

PROJECT REPORT (17MBAPR407)

ON

“A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT AT
RAYS TECHNOLOGY AND BUSINESS SOLUTIONS”

BY

HEMALATHA.J

1AZ17MBA25

Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI



In partial fulfilment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

Keerthi H K

Assistant professor

Department of MBA, AIT

EXTERNAL GUIDE

Priyanka

Team HR

RAYS TECHNOLOGY



Department of MBA

Acharya Institute of technology

Soldevanahalli, Hesaragatta Main Road, Bangalore

March-2019

Date: 22.03.2019

CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **HEMALATHA. J** –USN N0.1AZ17MBA25, student of MBA COURSE from Visvesvaraya Technological University at Acharya Institute of Technology, Bengaluru, has undergone the project training work has completed project title as “A study on Employee relationship management” provided at “**Rays technologies and Business Solutions**”, Bengaluru with regards to job satisfaction from **03/01/2019 to 16/02/2019** in our company.

We wish to express our appreciation for her excellent work done and wish her all the success in her new endeavor.

This certificate is issued purely of Academic purpose only.

For,
RAYS TECHNOLOGIES
(Manager)





ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 01/04/2019

CERTIFICATE

This is to certify that **Ms. Hemalatha J** bearing USN **1AZ17MBA25** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on “**A Study on Employee Relationship Management at Rays Technologies & Business Solutions, Bengaluru**” is prepared by her under the guidance of **Prof. Keerthi H K**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

Signature of Internal Guide

Signature of HOD

Head of the Department
Department of MBA
Acharya Institute of Technology
Soladevanahalli, Bangalore-560 107

Signature of Principal/Dean Academics

Dr. Devarajaiah R.M.
Dean-Academics
ACHARYA INSTITUTE OF TECHNOLOGY
Bengaluru-107

DECLARATION

I **HEMALATHA.J** bearing USN **1AZ17MBA25** here by declare that the project report entitled “**EMPLOYEE RELATIONSHIP MANAGEMENT**” with reference to “**RAYS TECHNOLOGY AND BUSINESS SOLUTION**” prepared by me under the guidance of

Prof. Keerthi H.K Faculty of M.B.A Department , Acharya institute of technology and external assistance Mrs.Priyanka, HR manager, at Rays technology and business solution, Bangalore.

It is also declared that this project work is towards the partial fulfilment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technology University, Belagavi.

I have undergone project for a period of six 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; 09/04/19

Hemalatha J

Signature of the student

ACKNOWLEDGEMENT

I wish to express my sincere thanks to our respected Principal, **Dr. Prakash M R**, beloved Dean-Academics, **Dr.Devarajaiah R M**, and deep sense of **gratitude** to **Dr. M M Bagali** , HOD, Acharya Institute of Technology, Bangalore for their kind support and encouragement in completion of the Internship Report.

I would like to thank my internal Guide **Keerthi H K**, Asst. Professor, Department of MBA, Acharya Institute of Technology, Bangalore and external Guide **PRIYANKA** HR Manager at Rays technology and business solution Vijay agar Bangalore. Who gave me Golden opportunity to do this wonderful Project in the esteemed organization, which helped me to learn various concepts.

Finally, I express my sincere thanks to my Parents, Friends and all the Staff of MBA department of AIT for their valuable suggestions in completing this Project Report.

Place: Bangalore

Hemalatha.J

Date:

USN: 1AZ17MBA25

TABEL OF CONTENTS

Chapter	Titles	Page Nos.
	Executive summary	
1	Introduction	
1.1	Introduction about Internship	1
1.2	Industry profile and company profile	2-4
1.3	Promoters	4
1.4	Vision, mission and quality policy	4-5
1.5	Product profile	6-8
1.6	Infrastructure facilities	9
1.7	Competitors information	9-10
1.8	SWOT analysis	10-11
1.9	Future growth and prospects	12
1.10	Analysis of financial statement	12-14
2	Conceptual background and Literature	
2.1	Theoretical background of the study	15-16
2.2	Literature review	17-21
3	Research design	
3.1	Statement of the problem	22
3.2	Need for the study	22
3.3	Objectives	22
3.4	Scope of the study	23
3.5	Research methodology	23
3.6	Hypotheses	24
3.7	Limitations	24
3.8	Chapter scheme	25
4	Analysis and Interpretation	
4.1	Analysis and interpretation of the data	26-51
5	Findings, suggestions and conclusion	
5.1	Findings	52
5.2	Conclusion	53

5.3	Suggestions	54
	Bibliography	55-58
	Annexure	59-64

LIST OF TABLES

Table No.	Particulars	Page Nos.
Table - 4.1	Table Showing the age group of respondents	26
Table – 4.2	Table Showing the working experience of employees in the organisation	27
Table – 4.3	Table Showing the study on relationship between managers and employees	28
Table – 4.4	Table Showing the relationship within the employees group	29
Table – 4.5	Table Showing the training program undergone in the organization	30
Table – 4.6	Table Showing the management take time out to get to know employees personally	31
Table – 4.7	Table showing the most important or key aspect builds workplace relationship in the organisation	32
Table – 4.8	Table showing the conflict always a bad thing in organization	33
Table – 4.9	Table showing the poor workplace relationship between employees and managers	34
Table – 4.10	a) Table showing the tasks you do in your job	35
	b) Table showing how you do your work	36
Table – 4.11	a)Table showing the scope for using your own initiative	37
	b) Table showing the training receive	38
	c) Table showing the opportunity to develop our skills in our job	39
Table – 4.12	a)Table showing the change to the way the organisation in being run	40
	b) Table showing the changes in the way you to do your job	41
Table – 4.13	Table showing the amount of participation they have in decision making in this workplace	43

Table – 4.14	Table showing are the employees convenient with working hours	44
Table – 4.15	Table showing the employees are satisfied with incentive scheme providing in the organisation	45
Table – 4.16	Table showing the training facilities to promote your skill	46
Table – 4.17	Table showing the canteen facilities for employees are they satisfied	47
Table – 4.18	Table showing the transportation facility for the workers in the organisation	48
Table – 4.19	Table showing the company provides job security for the workers	49
Table – 4.20	Table showing the company provides benefits to motivate good relations between workers	50

LIST OF GRAPHS

Graph No.	Particulars	Page Nos.
Graph - 4.1	Graph Showing age group of the respondents.	26
Graph – 4.2	Graph Showing working experience of employees in the organisation .	27
Graph – 4.3	Graph Showing the relationship between managers and employees.	28
Graph – 4.4	Graph Showing the relationship within the workplace of employees.	29
Graph – 4.5	Graph Showing the training programme undergone in the organisation .	30
Graph – 4.6	Graph Showing the management take time out to get to know employees personally .	31
Graph – 4.7	Graph showing the most important or key aspect builds workplace relationship in the organisation.	32
Graph – 4.8	Graph showing the conflict always a bad thing in the organisation.	33

Graph – 4.9	Graph showing the poor workplace relationship between employees and managers	34
Graph – 4.10	a)Graph showing the tasks you do in your job b) Graph showing how they do there work	35-36
Graph – 4.11	a) Graph showing the scope for using your own imitative b) Showing the training they receive c) Showing the opportunity to develop our skills	37-39
Graph – 4.12	a)Graph showing the changes to the way the organisation is being run b) Graph showing the changes in staffing c) Graph showing the changes in the way to do job	40-42
Graph – 4.13	Graph showing the amount of participation they have in decision making in the workplace	43
Graph – 4.14	Graph showing the employees convenient with working hours	44
Graph – 4.15	Graph showing the employees are satisfied with incentive scheme	45
Graph – 4.16	Graph showing the training facility to promote your skill in the organisation	46
Graph – 4.17	Graph showing the canteen facility for employees	47
Graph – 4.18	Graph showing physical working conditions in the company	48
Graph – 4.19	Graph showing that company provide job security for the workers	49
Graph – 4.20	Graph showing the company provides benefits to motivate good relations between workers	50

EXECUTIVE SUMMERY

One of the maximum pressing troubles going through most corporations nowadays is the want to elevate worker productiveness. There is a vast idea that productiveness upgrades can handiest be finished via a fundamental reform within the location of worker family members. Modifications are idea to be important both inside the corporation and shape of labor and in the way in which employees are educated, remunerated and prompted. A healthy relation amongst employees promotes a tremendous ambience on the vicinity and employees sense happy. They look ahead to going to workplace day by day and also work hard to recognize their crew's as well as company's dreams. It's far essential that employee's percentage a wholesome relation with every other on the work area as a way to have clean going for walks of organization with the maximum crucial asset for its development.

The objective of my study was to observe

1. To perceive numerous employee relations practices, and its impact on the productiveness of an company.
2. To become aware of the challenges faced with the aid of employees at locations.
3. To become aware of methods of enhancing healthful dating among personnel and employers in an employer.

To achieve the objectives mentioned above, I would gather information from the enterprise and examine them to acquire records. With regard to the research technique of this take a look at, the purposive case is also referred to as judgmental case or selective case or subjective case was decided on as most suitable studies design for take a look at. in this sampling approach the investigator choose the sample primarily based on who they anticipate will be appropriate for the take a look at. this is used often at the same time as there are a constrained extension ve sort of human beings which have information in the location being studies. Information changed into gathered from both number one and secondary resources of records. Responses from questionnaires and interviews with control of the organization shaped the idea for the primary information, whilst books, articles and journals on employee members of the family acted as the secondary records. Findings from this examine found out that employee family members practices affect productiveness through employee morale, best and amount of output/product. different findings consist of diverse challenges that employees face at place of business and diverse approaches to enhance healthy dating among personnel and their employers in an employer. The maximum precious advice given is to deal with personnel with excellent care.

CHAPTER 1

INTRODUCTION

1.1 Introduction about the Internship:

Internship provides college students a hands-on possibility in their preferred area. They offers real international enjoy to those looking to discover or advantage the relevant brief time period nature with the number one awareness on getting a number of the process and taking what is studying inside the organization and applying it to the real global .We learn how their route of look at applies to the real international and construct a treasured experience that makes them stronger candidates for jobs after graduation. An internship may be an super way to "attempt out" a certain career. as an example, you might imagine you want a quick-paced job in marketing after university, but after an internship, you could find that it is now not for you; this is precious perception to help you pick your profession course. In a few faculties, internships also count number closer to route credit score. that is dependent on your character faculty's requirements, but commonly, a internship counts as a complete direction credit. It's far an activity to determine the monetary strengths and weak point of the unique employer. It's far all about the earnings and loss of an account and property dating with the corporation. HR analysis approach may be carried out through management crew of an organization or it is able to be by means of the out sourcing businesses.

1.2 INDUSTRYPROFILE:

IT answers has grown to have the enviable reputation of being one of the most reputable search and Staffing companies in India and it's far constructed on a robust basis of commitment to excellent and quest for excellence. today, IT solutions offerings are the benchmarks in the HR industry. At IT answers, we trust that a perfect HR approach that Centre's around the happiness of the personnel is of paramount importance for each employer. Our kingdom-of-the- art generation subsidized through demonstrated techniques along side positive sensitivity in terms of coping with expertise has made idea information solutions the HR associate of preference. we've experts in specialized domains on our payrolls so we carry on your table an outstanding expertise pool like no different. An IT answer gives clients the great consulting brains to offer them with personalized and custom designed

services. Our patron list boasts of Fortune 15 agencies and our pan India presence, with offices in Bangalore, Chennai and Kerala make us without problems on hand. Their offerings were appreciated with the aid of our clients and IT answers has won numerous awards and citations from diverse customers. Our figures talk for themselves.

In reality, the electricity quarter has played a dominant function in the socio-financial improvement of the county. As a convenient versatile and relatively cheap form of electricity it performs a critical position in agriculture, delivery, enterprise and domestic region. for this reason electricity has all alongside remained inside the precedence list of Indian planners and plan outlays have pondered this factor. The outlays for power area had been around 19% of the entire outlays for the general public sector in numerous plan periods.

HUMAN ASSETS IN THE SOFTWARE PROGRAM ENTERPRISE:

The subsequent statements characterize the Human resources inside the software enterprise:

- The Human aid feature performs a key and really vital position, as it is a ‘human beings focused’ business enterprise.
- Employees are ‘know Rays technology employees’. Majority of them are qualified experts after which have been toppers in colleges and are very bold and so, they are seeking a quick song profession.
- They expect challenges from the start, highly creative, highly sensitive, motivation is the key for performance.
- Decide upon casual surroundings, openness /agree with.
- About 25 to 30% continue to United states of America on the earliest; therefore all moves aimed in the direction of this flow. All this is pushed by way of peer pressure, life style .Basically performance driven organization. 65% software is used in India are pirated worth \$2 billion:

Origin and growth of IT manufacturing:

The journey of Indian IT industry commenced in 1974, whilst Burroughs, mainframe producer, provided Tata Consultancy services (TCS) to export programmers for the set up of device software program for its US consumer. however the state of affairs turned into very worse that no neighborhood business company become supported and the policy of Indian authorities closer to personal businesses changed into also very aggressive. The Indian IT enterprise changed into started by using a Bombay-based totally corporation which entered the business with the supply of programmers to IT groups positioned foreign places.

Till 1984, IT became not taken into consideration as an enterprise and was no longer given any subsidies. In 1984, some strategic reforms were made and considered IT as an industry. Inside the identical yr, Indian authorities delivered a coverage, New laptop coverage (NCP), which consisted of a package deal of slashed import tariffs on hardware and software program. And the coverage additionally identified the 'Delicensed enterprise'. Delicensed industry is eligible for financial institution finances, free from the license-allow and to installation offshore units of overseas groups in India.

1.3 COMPANY PROFILE:

Rays Technologies has over 6 years of combined experience in various technologies. This experience provides us the understanding to supply noticeably efficient and targeted answers for people and groups of almost any length. They are satisfaction on being intellectually engaged, all the way down to earth, and really agreeable. At the give up of the day they realize their commercial enterprise better than anybody and they need to deliver the work that is exactly in line with the wishes.

Rays era is a quick developing IT answer company has its knowledge band across during manufactured goods development, custom designed application improvement, HR placement services and IT infrastructure layout and upkeep. Company gives diverse merchandise & services in focused area that consists of organization software program in java, Microsoft & open supply generation, income, advertising and marketing, finance, touring & training.

1.3(a) Promoters

- Simran (Chairman): He is one of the chairman of the Rays technology and business solution. Where he has a 4 years of experience in various technology. He is from business background and looks after the technologies process of Ray's business and technology.
- Tara Lal (Joint MD): She is a joint MD OF Rays technology and business organization the role of HR manager in the organization
- Siddhartha LaL (Founder): He is a founder of Rays technologies and business solution. Where he started up this organization in the year 2014 with combined experience in various technology.

1.3 (b) Vision, Mission, Quality policy:

Vision

- "With a customer oriented strategy to provide high quality information and technologies services to enable our customers to implement their project faster"

- Be a highly effective, lean and fast-moving organization.

“To be among summit five humans management specialists in India, through providing world’s nice patron carrier with fine professionals which enhances the values of the enterprise, gratifying both visions and goals of customers, candidates or people with whom we deal with”

Mission

“Headed for exist the excellent within the business of humans management, by means of handing over excessive excellent expert offerings and through meeting or surpassing customer wishes in a time certain manner.”

"To be a technology solution company of choice, known for quality, cost effectiveness, knowledge and value addition."

Quality Policy:

Customers can rely upon specialized team of skilled internet developers, graphic designers, programmers and marketers to supply with the top quality service that customers expect and merit from raystechnologiesconsultingfirm

(c) SERVICE PROFILE:

- WebDevelopment.
- NetDevelopment.
- Software DevelopmentServices.
- Application SupportServices.
- OutsourcingServices.

Web Development:

long-ago internet is a young and dynamic company of gifted specialists, which has carved a spot space inside the field of design and development offerings. past internet has been inside the creative discipline for over 6 years, and we have earned the loyalty and accept as true with of customers unfold across diverse fields and geographies with our best, timeliness and customer support. We act as part of our purchaser's group, rather than just another seller and add fee in numerous capacities.

Web enlargement:

Snyxius technology has years of enjoy in Microsoft ASP. Internet development and has an extraordinary group of ASP Net builders. We develop websites and web primarily based applications on ASP Internet coupled with AJAX and square Server to provide an superb applications. .

Founded: 2010 Head Quarters: New Delhi, Bangalore, India Founders: Ningappa Uppal

Key people: Mallikarjuna, and Basamma Uppal Industry: Software Development

Services: IT Employees: 200 +

Slogan: Shine Your Way! Available in: English, Tamil, Hindi Current status: online

Software Development Services:

Rays technology gives the whole software product improvement lifecycle and aid service. We continuously create to produce a strong infrastructure with requisite hardware, and software program facilities to meet each expectation of our customers.

Rays technologies software program development center is a creative conservatory with talented software program engineers and technical assist specialists wanting to fulfill your every development help requirement. The active engagement with high software program corporations allows us to stay tuned to the latest era improvements in the marketplace. In return, we replace our clients with developments inside the marketplace that can have an impact on their enterprise. The group's collective experience helps us supply price efficiency and productiveness gains on your business enterprise.

Outsourcing Services:

S R Microsystems, Outsource gives custom software program development services for small and medium businesses. The functionaries include a crew of commercial enterprise improvement people for near interplay with clients, a crew of Recruiters to discover the right profiles and a group that manages the candidates deployed with clients. We do all of the history work in terms of expertise the requirements of a task. Then a through screening is done to discover the proper people to match the skills and enjoy required. We assist companies on this augmentation method by setting workforce – with nice

heritage – which can paintings as turnkey assets and additionally endowed with the desired talent sets and experience to handle features from Day One.

Application Support Services:

To assist a hit enterprise projects, many IT teams frequently want to manage multiple heterogeneous utility environments. these packages need to be run on multiple useful and geographic business units with distinctive requirements. but absence of comprehensive knowledge control or aid models, and different elements can cause inefficiency in handling these vital commercial enterprise packages. Our quit-to-give up IT services address these problems and offer utility guide services encompassing application improvement, Enhancement, preservation, Trojan horse fixing and trying out. Our skillability in aid control,

tracking & monitoring equipment and other assist fashions have made us serve our clients with the quality of the industry services.

Our utility aid team is answerable for the continued guide of several applications and equipment used by the customers. We absolutely apprehend the underlying business processes behind the gear we paintings and were successfully assisting a number of the purchaser capabilities.

Products

- marital website software
- SMS submission
- Q mail Webmail software program
- University Alumni software
- Email to mobile SMS software (Mail2SMS)
- Invoice software program

1.3(d) AREAS OF OPERATION:

- Vijayanagar Bangalore
- SR micro system located at Nagarbhavi
- OS InfoTech located at the Basaveshwarnagar

1.3(e) Infrastructure facility:

INFRASTRUCTURE OF THE COMPANY:

- community control (LAN & WAN guide)
- Wi-Fi, VPN, link and Bandwidth management
- Mail and Messaging control
- application software program & OS control
- Backup control
- Database control
- safety & Antivirus management
- help table and speak to desk control
- desktop and consumer-side assist
- far off aid & Trouble shooting performance Reporting
- Good cabins facility
- Provides water and air conditioning to the employees in the organization.
- Good ventilation facility
- Servers control & guide

COMPETATORS INFORMATION:

1. LMW technology ltd – LAKSHMI MAIL LINEWORKERS

Lakshmi mail line workers technology pvt ltd is a certified business and technology company which cooperated in 2009. It is located in Bangalore with the team of 50+ employees.

2. LOKESH-Inventron technologies Pvt ltd

Inventron technology Pvt ltd was established in the year 2010 as a combined form of business based on the company which engaged with a technology used and different form of services provided in this organization.

3. HASS-Aslyn Pvt ltd.

Aslyn Pvt ltd was established in the year 2008 where it is build to control and provide equipment for generation and distribution of ideas and new form of technologies.

4. DGM-Agathy solutions.

Agathya solutions it is a private limited company. It is a full service provider of business technology. The core of Agathya Business philosophy is to provide the highest level of technology information with customer service.

5. JYOTHI-Data 7 Pvt ltd

Jyothi data 7 Pvt ltd is registered in 2012 located in Bangalore which gained in expertising in offering the data in which the organisation plays as a service provider to the customers to gain knowledge in different form of technologies.

1.8 SWOTANALYSIS:

- SWOT is contraction of the first letter of Strengths, Weaknesses, opportunities and Threats. SWOT evaluation targets at interior capacity
- of concern investigated, and indicates them with matrix form and makes use of the manner of gadget analysis to analyze.
- strength:
 - Information will be provided to the employees as a Quickresponse
 - Providing time for good customerservice
 - Able to change direction quickly in theorganization
 - There is a Low overheads- goodvalue.
 - Acquires Excellent referencecustomers
 - Strong team- wellrecognized
 - There is a Best place towork
 - Dedication of Fastest rising corporation
- Weakness:
 - Little emblem popularity inside the employer
 - Narrow product line recognition on backup and restoration
 - Website site visitors is low as compared to opposition
 - Natural boom- no outdoor investment
 - No market presence
 - Unreliable cash glide

➤ Opportunities:

- Create “add-On” to existing product
- on line backup and protection
- Displace higher-priced opposition with new technology
- OEM possibilities are provided
- expanding sector with many opportunities for success
- competitors gradual to adapt to new technology

➤ Threats:

- huge, well-funded competition
- The “cloud” may want to disrupt a few middle business sales
- Any delays in new product releases may want to impact reseller commitment
- Will era change past our potential to conform?
- vulnerable to big competitor action.

1.9 FUTURE GROWTH AND PERSPECT:-

Involves the involvement of new technologies and the production. Rays technology is looking for the opportunity to get maximum profits at the lower costs. Their hard earned money will be fulfilling utilized for the benefits of their future. The company is planning to expand their services to other business technology and also it is planning to provide services to the power generations technology like java, HR assignment fleet and IT communications layout and provide numerous offerings and so on. In future rays technology is planning to provide services to telecommunicating sector such as installation and commissioning and also it expands the services of new thoughts which complements the cost of enterprise fulfilling the each visions and goals of clients , applicants or humans with whom they deal within the business enterprise.

FINAL STATEMENTS:-

BALANCE SHEET

[Rs.in crs]

Particulars	March 2017	March 2016	March 2015
Liabilities			
Share capital	101.08	77.92	64.59
Reserves and surplus	2588.90	1784.91	1322.86
Net worth	2689.98	1862.83	1387.45
Secured loan	3979.21	4528.96	4455.74
Unsecured loan	1.70	1.45	126.58
Total Liabilities	6670.89	6393.24	5969.77
Assets			
Gross block	1966.64	1927.19	1984.96
[-] Depreciation	1371.17	1258.11	1200.22
Net block	595.47	669.08	784.74
Capital work in progress	187.18	1.68	6.25
Investments	796.35	592.44	692.89
Inventories	233.31	3620.49	3567.76
Sundry debtors	2086.55	507.36	922.74

Cash at bank	119.61	90.83	97.84
Loans and advances	7185.51	4468.09	3566.42
Total current assets	9624.98	8686.77	8154.76
Current liabilities	4380.06	3402.47	3495.34
Provisions	153.03	154.26	173.53
Total current liabilities	4533.09	3556.73	3668.87
Net current assets	5091.89	5130.04	4485.89
Total assets	6670.89	6393.24	5969.77

PROFIT AND LOSS ACCOUNT

[Rs.incrores]

Particulars	2017	2016	2015
Income			
Sales	4195.94	4052.42	4134.80
Excise duty	-	-	-
Net sales	4195.94	4052.42	4134.80

Total income	4458.14	4240.10	4281.78
Expenditure			
Manufacturing expanses	2926.29	2756.47	2878.45
Material consumed	0.39	0.32	1.84
Personal expanses	396.80	370.35	361.11
Administrative expanses	118.83	127.76	111.63
Total expenditure	3442.31	3254.90	3353.03
Operating profit	753.63	797.52	781.77
EBITDA	1015.83	985.28	928.75
Depreciation	125.28	135.85	150.30
EBIT	890.55	849.43	778.45
Interest	772.37	689.88	651.13
EBT	118.18	159.55	127.32
Taxes	37.55	48.10	45.67
Profit and loss for the year	80.63	111.45	81.65

Present relation:

present relation=present benefit/present liability [2015] Current ratio=4485.89/3495.34

Current ratio=1.28

PROFITABILITY RATIO:

Profitability ratio=Net income/net sales [2015] Profitability ratio=81.65/4134.80

Profitability ratio=0.019

Disgusting income MARGIN RATIO:

disgusting income edge relation=disgusting income/web sale [2015]

disgusting profit margin ratio=4281.78/4134.80 Gross profit margin ratio=1

CHAPTER-2

CONCEPTUAL AND LITERATURE REVIEW

Theoretical background of the study:

Business dealings begin with developmental the kind of spot of business the business wishes. It begins with the guide of thinking about what the endeavor needs its work force to make reference to roughly working for the association. Through reasoning about what the business undertaking wants work force to state about running for it offers shape to the venture's way of life. The undertaking subculture passes on big business' center qualities to its workers, customers, suppliers, and network. Notwithstanding the managerial focus climate, the business venture moreover considers the sorts of procedures or structures it needs to lease in the working environment to manual the association subculture and upgrade the running dating that exists among the organization and its workforce. Such frameworks should comprise of correspondences, guidelines, training, improvement. Additionally, a critical advance in building powerful specialist people of the hover of relatives is to survey the human, money related and different advantages for be had that help the qualities and directing thoughts the business undertaking needs to rebound all through the organization. The association need to likewise make certain requirements from the staff aren't in counter productive artistic creations situations wherein work is additional troublesome than it wishes to be. Right duty association hardware are basic to guarantee that the organization maintain a strategic distance from unnecessary clashes, example squanderer and extravagant prison fights verifiably representative relations bundles had been thought round trade guild relations. Nowadays, laborer relatives do never again dependably contain associations. In any case, it incorporates developing the control style and working environment rehearses that assistance make association sorting out games a less appealing decision for representatives. Work force inside the companies make greater frame of mind uncommonly exact from those in a solitary more prominent business that doesn't have one of these effect and is progressively mainstream in its rules. These selective dispositions are most likely contemplated in their practices outside the business and could both fortify or debilitate the social texture.

An organization in which specialist is immensely unified and does now not permits its people adequate tact, will create among its kin auras for reliance and lack of capacity to take obligation. Those propensities are debilitations of their jobs as father and mother

And occupants. The amount of circumstance demonstrated for the impact of strolling circumstances on work force' wellness has an impact at the general public, not just in expressions of favored wellbeing and costs on therapeutic establishment cure, anyway also as far as the type of exercises that the individuals from the general public take an interest in. while an organization is delicate to its effect on society, and reacts to the general public's stresses, it's far said to be socially responsive. at the one of a kind, on the off chance that it is concerned just with its own capacities and overlooks the impact that it has on society, it's far said to be socially not responsive foundations furthermore make a cost to strain and war at artworks, which in flip, affect superb of work presence of people notwithstanding the wonderful of hierarchical yields, estimated in expressions of buyer enchant, forceful preferred standpoint, advancement, etc. a portion of the center issues that can be controlled with viable representative dating control are:

1. Declaration – Open affirmation each among your laborers and a couple of the representatives and the oversee bunch is basic. While representatives experience that they might be competent be heard, they'll become baffled, prompting blurred worker confidence. Diminished spirit can result in decreased productiveness and an awkward, or possibly adversarial, work environment. Representative reviews can think of an intensive mastery of methodologies your workers feel about verbal trade to your workplace.
2. Struggle control – while issues emerge, it is vital to comprehend a way to deal with them. That is a basic issue of specialist relationship control. from time to time those contentions emerge among staff and businesses. EmployeeSurveys.com can offer you the vital gear that will enable you to arrange and control clashes in your venture.
3. Laborer amplification – work force that experience they're least complex required to introduce their hours and move home will do basically that. workers that sense they could turn into a cherished resource dependent on their fine art, comparatively to their ability to offer basic musings, offer enter, and maybe seek after blast potential outcomes inside the business, will make an extraordinary surroundings in the association custom.
4. Consideration on laborer relationship control may have significant results on how your endeavor works. Leading representative reviews is a gainful gadget toward achieving a useful level of laborer seeking control since they give a plausibility to genuine remarks and assessment that isn't conceivable in customary undertaking communication

REVIEW OF LITERATURE:-

1. **Lawler III, E. E. (1986)** In his study he found that participative methods management are discussed, nothing how each principal participative management technique works, its unique strengths, costs, and financial savings. Identified as specially promising is "high-involvement control" which involves employees both financially and psychologically.
2. **Stroh Meier, S. (2013)** In his study said that worker relationship management (ERM) constitutes an rising fashion of dealing with human assets thru constructing and retaining individualized and collectively precious relationships with personnel based totally on data technology. As a result, a primary popular define of an exciting and ambitious idea is offered. based at the outline, essential implications for similarly conceptual elaboration, theoretical basis and empirical assessment of ERM are derived to indicate guidelines for destiny research.
3. **Payne, A., & Frown, P. (2006)** In his have a look at he discovered that worker courting control, from the attitude of method formula and implementation. He start with the aid of reviewing the origins and role of ERM and highlighting the significance of adopting a cross-useful method to ERM strategy formula. He have a look at opportunity strategies to ERM approach development and, the use of an 'interplay research' method, suggest a model that addresses both ERM method and implementation.
4. **Sadikoglu, E., & Zehir, C. (2010)** He positioned that investigating the consequences of innovation and employee usual overall performance on the between standard first-class manipulate practices and company ordinary overall performance. The effects from studies of the relationship. The look at additionally offers managerial and studies implications, studies boundaries, and hints for future research
5. **Jo, S., & Shim, S. W. (2005)** He stated that Paradigm shift of worker communiqué: The effect of management verbal exchange on trusting relationships. Notwithstanding the reality that relationship be normative competition suggests that a beneficial organizational weather leads to inexperienced method overall performance, empirical studies has not addressed the trusting relationship as a variable mediating organizational climate and job pride or general performance.

Supportive oral communication relates positively to individuals' perceptions of control's supportiveness and friendliness. The effects indicated that trusting relationship turned into positively associated with measures of verbal exchange manipulate, suggesting that the ones personnel receiving great communiqué are more likely to be encouraged to form trusting relationships with the control level inside the employer.

6. Dhanesh, G. S. (2014) stated that CSR as business enterprise–employee dating management approach. This study examined corporation social obligation (CSR) as a likely courting management strategy that could support relationships among agencies and their employees. specially, this look at explored linkages among worker perceptions of their organizations' CSR practices and business enterprise–employee dating dimensions of accept as true with, commitment, delight, and manipulate mutuality.

7. Rhee, Y. (2004) In his look at dissertation examined the important roles that personnel play in an enterprise's dating-constructing system with its publics. by using undertaking an in-depth enterprise's exemplary community relations applications, the researcher explored links amongst three focal principles: employee-corporation relationships, employee-public relationships, and enterprise- public relationships. discipline studies changed into performed over the course of 7 weeks. records had been accrued via long interviews, player observations, and document evaluation. based totally at the findings of this have a look at, a normative public relations principle of integrative internal and outside organizational dating management turned into proposed.

8. Liao, S. H., Chang, J. C., Cheng, S. C., &Kuo, C. M. (2004) In his take a look at expertise is a completely essential resource for keeping valuable records, gaining know-how of new topics, solving problems, growing middle competences, and setting out new conditions for every person and groups now and in the future. He find that the relationship among some personnel and the case company is right, and people personnel would really like to percent running information and experience with colleagues voluntarily and unconditionally. the relationship between some personnel and the case company isn't in all likelihood right, and those employees are reluctant to share operating information and enjoy with colleagues or beneath a few conditional terms. some research findings suggest as managerial problem for speak and destiny paintings.

9. Plakoyiannaki, E., Tzokas, N., Dimitratos, P., & Saren, M. (2008) In his have a examine he determined that explores the interface of worker orientation and the employee relationship control (ERM) technique wherein the employee orientation is embedded in the Organizational manner of existence (OC) of the company and manifested through its key factors, appreciably assumptions, values, behaviors and artifacts'. ERM includes 4 organizational sports: strategic planning, data, value introduction, and usual overall performance length sub-strategies.

10. Bateman, T. S., & Organ, D. W. (1983) He found that the measure of a big selection of employee sports on the job was finished through employees' supervisors at two factors in time; employees reported their very own process pleasure via the activity Descriptive Index. Implications of relationships tons better than typically located in the task delight–performance literature are mentioned.

11. Landsberger, H. A. (1958) He determined that The social-psychological studies of human relations in industry, which appeared in their most entire shape in 1939 in management and the employee" are evaluated from the perspective of next studies and inside the mild of the numerous evaluations fabricated from the original paintings. An attempt is made to make clear misconceptions of the studies' findings and misinterpretations that have seemed inside the considerable literature associated with the authentic research. high-quality contributions of the research to the development of human relations in industry are described, along with the demonstration that empirical research become viable inside industry and businesses in popular.

12. Yang, Y., Stafford, T. F., & Gillenson, M. (2011) In his evaluation pride with employee relationship control structures is the impact of usefulness on structures nice perceptions. The potential to efficaciously control external client delight via IT-based worker dating control structures (and other essential employee services is basically a feature of structures high-quality ERM), as moderated by means of worker perceptions of machine usefulness. is well documented within the literature. The idea of applying such technology in business enterprise to worker relationships to control the firm's relationships with its employees isn't always dating manipulate systems (ERM) for research. He determined that worker delight with ERM systems designed to provide get right of entry to to benefits perceptions

13. Campbell, A. J. (2003) In his observe he determined that at the same time as increasingly more annoying clients have brought about many firms to enforce employee dating control (ERM) applications, little is thought about the inner techniques that assist commercial enterprise corporation-massive learning about man or woman client relationships. This research proposes a conceptual framework about the internal techniques involved in developing purchaser information competence, which allow companies to strategically manage their ERM applications.

14. Güngör, P. (2011) In his have a look at the connection between praise control system and employee performance with the mediating position of motivation. The primary intention of this look at is to investigate the relationship between the reward control device programs and employee overall performance. It additionally makes a specialist of the role of motivation as an intervening issue his have a look at may have masses of contributions to the enterprise global. organizations can also enhance or change their praise systems to live to tell the tale in modern surroundings with the assist of this study. they will renew their reward systems and placed greater green and powerful ones. in this observe, worker performance effectiveness is decided on praise systems.

15. Rawlins, B. R. (2008) In his take a look at measuring the connection between organizational transparency and worker believe. The transparency and consider endorse the two concepts are associated. the use of an tool that measures both transparency and Agree with, evaluation of worker opinion helps this belief. specially, groups that inspire and permit public participation, facts so their publics can make knowledgeable decisions, deliver balanced reviews that preserve them accountable, and open themselves are much more likely to be depended on.

16. Toulson, P., & Smith, M. (1994) In his look at the connection between organizational climate and employee perceptions of employees control practices. business/organizational is concerned with empirically trying out relationships between concepts which are imagined to reflect behavior in the administrative center. His study tested the relationship between measures on three personnel management practices..based interviews with senior employees executives were carried out in those agencies to set up measures of participation, proaction, and control style. component analysis became used to derive a fashionable degree of weather. The outcomes of this

measure have been analyzed at the organizational stage. The effects of this examine boost two crucial implications for industrial/organizational.

17. Yamamoto, H. (2011) In his take a look at the number one reason is to investigate the enrichment of the employee gain manage and the improvement of activity attitudes mediate the relation between the adoption of own family-best regulations and the employee retention. And the reason is to research the gender hole in the above- referred to version. The method by way of the worker benefit manipulate, except for the variety of the worker gain control practices and the organizational tenure.

18. Gill, A. S. (2008) In his have a look at is to study the results of believe on an employee's manner pride and willpower. This look at additionally extends findings regarding the role of agree with in salesclerk-profits supervisor relationships and findings related to employee strength of will and seasoned-social conduct.

19. Tsui, A. S., Pearce, J. L., Porter, L. W., & Tripoli, A. M. (1997) In his study he found that Which describes 4 processes to the worker-business enterprise relationship, as defined from the commercial enterprise employer's mind-set. An empirical look at of employees from ten businesses located aid for that worker responses vary underneath the 4 kinds of courting. In general, personnel completed better on center responsibilities, demonstrated more citizenship behavior, and expressed a higher degree of affective determination to an agency once they labored in an overinvestment (with the aid of way of the company) or mutual investment relationship than once they worked in a or underinvestment courting. those effects had been obtained even when we controlled for numerous different variables that might have an effect on employee overall performance and attitudes.

20. Bloemer, J., & Odekerken-Schröder, G. (2006) In his study located that They pursuits to research the effect of worker dating proneness (RP) on the 3 precise varieties of attitudinal loyalty (affective, calculative, and normative commitment (NC)) and relate the ones notable styles of attitudinal loyalty to worker loyalty behaviors in terms of word-of-mouth, goal to live (ITS), benefit insensitivity (BI), and complaining

CHAPTER-3

RESEARCH DESIGN

TITLE OF THE STUDY:-

“A STUDY ON EMPLOYEE RELATIONSHIP MANAGEMENT AT RAYS TECHNOLOGIES PVT LTD”

3.1 STATEMENT OF THE PROBLEM:-

In the recent organization the HRM plays an important role. Employees are treated as assets of the company employee contribution in various dimensions for the success of the organization. Therefore it is an obligation for the management to maintain a good industrial relation inside the organization. In that ERM is crucial and plays a major role therefore today the organization are contributed both time and money for the good relationship in the organization. It is a challenging for the company today to retain the employee for a long term. Therefore it is a completely important to have a look at worker relationship management

3.2 NEED FOR THE STUDY: -

Rays technologies are a supplementary of the Karnataka alliance. An agency cannot perform by myself with the assist of chairs, tables, fanatics or other non-living entities. it's miles essential that people work collectively and perform to attain the goal and targets of the corporation. employees are the primary capital of an business enterprise. The fulfillment and failure of any organization is without delay proportional to the work completed by means of each of the personnel. employees need to have a terrific courting with every different and paintings tough to attain the purpose of the business enterprise. every character in the place of business stocks a certain relation with their managers & peers

3.3 OBJECTIVES OF THE STUDY:-

- To know the factors contributing for employeesatisfaction
- To understand the ERM and its implication on turnover of the employee
- The implication of ERM on reduction of analysis labour cost in the organization
- To summarize the findings, conclusion and recommend the suggestion

3.4 Scope of the study: -

The study is conducted at Rays Technology located in Bangalore and the scope is limited to Ray's technology.

3.5 RESEARCH METHODOLOGY:-

1. Type of research data: Descriptive Research

2. Sampling Design:

- Population: Employees of rays technology located in Bangalore
- Population size :100
- Sampling technique: Simple random sampling Sample size: 50

3. Data collection

- Primary data: It is been collected from employees of rays technology using questionnaire
- Secondary data: Secondary data is been collected from journals, organization, records, organization website, web source

4. Instrument design:

Questionnaire is used as an instrument for data collection. There are 27 questions in a questionnaire.

5. Analysis:

- Percentage Analysis method
- Chi square method

3.6 HYPOTHESES:-

HO: there is large dating between incentive scheme provided within the company & amount of involvement of employees in selection making

H1: there is no massive relationship among incentive scheme provided inside the business enterprise & quantity of involvement of personnel in choice making

3.7 LIMITATIONS OF THE STUDY:-

- unpaid to the boundaries of the time and possessions the study has been restricted to raystechnology
- This study concerns only the Bangalore unit, the part of the Raystechnologies.
- The authenticity of the research conclusion depends on the accuracy of the data provided by the employee
- Though enough of care would be taken while designing the questionnaire and the interview schedule, the undertaking of the same by the respondent in different service would give different response.

3.8 CHAPTERSCHEME:

Chapter 1: Introduction

It consists of quick advent approximately the task, creation of ERM, enterprise profile, corporation profile, promoters, imaginative and prescient and mission and nice policy, merchandise and provider profile, areas of operation, infrastructure facility, competitors facts, Swotanalysis, future growth and possibilities, monetary statements

Chapter 2: Conceptual surroundings and literature review:

- Theoretical background of the study
- Literature review

Chapter 3: Research Design:

It includes announcement of the trouble, title of the look at, want of the study, goals of the have a look at, research method, boundaries of the have a look at, chapter scheme

Chapter 4: Data analysis

It consists of tools used in employee relationship management

- Techniques used in ERM
- Ratio analysis

Chapter 5:

It consists of findings and suggestion and conclusion and bibliography

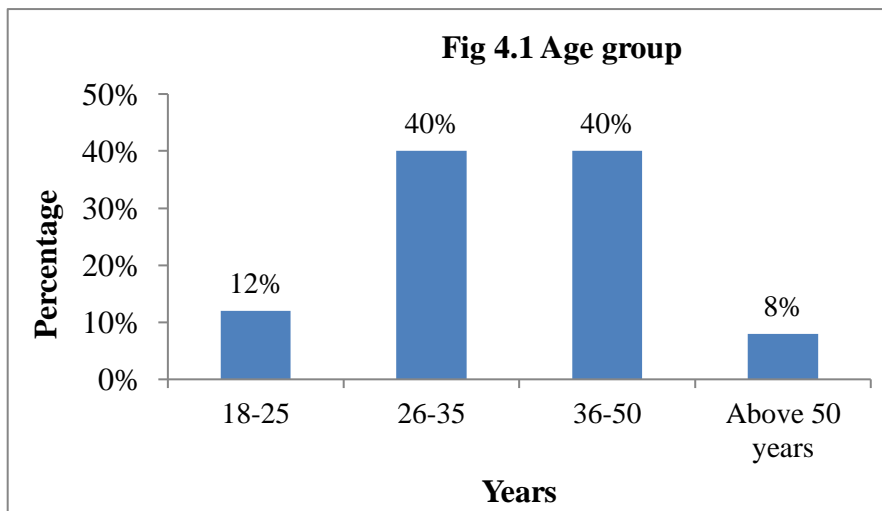
CHAPTER -4

DATA ANALYSIS AND INTERPRETATION:-

Table 4.1: Table Showing Age group of respondents

Particulars	No. Of response	Percentage
18-25	6	12%
26-35	20	40%
36-50	20	40%
Above 50 years	4	8%
Total	50	100%

Chart 4.1 Showing age group of respondent



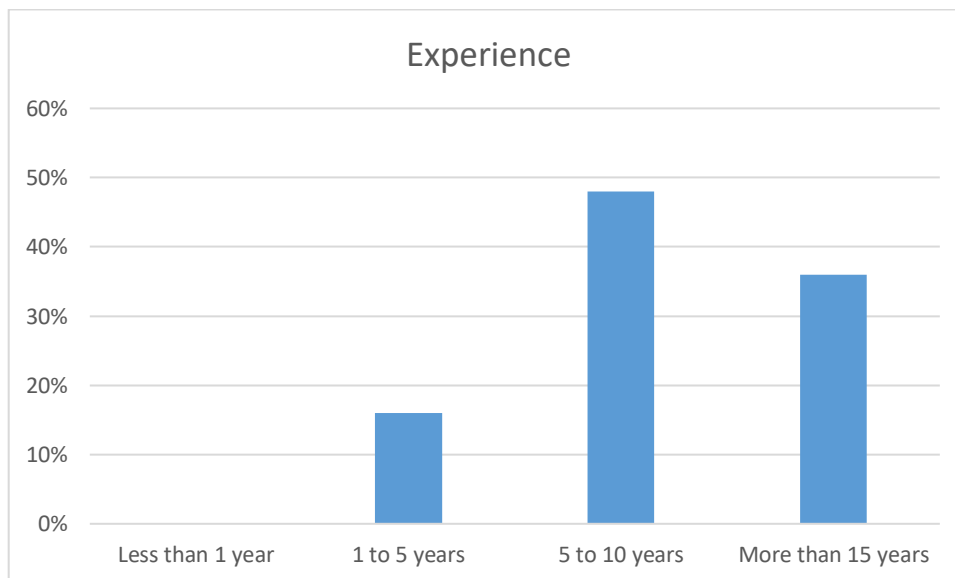
Interpretation:

From the above analysis it is clear that majority of the respondents for this study are between 26-50 year of age. Organisation has the employees who belong to all Age groups.

Table 4.2 Showing Working Experience of employees in the organization

Particulars	No. of response	Percentage
Less than 1 year	0	0%
1 to 5 years	8	16%
5 to 10 years	24	48%
More than 15 years	18	36%
Total	50	100%

Chart 4.2 Showing work experience of employees in the organization



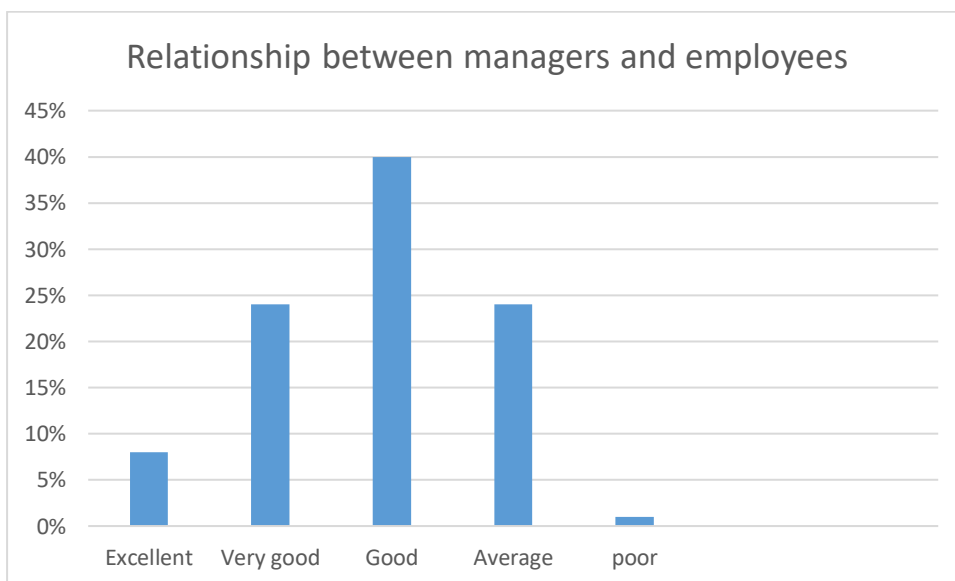
Interpretation

Most of the employees have more than 5 years of experience in the organisation through which we can understand most of the employees are experienced.

Table 4.3 Study on Relationship between managers and employees

Particulars	No of response	Percentage
Excellent	04	8%
Very good	12	24%
Good	20	40%
Average	12	24%
poor	02	1%
total	50	100%

Chart 4.3 Study on relationship between managers and employees



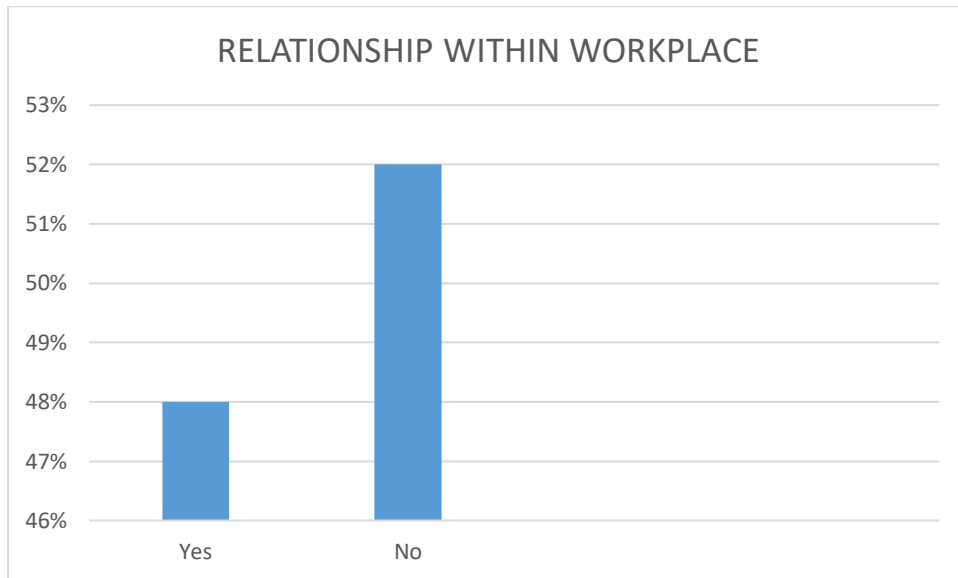
Interpretation

Most of the employees are not happy with the relationship that is maintained between employers and employee’s organisation should focus on improving relationship between employer and employees.

Table 4.4 Table showing Relationship within the workplace of employees

Particulars	No. of response	Percentage
Yes	24	48%
No	26	52%
Total	50	100%

Chart 4.4: Showing the relationship within the workplace of employees group.



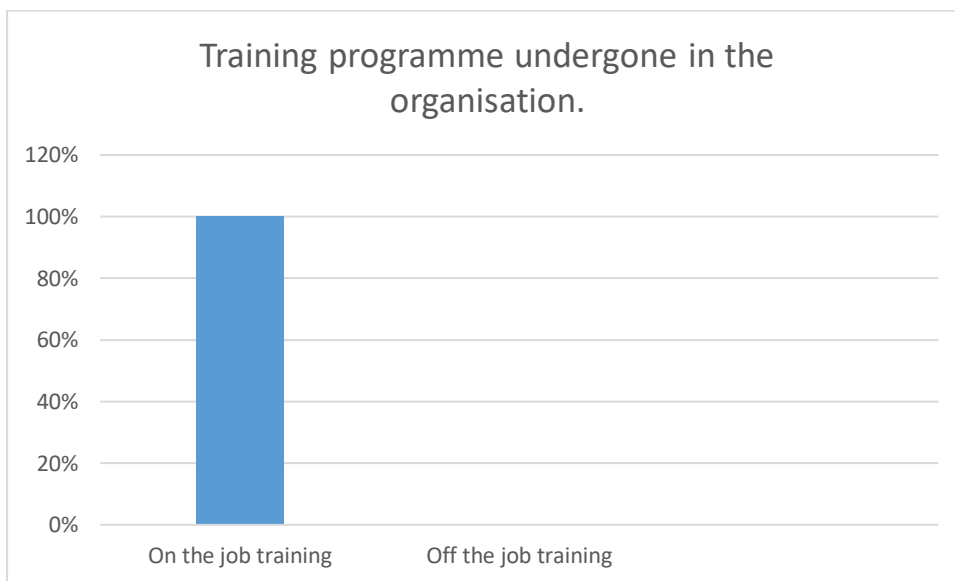
Interpretation

From the above analysis it is clear that there is no cordial relationship between employees organisation should take necessary measures to make employees have good relationship.

Table 4.5 Table showing the Training programme undergone in the organization

Particulars	No. of response	Percentage
On the job training	50	100%
Off the job training	0	0%
Total	50	100%

Chart 4.5 Showing the training programme undergone in the organisation.



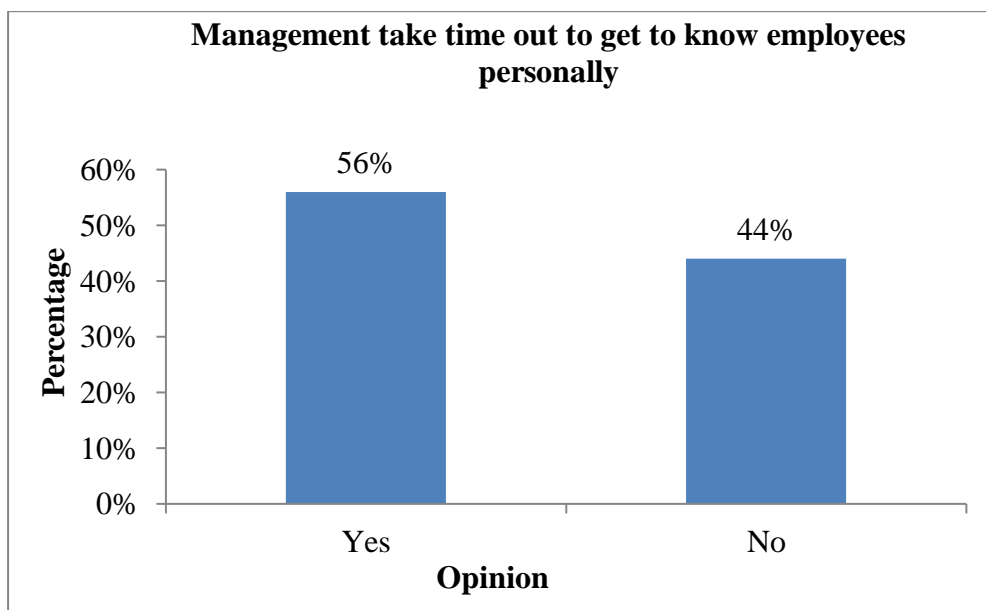
Interpretation

From the above analysis it is clear that organisation follows on the job training for its employees along with on the job training if the job training can also be done for its employees.

Table 4.6 Table showing that Management take time out to get to know employees personally

Particulars	No. of response	Percentage
Yes	28	56%
No	22	44%
Total	50	100%

Chart 4.6: Showing that management take times out to get to know employees personally



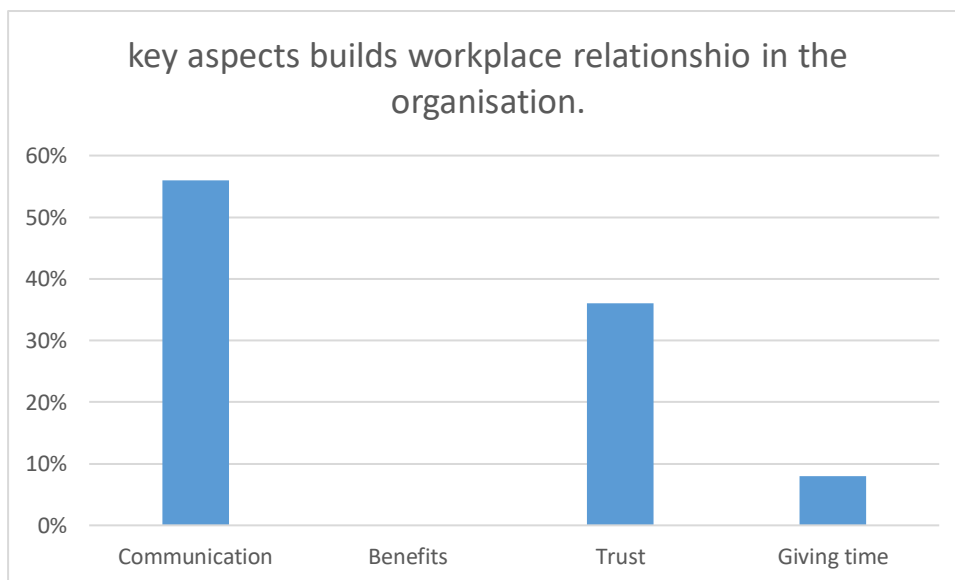
Interpretation:

From the above analysis it is understood that employees feel like management should spend time for understanding employees which in turn improves the relationship between employees & employer.

Table 4.7 Table showing the most important or key aspect builds workplace relationship in the organisation

Particulars	No. of response	Percentage
Communication	28	56%
Benefits	0	0%
Trust	18	36%
Giving time	4	8%
Total	50	100%

Chart 4.7 showing the most important or key aspect builds workplace relationship in the organization.



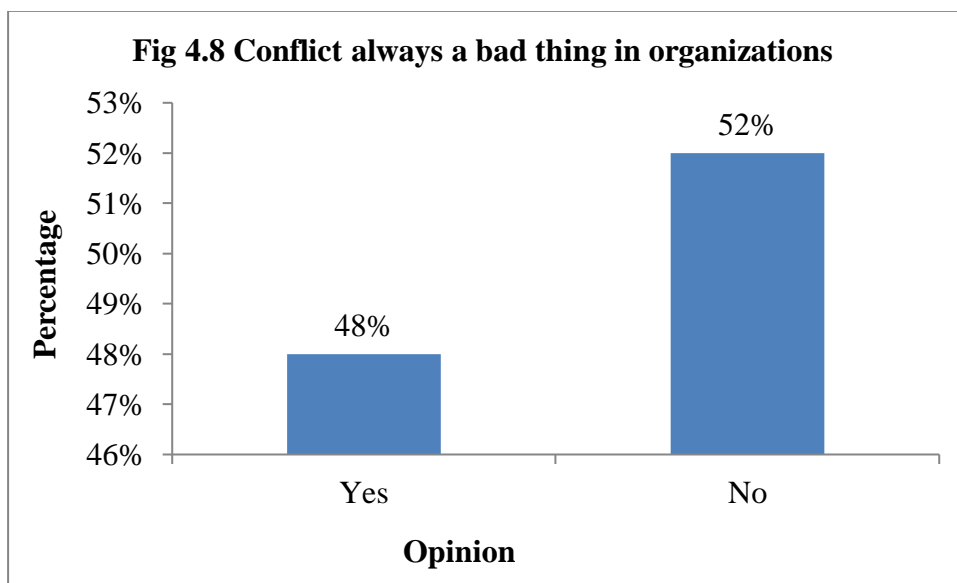
Interpretation

Communication is an effective tool to maintain good relationship in the organisation.

Table 4.8 Table Showing the Conflict always a bad thing in organizations

Particulars	No. of response	Percentage
Yes	24	48%
No	26	52%
Total	50	100%

Chart 4.8: Showing the Conflict always a bad thing in the organization.



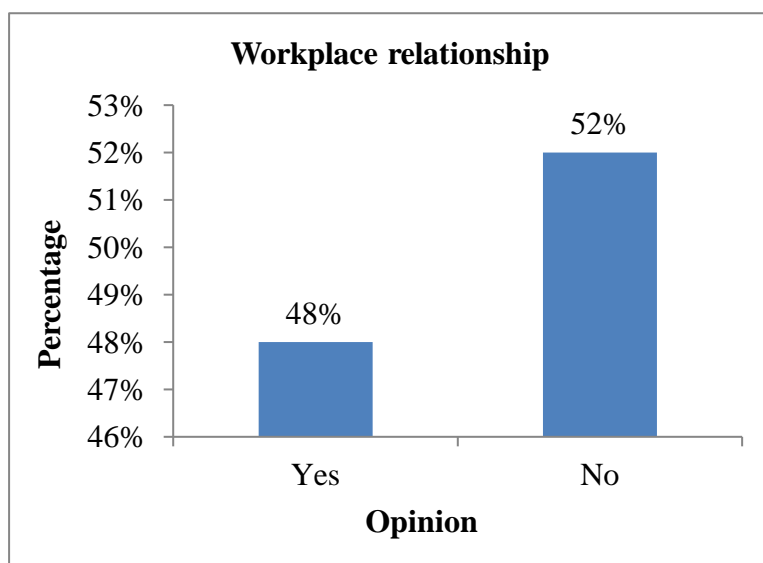
Interpretation:

From the above analysis it is clear that conflict is not always bad it will help the employees to have individual development.

Table 4.9 Table showing the Poor workplace relationship between employees and managers

Particulars	No. of response	Percentage
Yes	24	48%
No	26	52%
Total	50	100%

Chart 4.9: Showing the poor workplace relationship between employees and managers.



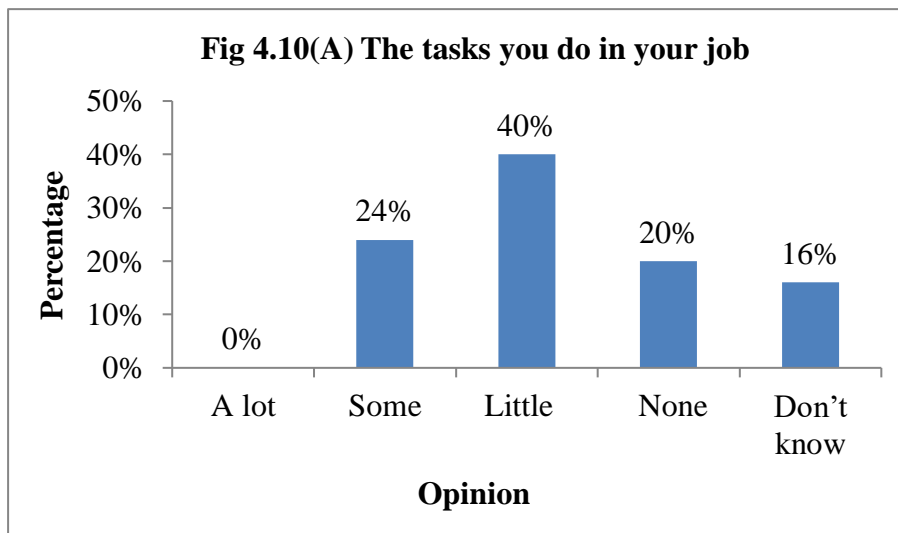
Interpretation

By this we understand that in the survey more number of the respondents says that No and there is no Poor workplace relations between employees and managers.

Table 4.10(A) Table showing the tasks you do in your job

Particulars	No. of response	Percentage
A lot	0	0%
Some	12	24%
Little	20	40%
None	10	20%
Don't know	8	16%
Total	50	100%

Chart 4.10(a) Showing the task you do in your job



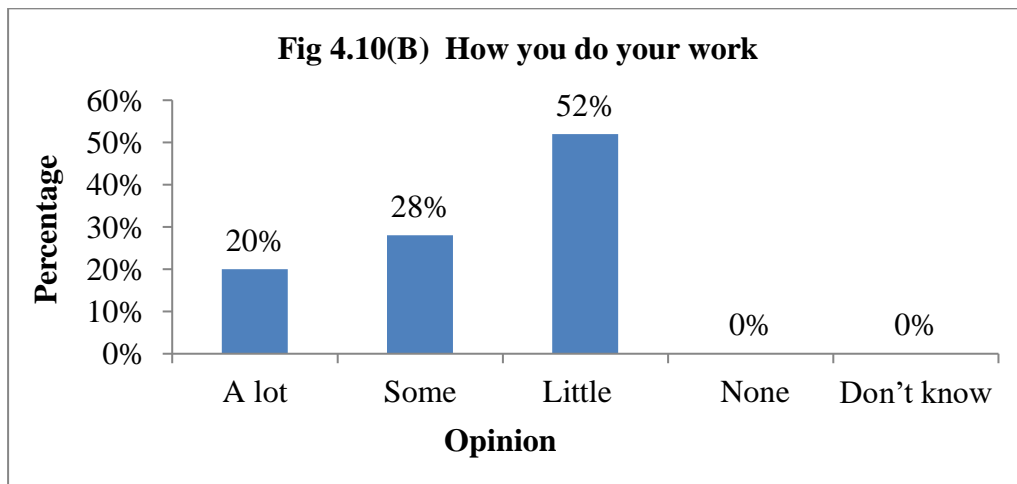
Interpretation

Employees have less influence in the task that they perform in the organisation. Some amount of autonomy can be given to employees in performance of the task.

Table 4.10(B) Table showing how you do your work

Particulars	No .of response	Percentage
A lot	10	20%
Some	14	28%
Little	26	52%
None	0	0%
Don't know	0	0%
Total	50	100%

Chart 4.10 (b) Chart Showing how they do there work

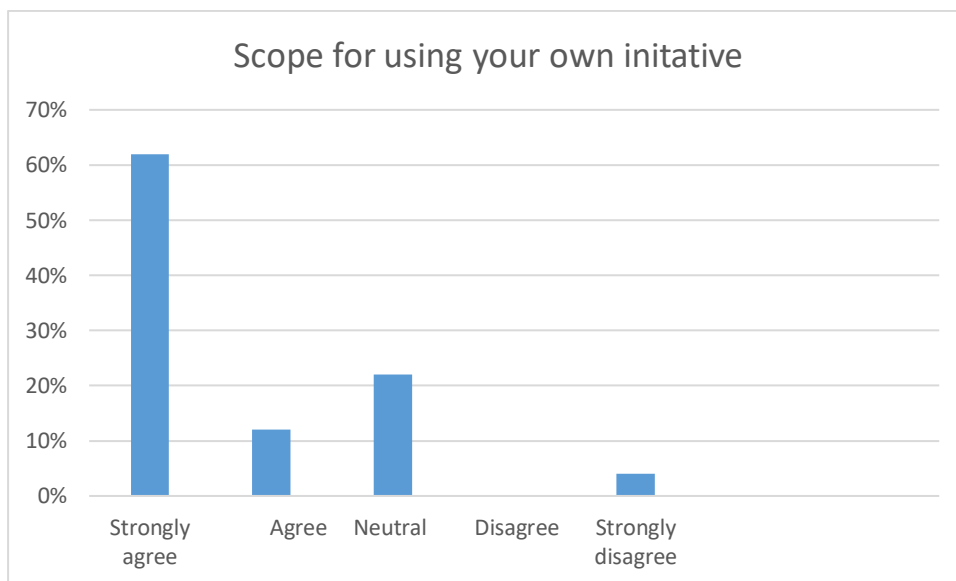


Interpretation

Employees have less influence on the work organisation can provide some amount of autonomy to its employees to perform there work effectively.

Table 4.11(A) Table showing the scope for using your own initiative

Particulars	No. of response	Percentage
Strongly agree	30	62%
Agree	6	12%
Neutral	10	22%
Disagree	0	0%
Strongly disagree	4	4%
Total	50	100%



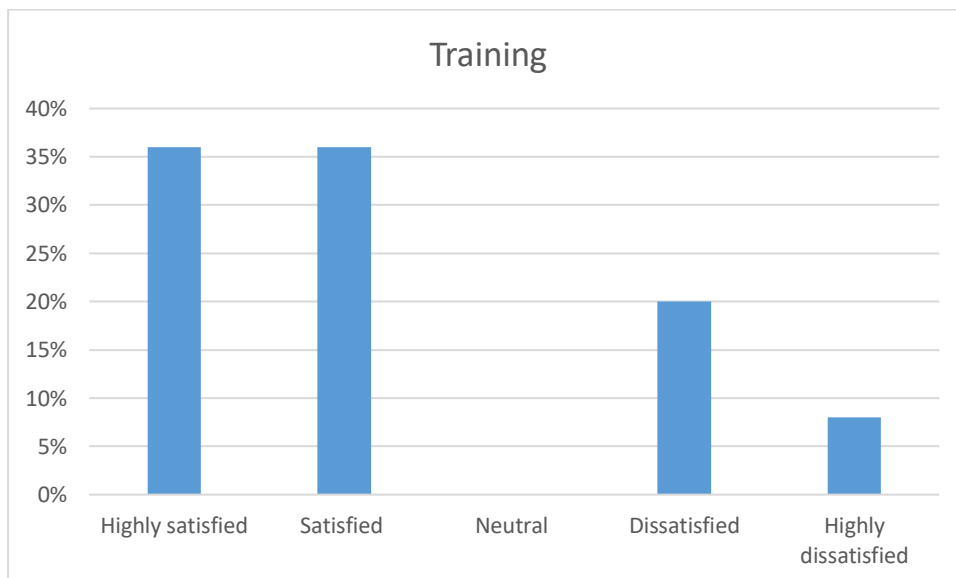
Interpretation

Most of the employees are happy with the level of initiatives & involvement in the job organisation encourages employees initiatives which lead to good ERM

Table 4.11(B) Table showing the training you receive

Particulars	No. of response	Percentage
Highly satisfied	18	36%
Satisfied	18	36%
Neutral	0	0%
Dissatisfied	10	20%
Highly dissatisfied	4	8%
Total	50	100%

Chart 4.11 (b) Showing the training you receive



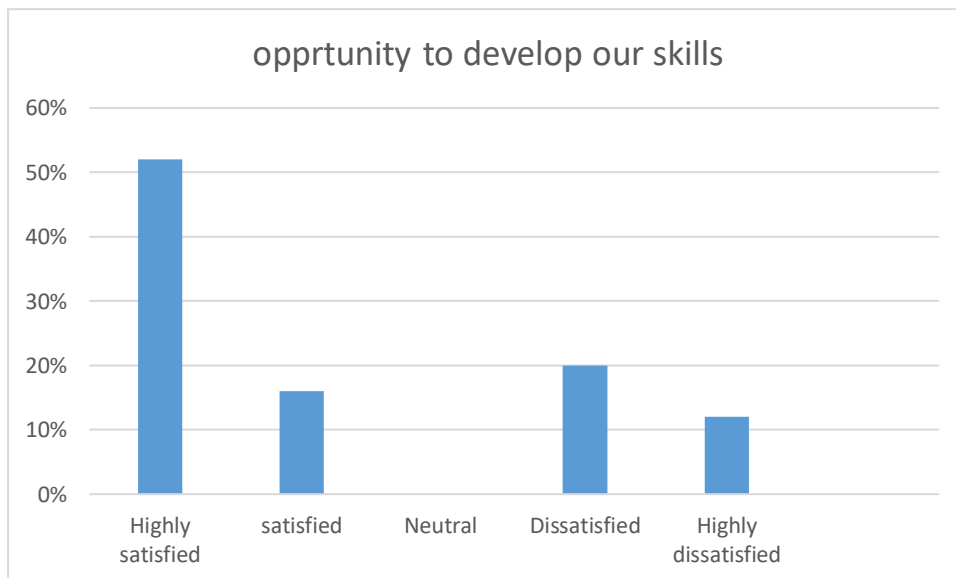
Interpretation

Most of the employees are satisfied with the training that they received .The organization gives importance to skill development of employees which makes employers learn things related to job and maintain good relationship has the organization.

Table 4.11(C) Table showing the opportunity to develop our skills in our job

Particulars	No. of response	Percentage
Highly satisfied	26	52%
satisfied	8	16%
Neutral	0	0%
Dissatisfied	10	20%
Highly dissatisfied	6	12%
Total	50	100%

Chart 4.11(c) showing the opportunity to develop our skills in your job.



Interpretation

Most of the employees have opportunity to have individual development. This will help them feel organization takes initiative to support its employees. Where they felt that they have to be committed towards organisation

Table 4.12(A) Table Showing the Changes to the way the organization is being run

Particulars	No. of response	Percentage
Excellent	16	32%
Very Good	16	32%
Good	18	36%
Average	0	0%
Poor	0	0%
Total	50	100%

Table 4.12(B) Table showing the Changes in staffing

Particulars	No. of response	Percentage
Excellent	6	12%
Very Good	30	60%
Good	14	28%
Average	0	0%
Poor	0	0%
Total	50	100%

Chart 4.12(b) Showing changes in staffing

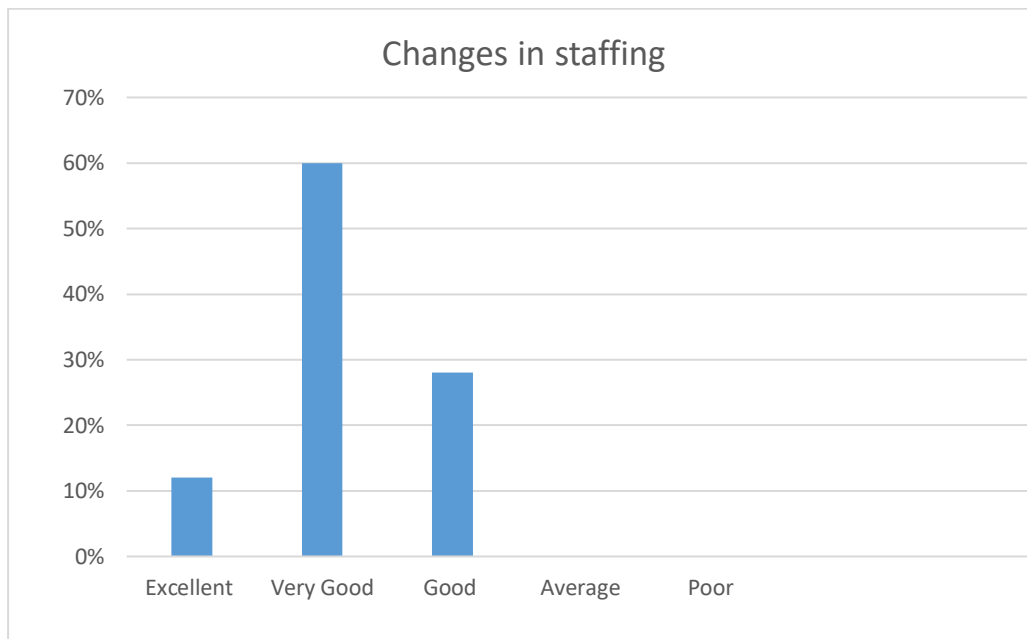
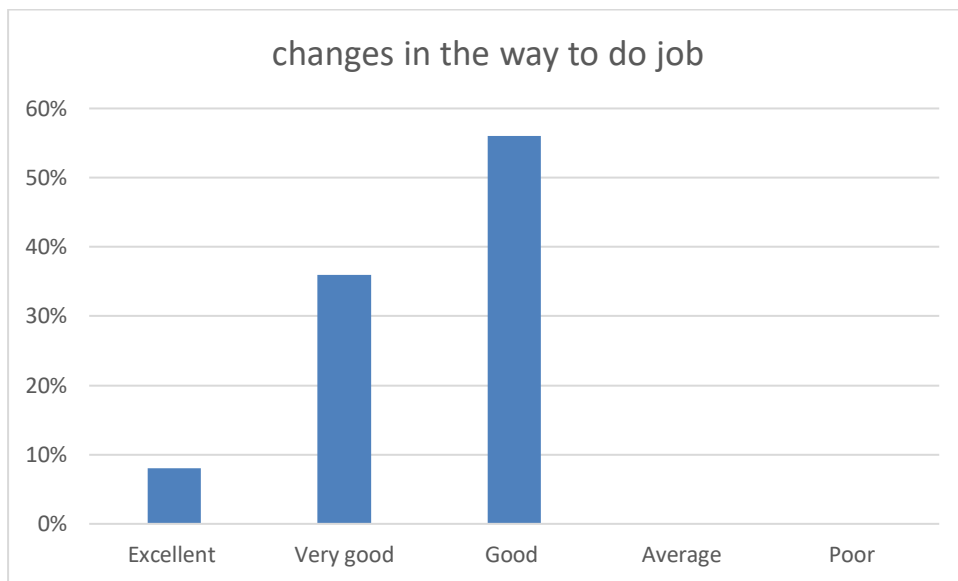


Table 4.12(C) Table showing the Changes in the way you to do your job

Particulars	No. of response	Percentage
Excellent	4	8%
Very good	18	36%
Good	28	56%
Average	0	0%
Poor	0	0%
Total	50	100%

Chart 4.12(C) showing the changes in the way to do job



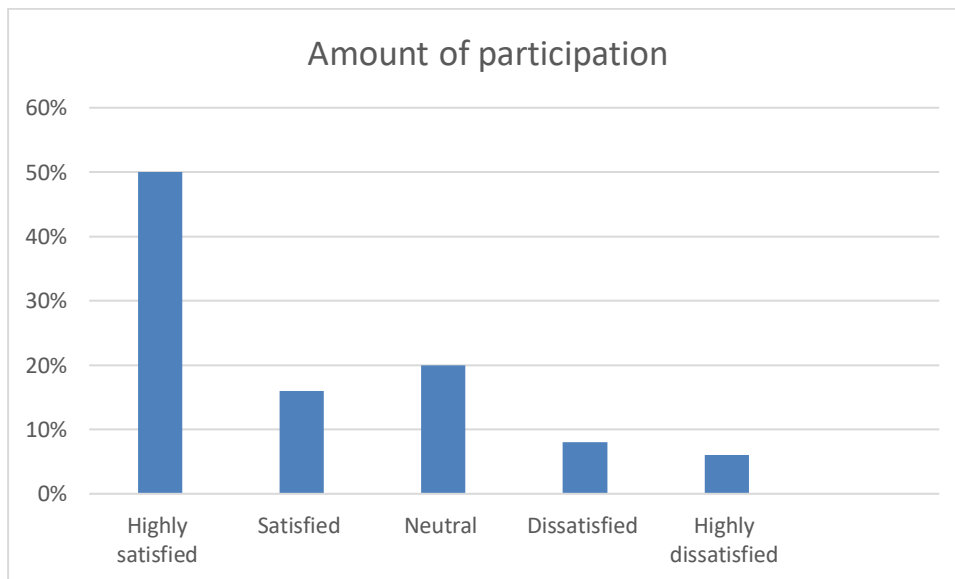
Interpretation

Organization inform its employees about the changes that is being incorporated on the organization with respect to work, changes in staffing & changes in way to perform job which is very much important to build good relationship with employees which in turn makes employees feel that they are important factor in the organization.

Table 4.13 Table showing the amount of participation they have in decision-making in this workplace

Particulars	No. of response	Percentage
Highly satisfied	24	50%
Satisfied	4	16%
Neutral	10	20%
Dissatisfied	4	8%
Highly dissatisfied	8	6%
Total	50	100%

Chart 4.13 showing the amount of participation they have in decision making in the workplace.



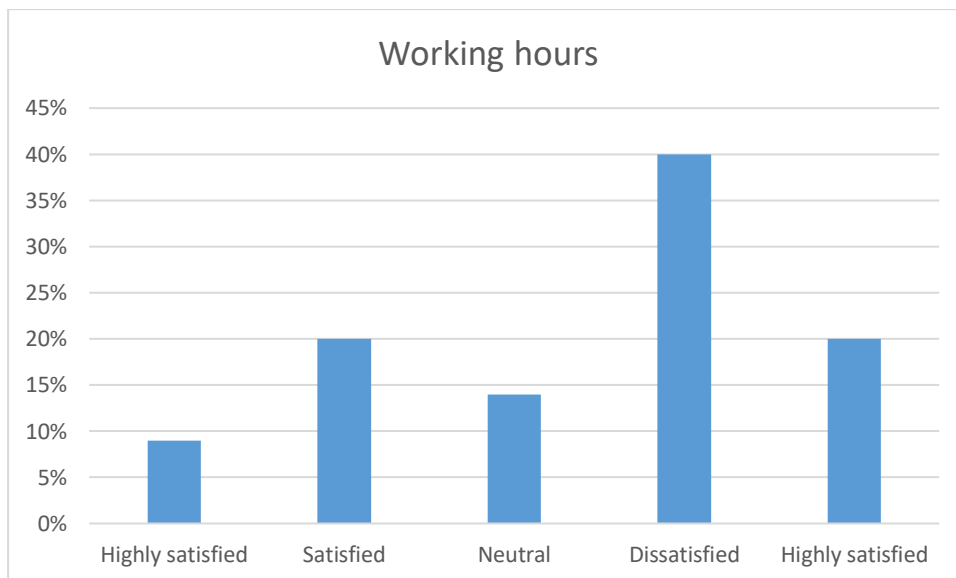
Interpretation

Most of the employees are involved in decision making process, which is making employees feels that they are the key components in the organisation which improves their relationship with organization.

4.14 Table showing are the employees convenient with working hours

Particulars	No. of response	Percentage
Highly satisfied	03	9%
Satisfied	10	20%
Neutral	07	14%
Dissatisfied	20	40%
Highly satisfied	10	20%
total	50	100

Chart no. 4.14 Showing the employees convenient with working hours



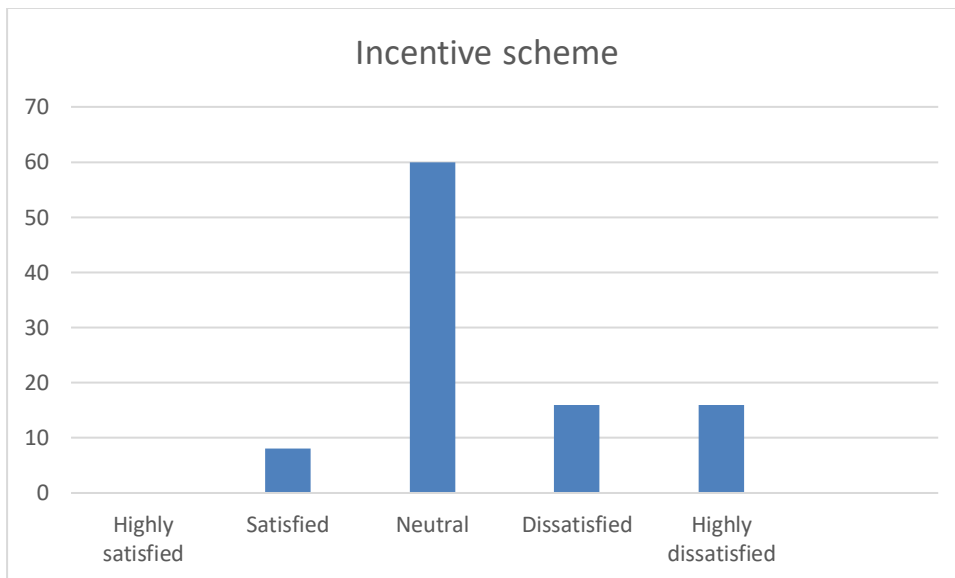
Interpretation:

Most of the employees are dissatisfied with the working hours in the organisation. Which gives inconvenient for the employees in the organisation to work?

Table no 4.15 Table showing the employees are satisfied with incentive scheme providing in the organisation?

Particulars	No of response	Percentage
Highly satisfied	0	0
Satisfied	04	8
Neutral	30	60
Dissatisfied	08	16
Highly dissatisfied	08	16
Total	50	100

Chart no 4.15 Showing the employees are satisfied with incentive scheme providing in the organisation?



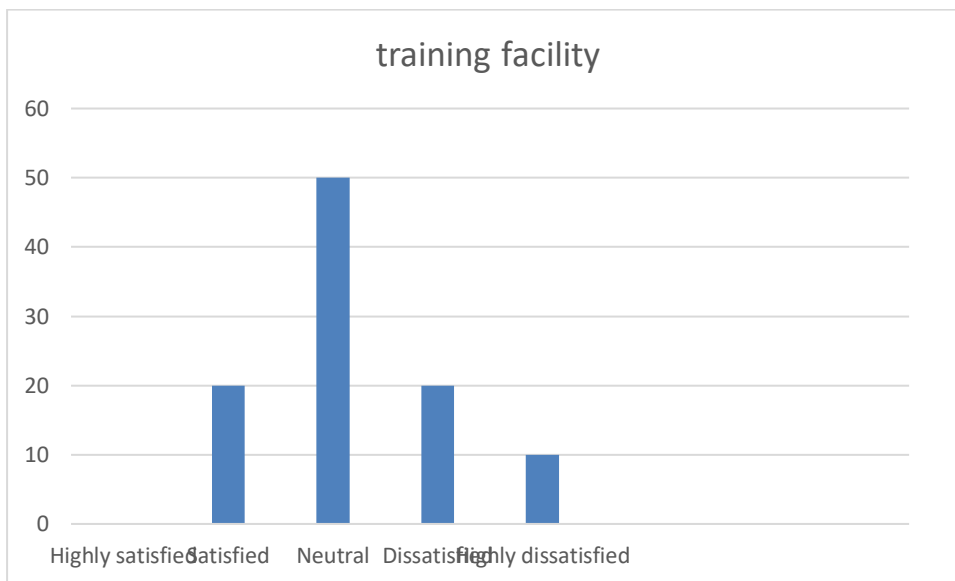
INTERPRETATION

From the above analysis the incentive scheme providing in the organization employees are having the neutrally satisfied with the scheme provided.

Table no 4.16 showing the training facilities to promote your skill?

Particulars	No of response	Percentage
Highly satisfied	0	0
Satisfied	10	20
Neutral	25	50
Dissatisfied	10	20
Highly dissatisfied	5	10
Total	50	100

Chart no 4.16 showing the training facilities to promote skills



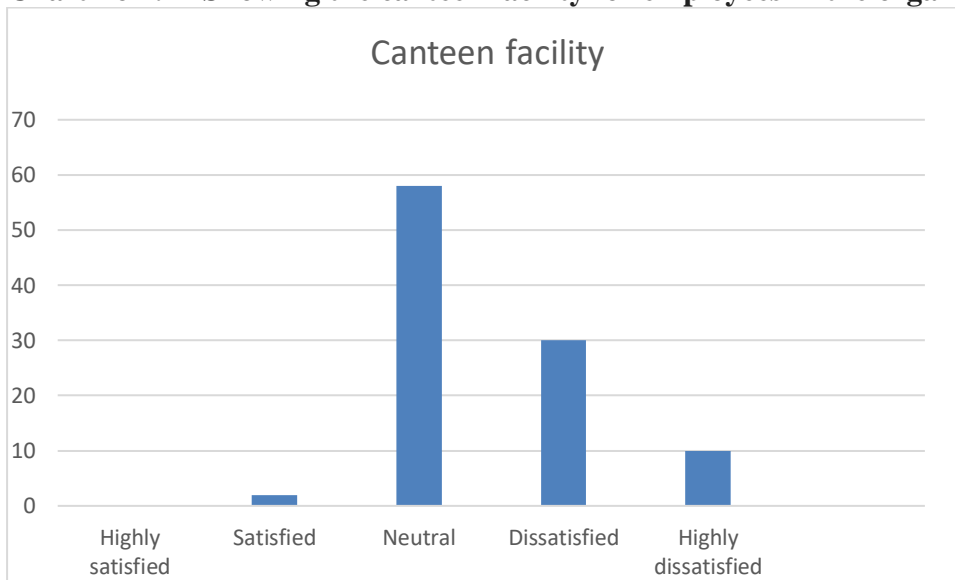
Interpretation:

From the above analysis it is clearly said that the training facility provided in the organisation for the employees are happy in order to promote their skills.

Table no 4.17 Table showing the canteen facilities for employees are they satisfied?

Particulars	No of response	Percentage
Highly satisfied	0	0
Satisfied	1	2
Neutral	29	58
Dissatisfied	15	30
Highly dissatisfied	5	10
Total	50	100

Chart no 4.17 Showing the canteen facility for employees in the organisation



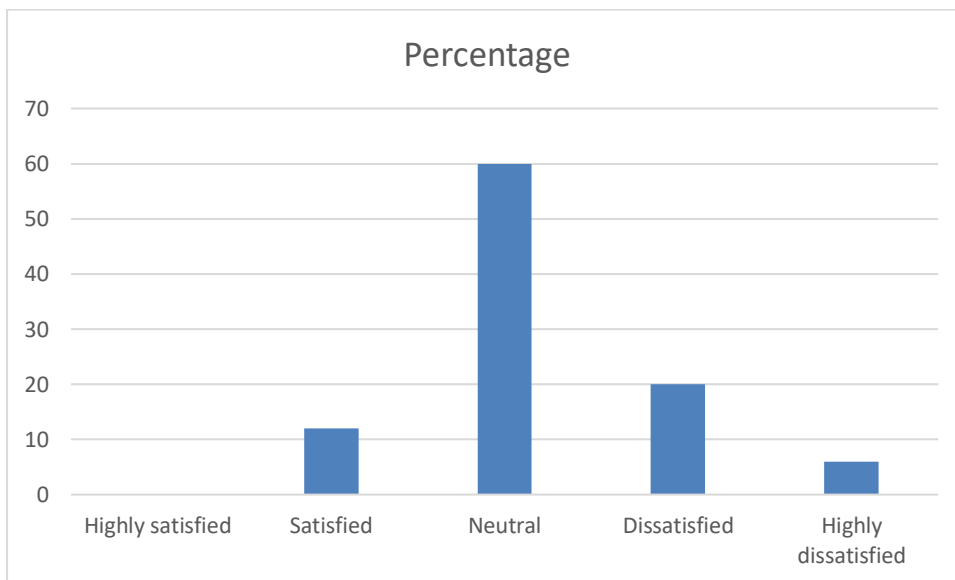
Interpretation:

From the above analysis it is understood that the employees in the organisation requires canteen facility provided to satisfy the employees according to their needs as a form of employee relationship.

Table no 4.18 Table showing the transportation facility for the workers in the organization?

Particulars	No of response	Percentage
Highly satisfied	0	0
Satisfied	2	12
Neutral	30	60
Dissatisfied	10	20
Highly dissatisfied	8	6
Total	50	50

Chart no 4.18 Showing the transportation facility for the workers



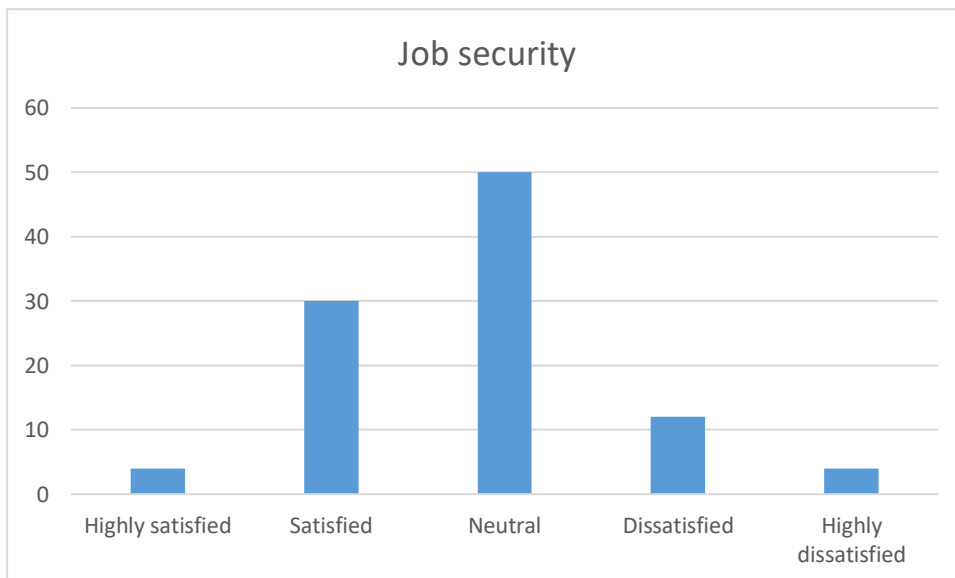
Interpretation:

from the above analysis it is clearly said that most of the employees in the organisation neutrally they are okay with the transportation facility provided by the organization.

Table no 4.19 Table showing that company provides job security for the workers?

particulars	No of response	Percentage
Highly satisfied	2	4
Satisfied	15	30
Neutral	25	50
Dissatisfied	6	12
Highly dissatisfied	2	04
Total	50	100

Chart no 4.19 Showing the company provides job security in the organisation?



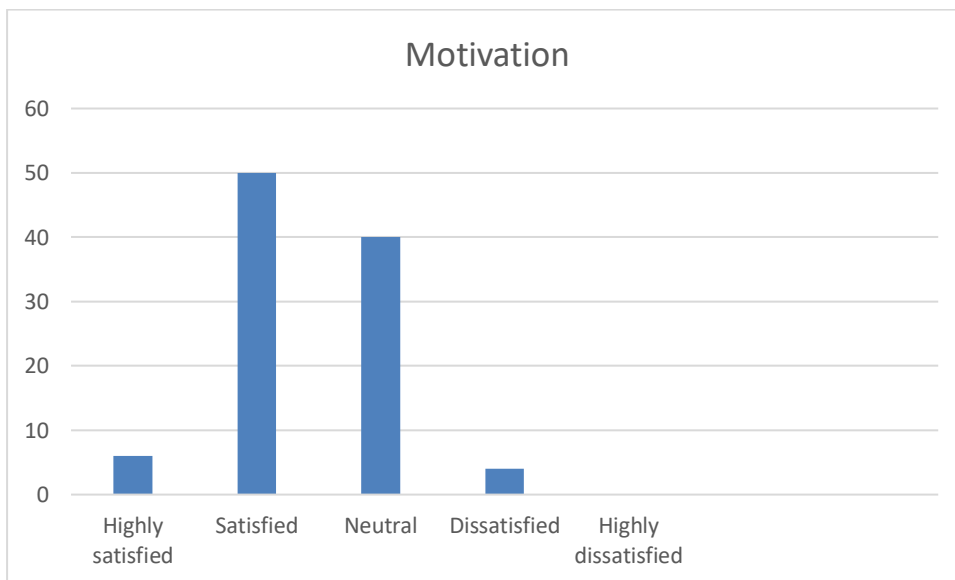
Interpretation:

From the above analysis the employees job satisfaction in the organisation employees are satisfied on the job training for its employees.

Table no 4.20 Table showing that company provides benefits to motivate good relations between workers?

Particulars	No of response	Percentage
Highly satisfied	3	6
Satisfied	25	50
Neutral	20	40
Dissatisfied	2	4
Highly dissatisfied	0	0
total	50	100

Chart no 4.20 showing that company provides benefits to motivate good relations between workers?



Interpretation:

From the above analysis employees in the organisation are motivated to have a good relationship between workers

HYPOTHESIS TESTING:

Hypothesis: The better the Incentives scheme better will be the satisfaction.

HO: there is large dating between incentive scheme provided within the company & amount of involvement of employees in selection making

H1: there is no massive relationship among incentive scheme provided inside the business enterprise & quantity of involvement of personnel in choice making

STATISTICAL DATA

Chi-rectangular tests

	Value	Df	symp. Sig. (2-sided)	ct Sig. (2-sided)	ct Sig. (1-sided)	Point Probability
Pearson Chi-Square	16.185 ^a	9	.063	.064	.201	.028
Likelihood Ratio	15.778	9	.072	.071		
Fisher's Exact Test	14.323			.049		
Linear-by-Linear Association	.804 ^b	1	.370	.397		
N of Valid Cases	50					

Interpretation:

The above chi square table shows that the association between incentive scheme and satisfaction is strong and significant with significant value 0.049 which is less than .05 mentioned in the Fisher's Exact Test. It means the better the Incentives provided to employees, better will be the satisfaction. The incentive scheme is on the factor which contributes to the overall satisfaction

CHAPTER -5

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS:

- It is observed that organization has the employees who belong to the entire group.
- It is observed that most of the employees have more than 5 years of experience.
- It is observed that most of the employees are not happy within the relationship that is maintained between employers and employee.
- It is observed that the survey is clearly there is a cordial relationship between employers in the organization.
- It is observed that organization follows on the job training for the employees.
- It is understood that employees feel like management should spend time for understanding employees.
- It is observed that communication is an effective tool to maintain good relationship in the organization.
- It is observed that conflict is not always bad.
- It is observed that employees have less influence in the tasks that they perform in the organization.
- It is observed that employees have less influence on the work organization.
- It's far determined that maximum of the employees are happy with the level of tasks and involvement within the process.
- It's far found that from the survey most of the employees are satisfied with the schooling that they acquire.
- It is observed that most of the employees have opportunity to have individual development and skill development.

SUGGESTIONS:

- Organization should focus on improving relationship that is maintained between employee&employees
- Organization should take necessary measures to make employees have good relationship
- Organization should provide some amount of autonomy to its employee to perform their work effectively
- Organization should build good relation with management within the workplace
- Organization should increase training programmed to its employees
- Organization should take time out to get to know employees personally
- Organization should take care about the conflict between the employees and between the management.

CONCLUSION:

The result obtained from the study concludes that the organization provided On the job training to the employees. The management has not given sufficient time to know the employees personally, i.e.; the higher officials. Communication is the key factor which built the workplace relation. The job assigned to the employees is very less and they finish of the work assigned to them early in a day. The employees are satisfied with the opportunity given to them to build their skills. Moreover, it is noticed that employee transfer or the changes in staffing is good.

Thus, the organization Rays technologies, Bangalore needs to build a necessary strategies in order to make employees satisfied in the workplace and focus towards the recognizing the employees, so that it would increase the productivity. It would be suitable that employees would be laid off/ terminated so that the job allocation given to them would fulfill the day.

BIBLIOGRAPHY

Article and Journals

1. Lawler III, E. E. (1986). *High-Involvement Management. Participative Strategies for Improving Organizational Performance*. Jossey-Bass Inc., Publishers, 350 Sansome Street, San Francisco, CA94104.
2. Strohmeier, S. (2013). Employee relationship management—Realizing competitive advantage through information technology?.
3. Payne, A., &Frow, P. (2006). Customer relationship management: from strategy to implementation. *Journal of Marketing Management*, 22(1-2),135-168.
4. Sadikoglu, E., &Zehir, C. (2010). Investigating the effects of innovation and employee performance on the relationship between total quality management practices and firm performance: An empirical study ofTurkish firms. *International journal of production economics*, 127(1), 13-26.
5. Jo, S., & Shim, S. W. (2005). Paradigm shift of employee communication: The effect of management communication on trusting relationships. *Public Relations Review*, 31(2),277-280.
6. Dhanesh, G. S. (2014). CSR as organization–employee relationship management strategy: A case study of socially responsible information technology companies in India. *Management Communication Quarterly*,28(1),
7. Rhee, Y. (2004). *The employee-public-organization chain in relationship management: A case study of a government organization* (Doctoraldissertation).
8. Liao, S. H., Chang, J. C., Cheng, S. C., &Kuo, C. M. (2004). Employee relationship and knowledge sharing: A case study of a Taiwanese finance and securities firm. *Knowledge Management Research & Practice*, 2(1),24-34.

9. Plakoyiannaki, E., Tzokas, N., Dimitratos, P., & Saren, M. (2008). How critical is employee orientation for customer relationship management? Insights from a case study. *Journal of Management Studies*, 45/
10. Bateman, T. S., & Organ, D. W. (1983). Job satisfaction and the good soldier: The relationship between affect and employee "citizenship". *Academy of management Journal*, 26(4), 587-595.

11. Landsberger, H. A. (1958). Hawthorne Revisited: Management and the Worker, Its Critics, and Developments in Human Relations in Industry
12. Yang, Y., Stafford, T. F., & Gillenson, M. (2011). Satisfaction with employee relationship management systems: the impact of usefulness on systems quality perceptions. *European Journal of Information Systems*, 20(2), 221-236.
13. Campbell, A. J. (2003). Creating customer knowledge competence: managing customer relationship management programs strategically. *Industrial marketing management*, 32(5), 375-383.
14. Güngör, P. (2011). The relationship between reward management system and employee performance with the mediating role of motivation: A quantitative study on global banks. *Procedia-Social and Behavioural Sciences*, 24, 1510-1520.
15. Rawlins, B. R. (2008). Measuring the relationship between organizational transparency and employee trust.
16. Toulson, P., & Smith, M. (1994). The relationship between organizational climate and employee perceptions of personnel management practices. *Public Personnel Management*, 23(3), 453-468
17. Yamamoto, H. (2011). The relationship between employee benefit management and employee retention. *The International Journal of Human Resource Management*, 22(17), 3550-3564.
18. Gill, A. S. (2008). The role of trust in employee-manager relationship. *International Journal of Contemporary Hospitality Management*, 20(1), 98-103.
19. Tsui, A. S., Pearce, J. L., Porter, L. W., & Tripoli, A. M. (1997). Alternative approaches to the employee-organization relationship: does investment in employees pay off? *Academy of Management journal*, 40(5), 1089-1121.

20. Bloemer, J., & Odekerken-Schröder, G. (2006). The role of employee relationship proneness in creating employee loyalty. *International Journal of Bank Marketing*, 24(4), 252-264.

ANNEXURE

QUESTIONNAIRE

I am HEMALATHA a final year MBA student of Acharya institute of technology , Department of Management studies, Bangalore and presently doing a project on “Employee Relation and Benefit Administration at RAYS TECHNOLOGIES” Bangalore. I request you to kindly fill the questionnaire below and this will be only for my studypurpose.

1. Name: _____

2. Gender: _____

3. Name of the organization: _____

4. Department: _____

5. Designation: _____

6. Age group:

a) 18 to 25 year

b) 26 to 35 years

c) 36 to 50 years

d) Above 50 years

7. How many years in total have you been working at this workplace? By workplace we mean the site or location at, which you work.

a) Less than 1 year

b) 1 to 5 years

c) 5 to 10 years

d) More than 15 years

8. In general, how would you describe relations between managers and employees in this organisation?

- a) Excellent
- b) Very Good
- c) Good
- d) Average
- e) Poor

9. Is it important for management to build relation within the workplace?

- a) Yes
- b) No

10. What types of training programme is undergone here?

- a) On- the job training
- b) Off- the job training

11. Should management take time out to get to know employees personally?

- a. Yes
- b) No

12. What's the most important or key aspect builds workplace relation?

- a) Communication
- b) benefits
- c) Trust
- d) Giving time

13. Is conflict always a bad thing in organizations?

- a. Yes
- b) No

14. Organization has poor workplace relationship between employees?

- a. Yes b)No

15. In general, how much influence do you have over the following?

A) The tasks you do in your job

a)A lot

b)Some

c)Little

d)None

e)Don't know

B) How you do your work

a)A lot

b)Some

c)Little

d)None

e) Don't know

16. How satisfied are you with the following aspects of your job?

A) There is scope for your own initiative

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

B) The training you receive

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied

C) There is opportunity to develop your skill in your job

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

17. In general, how good would you say managers at this workplace are at keeping employees informed about the following?

A) Changes to the way the organization is being run

a) Excellent

b) Very Good

c) Good

d) Average

e) Poor

B) Changes in staffing

- a) Excellent
- b) Very Good
- c) Good
- d) Average
- e) Poor

C) Changes in the way you do your job

- a) Excellent
- b) Very Good
- c) Good
- d) Average
- e) Poor

18. Overall, how satisfied are you with the amount of involvement you have in decision making at this workplace?

- a) Highly Satisfied
- b) satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

19. Are you satisfied with incentive scheme providing in the organization?

- a) Highly Satisfied
- b) satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

20. Do you have training facilities to promote your skill?

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied

21. Do you have canteen facilities if so are you satisfied?

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied

22. Do you have transportation facilities to the workers if so are you satisfied?

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied

23. Does company provide job security for the workers?

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied

24. Company provides benefits to motivate good relations between workers?

a) Highly Satisfied

b) satisfied

c) Neutral

d) Dissatisfied

e) Highly dissatisfied



ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA

PROJECT(17MBAPR407) -WEEKLY REPORT

NAME OF THE STUDENT: HEMALATHA J

INTERNAL GUIDE: KEERTHI H.K

USN: 1A21AMB25

COMPANY NAME: RAYS TECHNOLOGY AND BUSINESS SOLUTIONS.

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3 rd Jan 2019 – 9 th Jan 2019	Industry Profile and Company Profile		
10 th Jan 2019 – 17 th Jan 2019	Preparation of Research instrument for data collection		
18 th Jan 2019 – 25 th Jan 2019	Data collection		
26 th Jan 2019 – 2 nd Feb 2019	Analysis and finalization of report		
3 rd Feb 2019 – 9 th Feb 2019	Findings and Suggestions		
10 th Feb 2019 – 16 th Feb 2019	Conclusion and Final Report		



College Seal

HOD Signature

Head of the Department
Department of MBA

Acharya Institute of Technology
Surdevanahalli, Bangalore-560 107