



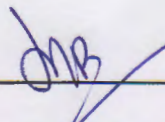
ACHARYA INSTITUTE OF TECHNOLOGY

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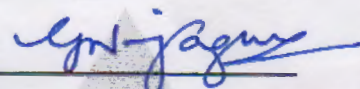
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CERTIFICATE

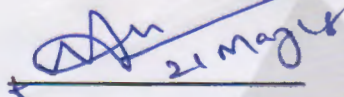
This is to certify that **Mr. Manoj R M** bearing **USN 1AZ16MBA37** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belgaum. Project report on "A Study on Employee Job Satisfaction" at **KS&DL, Bangalore** is prepared by him under the guidance of **Prof. Mahak Balani**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belgaum, Karnataka.



Signature of Internal Guide



Signature of HOD
Head of the Department
Department of MBA
Acharya Institute of Technology
Soldevanahalli, Bangalore-560 107



Signature of Principal/Dean Academics
PRINCIPAL
ACHARYA INSTITUTE OF TECHNOLOGY
Soldevanahalli Bangalore-560 107



ಕರ್ನಾಟಕ ಸಾಬೂನು ಮತ್ತು ಮಾರ್ಜಕ ನಿಯಮಿತ

(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)

Karnataka Soaps & Detergents Limited

(A Government of Karnataka Undertaking)



KSDL/HRD/59[C]-A/2017-18/ 444

Date:26.03.2018

CERTIFICATE

This is to certify that **Mr.Manoj.R.M**, Student of MBA, USN:1AZ16MBA37, of Acharya Institute of Technology, Soldevanahalli, Hessaraghatta Main Road, Bengaluru-560 090. Affiliated to Visveswaraya Technological University, Belagavi, has done Project work "A Study on Employee Job Satisfaction" at Karnataka Soaps & Detergents Limited, Bengaluru-560 055, from: 16.01.2018 to 24.03.2018.

During his Project work in our Company, we found his Character & Conduct is Good.

We wish him success in Life and Career.

ASST.GENERAL MANAGER
[Human Resource & Development]
Karnataka Soaps & Detergents Limited
27, Industrial Suburb,
Bengaluru-Pune Highway,
Rajajinagar, Bengaluru-560 055

ACKNOWLEDGEMENT

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

I am truly grateful to my external guide T. Krishna, HR officer at KS&DL, and my internal guide, Prof. Mahak Balani, Faculty of MBA department, AIT Bangalore for their research guidance, encouragement, and opportunities provided.

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

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

Last, but not least, I want to express my deep appreciation to the helping nature of employees at KS&DL for their support.

DECLARATION

I, MANOJ R M bearing USN 1AZ16MBA37 hereby declare that the Internship report on Employee job satisfaction with reference to "Karnataka Soaps and Detergents Limited" prepared by me under the guidance of Prof. Mahak Balani, Faculty of MBA Department, Acharya Institute Of Technology and external assistance by Mr. T. Krishna, HR Officer, KS&DL, Bangalore.

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

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

Place: BANGALORE

Date: 22.5.2018

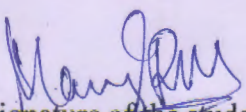

Signature of the student

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EXECUTIVE SUMMARY

In order to gain real knowledge, internship preparation was undertaken to study Employee job satisfaction at KS&DL, Bangalore.

The study helped to understand the problems of job satisfaction in the manufacturing organization and to overcome the problem that can be solved.

Positive feelings to job is same to job satisfaction where negative feelings to job have defined variously time to time. The total expose of satisfaction level of the employees and tell the theoretical concepts, study has been conducted by collecting relevant data from the records of the company and also opinions made during the course of internship training.

This report primarily consists of the nature of the business and infrastructural facilities that have been provided in the company, its vision-mission, workflow model and its future prospects and the balance sheets are also covered.

The report consists of first-hand information and secondary information. First-hand information is collected by the employees who were interviewed there with some questionnaires and analysis is done based on the information. Secondary information is collected for the purpose of a company and industry profiles using various sources like magazines, websites, journals.

The analysis and interpretation is done using many statistical tools like software called SPSS17, Microsoft Excel and Microsoft word. The test used here is correlation two tailed which shows the hypothesis testing is accepted or rejected.

Chapter 1

INTRODUCTION

1.1 INTRODUCTION

Job satisfaction is with respect to ones feeling or perspective in respect to the idea of their opinions. Job satisfaction fulfillment can be affected by an assortment of variables for instance, the nature of one's association with their supervision, nature of the physical condition in which they work and level of satisfaction in their job.

According to Cranny, Smith and Stone job satisfaction is "Employees emotional state regarding job, considering what they expected and what they actually got out of it."

There are 3 main magnitudes to job-satisfaction(JS) :

1. Job satisfaction is referred to one person's emotion near one job. It can be inferred but not seen.
2. It is often said as how well outcomes meet or exceed expectations. Satisfaction in one person's job means improved commitment in fulfilment of formal desires. There is bigger willingness to invest personal energy and time in job performance.
3. The term job satisfaction(JS) & job attitudes are usually used interchangeably. Both refer to active orientations on portion of individuals towards their work roles, which they are presently occupying.

1.2 INDUSTRY PROFILE

The Indian Soap Industry

Cleanser is the product which turned into vital piece of life of existing day world. Since it is non-tough purchaser merchandise, there is huge market aimed at . The whole soap industry run into changes because of infinite reasons, for e.g., government relations situation and variety issues growth in cost of unpolished material & many more.

The fluctuating modernization & consistently current need by single and association to deliver higher item at a more comfortable rate has likewise gone around as motivation for the active procedure of development.

More soap fabricates endeavouring to fastener a directing piece of the overall industry by offering new things. The cleanser business in India faces a merciless rivalry with MNC's command the market. They additionally confronting a few hazards from dynamic and determined new passage way particularly in 1991 – 1992 .

Cleanser created by fundamental hydrolysis response of a fat or lubricant. As of now, sodium carbonate or sodium hydroxide is utilized to kill the unsaturated fat and change over it to the salt.

Cleanser is a light like item, had foaming and cleaning nature. Cleanser is an item that numerous individuals may underestimate or think about rather normal, yet for a few, washed up can be pried some portion of morning or daily directing. Scented or unscented, in bars, gets and fluids, cleanser is a piece of our day by day lives.

India is a huge nation having a populace more than 100 crores. Family entrance of cleanser is 98% individuals having a place with various pay levels utilize diverse brands, which fall under various portions, yet all salary levels utilize cleansers, making it is the second biggest classification in India and cleanser being number one. Rural request is developing at an expanding rate contrast with urban because rural buyers in India constitute around 60-70% of the population.

History

Soap producing was started by North America. Some American establishments with well-known names were originated 200 years back. In middle age cleanser was made at dissimilar numerous little places in Italy, France, England & other nations. France wound up well known & numerous little production lines were built up there. In India, main cleanser industry was built up by North West Soap Company in 1897 at meerut following swadeshi development. Since 1905, the accompanying came into drive.

- Mysore soap factory at Bangalore.
- Godrej soap at Bombay.
- Bengal chemicals.
- Tata oil mills.
- 1930 lever brother's co.

Development

The credit of making cleanser moderate to common man goes to NICOLAS LEBLANCE, a French researcher. The early pioneers in North America influenced their own cleanser by pouring high temperature water over wood to fiery debris to make an alkali called potash. The potash was overflowed with creature fats in extensive. Press pots to make cleanser. Be that it may, it was unrefined to take a gander at and it had a terrible smell. It was in this century advancement in cleanser making prompted the making of cleansers with sent, gentleness and shading.

Mr.Jerked built up a procedure called Fat part in the year 1890 AD. In 1899 again it was Mr.Jerked who took out an American plant asserting assembling of sodium salt of oil sulfates. In 1930 Mr.REYCHLER, a Belgium researcher created out of the blue sodium Cheryl sulphated which had comparable properties to that of cleanser.

Cleanser can't be in corrosive arrangement and it shapes hasten with the calcium and magnesium in hard water. Consequently, in spite of the fact that cleanser is great all round cleanser. Amid the medieval times cleansers were made in different nations, for example, Italy, France, Spain and England and so on.

Growth

This research on the global soap market offers [point by point and quick data on major local markets and related sub-markets. The data is accumulated by means of both, yet not restricted to, broad optional research and essential research. The real auxiliary information sources alluded for gathering data incorporate industry diaries, white papers, databases, organization reports, and state-of the-art public statements among others. The examination likewise contains factors driving and repressing the improvement of cleanser showcase. The key open door zones and patterns predominant in this market and its anticipated market size before the finish of estimate period have been featured through this examination.

The report has been considered regarding key market portions and sub-segments. The data on at present driving business sector fragments and sub-portions and the explanations behind this development have been accentuated in the extent of this investigation. A broad examination of cleanser advertises has been exemplified based on estimations of key market fragments in the figure skyline. What's more, the innovative improvements that occurred in the market and

those anticipated to happen in coming years have additionally been plot through this investigation.

The projections introduced in this examination on cleanser showcase have been made by breaking down market's future potential and common patterns. The market's development in different geologies has been examined in detail under this report. The best areas in the market and the explanations behind the development in that specific local have been sketched out in the report. Further, the report presents focused scenes of the cleanser showcase, Under this segment, the prime techniques of key players, their qualities and shortcomings, and commitments in advertise development are talked about. These players are likewise assessed based on properties, for example, income, net, item outline and contact data.

1.3 COMPANY PROFILE

Mysore sandal soap is a brand of cleanser produced by the Karnataka cleansers and Detergents constrained (KS&DL), an organization claimed by Government of Karnataka in India. The cleanser has been fabricated since 1916 when Nalwadi Krishna Raja Wodeyar, the ruler of Mysore set up the administration cleanser processing plant in Bangalore. The primary inspiration for setting up the manufacturing plant was the over the top sandalwood holds that the Mysore kingdom had which couldn't be sent out to Europe in light of the First World War.

In 1980, KS&DL was fused as an organization by consolidating the administration cleanser production ;line with shoe oil industrial facilities at Shimoga and Mysore. Mysore shoe cleanser on the planet produced using 100% unadulterated shoe wood oil. KS&DL possesses an exclusive geological sign(GI) tag on the Mysore shoe cleanser which gives it licensed innovation rights to utilize the brand name, to guarantee quality and furthermore avert robbery and unapproved use by different makers. In 2006 Mahendra Singh Dhoni, the Indian cricketer was chosen as the primary brand diplomat of the Mysore shoe cleanser.

KSDL at glance

Incorporated name	Karnataka Soaps & Detergent Limited
Address	Karnataka Soap and Detergent Ltd Bangalore - Pune Highway Post Box No : 5531 Rajajingr, Bengaluru - 55 Ph.: 080-22164800 (connected to all Department) Email : hrksdl@gmail.com Website : www.mysoresandal.com
Registration Date	09-07-1980
Body of law	Entirely owned by Gov. of Karnataka(GOK)
Controlling	Gov. of Karnataka nominates/ appoints, Board of Directors(BOD), Chairman and MD
Retitled	1980
Symbol	The Logo is SHARABHA
At Bengaluru	Soap Plant, Detergent Plant, Fatty Acid plant.
At Mysore	Sandalwood Oil, Agarbathies
Slogan	Natural Products with Exotic Fragrances
At Shivamoga	Duty paid Godown
CIN	U85110KA1980SGC003817
Market share of KS&DL	11%

Source: www.mysoredandal.com

OWNERSHIP PATTERN:

“ Fully owned by Government of Karnataka (GOK) ”

PRESENT STATUS:

1. The organization has started with shampoo, dish wash, detergent bar & room fresher.
2. The organization is struggling to broaden new fragrances for soaps, detergents, agarbathies & shampoo.
3. Business enterprise desires to enhance the prevailing merchandise in quality.

1.3.2 VISION, MISSION & QUALITY POLICY

VISION

Karnataka soaps & detergents limited has a clear vision for complete development of organization. This is meditated inside the form of a properly conceptualized and rational blue print referred to as VISION 2013. The VISION 2013 units the goals and milestones and suggests the strategies and plans vital to comprehend the Vision. The Vision of KS&DL is embodied inside the following statement.

“KARNATAKA SOAPS & DETERGENTS LIMITED will leverage latest cleaning soap manufacturing era and statistics era by using imbibing expert management techniques to enhance its monetary sports, transparency and enterprise and remodel itself into as competitor in FMCG market in India and also to unfold its fragrance in the FMCG worldwide marketplace.”

MISSION

- To make the popularity of Mysore Sandal Soap primarily based on pure Sandal oil.
- To serve the National economy.
- To gain self-dedication.
- To maintain Brand loyalty of clients.
- To promote purity and quality products.

QUALITY POLICY




- By communicating to its employees about their environmental policy and great practices for implication.
- By placing targets and by means of tracking development through inner and external audit.
- By reusing and recycling the substances whichever is possible and to minimise the waste and intake.
- Strive to layout and broaden merchandise which might be eco-friendly.

1.3.3 PRODUCT / SERVICE PROFILE

KSDL is the real heir of excellent historical past of country. It is intending with the convention of brilliance for greater than eight decades, utilising simply the great East Indian evaluation Sandalwood oil and Sandalwood cleansers on the earth. The objects added at Karnataka soaps & detergents limited(KS&DL) are the Soaps, washing-up liquid, Agarbathies & Sandalwood oil.


PRODUCTS FACTORY-MADE BY KS&DL

SOAPS

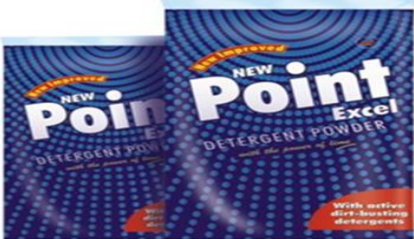
Name of the Products	Units (Grams)	Picture
Mysore sandal soap	75, 125gm	
Mysore sandal classic	150gm	
Mysore sandal soap	17gm	

<p>Mysore sandal gold soap</p>	<p>75, 125</p>	
<p>Mysore sandal Baby soap</p>	<p>75</p>	
<p>Mysore sandal Rose soap</p>	<p>75, 100</p>	
<p>Mysore sandal Herbal Care soap</p>	<p>100, 125</p>	
<p>Mysore Jasmine Soap</p>	<p>150</p>	

<p>Mysore sandal Millennium</p>	<p>150</p>		
<p>Three in one Gift Pack (SJR)-3 TABS</p>	<p>150</p>		
<p>Mysore Sandal Gold Sixer 6 TABS</p>	<p>125 each</p>		
<p>Six in-One-Gift Pack 6 Tabs</p>	<p>125 Each</p>		
<p>Mysore Sandal Carbolic</p>	<p>150</p>		

<p>Mysore Sandal Bath Trio</p>	<p>125gm</p>	
<p>Mysore Wave Turmeric Soap</p>	<p>100gm</p>	
<p>Mysore Sandal Centennial Soap</p>	<p>100gm</p>	

DETERGENT

<p>Mysore Detergent Cake</p>	<p>125,150 and 250gm</p>	
<p>Point Excel Detergent Powder</p>	<p>1Kg</p>	

<p>Liquid Detergent – KLEENOL</p>	<p>250ml, 500ml, 1 and 5liter</p>	
<p>Mysore Detergent Powder</p>	<p>1Kg</p>	
<p>Washing Half Bar</p>	<p>250gms</p>	
<p>Point Advanced liquid Detergent</p>	<p>1 liter</p>	

COSMETICS

<p>Mysore Sandal Talcum Powder</p>	<p>50, 100, and 300gm</p>	
---	---------------------------	--

<p>Mysore Sandal Baby Powder</p>	<p>50gm</p>	
<p>Mysore Sandal Herbal Hand wash</p>	<p>250ml</p>	
<p>Mysore Sandal Pineapple</p>	<p>250ml</p>	
<p>Mysore Sandal Mango</p>	<p>250ml</p>	
<p>Mysore Sandal Face Pack</p>	<p>75gm</p>	
<p>Mysore Sandal Body Wash</p>	<p>200ml</p>	

Mysore Sandal Rose	250ml	
Mysore Sandal Chocolate	250ml	
Mysore Sandal Strawberry Hand wash	250ml	

SANDALWOOD ITEMS

Sandal Oil	5g and 10g	
Mysore Sandal Billets	50g, 100g, and 1kg	

HAIR OIL

<p>Mysore Sandal Coconut Oil</p>		
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AGARBATHIES

<p>Mysore Sandal Mystic Agarbathies</p>	<p>90gms</p>	
<p>Mysore Sandal Rose Agarbathi</p>	<p>20 sticks & 125gms</p>	
<p>Jasmine Regular</p>	<p>35, 7gm</p>	
<p>Naga Champa</p>	<p>20 to 40 sticks</p>	

Sir.M.V-10	100gm	
Mysore Sandal Agarbathies Regular	20 sticks	
Mysore Sandal Dhoop	20 No. of cones	

1.3.4 AREAS OF OPERATION:

KS&DL has a protracted subculture of preserving the best exceptional requirements, first-class general, and proper since the choice of uncooked substances to handing out and wrapping of the cease merchandise. The cause why merchandise lots in request globally and are carry across frequently to UAE, Bahrain, Saudi Arabia , Kuwait, Qatar, South East Asian countries in addition to North America and South America. The sandalwood oil is tons sought later by means of the leading scent homes of arena. All rest room, cleaning soap of KS&DL is crafted from oils and fat of veggies beginning and absolutely loose from animal fat.

1.3.5 INFRASTRUCTURAL FACILITIES

- Canteen facility
- Library
- Waiting room
- Car stand
- Rest rooms

- Air conditions rooms
- Good house keeping
- Good security

1.4. COMPETITORS INFORMATION & THEIR MARKET SHARE

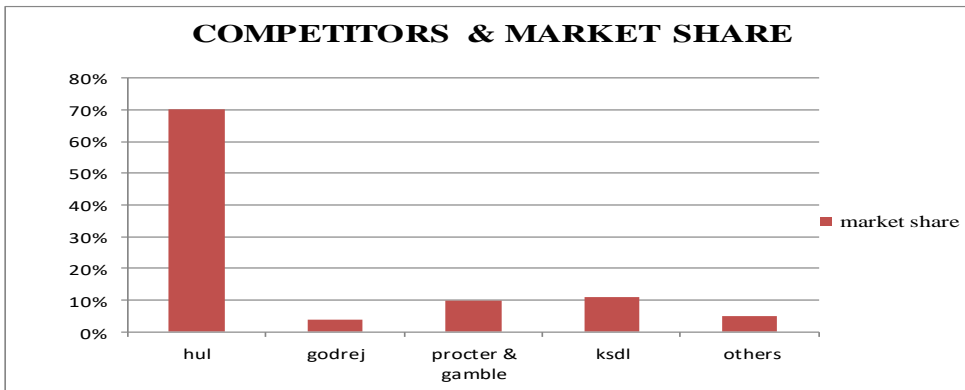
KS&DL is dealing with cut-throat opposition in countrywide and worldwide market place.

Some of its principal competitors are:-

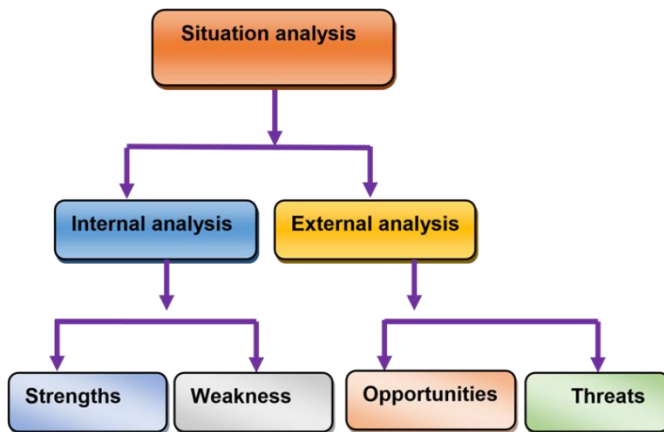
- M/S Hindustan Uni Lever Ltd.,
- M/S Procter & Gamble
- M/S Nirma Soaps Private Ltd.,
- M/S Jyothi Laboratories
- M/S Godrej Soaps Private Ltd.,
- M/S Wipro

1.4 MARKET SHARE

Name of the company	Shares (%)
H U L	70
Procter and gamble	10
Godrej	04
KSDL	11
Others	05



1.5. SWOT ANALYSIS



STRENGTHS

- Company is located within the middle of city.
- It is a central authority agency where if there may be any disaster concerning the finance, the government uplifts the enterprise.
- It is an ISO certified enterprise which has its own Brand name.
- It has its very own sandalwood oil factories in Shimoga and Mysore where in it produces global's 75% sandalwood oil.
- Excess availability of uncooked substances.
- Wide product variety continues the organization's balance.

WEAKNESS

- Lower income.
- Weak distribution community in north and east.
- Low turnover.
- Imperfect marketing method.
- Weak in fall of cost of production.
- Unskilled labour force in boom of the organization.

OPPORTUNITIES

- Great opportunity to increase its market share by exporting.
- Huge availability of raw materials results in greater production
- Advantage of being inside the enterprise given that a long time.
- Supports from the authorities towards the organization.
- The toilet cleanser and detergents marketplace is increasing industry and a chief organization like KSDL with its built-up information has a wide scope for its merchandise.

THREATS

- Global opposition like HUL.
- Unskilled labour.
- Interference of government.
- Need for a protection of plant and equipment.

1.6. FUTURE GROWTH AND PROSPECTUS

Competition from the MNC has intensified, main of Shrinkage of margins. Low margins and high volumes symbolize the enterprise. Penetration of toilet Soaps is at 98%, but in keeping with capita consumption levels remains low and India's consistent with capita consumption of soaps is 460gms per annum is lower than that of Brazil is at 1100gms in keeping with annum which shows the mild opportunity for the firms inside the midst of cut throat opposition. The market is notably fragmented with agencies having strong presence in pick segments of a local presence most effective. Brand loyalty may be very low besides at the top class quit and the level of disposal earning decide the general quarter increase.

- Introduction to new trade scheme to boom sales
- Orientation of education programmes might be organized for advertising staffs and board of directors to replace advertising facts and approach
- Key elements to achievement are distribution in rural markets and marketing in city markets
- To create attention the various purchasers, door to door marketing campaign could be arranged by means of engineering consultancy services
- Introduction of anti-micro organism soaps, urban obvious cleaning soap comprised of 33 crucial oil based perfume, Aloe vera, Vitamin E and so on. In place it is addictive and appropriate for all forms of skins in all seasons.

1.7. FINANCIAL STATEMENT

BALANCESHEET AS AT 31ST MARCH 2016

Particulars	Amount as on 31-03-2015	
Equity & Liability:		
1.Shareholders Funds		
a. Share capital(SC)	31,82,21,000	
b. Reserves and Surplus(RS)	172,35,91,979	
c. Revaluation Reserve		
Revaluation of Land	<u>7,75,85,91,370</u>	980,04,04,349
2.Noncurrent liabilities		
a. Long term borrowing	3,50,00,000	
b. Other noncurrent liabilities	4,78,36,024	
c. Long term provisions	<u>28,72,96,043</u>	37,01,32,067
3.Current liabilities		
a. Trade payables	7,97,04,737	

b. Other current liabilities	35,40,04,874	
(c) Short Term Provisions	<u>33,82,24,146</u>	<u>77,19,33,757</u>
TOTAL		<u>1094,24,70,173</u>
Assets:		
1.Noncurrent assets		
a. Fixed assets & Tangible assets	7,88,01,64,745	
b. Noncurrent investments	7,17,29,359	
c. Deferred tax assets	5,22,60,065	
d. Long term loans & advances	29,15,68,365	
e. Trade Receivables	<u>1,69,23,848</u>	<u>831,26,46,382</u>
2.Current assets		
a. Inventories	105,38,63,184	
b. Trade receivables	25,22,60,569	
c. Cash and cash equivalents	105,14,39,256	
d. Short term loans and advances	<u>27,22,60,782</u>	<u>262,98,23,791</u>
TOTAL		<u>1094,24,70,173</u>

Statement of Profit and Loss account for the year 31.3.2016

Particular	Amount on 31.03.2016
REVENUE FROM OPERATIONS	411,86,92,228
Less: Excise Duty	45,11,22,681
NET REVENUE FROM OPERATIONS	<u>366,75,69,547</u>
Other Income	6,61,85,101
	<u>373,37,54,648</u>

EXPENCES:	
Materials consumed	156,54,20,225
Purchase of stock in trade	2,81,26,768
Change in Inventory of finished goods, work in progress and stock in trade	9,14,97,342
Employees benefit Expenses	55,37,41,174
Finance costs	-
Depreciation	1,38,24,174
Other Expenses	62,57,11,494
Prior period expense	13,83,63,865
Total expenses	<u>301,66,85,042</u>
Profit before exceptional & extraordinary items & tax	71,70,69,606
Provision for Taxation:	
Current Tax	23,95,73,687
Prior period	2,06,00,537
Deferred Tax Liability/ Assets	1,41,09,355
PROFIT/LOSS AFTER TAX	<u>47,10,04,737</u>
Earnings per share (₹) Basis & Diluted	<u>1,480</u>

BALANCE SHEET AS AT 31ST MARCH 2016 and 31ST March 2017

Particulars	As on 31-03-2016	As at 30-03-2017
Equity & Liability		
01. Share holder fund		
a. Share capital	31,82,21,000	31,82,21,000
b. Reserve and surplus	1,723,591,979	2,195,859,837
(c) Revaluation reserve	7,758,591,370	7,758,591,370

2.Noncurrent liability		
a. Long term borrowing	350,00,000	3,50,00,000
b. Other Non-current liabilities	47,836,024	97,525,385
c. long term provision	287,296,043	277,566,830
3. CURRENT LIABILITIES		
(a) Trade payable	79,704,737	38,070,798
(b) Other current liabilities	310,211,552	382,742,711
(c) short term provision	382,017,468	465,763,092
TOTAL	10,942,470,173	11,568,931,023
Assets		
1.Noncurrent assets		
a. Fixed assets	7,880,164,745	8,036,322,785
b. Noncurrent investment	100	100
c. Deferred tax asset	52,260,065	67,122,450
d. Long term Loans and advance	363,297,624	256,033,090
e. Trade receivables	16,923,848	15,054,017
2. Current assets		
(a) Inventories	1,053,863,184	1,815,626,392
(b) Trade Receivables	252,260,569	227,542,169
(c) cash and cash equivalent	1,051,439,256	821,869,852
(d) Short term Loans & Advance	272,260,782	329,360,168
TOTAL	10,942,470,173	11,568,931,023

Statement of profit and loss account for the year ending 31-3-2017

PARTICULAR	As on 31.3.2016	As at 31-3-2017
REVENUE FROM OPERATION	4,121,781,339	4,551,424,227
Less : Excise Duty	451,122,681	499,425,579
NET REVENUE FROM OPERATION	3,670,658,658	4,051,998,648
Other income	71,878,111	72,539,873
Total Revenue from operation	3,742,536,769	4,124,538,521
EXPENSES :		
Cost of materials consumed	1,565,420,225	2,336,112,863
Purchase of stock in trade	28,126,768	27,408,943
Changes in Inventory of FG, WIP and stock in trade	91,497,342	(461,808,294)
Employee benefit Exp	553,741,174	576,036,096
Finance costs	-	823,879
Depreciation	13,824,174	9,582,530
Prior period Exp	147,145,986	6,739,832
Other Exp	625,711,494	736,598,741
TOTAL EXPENSES	3,025,467,163	3,231,494,590
Profit before exceptional and extraordinary items & tax	717,069,606	893,043,931
Provision for Taxation		
Current Tax	239,573,687	293,864,785
Prior period tax	20,600,537	66,941,733
Deferred tax liabilities/ (Asset)	(14,109,355)	(14,862,385)

PROFIT / (LOSS) AFTER TAX	471,004,737	547,099,798
Earnings per share (RS) Basic & Diluted	1,480	1,719

CHAPTER 2

CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 JOB SATISFACTION-DEFINITION

Job satisfaction is defined by Smith et al. as “ Feelings are caused by the difference between what is expected from the job and what is actually experienced, and comparing this difference to alternative jobs.”

The term job satisfaction facts highly in several debates on control of human resources (HR). Job satisfaction is someone’s feeling on happiness at task, which is inspiration to perform work. It is not only self- satisfaction, self-contentment (or) happiness but pleasure on activity.

Factors of job satisfaction

- **Work surroundings:** Right important to compromise employees with a work atmosphere that is conducive to their average improvement. They want an atmosphere that is healthy and secure and which caters for personal comforts and centres doing a great task.
- **Pay:** Wage and salaries are diagnosed to be a full size however cognitively complex and multidimensional thing in task pleasure. Money not handiest facilities human beings to achieve their simple needs however also instrumental in offering upper-stage want delight.
- **Age:** It is one of the basics affecting task pleasure. Various research carried out in this issue have shown that practice delight tends to boom with age. Older worker have a tendency to higher delight, and more young employees have a tendency to lowest activity pride rates.
- **Initiation and Leadership:** If personnel are given same measure of possibilities to expose their skills, skills take the lead and provoke then the probabilities of having a developed stage of procedure pride.
- **Respect by Co-workers:** Workers searching towards be dealt with recognize via they work with. By opposed surrounding with rude or unkind co-workers is one which generally decreases process fulfilment.
- **Safety and Security:** These days business are taking limitless measures on the way to see that an employee is catered with specific sorts of facilities like fitness care and scientific check-ups. Some corporations provide coverage guidelines at decrease price.
- **Reward for suitable work:** It acts as inspiration to the workers, which in upgrading of their overall performance on task. It also male available an experience of

belongingness amongst them. It can have a perfect effect on process satisfaction. Fair and clean reward coverage must be accompanied by way of corporation.

Importance of job satisfaction

- It enables in making choices & fixing route of company's guidelines and conduct. It specifies the common stage of happiness inside organization about policies and so on.
- Acts as problem-solving tool for understanding employee's worries, carrying out adjustments and rectifying with minimum resistance.
- It toughens the communication method of the organization and control can talk the end result for shaping the destiny route of action.
- It facilitates enhancing attitudes of employees towards activity and enables integration of worker with business enterprise. It encourages feeling of belongingness and experience of partaking leading to total growth inside the productiveness of business enterprise.
- It allows unions for recognizing exactly employees need and what management is performing. Thus, helps by shared agreement of complaints and different unwanted circumstances.
- It facilitates in educating and improving needs of the each, employee and the employer.

Management can control the components are:-

Job satisfaction(JS) elements is controlled by administration incorporate includes professional stability, pay, incidental advantages, open door for headway, working conditions, colleagues, duty, supervision, exchange arrangements, length of work and descending stream of data.

Job safety: Secure work of employer stability is determining factor of occupation fulfillment, in spite of the fact that its significance shifts regarding military status and number of wards. Expressly, professional stability is an incredible wellspring of fulfillment for people with a few wards than for single individual.

Exchange Policies: A methodical exchange approach is expected to keep up agreeable relations amongst administration and representatives. The administration should move worker in light of a legitimate concern for association and not to exploit him.

Essentially, the worker should look for exchange for his improvement and not to make issues for the administration. A sound exchange arrangement is, along these lines, expected to keep up sensible consistency of treatment all through the association.

Pay: Pay assumes a critical part in affecting employment fulfillment. This is a result of two reasons. To begin with, cash is essential tool in satisfying one's wishes; and two; workers frequently consider being an impression of administration's anxiety for them. Workers need a compensation framework, which is straightforward, reasonable and in accordance with their requirements. At the point when pay is viewed as reasonable, in light of service requests, singular ability level, and group pay norms, fulfillment is probably going to come about. What needs accentuation is that it isn't the total sum that issues; moderately it is one's view of decency.

Nature of Work: Utmost representatives hunger for scholarly difficulties on occupations. They have a tendency to lean toward being offered chances by utilizing aptitudes and abilities and being offered an assortment of tasks, flexibleness in work, and input how well they getting along. These qualities make employments rationally difficult. Employments that have too little test make fatigue. Yet, a lot of assessment makes dissatisfaction & sentiment displeasure. Under states of direct test, workers come upon joy and fulfillment.

Promotions: Promotional open doors influence work fulfillment impressively. The desire for advancement is solid between workers it consist in work content change , remuneration, duty , autonomy, status & like .A normal representative in a run of the mill government association want to get little progresses in his whole management , advancements are well in pvt area .

Supervision: Supervisors is the arrangement of individuals who are identified with work fulfillment in any association since they who set up a steady individual association with subordinates and take an individual enthusiasm for them add to their representative fulfillment. They likewise help the new worker to clear up objectives and ways of the association.

Work Group: The work/job act as source for fulfillment to singular representatives. It see to as such fundamentally by fitting group of persons with open gates for communication with other. It is good for representatives work/job fill need for common collaboration. The job amass meaningfully more grounded source of fulfillment when each person has relative mentalities and abilities .having individuals around with comparable dispositions makes a reduced amount of erosion day premise.

Working state: Working condition is perfect by way of a worker's physical state and that encourage completing a great work is job fulfillment. Heat, moistness, airing, lights and commotion, time of work, neatness of work put, sufficient instruments & gears are the highlights which influence work fulfillment.

2.2. Literature Review

Mira Singh & Pestonjee (1990), Studied job satisfaction is motivated using hierachy of Occupation, job involvement and participation. Pattern for take a look at comprised of 250 officials and clerical each cadre in Western India of Nationalised bank . This showed Job satisfaction (JS) of the bank worker turned into undoubtedly suffering from the Occupational level, Job involvement and participation.

Balgir (1991) Attempted to understand hygiene-motivational factors as postulated with the aid of Hergeberg based on their need priorities that dominate the minds of Indian Managers even as persevering with service in their respective Organisations. The outcomes discovered that Job Satisfaction, Salary, Job Security, higher probabilities of advertising, happy worker life, excessive Situation and pleasant societal surrounding are inspiring factors in order which powerfully have an impact on Indian Mangers.

Mathew (1991) Tested the connection between Satisfaction and Organisational dedication with a Non-recursive model that authorised the simultaneous examination of the affect of satisfaction on dedication and the have an impact on of dedication on pride. The observe highlighted that the 2 variables have been reciprocally related but that the have an effect on of satisfaction on commitment was stronger.

Mehra and Mishra (1991) In their look explored the potential moderator impact of intellectual health on the Intrinsic Job Satisfaction-Occupational stress relationship. The examine turned into performed on 250 blue collar commercial employees of UPTRON India Ltd. The findings of the observe showed that intellectual fitness has a moderating impact at the Intrinsic Job Satisfaction-Occupational pressure courting.

Dhar and Jain (1992) Done research between academicians. Research discovered the characteristics of courting among Job satisfaction, Job participation, age and service of provider. An essential locating of examine became that Job Participation and Job Satisfaction are wonderful show a relationship which mean that participation in Job will increase Job Satisfaction(JS) and vice-versa.

Syed (1992) Studied to determine connection between worker job satisfaction and Organisational efficiency. The pattern for observe contained of forty four managers of public quarter project which changed into unsystematically drawn from a unmarried division of the Company. The essential goal is turned into narrate pleasure by way of Organisational efficiency in conjunction with personal qualities which include the age, training, remuneration, service of provider etc,. The take a look at discovered that Job delight facets had extra descriptive strength than the non-public qualities of respondents.

Rama Devi (1997) Carried out an observe on Job Satisfaction and with perspectives on control of 2 universities of AP. Sample together with two hundred coaching college and 100 participants were decided on randomly from every college and the strive to amount Job Satisfaction(JS) of the school in universities of AP. Examine found the factors together with freedom in activity, scope for improvement themselves, profits & task security were causing satisfaction as bureaucratic policies, no reputation for work had been causing disappointment to them.

Sarri and Judges(2004) , Article supplied more know-how of the study on worker's attitudes & Job satisfaction(JS). The article recognized 3 gaps between Human resource(HR) exercise and clinical study in location of worker attitude in fashionable and maximum focal worker mind-set specifically –Job satisfaction(JS): the reasons of worker attitudes, outcome of advantageous (or) poor activity pride & a way degree and impact worker attitudes. Suggestions are provided to near the breaks in information and for valuing carried out practices.

Worrell (2004) Examined & described levels of Job Satisfaction(JS) and relationship among variables in a national sample of college psychologists belonging to National Association of School Psychologists(NASP) . Data had been amassed via mailed survey packets which includes a statistics form together with Minnesota Satisfaction Questionnaire. 234 complete time practitioners answered. Result indicated that ninety% of faculty psychologists had been glad or very happy with their jobs. The findings showed a sluggish boom in normal pleasure while in comparison to 1982 and 1992 that said being happy or very satisfied with their jobs. Participants within the modern sample had been more happy with their activity safety, independence and creativity.

Rajesh (2007) Studied the Quality of Work existence and Job delight in 10 IT Companies experts from three cities i.E. Hyderabad, Bangalore and Chennai. The targets of study had been discover the tiers of Job Satisfaction(JS) and dating among demographic traits and satisfaction, to locate variations exists among demographic characteristics with standard Job Satisfaction, to perceive particular Indicators that reasons dissatisfaction and to have a look at the hierarchy of wishes among IT Professionals. The questionnaires become administered to collect number one information. The observe revealed that better income organizations and higher experienced had been the most disappointed with Job Security. It become additionally showed that the most satisfied personnel in IT Industry have been of Hyderabad, accompanied by using Chennai and Bangalore respectively.

Chen and Silverthron (2008) inspected the connection between Locus of control(LOC) & work-associated behavioural measure of job strain, Satisfaction and overall output of expert bookkeepers who effort for Certified public accountant (CPA) corporations in Taiwan. The fundamental objective of take a look at was to evaluate how LOC influences

people and behaviour inside the paintings vicinity in three number one regions: Job Strain, Job Satisfaction(JS) and Job performance(JP). Total of 620 survey tools had been mailed to 310 CPA companies in Tai-wan surveys despatched to every co. The findings indicated that 1 factor of an bookkeeper's persona, as checked by using locus of manage, performs an main role in expecting the level of job pride, pressure and overall output. Individual with higher inner locus manage more likely to have decrease degrees of task strain and better degrees of task output and fulfillment.

O'Leary, Patrick, et.al (2008) Studied the relationship between task traits and task delight among physicians in Russia. This research protected rewards, different people, nature of labor and organisational context. The instrument used in this take a look at was primarily based on the Physicians work-life survey(PWS) formed via Konrad et.,Al (1999) and on behalf of the Society for general internal medicine. The survey turned into allotted to physicians in four Russian towns. The sample protected 2,325 physicians. The research had a massive variety of woman respondents. The look at found that the male docs file better tiers of Job pride than Female medical doctors and polyclinic docs file better degree of delight than those hired via Hospitals. The majority of medical doctors are happy with patient's courting, colleagues and body of workers dating, and prestige and most people of physicians were disillusioned with administration and time constraints. The dissimilar locating within the look at became that women surgeons seem happier with their reimbursement than their male opposite numbers. The take a look at additionally discovered that medical doctors have been more likely to be pleased if they keep up clinical autonomy, if they have been paid nicely, in the event that they did not have immoderate bureaucratic interference.

Origo and Pagani (2008) considered the association among flexibility and Job Satisfaction (JS). In their evaluation they verified various phases of flexibility specifically practical and measurable flexibility, create exceptional influence on typical inner and outer job satisfaction. They also examined whether the effect of flexibility on Job Satisfaction various by employees traits. Observed evidence became grounded on a illustrative pattern of European workers taken from particular wave of Euro barometer Study. The observe observed that there has been a tremendous hyperlink among practical flexibleness and job satisfaction(JS) and there was whichever no effect or a negative impact of quantitative flexibility. The fantastic result of practical flexibleness turned into more while as compared to

the satisfaction for intrinsic factors of the task. Estimate through people traits highlighted exciting differences through age, ability and country of house.

Mau, et.al. (2008) Tested the Job Satisfaction(JS) of beginning instructors & the elements influencing their pleasure and investigated if students who persevered in teaching aspiration have been likely satisfied with work. 450 10th grade college schoolchildren from a nationally consultant example, who desired to become teachers, have been tested over 10 - 12 months length about their profession selection. Job Satisfaction(JS) model was tested for the use of clusters of variables as directed with the aid of Social Cognitive Career Theory (SCCT). The look at found that the scholars who persevered in teaching had been appreciably greater glad than individuals who did not continue and those with non-teaching career. Starting instructors have been gladder with jobs than those in other jobs. Teachers had coaching license additionally stated that they were extra glad than people who don't have license. The social - contextual elements i.e. Race, socio-economic popularity, teaching license, parent's schooling & profession have been exceptional predictors of Job Satisfaction.

Liu, et.al. (2008) Investigated about the dimensionality & generalizability of Public Service Motivation and additionally tested the relationship among each dimension of public provider motivation and public servant's Job Satisfaction. Exploratory component evaluation and confirmatory thing analysis techniques have been applied to study information of 191 public servants in China. The end result indicated that the general public carrier motivation located inside the West existed in China, but standard capability of construct was confined. 3 of the 4 extents of public provider motivation (enchantment to public coverage creating, dedication to general public interest & self - sacrifice) existed in China, but the 4th size (compassion) changed into unproven.

Chileshe and Haupt (2009) studied age differences in Job Satisfaction(JS) of production employees in South Africa(SA). The major objectives of the have a look at had been to perceive the major variables affecting relative aspects of work inside SA Construction enterprise and to analyze effect of age at pride resulting from work. Total 300 questionnaires had been sent for capacity respondents . Overall of sixty five usable questionnaires have been again. Result of the examine directed that Job Satisfaction difference does no longer occur among young and old people. Although each young and old

employees ranked the association with co-workers being terrible, age does no longer have influence at the effects of the phases of labor. In terms of the effects of Job Satisfaction more youthful people pronounced better scores than older employees on 'indifference', while the younger employees ranked negative reputation of abilities because most effect in comparison to older people who suggested tormented by " loss of alertness " as the maximum graded effect.

Bellou(2009) inspected the impact of sexual orientation and age on connection between hierarchical culture and Job fulfillment. One hundred and twenty five (125) usable surveys were accumulated from three Public Hospitals situated in a noteworthy Greek City. The measures embraced incorporate the Organizational Culture Profile and Job Descriptive Index. The measurable investigations incorporate clear measurements, stepwise relapse examinations and t test. The finding of the examination was that the representative's sex and age impacted the way that the authoritative qualities influenced their Job Satisfaction.

Gunlu, et.al. (2009) Tested impact of Job Satisfaction(JS) on Organisational dedication for supervisors in massive - scale accommodations inside Aegean location of Turkey & further, studied whether or not there is sizable courting among the characteristics of the pattern, organisational commitment & Job pleasure. 2 dependent questionnaires had been administered to huge scale lodge supervisors in tourism enterprise. The populace became decided on randomly with a sampling ratio of 25 percentages. A general of forty eight managers in four-famous person lodges & 75 managers in 5-megastar hotels were reached for a total pattern of 123 managers. A total of 43 managers had been middle degree, while eighty had been lower level managers which include supervisors. The records were analysed using statistical package deal for Social Sciences model 13. The findings of observe indicated that external, internal and preferred activity delight had a huge impact on normative commitment & affective commitment.

Raghunatha Reddy and Krishna Sudheer (2011) studied the Employee Involvement and Job Satisfaction(JS) in Indian Corporate region. This have a look at meant to discover the worker's mindset in the direction of job delight and activity involvement. The findings of the study display that the managerial stage of personnel has low level of pleasure

and Engineers have low degree of Job Involvement and supervisors have low stage of commitment towards the enterprise.

Samanvitha and Jawahar, (2012) Aimed toward shaping and starting a courting among strategic emotional intelligence & job pride between school contributors in Arts and Science Institutions. Sample includes 98 college individuals in Tami Nadu. The end result of the examine showed that the emotional intelligence at work has a wonderful impact on level of task delight and activate work overall performance.

The above research makes us to understand the recent study done by the researchers are containing the relationship between the employee job satisfaction with the job pride and job satisfaction with involvement of the employees etc. It is found from the above literatures that there is a required research should have been conducted for employee job satisfaction with treating of employees equally and respectfully and hence research conducted to prove that if the employees are treated with equality and with respect the amount of job satisfaction of employees will also increase.

CHAPTER 3

RESEARCH DESIGN

3.1. STATEMENT OF PROBLEM

Job satisfaction assumes a key part in association achievement. Without worker fulfillment towards their activity none of the representative will perform well and it is exceptionally hard to yield from the workers.

Primary role of Human Resource departments is to safeguard universal personnel are fulfilled with their jobs. Job Satisfaction(JS) is a mind-set of person determined by the activity itself, features of the job and significance of job as hobby at the character doing the job. Job pleasure has effect at the outcome if personnel don't have pleasure it effects in absence and damage in productiveness and less in turnover. The well-known task pride feedback will help HR in figuring out the percentage of satisfied employees and the percentage happy with that of the compensation, benefits and manager relations.

3.2.NEED FOR THE STUDY

The primary focal point of study is to break down representative employment fulfillment of the KS&DL. Clearly Job satisfaction(JS) assumes a key part in organization achievement. Without worker fulfillment towards work none of representative will perform well and it is exceptionally hard to achieve the organizational objectives and targets. Henceforth JS yields more output from workers. So this study is attempted to quantify fulfillment level of representatives towards their activity in KS&DL.

3.3. OBJECTIVES

- To study importance of Job satisfaction(JS).
- To discover reasons for the dissatisfaction of the worker, if any.
- To examine the present day personnel job-satisfaction level in the organization.
- To recognize various factors affecting job satisfaction(JS) stage.

3.4. SCOPE OF THE STUDY

The study was done to understand employee job satisfaction at KS&DL. It is limited to only the employees of KS&DL, Bangalore.

3.5. RESEARCH METHODOLOGY

- **Sample design:** For the current look at, the approach used is random sampling.

For the present observe, the unit chosen is KS&DL located in Bangalore metropolis in Karnataka state. The investigator has chosen 50 employees as respondents based totally on random sampling approach for conducting field survey. The investigator disbursed questionnaires to the pattern respondents, of which completed questionnaires had been suit for evaluation. The pattern selected at random produced from employees representing AGM, Manager, officer, senior assistant and worker categories.

- **Sample size:** 50 respondents.

- **Tool for series of information:** Structured questionnaires, copy are positioned within the undertaking record.

- **Method of collecting the information:** The questionnaires were disbursed a number of the selected respondents. They were explained with the targets. They had been advised the way to fill the questionnaire, therefore the respondents themselves have crammed the questionnaire.

1. Primary data:

Primary data is also called first-hand information or facts. It refers back to the records that are gathered directly for the first time. Data is collected from employees by administering the structured questionnaires on employee job satisfaction.

2. Secondary data:

Secondary data is also known as second hand data or information. Data is collected through journal, company brochures and documents etc.

- **Statistical tools used**

Statistical tools used for the analysis & interpretation of data are percentage method and pie charts.

Percentage (%) = No .of employees in favour of *100/Total no. of employees

The data will be collected through questionnaires entered in SPSS software. Correlation & two-tailed test are done.

3.6.HYPOTHESES

Null hypotheses

H₀: The Treating of employees equally and respectfully does not lead to Job satisfaction

Alternative hypothesis

H_a: The Treating of employees equally and respectfully does lead to Job satisfaction

3.7. LIMITATIONS

- Requires more time for organization study.
- If data is not accurate the study will become unreliable.
- The management is not interested to disclose their documents to the observer.
- The end result of the study is highly dependent on the person`s attitude, perception and understanding of the observer.

3.8 CHAPTER SCHEME

Chapter 1: Introduction

This chapter gives a brief idea of “Employee Job Satisfaction” A examine carried out at KS&DL, Bangalore.

Chapter 2: Conceptual back ground and literature review

This chapter shows a background data about the topic and former researches carried out by many people at the identical subject matter.

Chapter 3: Research Design

This chapter shows with the principles of research design as the name of the have a look at, statement of the problem, objectives, scope and limitations of the have a look at.

Chapter 4: Analysis and Interpretation

This chapter shows statistical analysis at the information accrued and it is represented in pictorial shape as graphs.

Chapter 05: Summary of Findings, Conclusions & Suggestions

This chapter concludes with assignment report. It includes of findings and conclusions, justification of the targets of the look at and the various guidelines and pointers that are made.

CHAPTER 4

ANALYSIS AND INTERPRETATION

Table no. 04.1 – Showing grouping of respondents on the basis of age .

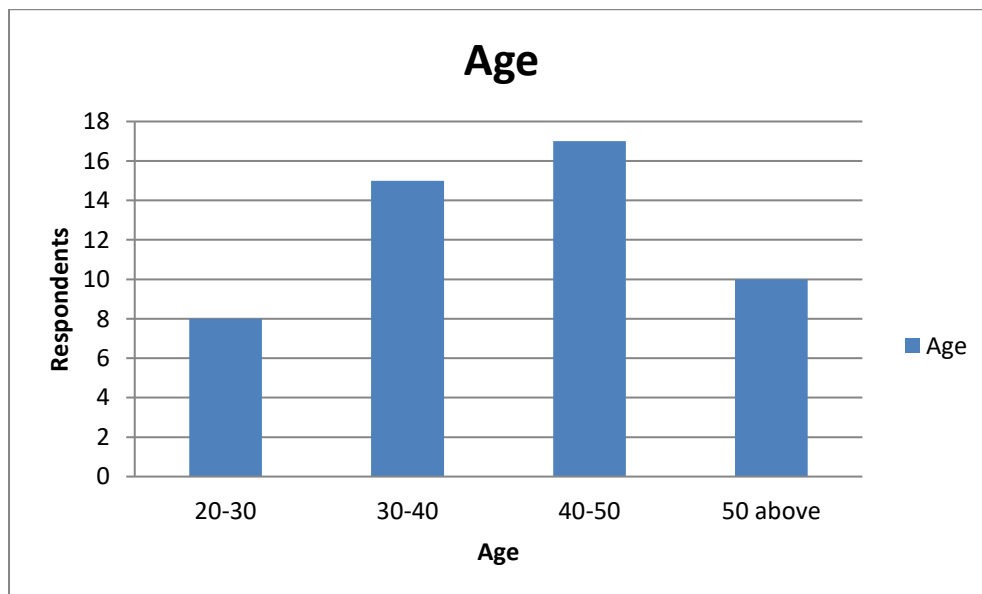
Particular	No of respondents	Percentage (%)
20-30	08	16
30-40	15	30
40-50	17	34
50 above	10	20
Total	50	100

(Source: Primary data)

Analysis:

From the table it is clear that 16 % of the respondent come under the age of 20-30 years, 30% of respondents fit in to age group of 30-40 years, and 34 % of employees are from 40-50 years and 20% of workers come under age of 50 above.

Graph no.4.1 classification of respondents on the basis of age group



(Source: table no 4.1)

Interpretation :

From graph it shows that there is more number of respondents at 30-40 age and 40-50 age group and very few respondents come under the age of 20-30 and 50 above age group in KS&DL

Table no. 04.2 – Showing grouping of respondents on basis of gender

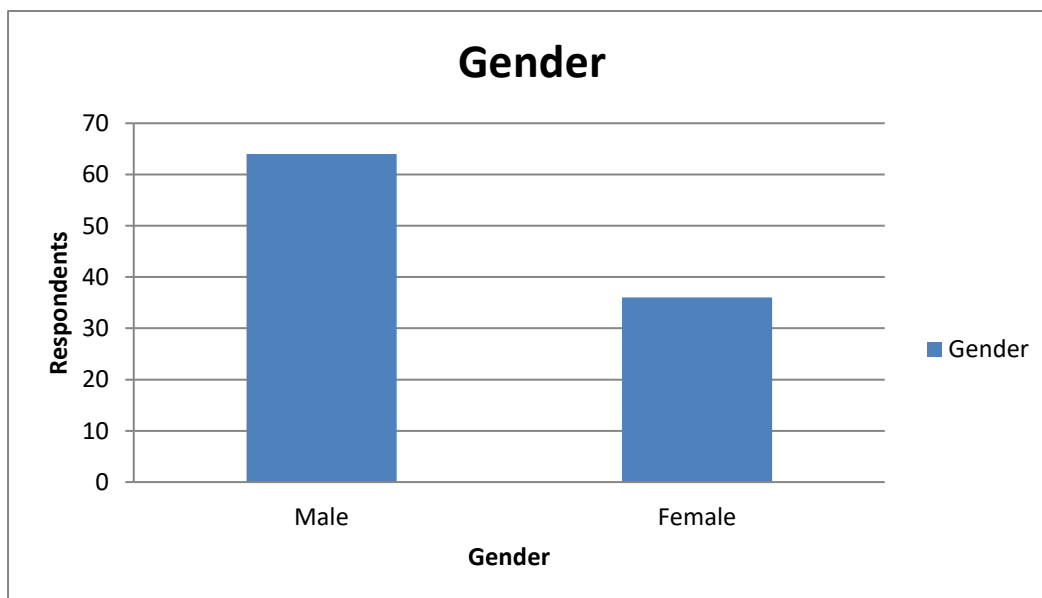
Particular	No. of respondents	Percentage (%)
Male	32	64
Female	18	36
Total	50	100

(Source: primary data)

Analysis:

From the table 64 % of the respondents are males & rest of the respondents are females i.e. 36%.

Graph no.4.2classification of respondents on the basis of gender group



(Source: table no 4.2)

Interpretation :

From the chart it shows that most of respondents are males and few of respondents are females. KSDL industry for the male comparing women is less working.

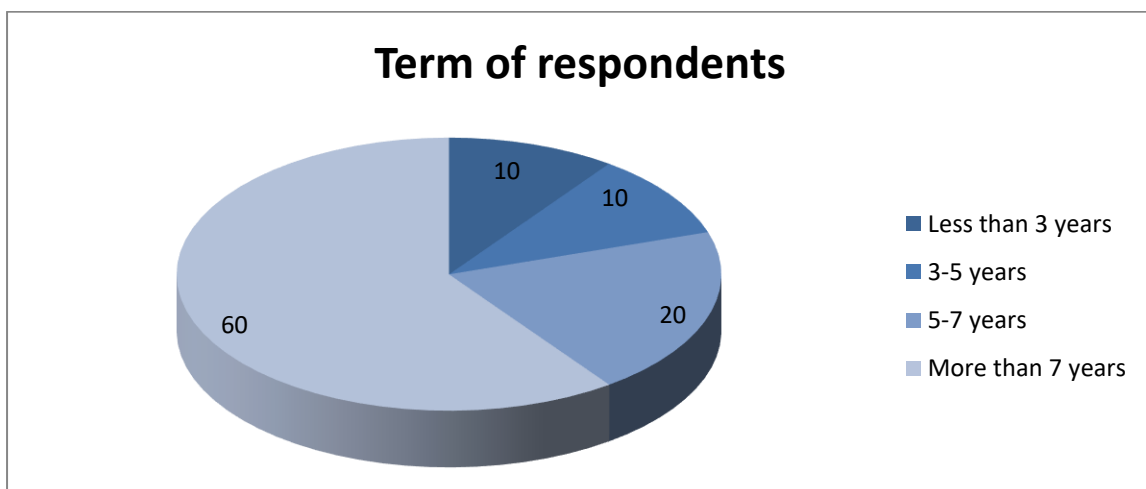
Table no. 04.3 - Showing term of respondents in KSDL

Term of respondents	No. of respondents	Percentage
Less than 3 years	5	10
3-5 years	5	10
5-7 years	10	20
More than 7 years	30	60
Total	50	100

(Source: primary data)

Analysis: From the table, it states 10% of employees working in KS&DL are less than 03years , 10% of them are 3-5years, and 20% of them are 5-7years, and 60% of them are more than 07years.

Graph no. 4.3 showing the term of employees



(Source: table no 4.3)

Interpretation : From graphs, it shows most of employees working in KS&DL have more than 7 years of experience in co. . This indicates that there is more number of aged experience employees in the organization.

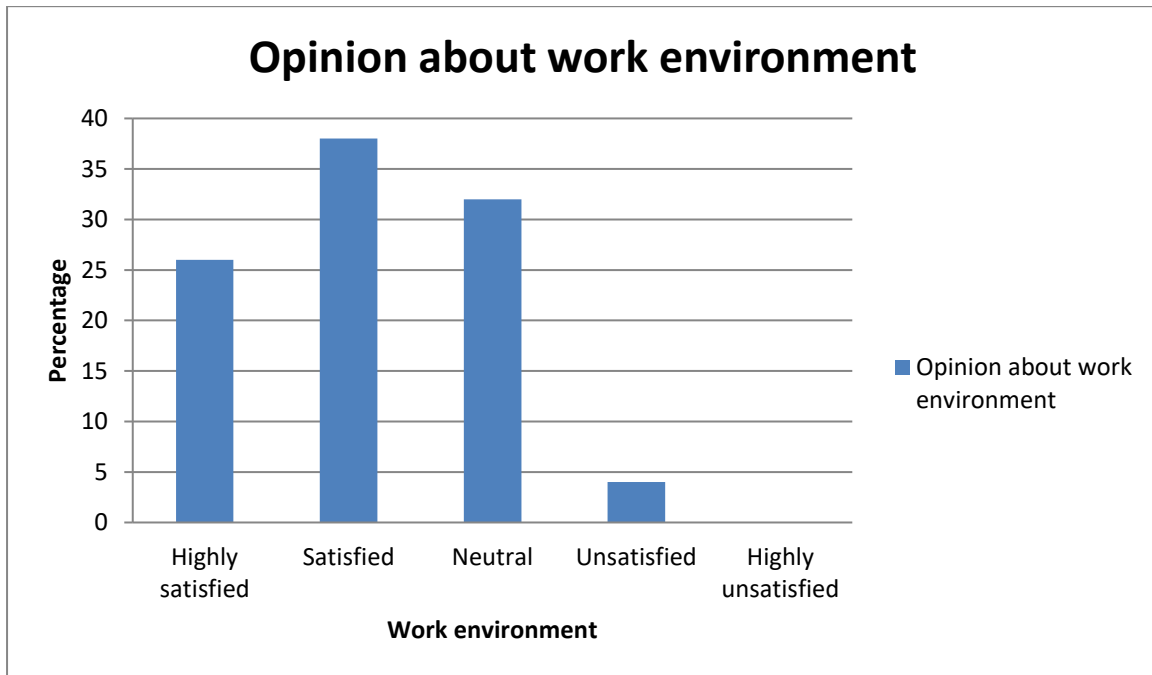
Table no. 4.4 - showing the opinion about work environment

Opinion about Work environment	No. of respondents	Percentage (%)
Highly-satisfied	13	26
Satisfied	19	38
Neutral	16	32
Unsatisfied	02	04
Highly unsatisfied	-	-
Total	50	100

(Source: primary data)

Analysis: From the table it states that 26% of employees have a highly satisfied opinion regarding working environment, 38% of employees are satisfied, 32% of them are neutral, 04% of them are unsatisfied & none of employees are highly dissatisfied.

Graph 04.4 - Showing view about work environment



(Source: table no 4.4)

Interpretation : Majority of employees are satisfied with work environment in KS&DL. There are very less employees who are unsatisfied. This indicates very nearly all employees are satisfied with work environment as there is no much burden of work and no dominating behaviour by management.

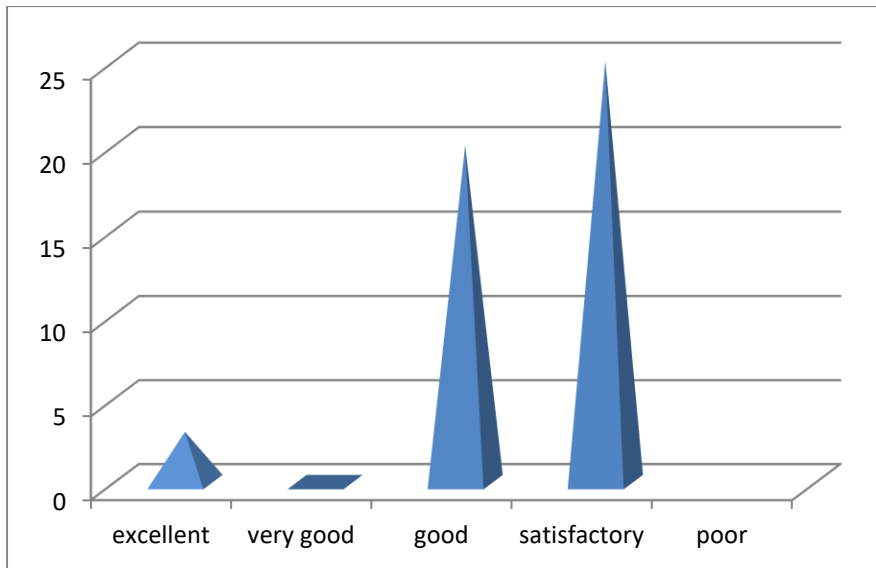
Table no. 4.5 - showing the employee’s opinion towards flexibility in job/work schedule followed by the organization.

Rating	Number of respondents	Percentage
Excellent	3	6
Very good	0	0
Good	20	40
Satisfactory	25	50
Poor	02	04
Total	50	100

(Source: Primary data)

Analysis: From the table it is states that , 6% has excellent opinion, 40% respondents have said the work schedule is good, 50% respondents have said that is satisfactory & 4% respondents are poor in the organization.

Graph no. 4.5 showing the employee’s opinion towards flexibility in job/work schedule followed by the organization.



(Source: table no. 4.5)

Interpretation: Majority of the employees responded positively about work schedule followed by the organization. Some of the respondents are not satisfied with the work schedule following by the organization. This indicates that employees are satisfied with flexibility of job as there is no strictness or fixed output required to perform.

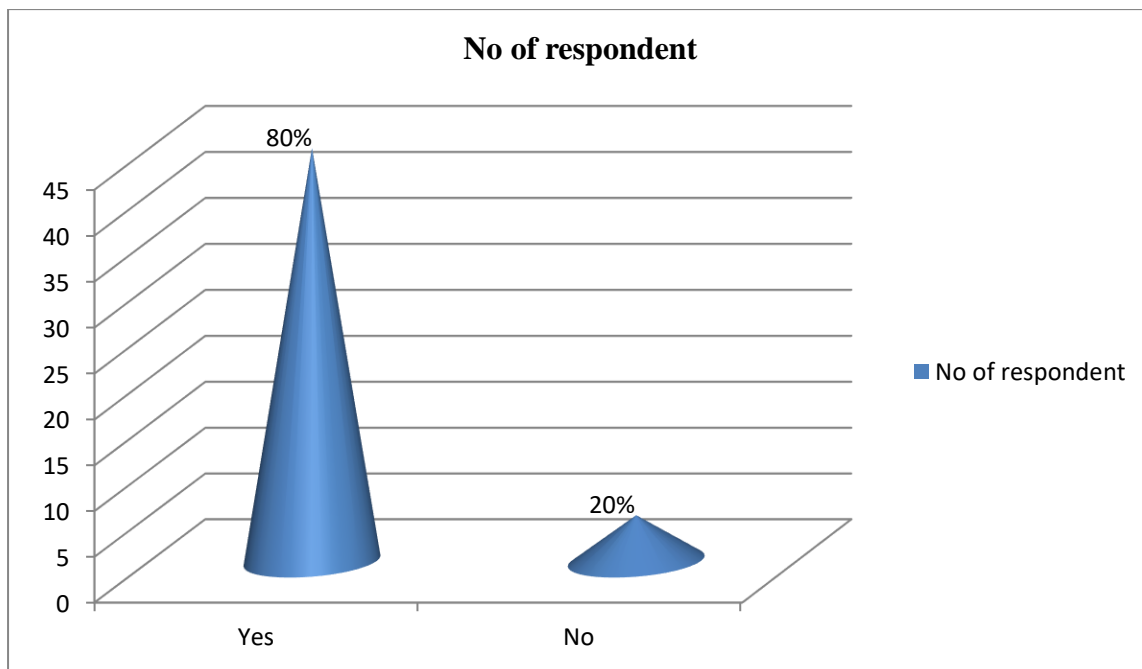
Table no. 4.6 - showing satisfaction of Employee with respect to the job designation given by the Organization.

	No. of respondents	Percentage (%)
YES	40	80
NO	05	20
Total	50	100

(Source: Primary data)

Analysis: From the table it can be analysed as 80% of employees satisfied with designation given in organization, while 10% of respondents are not satisfied with designation of the organization.

Graph no. 4.6 showing satisfaction of Employee with respect to the job designation given by the Organization.



(Source: table no 4.6)

Interpretation: It indicates that most of the respondents satisfied with designation while few of respondents are not satisfied with designation given by the organization. This indicates that many of them agreed to the designation given by organization because designation is given on their overall qualification and an skills required to perform the job.

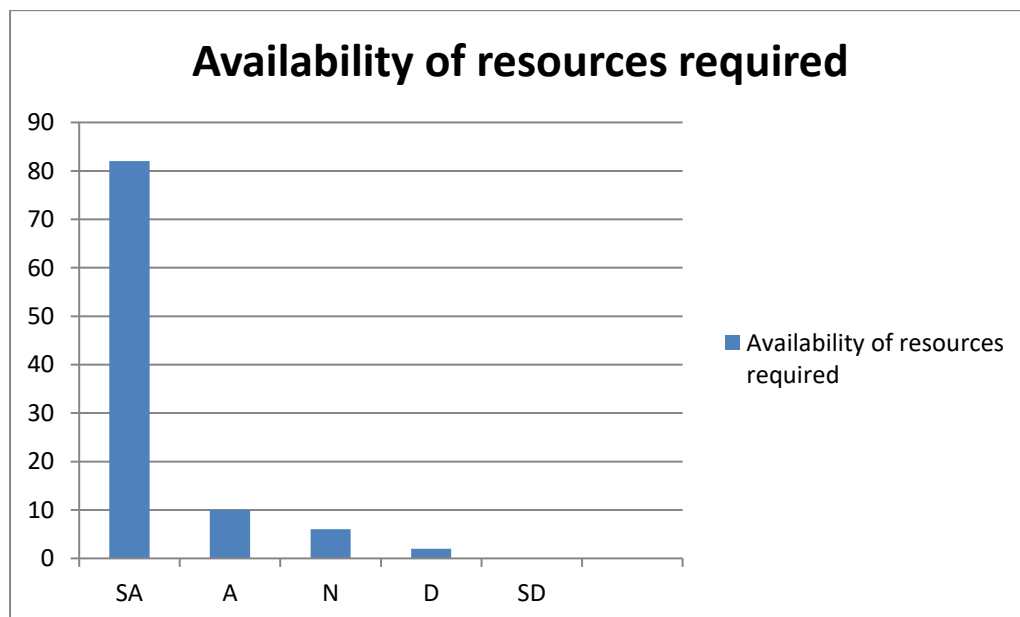
Table no. 4.7- showing availability of resources required to perform the job

Availability of resources required to perform the job	No. of respondents	Percentage (%)
Strongly agree(SA)	41	82
Agree(A)	5	10
Neutral(N)	03	06
Disagree(D)	01	02
Strongly disagree(SD)	-	-
Total	50	100

(Source: primary data)

Analysis: From the table it states that 82% workers strongly agree about availability of resources required to perform job, 10% of them agree on this, 06% of them feel neutral, 02% workers do not agree with this & no employees strongly disagree.

Graph no. 4.7 showing availability of resources required to perform the job



(Source: table no 4.7)

Interpretation : Majority of employees have opinion that they have resources to perform work allotted to them. This indicates required resources are supplied to employees in time because there is an ample of resources in the organization to perform the job.

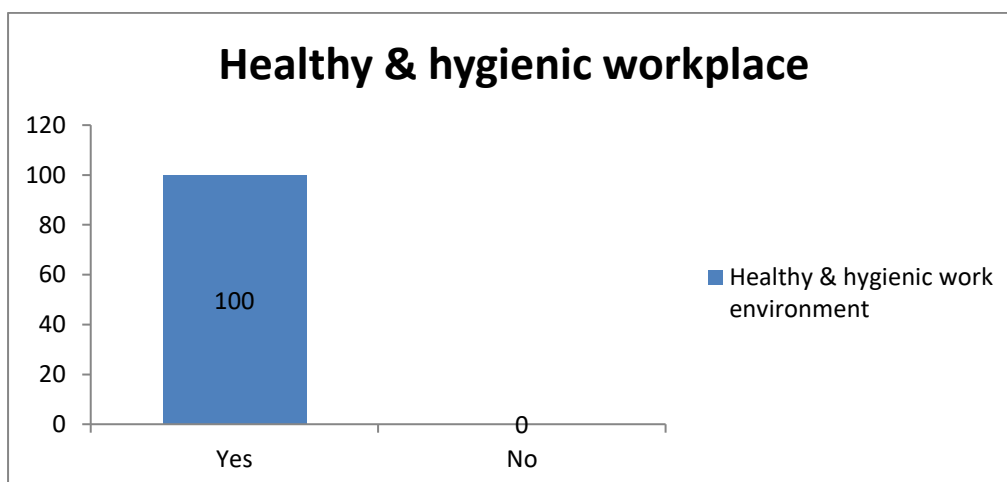
Table no. 04.8 - Showing respondent’s response towards the health & hygiene at workplace.

Healthy & hygienic workplace	No. of respondents	Percentage (%)
YES	50	100
NO	00	00
Total	50	100

(Source: Primary data)

Analysis: From the table it is states that 100% of the employees feel that healthy & hygienic workplace and no one feel it is unhealthy and unhygienic.

Graph no. 04.8 showing respondents response towards the health & hygiene at workplace.



(Source: table no 4.8)

Interpretation: This indicates that the co. has taken highest importance in providing healthy and hygienic workplace to all employees. It indicates from above chart where all of them have agreed with this.

Table no. 4.9 - Showing employees are treated of equally & with respect

Employees in company are treated equally & with respect	No. of respondents	Percentage
strongly agree(SA)	13	26
Agree(A)	30	60
Neutral(N)	05	10
do not agree(D)	02	04
strongly disagree(SD)	-	-
Total	50	100

(Source: primary data)

Analysis: From the table it states that 26% employee feel strongly agree regarding treatment of equality with respect, 60% workers agree on this, 10% of employees feel neutral, 4% of them donot agree for this, and none of them feel stronglydisagree.

Graph no.4.9 showing treating of employees equally and with respect



(Source: table no 4.9)

Interpretation : Many employees feel they are treated equally & with respect in company. This indicates almost all employees are treated equally and respectfully because there is a transparent method of decision making for all employees and all employees' ideas are respected.

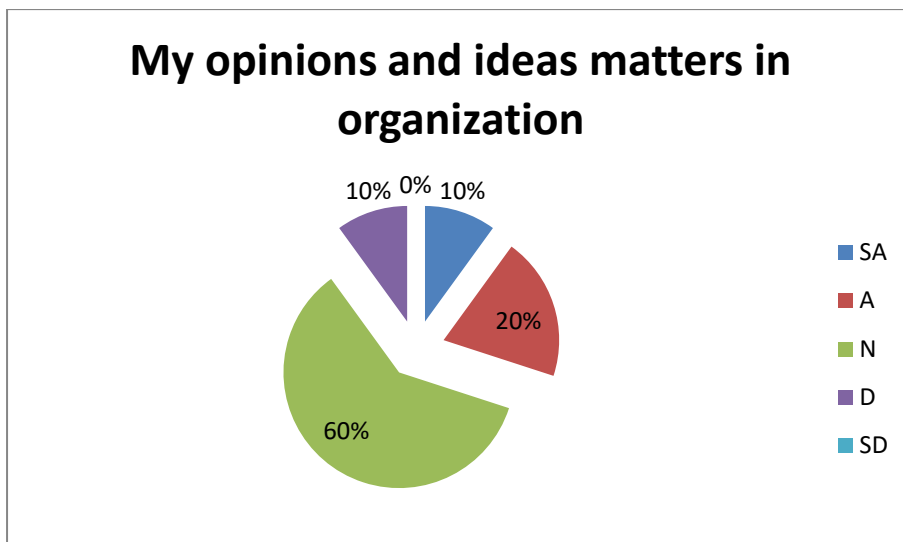
Table no. 4.10 - showing my opinions and ideas seem to matter in the organization

My opinion and ideas seem to matter in organization	No. of respondents	Percentage (%)
Strongly agree(SA)	05	10
Agree(A)	10	20
Neutral(N)	30	60
Disagree(D)	05	10
Strongly disagree(SD)	00	00
Total	50	100

(Source: Primary data)

Analysis : From the table it states that 10% of employees strongly agree that their opinions and ideas matter in the organization and 20% of them agree and 60% of employees are neutral in their opinion and 10% disagree to it.

Graph no. 4.10 showing my opinions and ideas seems to matter in the organization



Interpretation: The analysis shows that less No. of workers agree that their opinions and ideas matters in organization, some employees are agreed and most of employees are neutral in their opinion and few of them disagree to it. This indicates that many of the employees are neutral in their opinion as top management considers only middle level management suggestions and ideas.

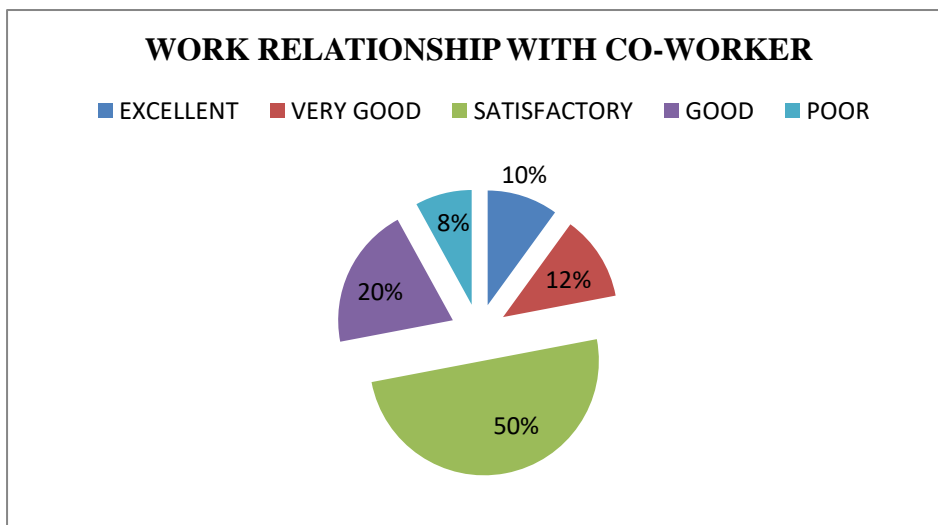
Table no.4.11 showing work relationship with co-worker in the organization.

Rating	No. of respondents	Percentage
Excellent	05	10
Very good	06	12
Satisfactory	25	50
Good	10	20
Poor	04	08
Total	50	100

(Source: Primary data)

Analysis: The analysis shows 10% respondents have responded as excellent, 12% have very good opinion, 50% have responded as satisfactory, 20% have good opinion & 8% have good opinion with the work relationship with co-worker in the organization.

Graph no.4.11 showing work relationship with co-worker in the organization.



(Source: table no 4.11)

Interpretation: Majority of the employee's responded positively about the work relationship is with co-worker in the organization. Some of the respondents are not satisfied with the work relationship with co-worker in the organization. This indicates that most of them are satisfied with relationship with co-worker because of their friendly nature.

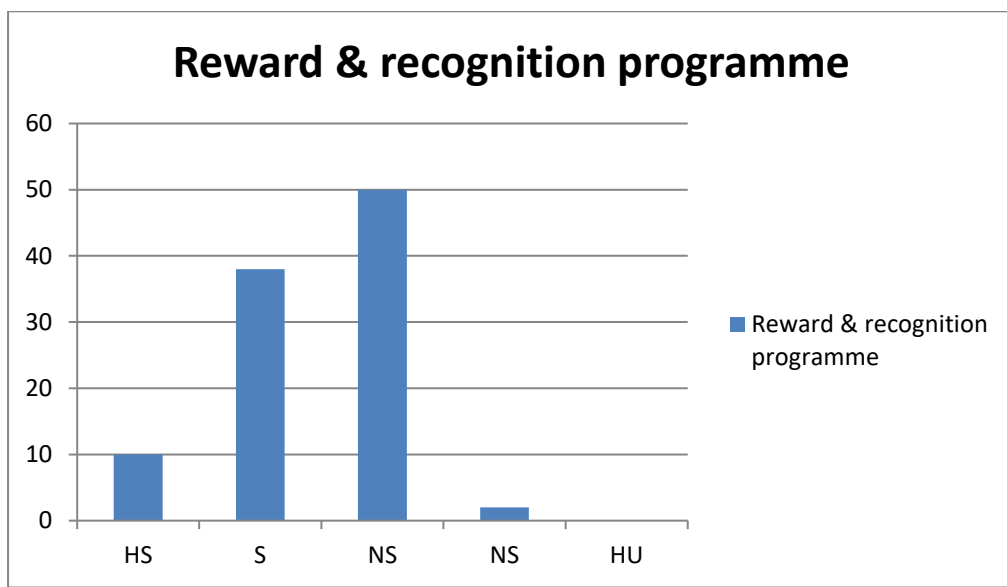
Table no. 4.12 – showing level of satisfaction towards rewards & recognition programme

Rewards and recognition programme	No. of respondents	Percentage (%)
Highly satisfied(HS)	05	10
Satisfied(S)	19	38
Neutral(N)	25	50
Not satisfied(NS)	01	02
Highly unsatisfied(HU)	-	-
Total	50	100

(Source: Primary data)

Analysis: From the table it states that 50% are rewarded and recognised by co. , 38% are satisfied with that , 10% employees are highly satisfied & only 2% are not satisfied.

Graph no. 4.12 showing satisfaction level of rewards and recognition programme



(Source: table no 4.12)

Interpretation : From the chart, it can be identify that many of the employees are satisfied with rewards & recognition programme in firm as only few employees are not satisfied. This indicates that almost all feel they are rewarded & recognised by organization because the contribution given to organisation is an asset to company.

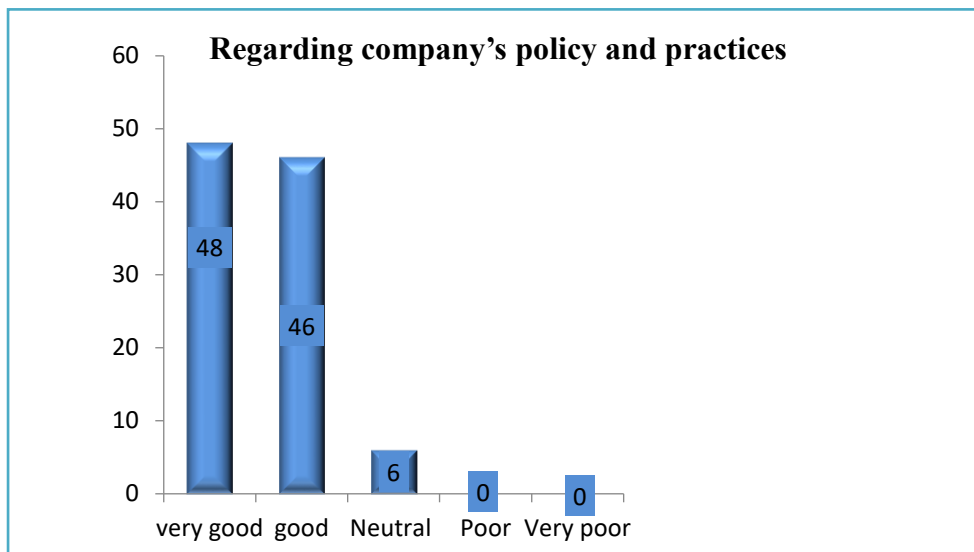
Table no. 4.13 - showing regarding company's policy and practices

Regarding co.'s policy and practices	No. of respondents	Percentage
Very good	24	48
Good	23	46
Neutral	3	06
Poor	-	-
Very poor	-	-
Total	50	100

(Source: Primary data)

Analysis: From the table it is clear that 48% employees feel excellent regarding company policies and practices, 46% of them feel good, 6% of employees feel neutral, none of employee feels poor and very poor.

Graph no. 4.13 showing regarding company's policy and practices



(Source: table no 4.13)

Interpretation : The Co. 's policies and practices appear to be employee friendly as none of the employees said it is poor and very poor. This indicates that nearly everyone expressed that it is either excellent or good as it is easy to follow and equal to all.

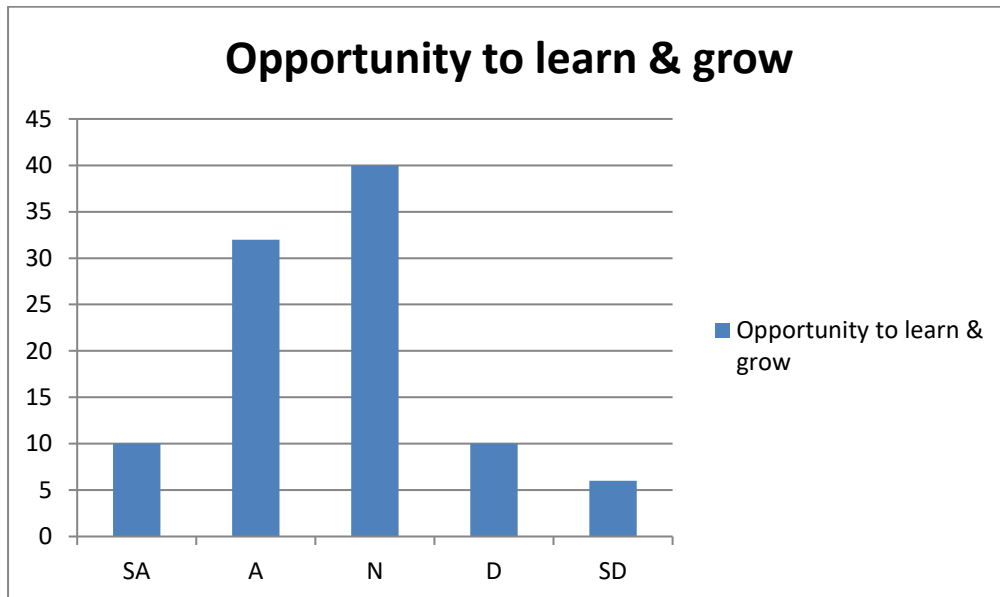
Table no. 4.14 - Showing opportunity to learn and grow

Opportunities to learn and grow	No. of respondents	Percentage (%)
strongly agree(SA)	05	10
Agree(A)	16	32
Neutral(N)	20	40
Do not agree(D)	05	10
strongly disagree(SD)	03	06
Total	50	100

(Source: Primary data)

Analysis: From the table it states that 40% feel they have opportunity to learn and grow, 32% agree with this,10% feel strongly agree, 10% of employees do not agree, and 6% strongly disagree.

Graph no. 4.14 showing opportunity to learn and grow



(Source: table no 4.14)

Interpretation: Most of employees are neutral when they shared their feeling about opportunities to learn and grow in KSDL. The graph shows that less number of workers who had concerns about this part. Though many employees believe that organization provides a good opportunity to learn and grow. This indicates that more number of people feel they get opportunity to learn and grow as they have much interest and organization giving more importance to learn and grow and very few feel in opposite way as they are not much interested in learn and grow.

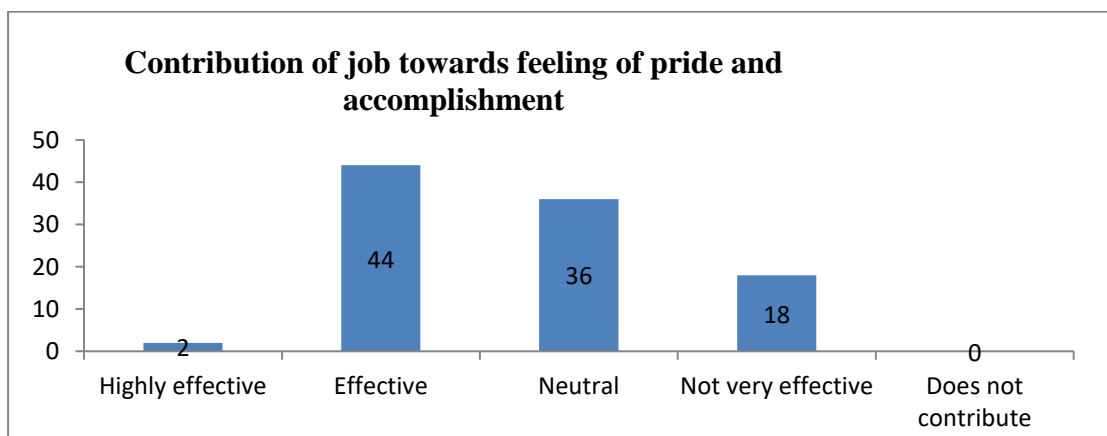
Table no. 4.15- Viewing Contribution of job towards feeling of pride & accomplishment

Contribution of job towards feeling of pride and accomplishment	No. of respondents	Percentage
Highly effective	01	02
Effective	22	44
Neutral	18	36
Not very effective	09	18
Does not contribute	00	00
Total	50	100

(Source: Primary data)

Analysis: From the table it states that 44% employees feel highly effective in contribution of job towards feeling of pride and accomplishment, 36 % are neutral, 18 % feel not very effective & only 02 % feel highly effective.

Graph no. 4.15 Viewing Contribution of job towards feeling of pride & accomplishment



(Source: table no 4.15)

Interpretation: Near to half of workers agree that job contributes to the feeling of pride & accomplishment, less number of employees are neutral in their opinion while, few of employees don't agree with this. This indicates that most of them feel that their job gives sense of pride & accomplishment because they are identified by their work done and near to half of employees feel in opposite way because they have not contributed much to organization.

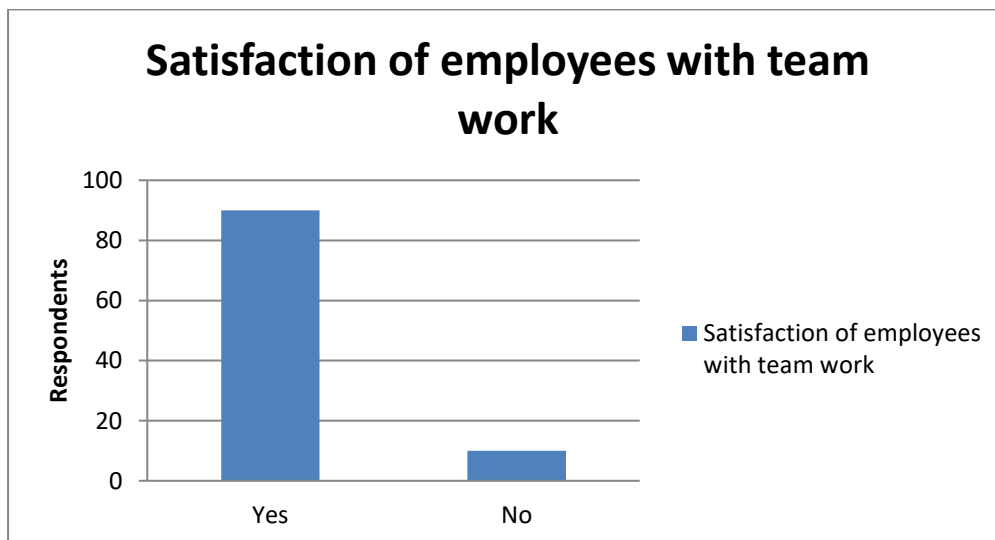
Table no. 4.16 - showing Satisfaction of employees with team work

Satisfaction of employees with team work	No. of respondents	Percentage (%)
YES	45	90
NO	05	10
Total	50	100

(Source: Primary data)

Analysis: The table states that 90 % of employees feel they are satisfied with team work and 10% of employees are not satisfied with team work.

Graph no. 4.16 showing Satisfaction of employees with team work



(Source: table no 4.16)

Interpretation: The above analysis tells that most of them are satisfied with team work and very few feel that they are not satisfied with team work. It indicates that most of them satisfied with team work as importance is given to all and very few feel that they are not satisfied with team work because of some perceptions and attitudes.

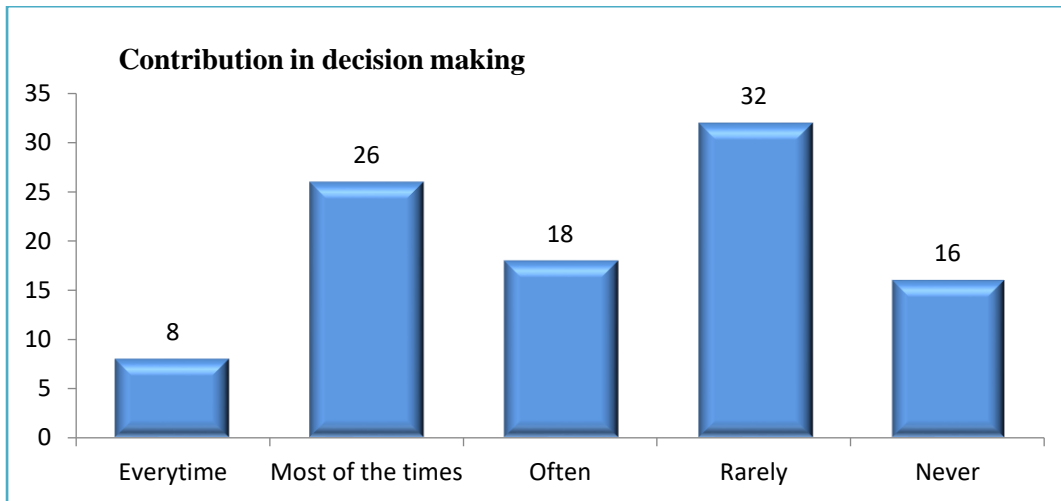
Table no. 4.17 - Showing Contribution in decision making

Contribution in decision making	No. of respondents	Percentage (%)
Every time	04	08
Most of the times	13	26
Often	09	18
Rarely	16	32
Never	05	16
Total	50	100

(Source: Primary data)

Analysis : From the table it states that 32% of employee rarely involve in Decision Making, 26% say they contribute most of the time, 18% say often they contribute, 16% of them say they never contribute and only 8% says that involve every time.

Graph no. 4.17 showing contribution in decision making



(Source: table no 4.17)

Interpretation: The graph shows change in opinion in Decision Making. Only few of them are contributed every time, many of them say that they get a chance most of times, less of employees often involved while many of them said they are rarely contributed. However less of employees responded that they are never asked while taking any decisions. It indicates that most of time employees involved in decision making as they are from middle management and rarely some employees feel as they are from operational level.

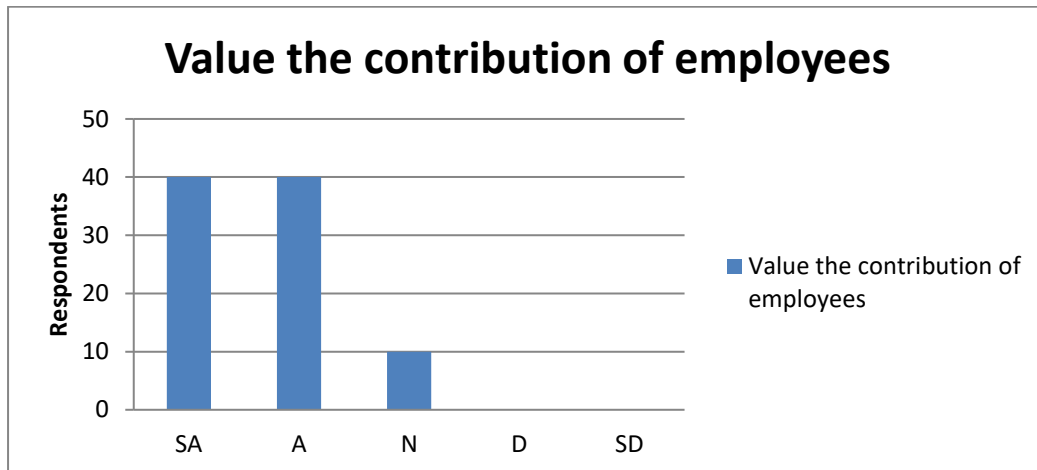
Table no. 4.18 - showing value the contribution of employees

Value the contribution of employees	No. of respondent	Percentage (%)
Strongly agree(SA)	20	40
Agree(A)	20	40
Neutral(N)	10	20
Disagree(D)	00	00
Strongly disagree(SD)	00	00
Total	50	100

(Source: Primary data)

Analysis : From the table it states that 40% of employee feels that value of contribution done by them to organisation is strongly agreed and agreed respectively and 10% of them are neutral in their opinion.

Graph no. 4.18 showing value the contribution of employees



(Source: table no. 04.18)

Interpretation: The above analysis shows that many of them strongly agree and agree to the value of contribution of employees are identified and less number of people feel neutral in opinion with it. This indicates that most of them strongly and agree that they are identified for the contribution done by them by recognizing and rewarding them.

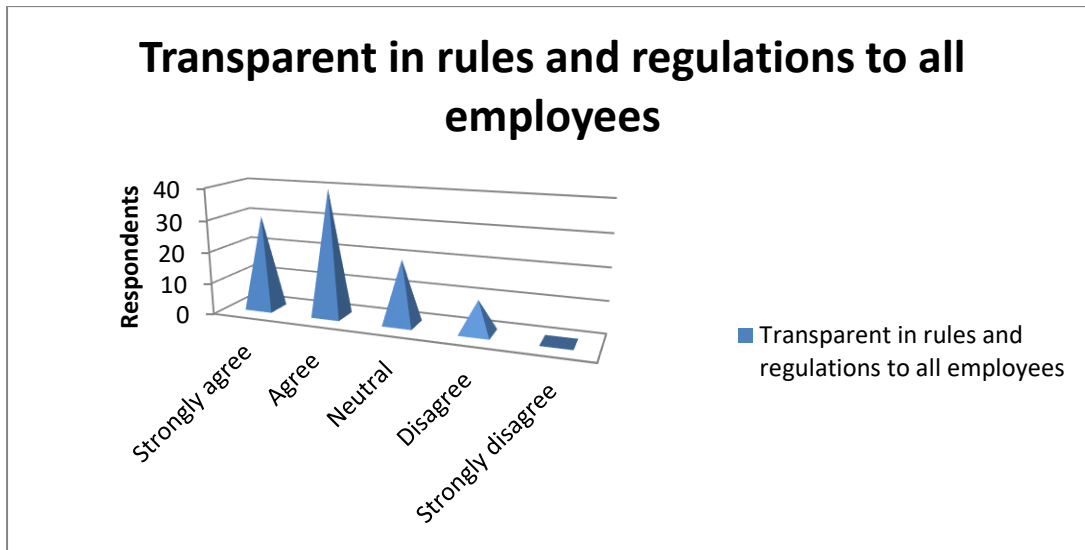
Table no. 4.19 - showing transparent in rules and regulations to all employees

Transparent in rules and regulations to all employees	No. of respondents	Percentage (%)
Strongly agree(SA)	15	30
Agree(A)	20	40
Neutral(N)	10	20
Disagree(D)	05	10
Strongly disagree(SD)	00	00
Total	50	100

(Source: Primary data)

Analysis : From the table it states 30% employees feel that the rules and regulations are equal to all employees and 40% employees agree and 20% neutral in their opinion and 10% disagree to it.

Graph no. 4.19 showing transparent in rules and regulations to all employees



(Source: table no 4.19)

Interpretation: The above analysis shows that many of them strongly agree that there is transparency in rules and regulations to all employees, most of them agree the same, less number of respondents feel neutral in their opinion and few respondents disagree to it and none of them strongly disagree to it. This indicates that more number of employees agree that there is transparency in rules and regulation to all employees as all are treated equally.

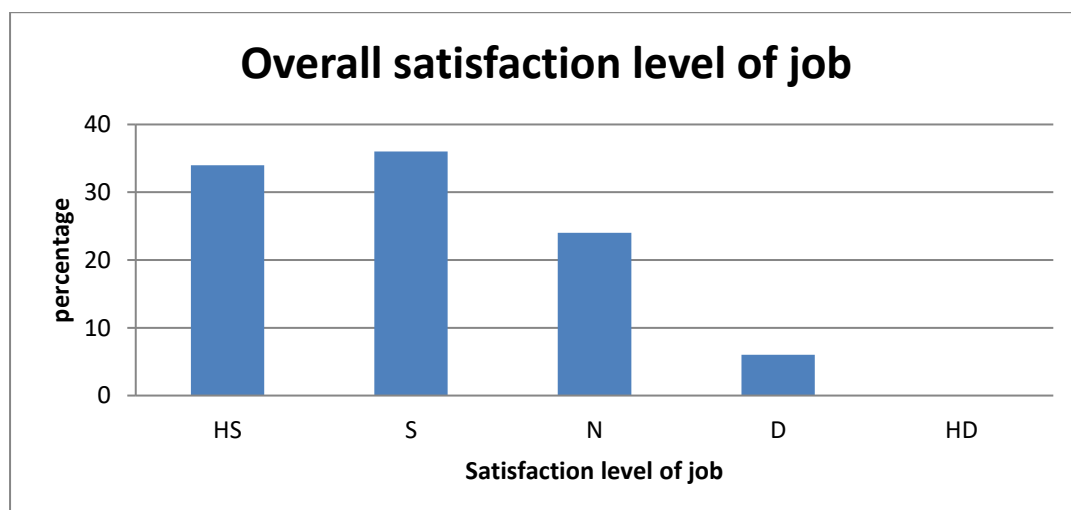
Table no.4.20 - showing Overall satisfaction level towards job given by the firm

Overall satisfaction level towards job	No. of respondents	Percentage (%)
Highly satisfied(HS)	17	34
Satisfied(S)	18	36
Neutral(N)	12	24
Dissatisfied(D)	03	06
Highly dissatisfied(HD)	00	00
Total	50	100

(Source: Primary data)

Analysis: From the table it states 34% employee are highly satisfied with overall satisfaction level of job given by the firm, 36% of employees are satisfied, 24% of employees feel neutral, 06% of employees feel dissatisfied & no one felt highly dissatisfied.

Graph no.4.20 Showing Overall satisfaction level towards job given by the firm



(Source: table no 4.20)

Interpretation: Though some of employees stated neutral feeling relating to satisfaction level towards job given by company, almost half of them are satisfied/highly satisfied with the job. This indicates that more number of them is highly satisfied and satisfied overly because of the benefits given to all employees treating of all employees equally and respectfully.

Hypothesis Testing:

Hypothesis:

H₀: The Treating of employees equally and respectfully does not lead to Job satisfaction

H_a: The Treating of employees equally and respectfully does leads to Job satisfaction

Correlations

		Satisfaction towards job	Treatment of employees equally and respectfully
Satisfaction towards job	Pearson Correlation	.311*	.028
	Sig. (2-tailed)		
	N	50	50
Treatment of equality and respect	Pearson Correlation	0.311*	.028
	Sig. (2-tailed)		
	N	50	50

*. Correlation is significant at 0.05 level (2-tailed).

Interpretation:

The table states that there is a significant & positive relationship between Job satisfaction & treating of employees equally and respectfully with significant value 0.028 which is less than 0.05 . The research fails to reject the alternative hypothesis. It means that, when employees are treated equally and respectfully, their satisfaction level towards Job is high.

CHAPTER 5

Summary of Findings, Conclusion and Suggestions

5.1 Findings:

A Study of employee's job satisfaction at "KS&DL" has been made by collecting data from the employees working at "KS&DL".

For collecting information from employees, based questionnaire have been used for the cause of evaluation, the evaluation had been made for buying consequences in shape of inferences the subsequent inferences were determined with the assist of analysis.

1. Majority of respondents are from 40-50years ,Less number of the respondent come under age 20-30Years , more employees belong to age group 30-40years and few of employees come in age 50 above age.
2. More number of the employees are males.
3. Majority of employees are working from 7years,Less respondents are less than 3yrs and 3-5yrs, and more number of them are 5-7yrs.
4. More number of the employees has highly satisfied opinion regarding working environment, more number of the employees are satisfied and they are neutral in their opinion, less of them are unsatisfied and none of the employees are highly dissatisfied.
5. Few has excellent opinion, almost more than half of respondents have said the work schedule is good and satisfactory & few respondents have opinion poor in the organization.
6. Almost all of employees are satisfied with designation given in organization, while few of the employees are not satisfied with designation of the organization.
7. Majority of employee strongly agrees as resources required to perform job is given, less number of employees agree this, few employees felt neutral & do not agree with it and no one felt strongly disagree .
8. All the employee feel that there is healthy & hygienic workplace and none of employees are dissatisfied .

9. More number of employee feel strongly agree about treatment of equality with respect, more than half of them agree on this, few employees felt neutral, 04 % of employees donot agree this, and no one felt strongly disagree.
10. Majority of employees are neutral in their opinion regarding opinion & ideas matter in organization, less no. of employees strongly agrees & agrees and less of them disagree to it.
11. More number of employees feel work relationship with co-worker is good, less respondents feel that excellent & very good opinion & few have good opinion.
12. Majority are rewarded and recognised by company and satisfied with it, less number of employees are highly satisfied, only few are not satisfied.
13. Majority of the employees felt excellent about co. policies & practices and felt good, few of employees felt neutral, no one felt that poor & very poor.
14. Majority feel they have opportunity to learn and grow and agree with this, less number of them feel strongly agree and disagree, & few employees strongly disagree.
15. Majority of employees felt highly effective and neutral in Contribution of job on the way to feeling pride & accomplishment, less of them feel not very effective and only few feel highly effective.
16. Almost all of respondents feel they are satisfied with team work and less of respondents are not satisfied with team work.
17. Most of employee rarely involve in decision making, more number of them say they involve most of the time, less of them say often involve , never involve and only few said that involve every time.
18. Majority of employee feels that the value of contribution done by them to organisation is strongly agreed and agreed respectively and less of them are neutral in view.
19. Almost half employees felt the rules and regulations are equal to all employees and they agree and less of them are neutral in their opinion and disagree to it.
20. Almost near to majority of the employees are highly satisfied & Satisfied with level of satisfaction towards job given in co. , less number of employees felt neutral, few employees are dissatisfied and no one felt highly dissatisfied.

5.2 Conclusions

From the study “ Employee Job Satisfaction with reference to KS&DL ” the subsequent conclusions are drawn :

As indicated by this study the workers are happy with their job; the organization can perceive their goals and give more conveniences to their representative's. They trust that satisfied workers are more beneficial than disappointed has been a fundamental principle. A man with abnormal state of job satisfaction holds positive emotions about the activity.

The management and employee relationship is good hence there is very good performance from the employees with their work. The company gives more responsibility to workers and they respect and treat equally. If more importance and benefits is given to all employees the level of satisfaction of employees increases.

Along these general levels of job satisfaction of workers at KS&DL is high. The representatives at KS&DL have a decent respect and regard towards the organization's image & future of organization.

5.3 Suggestions

The following recommendations may be mentioned as Conclusion to undertaking study entitled “ A examine on Employee Job Satisfaction at KS&DL.”

- Sense of freedom should be given to employee's path of his / her activity that allows you to make certain contribution in Decision Making & organization which further enhance his morale & make process satisfaction.
- The content of a person's task is to be made challenging job; if this is not the case, then jobs might rather seem repetitive and boring to be executed within the equal wave length all the time.
- The company should reflect altering the profile of worker for a few days via the usage of a job replacement strategy, whereby he should be given an opportunity to enjoy unique varieties of work other than normal ones.
- The careers of staffs within businesses should be changed so as to include quick pace of their profession slope & consist of more profitable jobs.
- Extent of uneasiness skilled by way of man or woman in his work should be combated by means utilizing suitable education methods. Later workers may additionally feel single from their work & activity dissatisfaction is resulted.

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<http://ksdl.karnataka.gov.in>rti>

Questionnaire

1. What is the age group of an employee?

- a. 20-30years
- b. 30-40years
- c. 40-50years
- d. Above 50 years

2. What is the gender of an employee?

- a. Male
- b. Female

3. How many years have you been with the company?

- a. Less than 3 year
- b. 3-5years
- c. 5-7years
- d. more than 7years.

4. The work environment within the company.

- a. Highly satisfied
- b. Satisfactory
- c. Neutral
- d. Dissatisfied
- e. Highly dissatisfied

5. Do you feel there is a flexibility in job/work?

- a. Excellent
- b. Very good
- c. Good
- d. Satisfactory
- e. Poor

6. Are you satisfied with your designation given by the organization?

- a. Yes
- b. No

7. Is there required availability of resources to perform the job.

- a. Strongly agree(SA)
- b. Agree(A)
- c. Neutral(N)
- d. Do not agree(D)
- e. Strongly disagree(SD)

8. Do you feel the work place is hygiene and healthy?

- a. Yes
- b. No

9. Employees are treated equally and with respectfully in the company.

- a. Strongly agree(SA)
- b. Agree(A)
- c. Neutral(N)
- d. Do not agree(D)
- e. Strongly disagree(SD)

10. Do you feel your opinions and ideas matters in the organization?

- a. Strongly agree(SA)
- b. Agree(SA)
- c. Neutral(N)
- d. disagree(D)
- e. Strongly disagree(SD)

11. Do you have good work relationship with co-worker?

- a. Excellent
- b. Very good
- c. Good
- d. Satisfactory
- e. Poor

12. Do you receive appropriate reward and recognition for your contribution?

- a. Highly satisfied
- b. Satisfied
- c. Neutral
- d. Unsatisfied
- e. highly unsatisfied

13. What do you feel about the company's policies and practices?

- a. Very good
- b. Good
- c. Neutral
- d. Poor
- e. Very poor

14. The company's opportunity to learn and grow process.

- a. Strongly agree(SA)
- b. Agree(A)
- c. Neutral(N)
- d. Do not agree(D)
- e. Strongly disagree(SD)

15. Do you feel there is contribution of job toward feeling of pride and accomplishment?

- a. Highly effective
- b. Effective
- c. Neutral
- d. Not very effective
- e. Does not contribute

16. How do you feel about the satisfaction of employees with the team work?

- a. Yes
- b. No

17. Have you participated in decision making process of organization?

- a. Every time
- b. Most of the time
- c. Often
- d. Rarely
- e. Never

18. Does the organization value the contribution?

- a. Strongly agree(SA)
- b. Agree(A)
- c. Neutral(N)
- d. disagree(D)
- e. Strongly disagree(SD)

19. The organization is transparent with rules & regulations to all employees.

a. Strongly agree(SA)

d. disagree(D)

b. Agree(A)

e. Strongly disagree(SD)

c. Neutral(N)

20. Are employees satisfied with overall level of job?

a. Highly satisfied

d. Not satisfied

b. Satisfied

e. Highly unsatisfied

c. Neutral



ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA

INTERNSHIP WEEKLY REPORT (16MBAPR407)

Name of the Student:Manoj.R.M.

Internal Guide:Prof. Mahak Balani

USN No:1AZ16MBA37

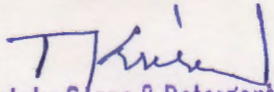
Specialization:Finance and Human Resource

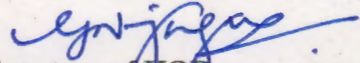
Title of the Project:A Study on Employee job satisfaction with reference to KS&DL, Bangalore.

Company Name:Karnataka Soaps and Detergents Limited, Bangalore.

Week	Work Undertaken	External Guide Signature	Internal Guide Signature
16-01-2018 to 22-01-2018	Introduction about KS&DL and its operation		
23-01-2018 to 29-01-2018	Learning about the different operations and product by KS&DL		
30-01-2018 to 5-02-2018	Orientation and gathering information about the growth of the company		
6-02-2018 to 12-02-2018	Orientation with functional department of the organisation and detailed study of Department.		
13-02-2018 to 19-02-2018	Research problem identification		

20-02-2018 to 26-02-2018	Preparation of the research instrument for data collection	T. K. Srinivas	dnB
27-02-2018 to 5-03-2018	Theoretical background of the study	T. K. Srinivas	dnB
6-02-2018 to 12-03-2018	Data collection and data analysis	T. K. Srinivas	dnB
13-03-2018 to 19-03-2018	Interpretation of the data gathered during the survey	T. K. Srinivas	dnB
20-03-2018 to 26-03-2018	Final report preparation and submission	T. K. Srinivas	dnB


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