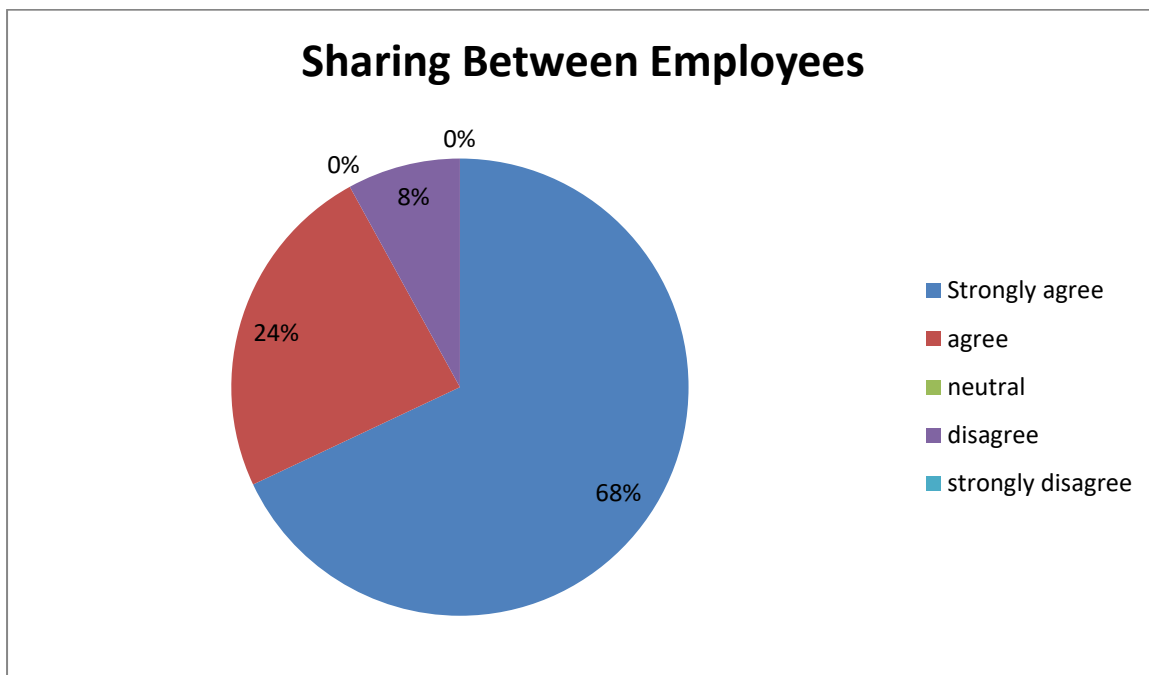
Interpretation:

Out of 50 responds, 52% of employees are of view that relationship between the peer are good, 26% feels excellent and 18% of employees opinion is that relationship between peer group is average and 4% of employees view that relationship between the peer is poor in the organization.

Experience sharing between employees

Table 4.6: The table showing experience sharing between employees.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	34	68
2	Agree	12	24
3	Neutral	0	0
4	Disagree	4	8
5	Strongly Disagree	0	0
6	Total	50	100



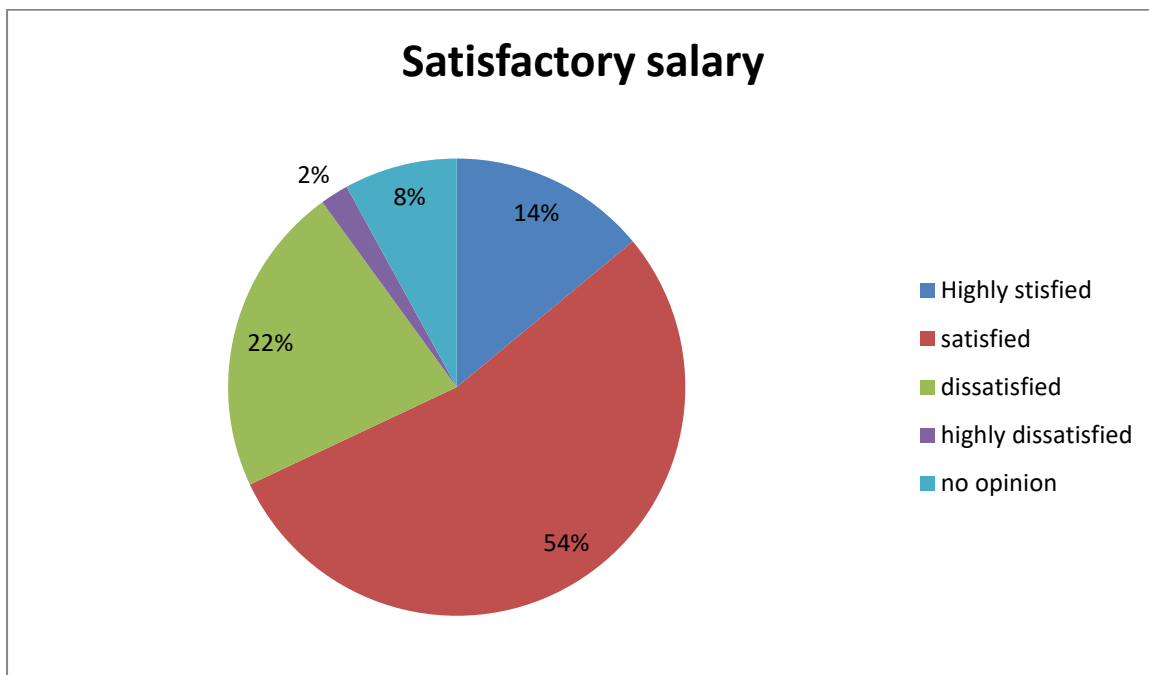
Interpretation:

Out of 50 responds, 68% of employees are always ready to share experience to help other employees, 24% of employees are agree to share experience in the organization. And 8% of employees often to share experience in the organization.

Satisfactory salary

Table 4.7: The table showing satisfactory level on the basis of salary.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	7	14
2	Satisfied	27	54
3	Dissatisfied	11	22
4	Highly Dissatisfied	1	2
5	No Opinion	4	8
6	Total	50	100



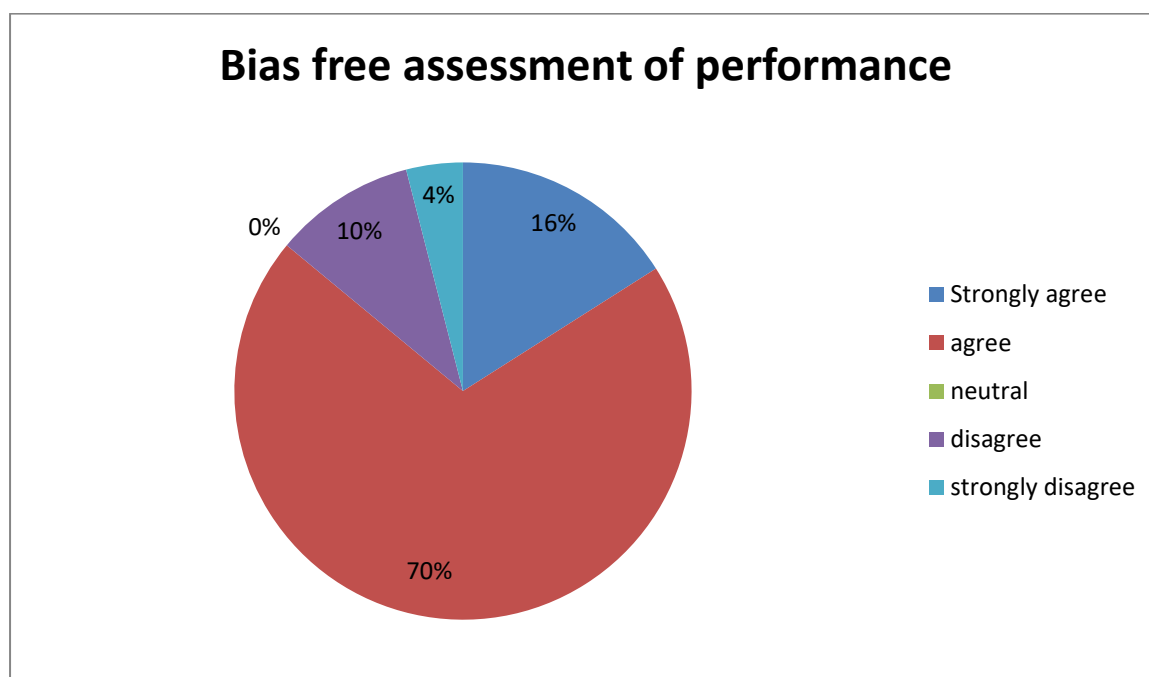
Interpretation:

Out of 50 responds, 14% of employees are strongly satisfied, 54% of employees are satisfied, 22% of employees are dissatisfied ,8% are neutral with their salary of their work in the organization.

Bias free assessment of performance

Table 4.8: The table showing bias free assessment of performance by superior.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	8	16
2	Agree	35	70
3	Neutral	0	0
4	Disagree	5	10
5	Strongly Disagree	2	4
6	Total	50	100



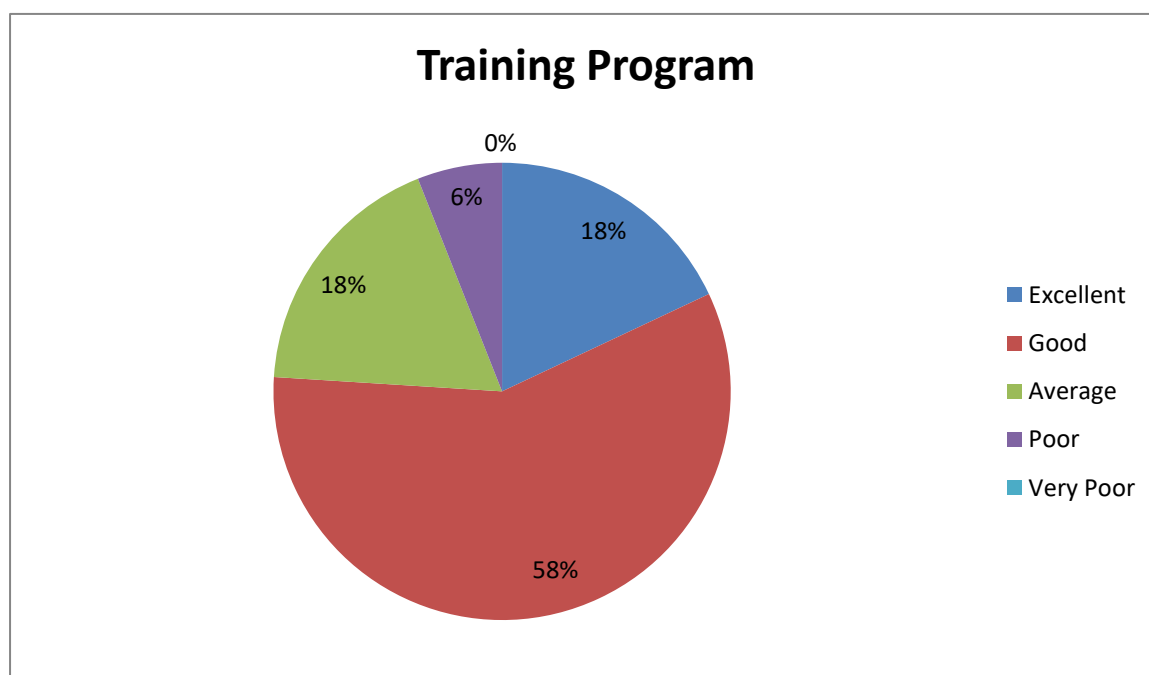
Interpretation:

Out of 50 responds, 16% of employees are of opinion that superior strongly assess performance without any bias, 70% of employees were agree, 10% of employees are disagree and 4% of employees are strongly disagree regarding the bias assessment performance of superior in the organization.

Training programme

Table 4.9: The table showing employees opinion about the training programme.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Excellent	9	18
2	Good	29	58
3	Average	9	18
4	Poor	3	6
5	Very Poor	0	0
6	Total	50	100



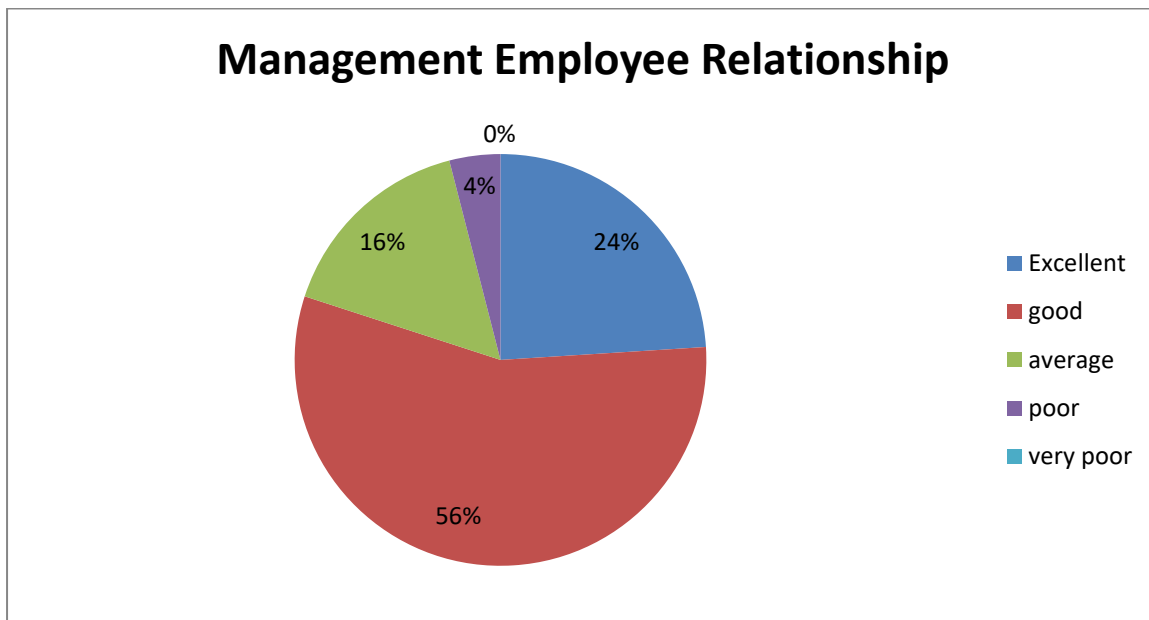
Interpretation:

Out of 50 responds, 58% of employees are have an opinion that the training program in the organization is good, 18% of employees feels excellent, 18% feel average and 6% of employees feels poor towards the training programme of the organization.

Management employee relationship

Table 4.10: The table showing the relationship of management towards employee.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Excellent	12	24
2	Good	28	56
3	Average	8	16
4	Poor	2	4
5	Very Poor	0	0
6	Total	50	100



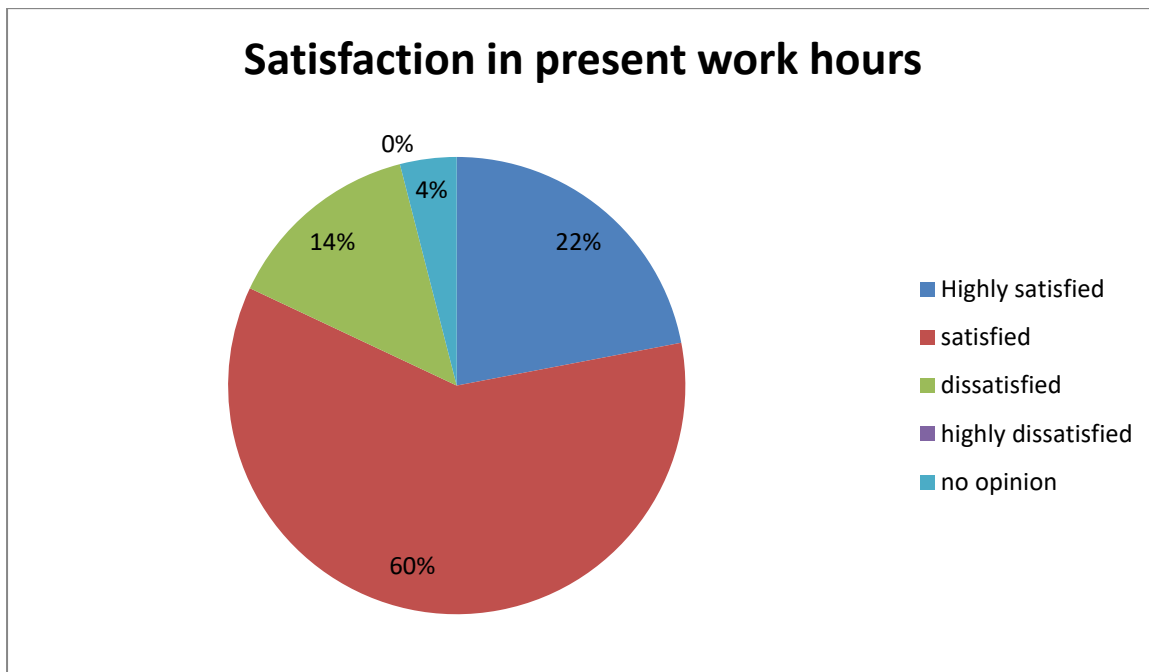
Interpretation:

Out of 50 responds, 24% of employees says that the relationship between management and employees are excellent, while 56% says its good, 16% says average, 4% says as poor in the organization.

Satisfaction in present work hour

Table 4.11: The table showing employees satisfaction on present working hours.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	11	22
2	Satisfied	30	60
3	Dissatisfied	7	14
4	Highly Dissatisfied	0	0
5	No Opinion	2	4
6	Total	50	100



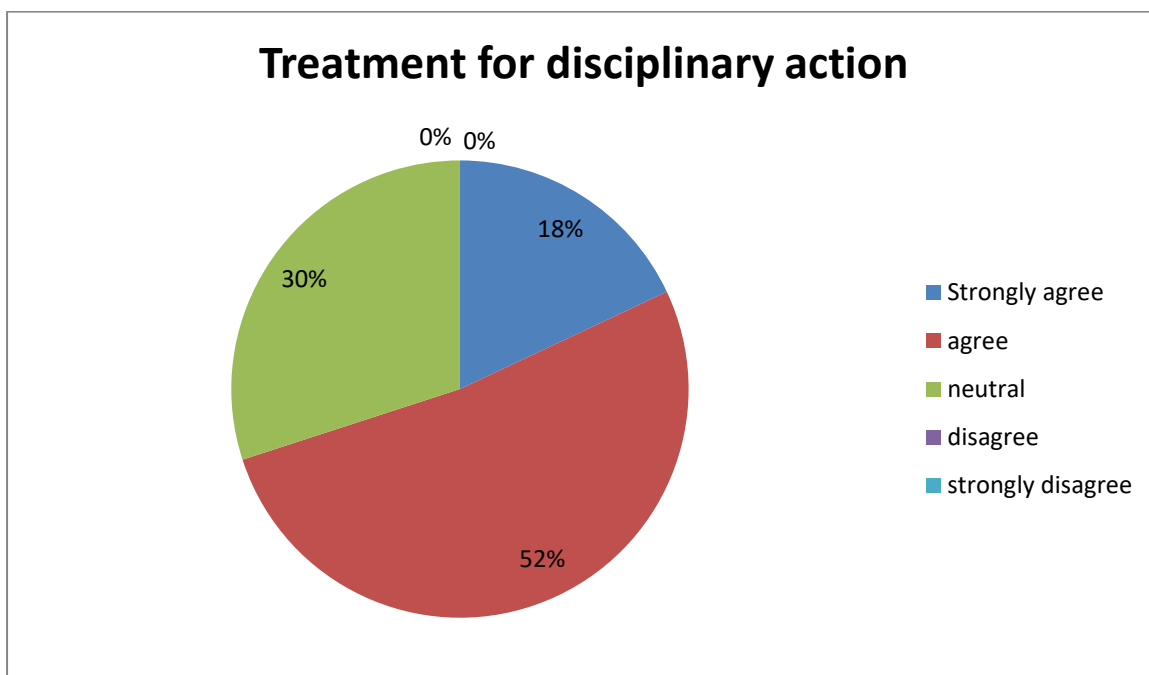
Interpretation:

Out of 50 responds, 60% of employees were satisfied with their present working hours in the organization, while 22% were highly satisfied, 14% were dissatisfied, 4% has no opinion about working hrs in the organization.

Equal treatment on disciplinary action

Table 4.12: The table showing equality in treatment for disciplinary action.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	9	18
2	Agree	26	52
3	Neutral	15	30
4	Disagree	0	0
5	Strongly Disagree	0	0
6	Total	50	100



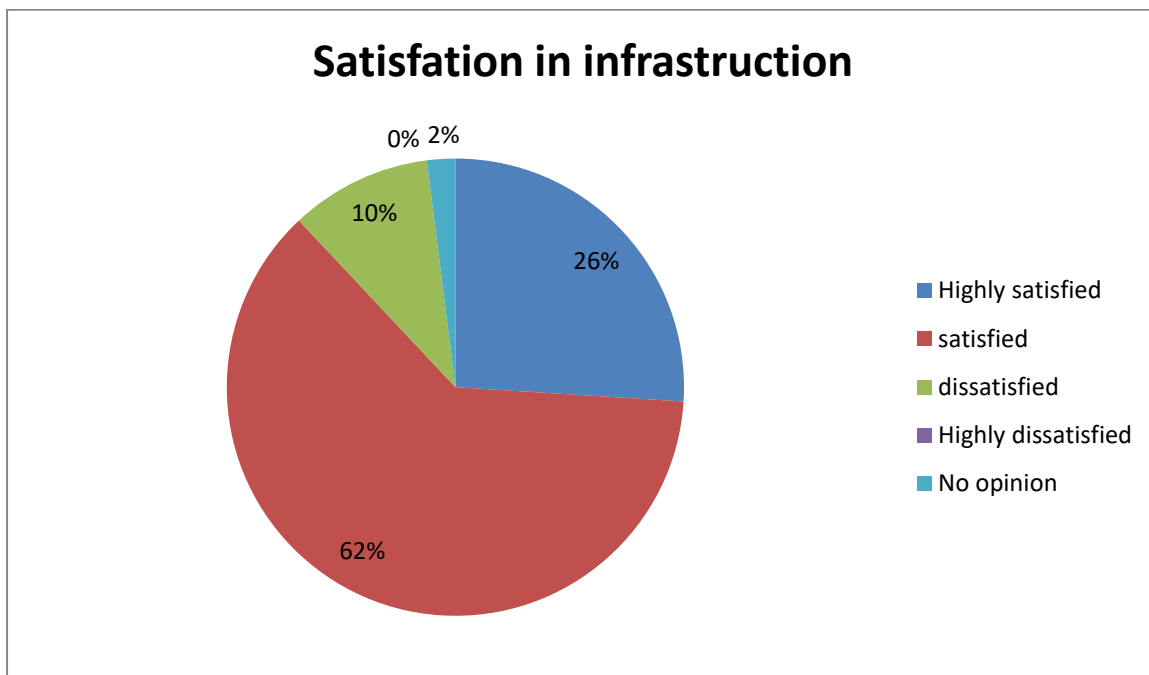
Interpretation:

Out of 50 responds, 18% of employees are strongly get equal treatment while taking disciplinary action in the organization, 52% were agree, 30% feels neutral with the equal treatment for disciplinary action in the organization.

Satisfaction in infrastructure

Table 4.13: The table showing the satisfaction of employees towards infrastructure.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	13	26
2	Satisfied	31	62
3	Dissatisfied	5	10
4	Highly Dissatisfied	0	0
5	No Opinion	1	2
6	Total	50	100



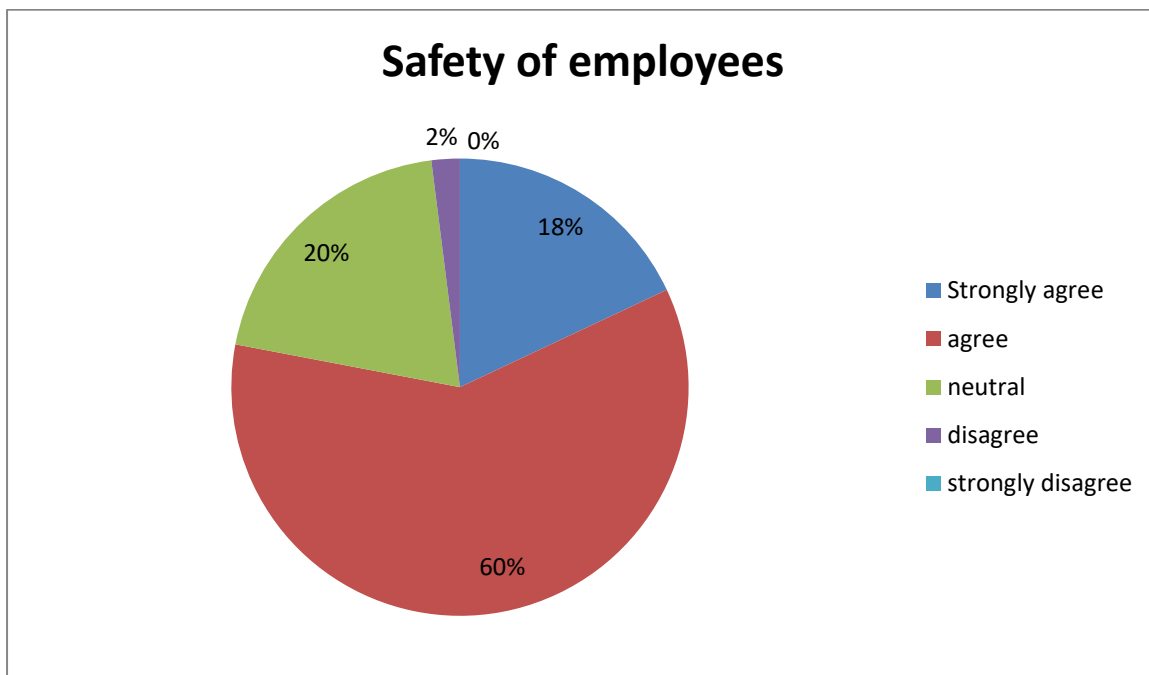
Interpretation:

Out of 50 responds, 62% of employees are satisfied with their organization infrastructure, 26% of were highly satisfied and 10% were dissatisfied and 2% of employees has no opinion with their infrastructure of the organization.

Safety of employees

Table 4.14: The table showing management concern in safety of employees.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	9	18
2	Agree	30	60
3	Neutral	10	20
4	Disagree	1	2
5	Strongly Disagree	0	0
6	Total	50	100



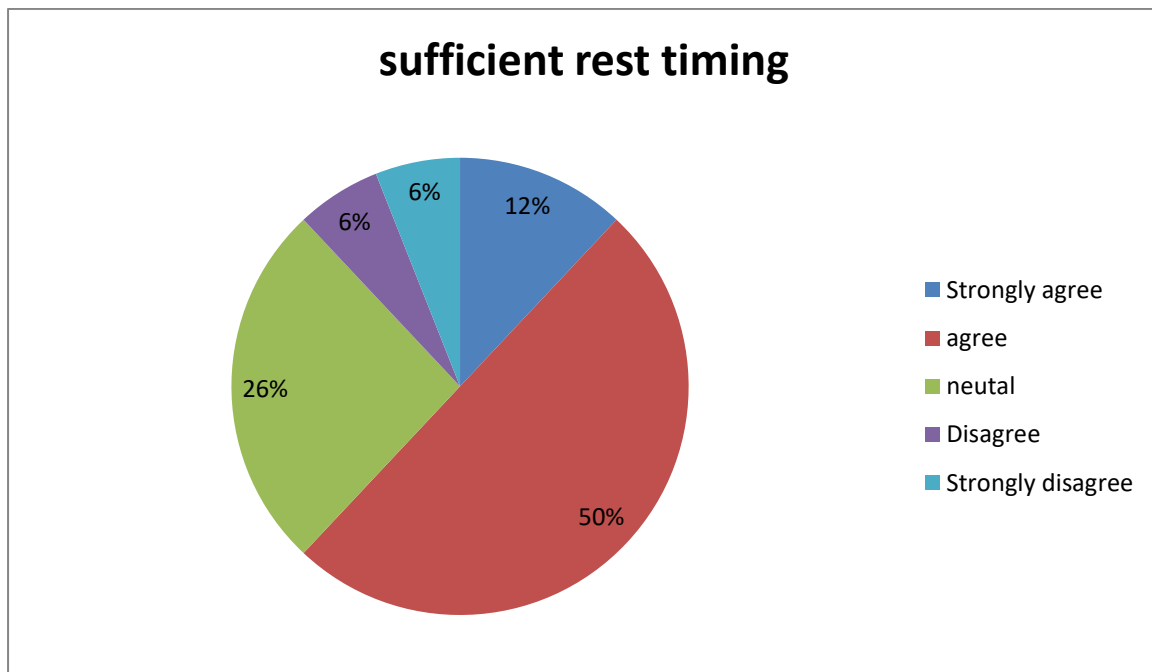
Interpretation:

Out of 50 responds, 60% of employees have an opinion that agree management takes sufficient measures for the safety of employees in the organization, 18% were strongly agree and 20% having neutral opinion in the organization.

Sufficiency of rest time

Table 4.15: The table showing sufficiency of rest time.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	6	12
2	Agree	25	50
3	Neutral	13	26
4	Disagree	3	6
5	Strongly Disagree	3	6
6	Total	50	100



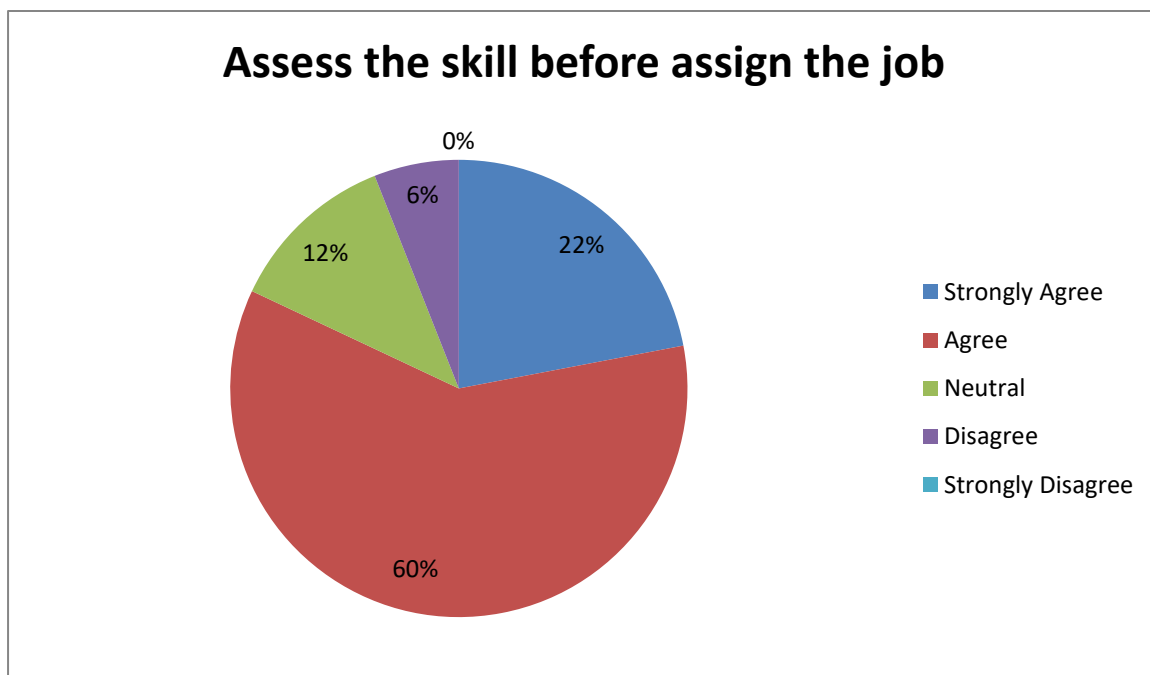
Interpretation:

Out of 50 responds, 50% of employees are feels agree that management provide rest time,12% of employees are strongly agree, 26% of employee are neutral , 6% were disagree, 6% were strongly disagree in the organization.

Assess the skill before assign the job

Table 4.16: The table showing assessment of skills of employees before assigning the job.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly agree	11	22
2	Agree	30	60
3	Neutral	6	12
4	Disagree	3	6
5	Strongly Disagree	0	0
6	Total	50	100



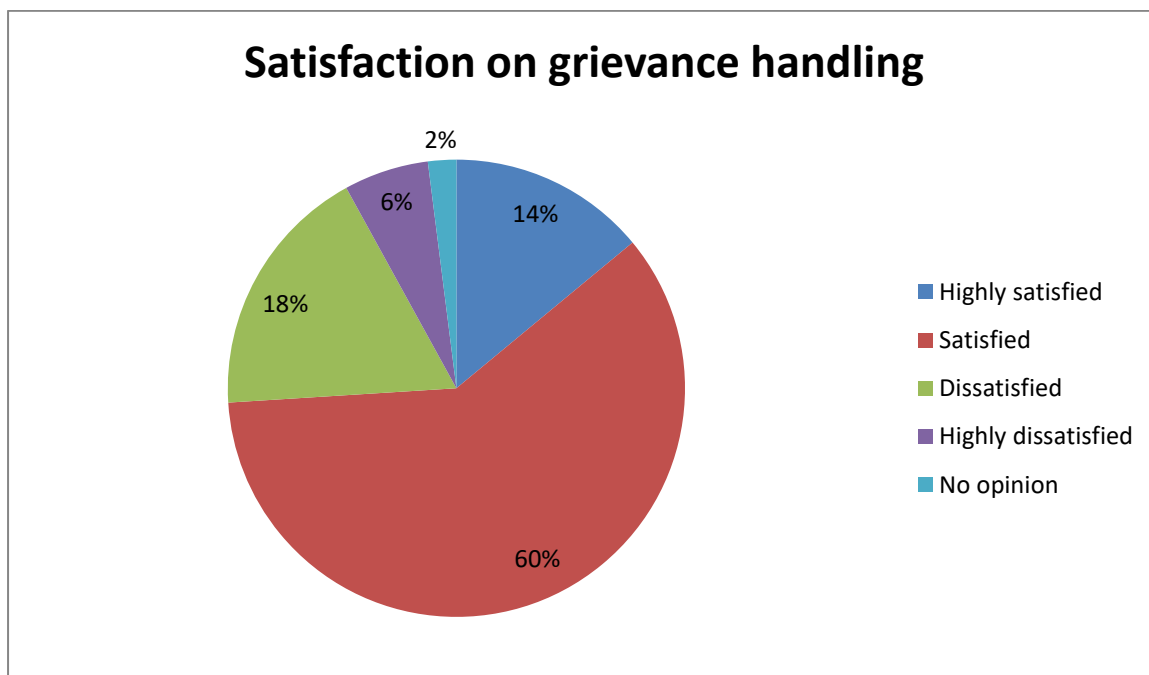
Interpretation:

Out of 50 responds, 22% of employees feels that company strongly analysis skills before assign the job, 60% feels agree, 12% of employees feel neutral and 6% of employees feel disagree in analysis skills before assign the job in the organization.

Satisfaction on grievance handling

Table 4.17: The table showing satisfaction of employees in their grievance being handled.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	7	14
2	Satisfied	30	60
3	Dissatisfied	9	18
4	Highly Dissatisfied	3	6
5	No Opinion	1	2
6	Total	50	100



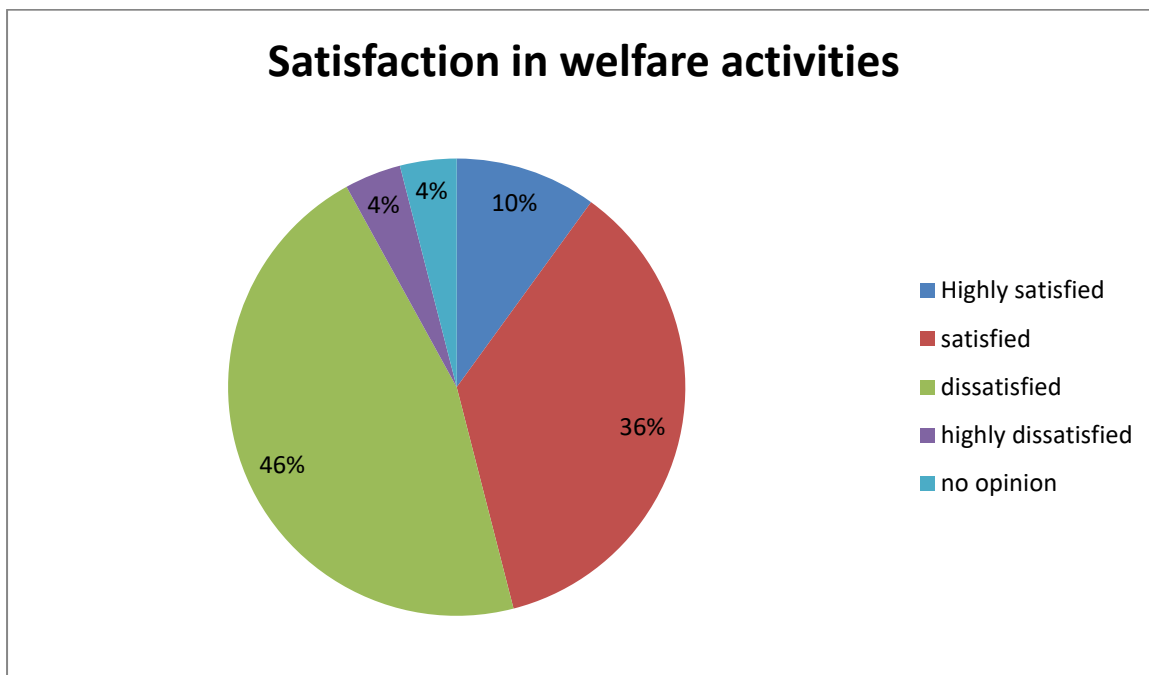
Interpretation:

Out of 50 responds, 60% of employees were satisfied with the grievance handling of the company, 14% were highly satisfied, 18% of employees were dissatisfied, 6% of employees are highly dissatisfied and 2% have no opinion regarding the grievance handling of the company.

Satisfaction in welfare activity

Table 4.18: The table showing employee satisfaction in their welfare activity.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	5	10
2	Satisfied	23	46
3	Dissatisfied	18	36
4	Highly Dissatisfied	2	4
5	No Opinion	2	4
6	Total	50	100



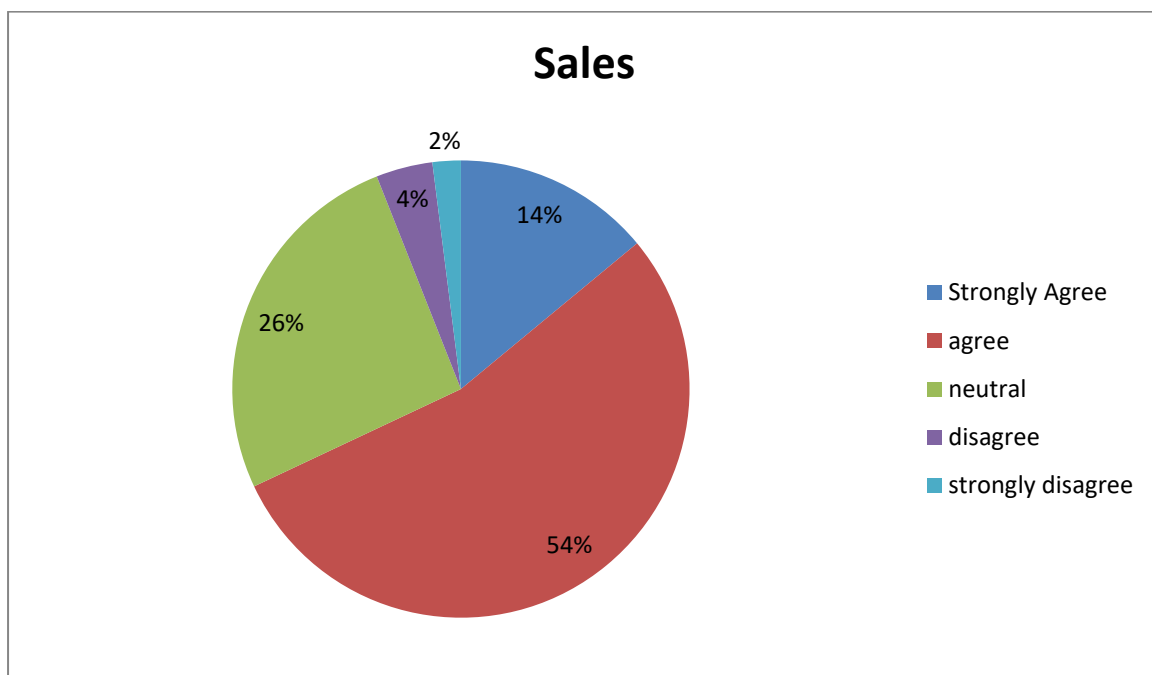
Interpretation:

Out of 50 responds, 36% of employees were satisfied with the welfare activities provided by the company, 10% were highly satisfied, 46% were dissatisfied 4% of employee were highly dissatisfied and 4% of employee have no opinion with the welfare activities of the company.

Satisfaction in payment policy

Table 4.19: The table showing satisfaction in payment policy.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	7	14
2	Agree	27	54
3	Neutral	13	26
4	disagree	2	4
5	Strongly disagree	1	2
6	Total	50	100



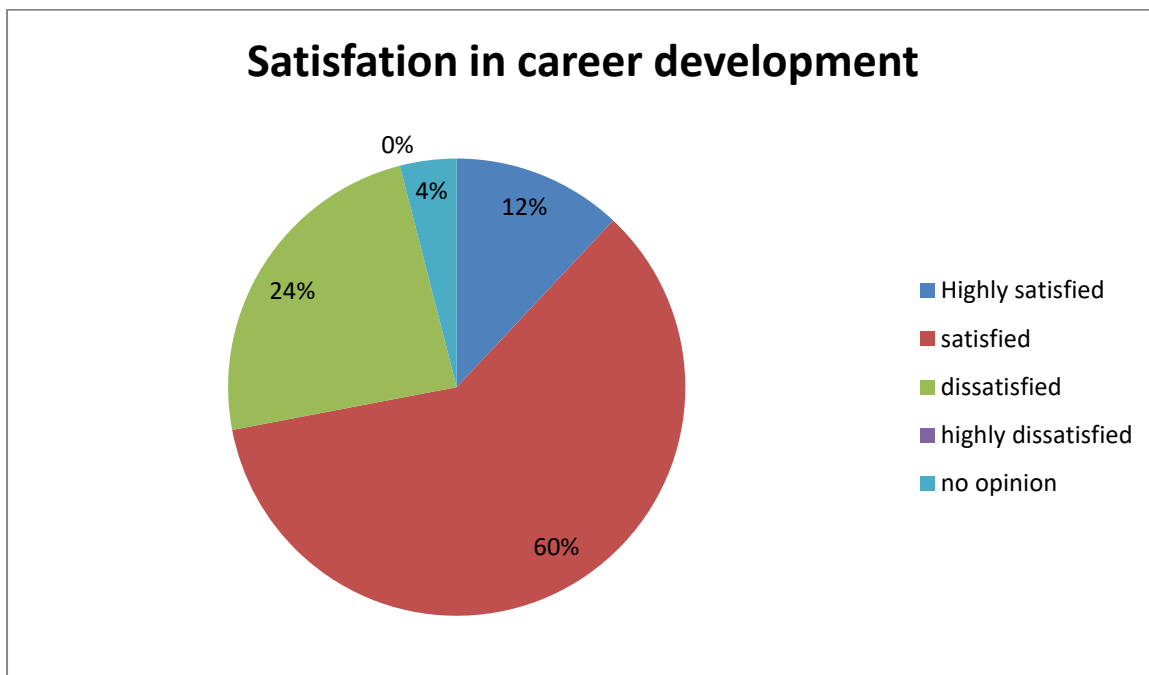
Interpretation:

Out of 50 respondents, 54% of employees agreed with the payment policies, 14% strongly agreed, 26% were neutral, 4% disagreed with the payment policies of the organization.

Satisfaction in career development

Table 4.20: The table showing satisfaction in career development.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	6	12
2	Satisfied	30	60
3	Dissatisfied	12	24
4	Highly Dissatisfied	0	0
5	No Opinion	2	4
6	Total	50	100



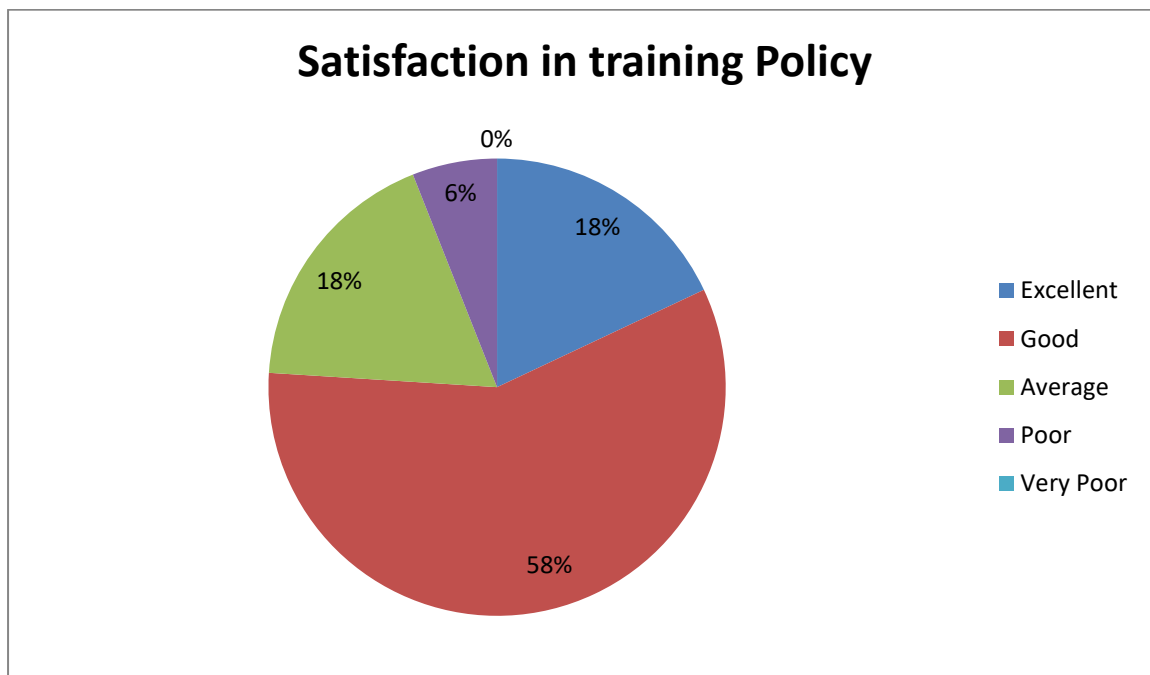
Interpretation:

Out of 50 responds, 60% of employees are satisfied with the career development of the company, 12% were highly satisfied, while 24% were dissatisfied and 4% were no opinion about career development satisfaction in the organization.

Satisfaction in training policy

Table 4.21: The table showing satisfaction in training policy.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Excellent	9	18
2	Good	29	58
3	Average	9	18
4	Poor	3	6
5	Very Poor	0	0
6	Total	50	100



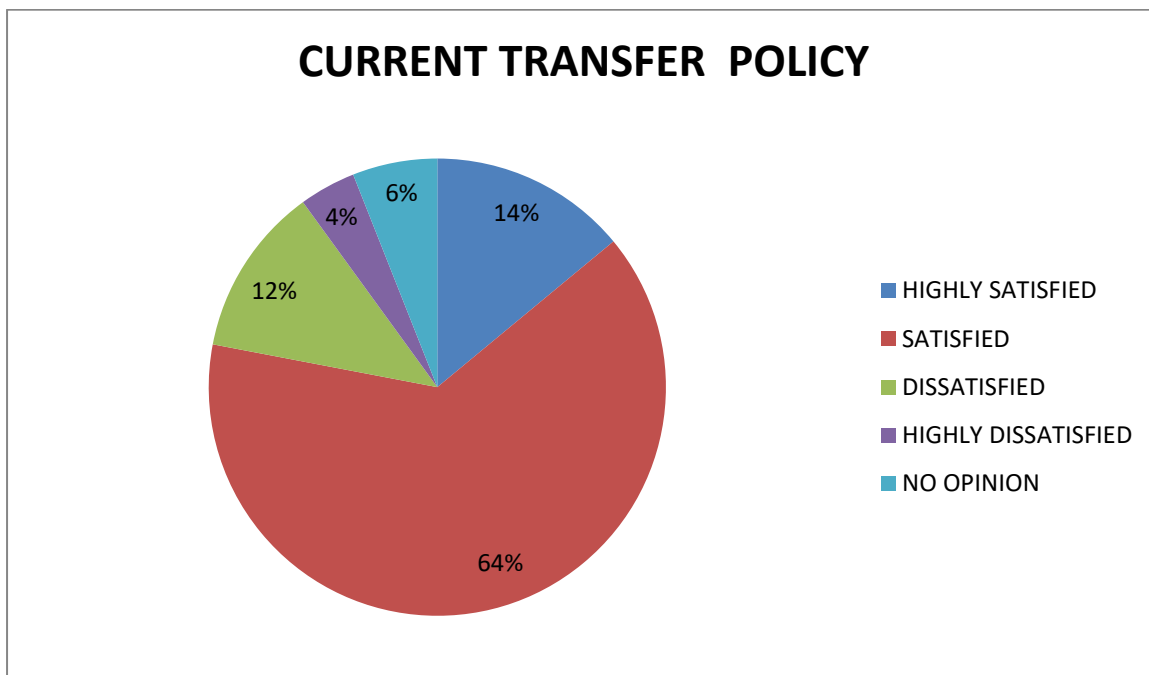
Interpretation:

Out of 50 responds, 18% of employees says that the training policies are excellent, while 58% says its good, 18% says average, 6% says as poor training policies in the organization .

Satisfaction in transfer policy

Table 4.22: The table showing satisfaction in current transfer policy.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	7	14
2	Satisfied	32	64
3	Dissatisfied	6	12
4	Highly Dissatisfied	2	4
5	No Opinion	3	6
6	Total	50	100



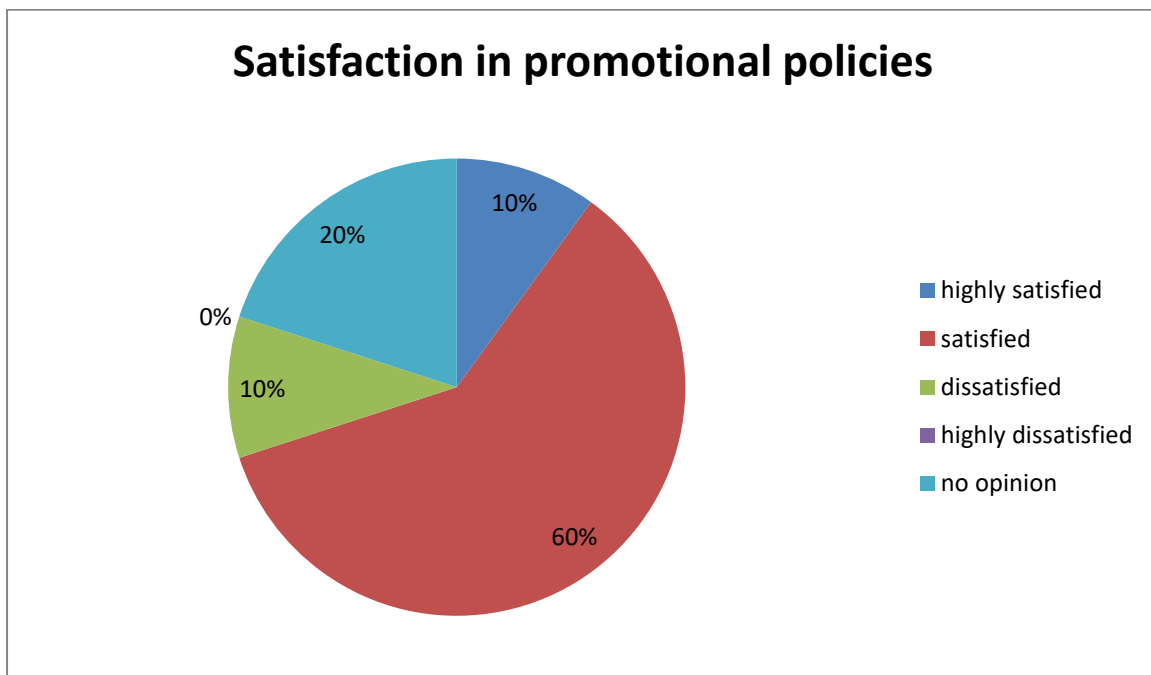
Interpretation:

Out of 50 responds, 14% of employees were highly satisfied with the current transfer policy of the organization, 64% were satisfied 12% of employees were dissatisfied, 4% of employees were highly dissatisfied and 6% have no opinion regarding the current transfer policy.

Satisfaction in promotional policy

Table 4.23: The table showing satisfaction in promotional policy

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	5	10
2	Satisfied	30	60
3	Dissatisfied	5	10
4	Highly Dissatisfied	0	0
5	No Opinion	10	20
6	Total	50	100



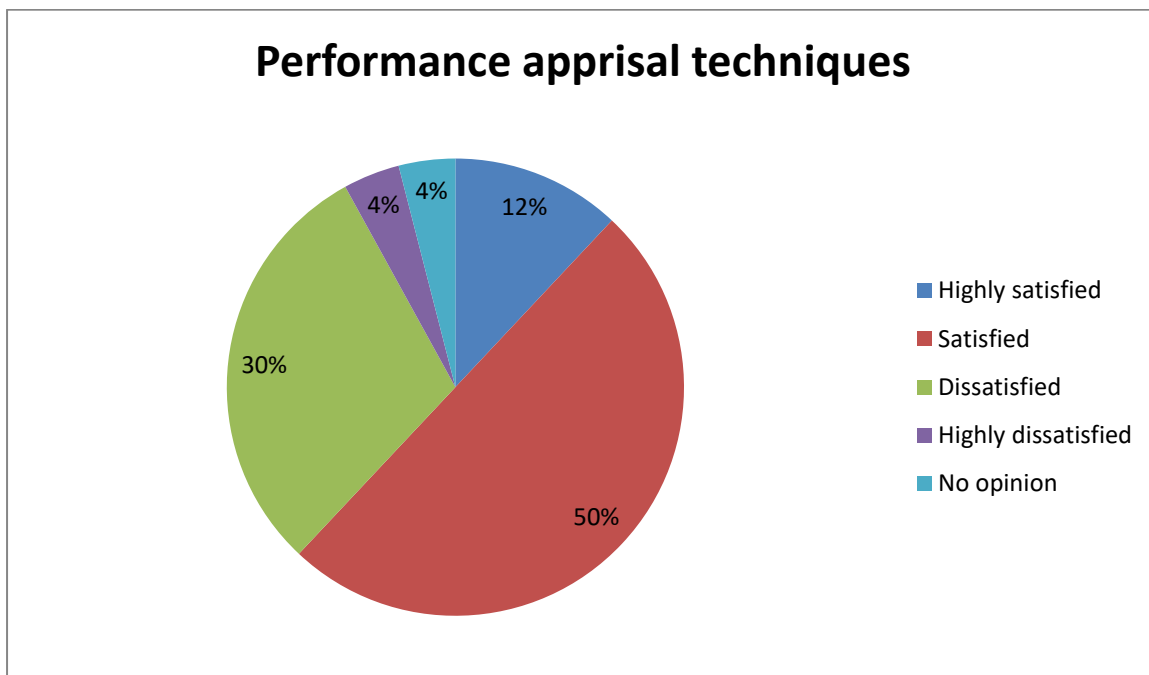
Interpretation:

Out of 50 responds, 60% of employees were satisfied with the present promotional policy of the organization, 10% were highly satisfied , 10% were dissatisfied , 20% have no opinion about promotional policies in the organization.

Satisfaction in performance appraisal

Table 4.24: The table showing satisfaction in performance appraisal

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	6	12
2	Satisfied	25	50
3	Dissatisfied	15	30
4	Highly Dissatisfied	2	4
5	No Opinion	2	4
6	Total	50	100



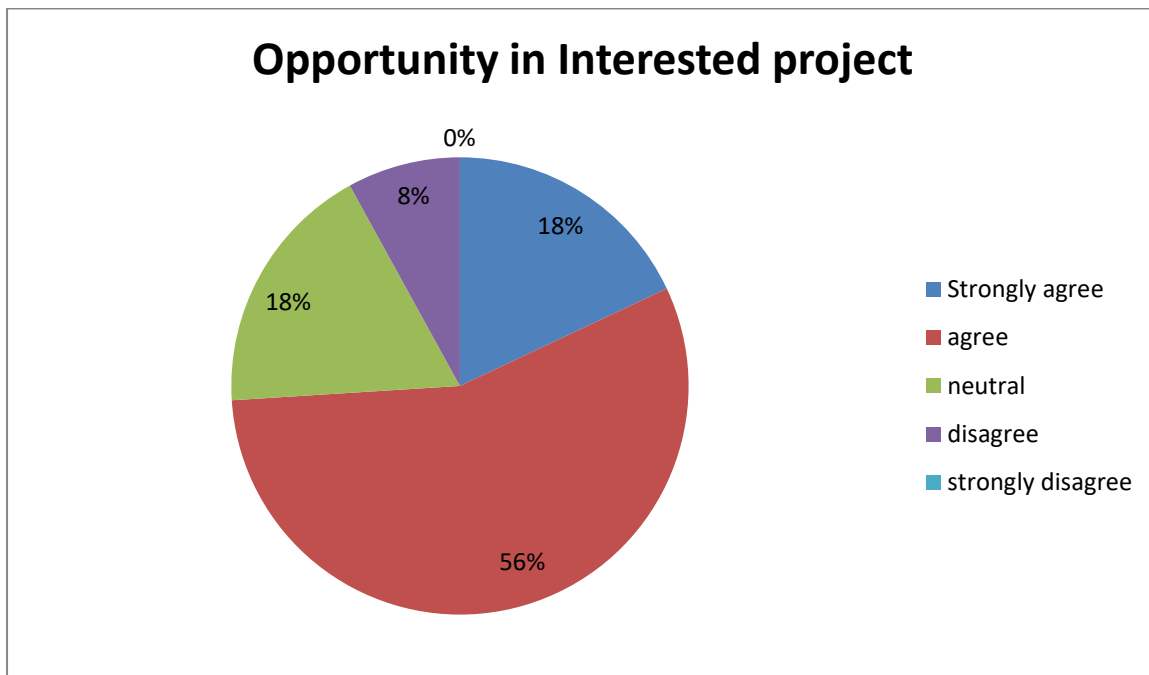
Interpretation:

Out of 50 responds, 50% of employees are satisfied with the performance appraisal techniques used by the company, 12% were highly satisfied 30% were dissatisfied .4% were highly dissatisfied and 4% have no opinion in the organization.

Opportunity provided by the superior

Table 4.25: The table showing opinion on opportunity provided by the superior.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	9	18
2	Agree	28	56
3	Neutral	9	18
4	disagree	4	8
5	Strongly disagree	00	0
6	Total	50	100



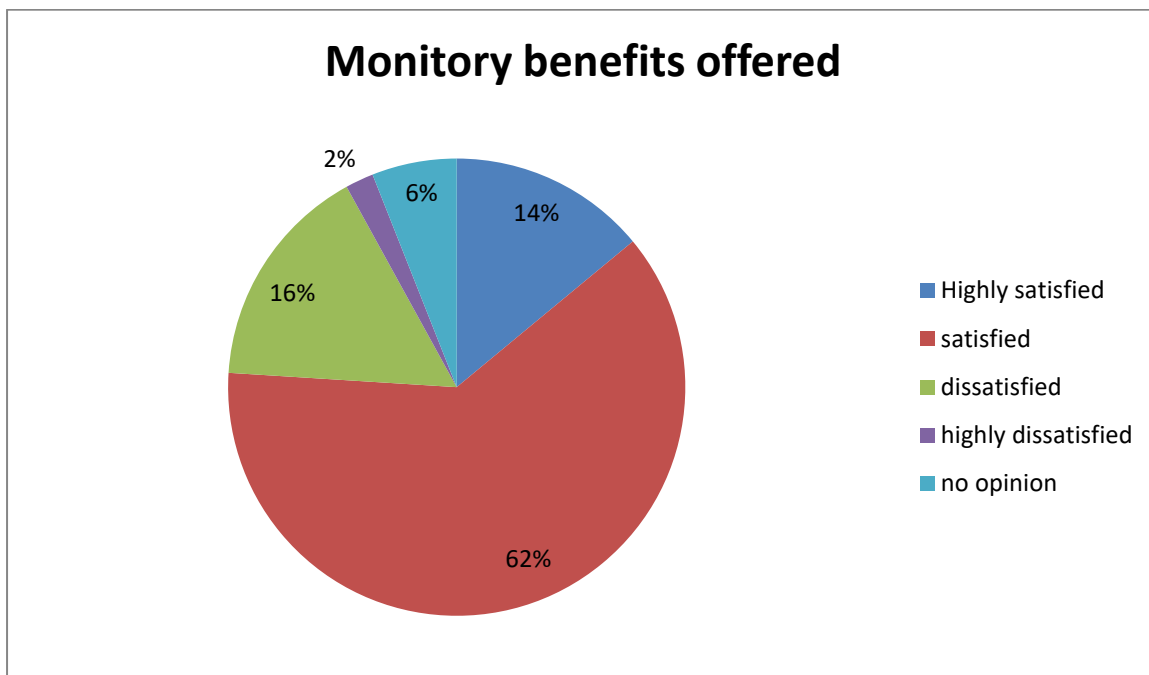
Interpretation:

Out of 50 responds, 18% of employees strongly get an opportunity to work in the interested projects, 56% of employees were agree, 18% of employees neutral and 8% of employees disagree opinion to work in interested projects of the company.

Monetary benefits offer

Table 4.26: The table showing monetary benefits offered by the organization

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	7	14
2	Satisfied	31	62
3	Dissatisfied	8	16
4	Highly Dissatisfied	1	2
5	No Opinion	3	6
6	Total	50	100



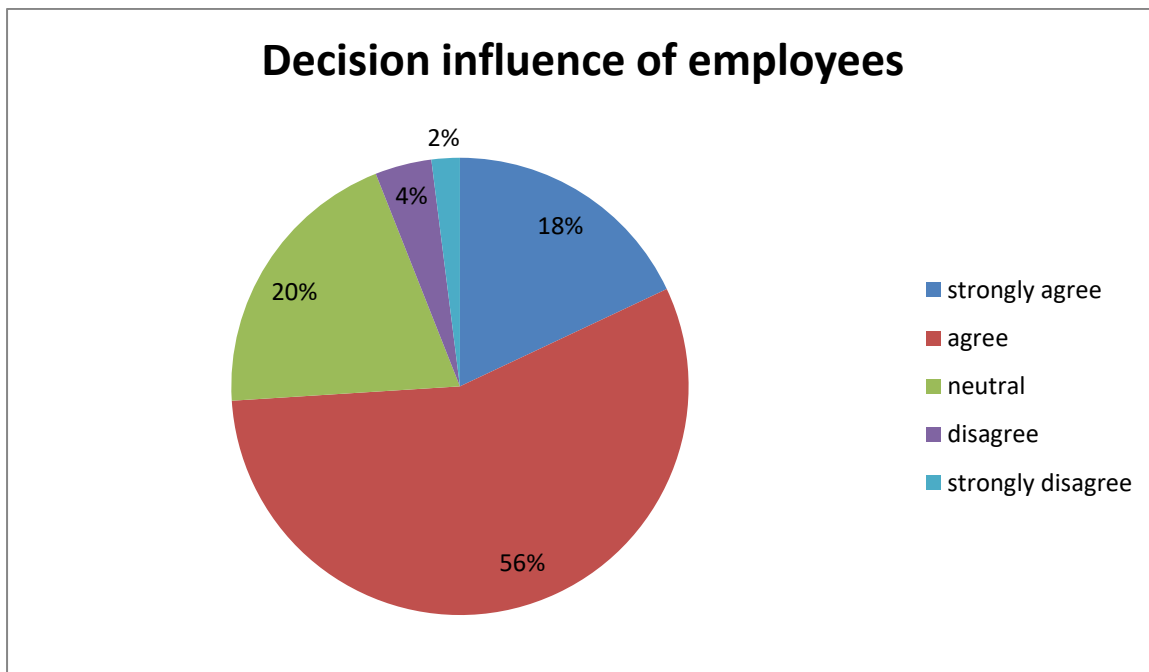
Interpretation:

Out of 50 responds, 62% of employees are satisfied with benefits offered by the organization, 14% were highly satisfied 16% were dissatisfied 2% were highly dissatisfied and 6% have no opinion in the benefits offered by the organization.

Decision influence of employees

Table 4.27: The table showing the ability of employee to influence decisions that affects him/her.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	9	18
2	Agree	28	56
3	Neutral	10	20
4	disagree	2	4
5	Strongly disagree	1	2
6	Total	50	100



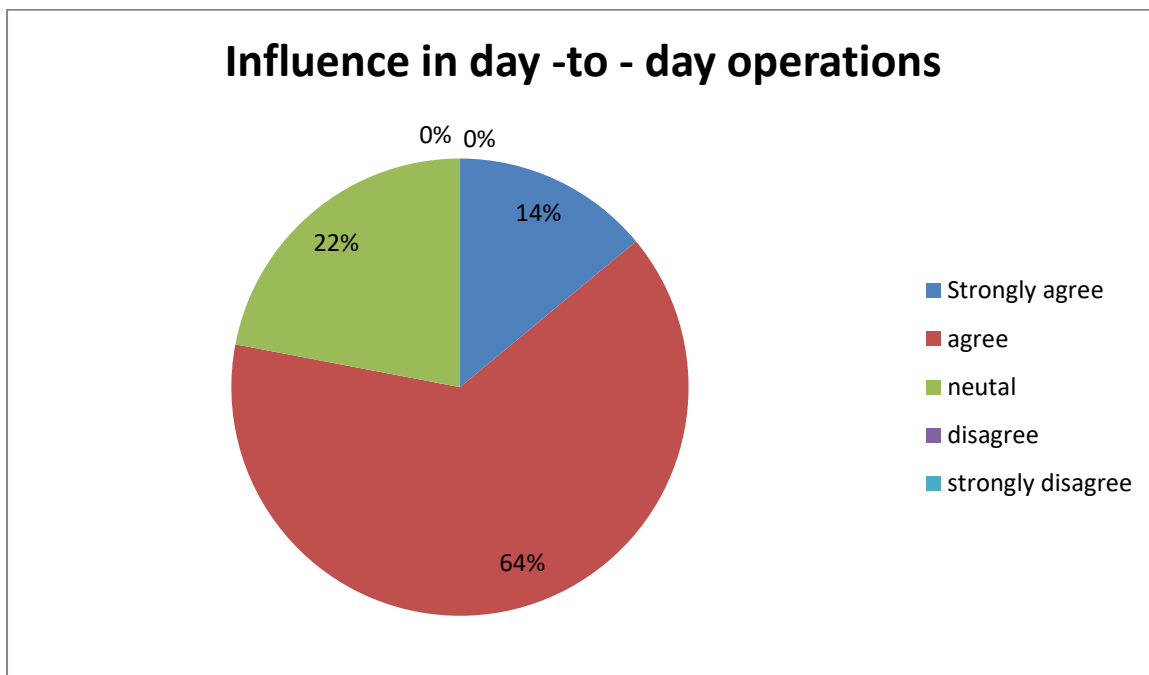
Interpretation:

Out of 50 responds, 18% were strongly agree , 56 % were agree , 20% of employees have an opinion that neutrally have the ability influence in decisions that affects him/her, 4% were disagree and 2% were strongly disagree to the opinion of employees decision influence in the organization.

Influence in day-to-day operation

Table 4.28: The table showing the ability to influence day-to-day company operation.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	7	14
2	Agree	32	64
3	Neutral	11	22
4	Disagree	0	0
5	Strongly disagree	0	0
6	Total	50	100



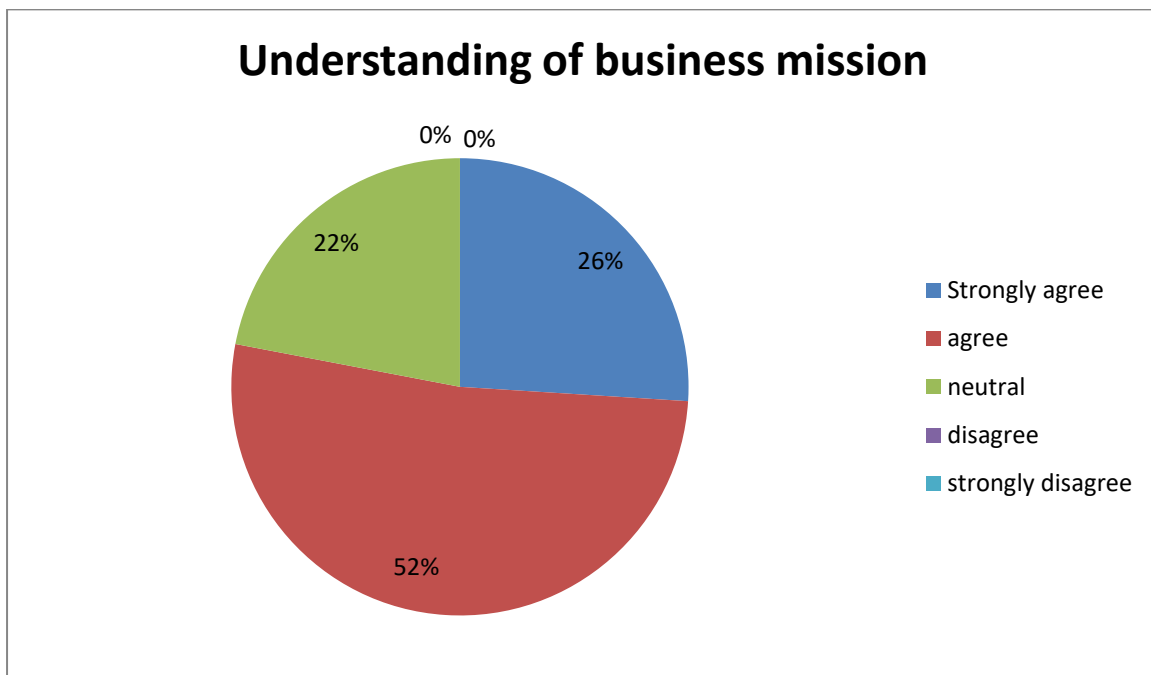
Interpretation:

Out of 50 responds, 14% of employees feels that they strongly have the ability to influence day-to-day company operations, while 64% were agree and 22% were neutral in the organization.

Understanding of business mission

Table 4.29: The table showing employees understanding of business mission.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Strongly Agree	13	26
2	Agree	26	52
3	Neutral	11	22
4	Disagree	0	0
5	Strongly disagree	0	0
6	Total	50	100



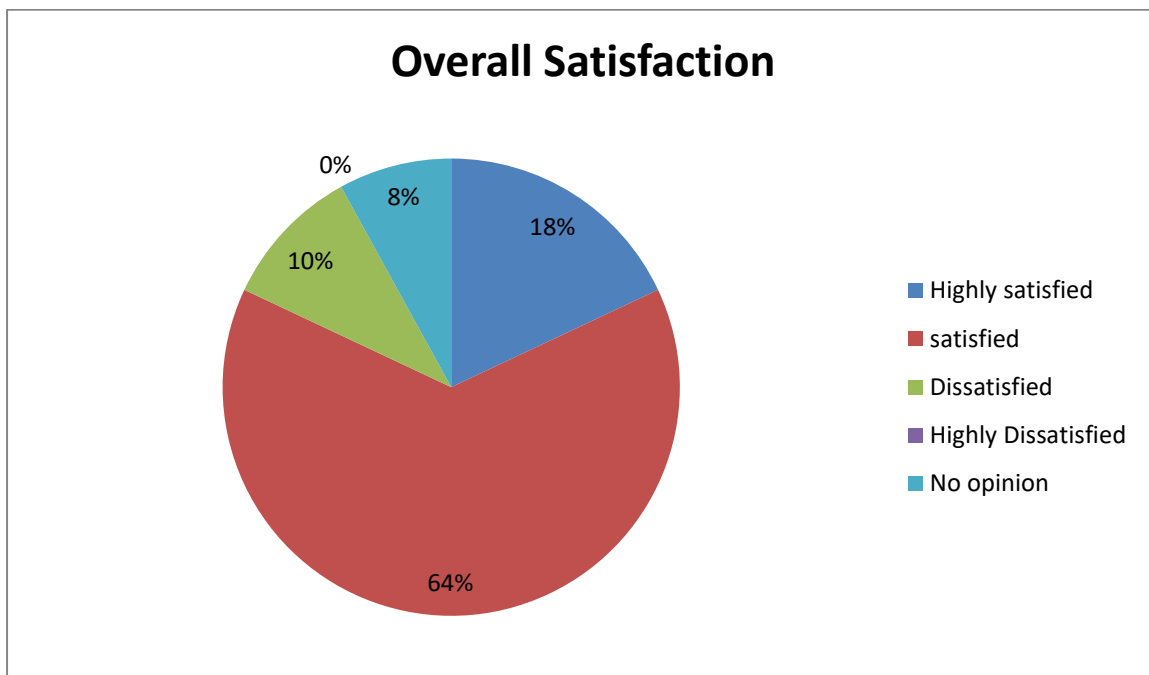
Interpretation:

Out of 50 responds, 26% of employees are strongly agreed and 52% of employees are agreed , 22% of employees having no opinion with their understanding of business mission.

Overall satisfaction with the job

Table 4.30: The table showing employees overall satisfaction with the job.

SR.NO.	OPINION	NO.OF RESPONDANTS	PERCENTAGE
1	Highly Satisfied	7	18
2	Satisfied	31	64
3	Dissatisfied	8	10
4	Highly Dissatisfied	1	0
5	No Opinion	3	8
6	Total	50	100



Interpretation:

Out of 50 responds, 64% of employees were satisfied with their overall job and 18% were highly satisfied ,10% of employees were dissatisfied and 8% of employees having no opinion regarding overall satisfaction in the organization

Chapter – 5

FINDING, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- Almost every employees are 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 and co-worker.
- 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 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 mission.
- Employees are satisfied with their work and responsibility.

5.2 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 organization can minimize the candidate eligibility verification process.
- The company can provide sufficient rest time to the employees and reduce the over working hour.
- In order to solve the grievance of the employees, management can adopt quick action to grievance, acknowledging grievance, examine the cause of grievance, etc.

5.3 CONCLUSION

Peocit Software Solution Pvt Ltd is a corporate banking software company which is provide software to all over in India . The company is at its striving towards excellence, it has happened due to combined efforts of its management and the work force. The company has attained a national level award for providing the better facility software . The main positive of the company is that the company does not have any trade union for employees and hence no employee problem. So we can conclude that the company will reach greater heights.

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APPENDIX

A SURVEY ON EMPLOYEE SATISFACTION

I would be grateful if you kindly spare some time to answer my queries enclosed here. I shall promise that the information collected from you will be used purely for the study purpose and would be kept confidential.

Name :

Gender :

Age :

Department :

Education :

Salary :

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

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

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

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

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

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

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 organization ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q6. Does your organization provides satisfactory salary according to the work ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q7. Does the management provide sufficient time for rest ?

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

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

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q9. Are you satisfied with the welfare activities provided by the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q10. Are you satisfied with the payment policy of the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q11. The satisfaction level that you have regarding the present promotional policy of the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q12. How do you rate the performance appraisal techniques used by the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q13. Monetary benefits offered by the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q14. Does your superior maintaining good relation with you ?

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

Q15. Is the relationship between the peer group good ?

- Excellent
- Good
- Average
- Poor
- Very Poor

Q16. Do you share experience to help other employees ?

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

Q17. Do the superior assess the performance without any bias ?

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

Q18. The relationship of management towards employee ?

- Excellent
- Good
- Average
- Poor
- Very Poor

Q19. While taking disciplinary action did you get equal treatment ?

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

Q20. Ability to influence decision that affect you ?

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

Q21. Your Opinion about the training program of the organization ?

- Excellent
- Good
- Average
- Poor
- Very Poor

Q22. Does the management assess the skill of employees before assigning the job ?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly

Q23. Are you satisfied with the career development in the company ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q24. Are you satisfied with the benefits given by the organization through training ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q25. Opportunity to work in the interested projects ?

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

Q26. Ability to influence day-to-day company operations ?

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

Q27. Your understanding of the business mission ?

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

Q28. Are you satisfied with the infrastructure facilities provided by the organization ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

Q29. Did the management take sufficient measures for the safety of employees ?

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

Q30. Overall satisfaction with your job ?

- Highly Satisfied
- Satisfied
- Dissatisfied
- Highly Dissatisfied
- No opinion

THANK YOU