

RESEARCH PROJECT

ON

**“A STUDY ON EMPLOYEES JOB SATISFACTION IN
RELIANCE”**

FOR THE PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
AWARD OF

BACHELOR OF BUSINESS ADMINISTRATION

UNDER THE GUIDANCE OF:

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Bachelor of Business Administration

2018-2021

School of Business, Galgotias University

Certificate from Faculty Guide

This is to certify that the project report “A STUDY ON EMPLOYEES JOB SATISFACTION IN RELIANCE” has been prepared by Ms.Anjali Mathur, Ms.Navneet Kaur and Ms. Vanshika Jain under my supervision and guidance. The project report is submitted towards the partial fulfillment of 3 year, full time Bachelor of Business Administration 2021.

Name and Signature of Faculty: Dr. Mamta Gaur

Date: 20/03/2021

Declaration

I Anjali Mathur 18GSOB1010143, Navneet kaur 18GSOB1010168 and Vanshika Jain 18GSOB1010345 student of BBA of School of Business, Galgotias University, Greater Noida, hereby declare that the project report “**A STUDY ON EMPLOYEES JOB SATISFACTION IN RELIANCE**” is an exclusive and authenticated work done by us.

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We also extend our gratitude towards our peers, family and employees at Reliance Mumbai who have helped and supported us throughout. We have not only learned but grown.

CHAPTER - 1

INTRODUCTION

WHAT IS JOB SATISFACTION

“Job satisfaction may be a general attitude towards one’s job: the difference between the number of reward workers receive and also the amount they believe they ought to receive.”-P. Robbins

Job satisfaction is not identical to motivation. It's more of an attitude, an indoor state of the person concerned. It could, for instance, be related to a private feeling of fear. Job satisfaction is an individual’s emotional reaction to the work itself. It's their attitude towards their job. The definition of job satisfaction has visibly progressed through the decades, ,but most versions share the assumption that job satisfaction could be a work-related positive effective reaction. There seems to be less consistency when talking about the causes of job satisfaction. Wesley and Yukl (1984) stated that job satisfaction is influenced by many factors, including personal traits and characteristics of the task. To raise understanding of these employee job characteristics and their relationship to job satisfaction, various theories have emerged. Early traditional theories suggested that one bipolar continuum, with satisfaction on one end and dissatisfaction on the opposite, may well be accustomed to conceptualize job satisfaction. Later revisions of the idea included a two-continuum model that placed job satisfaction on the primary scale, and job dissatisfaction on the secondary. These later theories focused more on the presence or absence of certain intrinsic and extrinsic job factors that would determine one’s satisfaction level. Intrinsic factors are supported by personal perceptions and internal feelings, and include factors like recognition, advancement, and responsibility. These factors are strongly linked to job satisfaction consistent with O’ Driscoll and Randall (1999).

HISTORY OF JOB SATISFACTION

One of the most important preludes to the study of job satisfaction was the Hawthorne studies. These studies (1924-1933), primarily credited to Elton Mayo of the Harvard grad school, sought to seek out the results of assorted conditions (most notably illumination) on workers’ productivity. These studies ultimately showed that the novel changes in work conditions temporarily increase productivity (called the Hawthorne Effect). It was later found that this increase resulted, not from the new conditions, but from the knowledge of being observed. This finding provided strong evidence that individuals work for purposes aside from pay, which paved the way for researchers to research other factors in job satisfaction. Scientific management (as referred to as Taylorism) also had a big impact on the study of job satisfaction. Frederick Winslow Taylor’s 1911 book, Principles of Scientific Management, argued there was one best thanks to perform any given work task. It contributed to a change in industrial production philosophies, causing a shift from skilled labor and piecework towards the more modern approach of assembly lines and hourly

wages. The initial use of scientific management by industries greatly increased productivity because workers were forced to figure at a faster pace. However, workers became exhausted and dissatisfied, thus leaving researchers with new inquiries to answer regarding job satisfaction. It should even be noted that the work of W.L. Bryan, Walter Dill Scott and Hugo Munsterberg set the tone for Taylor's work. Some argue that Maslow's hierarchy of needs theory, a motivation theory, laid the muse for job satisfaction theory. This theory explains that individuals seek to satisfy five specific needs in life-physiological needs, safety needs, social needs, self-esteem needs and self-actualization. This model served as an honest basis from which early researchers could develop job satisfaction theories. Job satisfaction also can be seen within the broader context of the range of issues which affect an individual's experience of labor, or their quality of working life. Job satisfaction is often understood in terms of its relationships with other key factors, like general well-being, stress at work, control at work, home-work interface and dealing conditions.

How job satisfaction is related to HRM

How job satisfaction is expounded to HRM- Job satisfaction/employee satisfaction could be a measure of workers' contentedness with their job, whether they just like the job or individual aspects or facets of jobs, like nature of labor or supervision. Job satisfaction is often measured in cognitive (evaluative), effective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary within the extent to which they measure feelings about the work (effective job satisfaction). or cognition about the task (cognitive job satisfaction). One of the foremost widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "a pleasurable or positive spirit resulting from the appraisal of one's job or job experiences". Others have defined it as simply how content a person is along with his or her job; whether he or she likes the work or not. It is assessed at both the worldwide level (whether or not the individual is satisfied with the work overall), or at the facet level (whether or not the individual is satisfied with different aspects of the job). Specter (1997) lists 14 common facets: Appreciation, Communication, Coworkers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision.

How does one boost the task performance and satisfaction of employees as an individual's resource manager?

- The New Workplace Respectful treatment of all employees at the least bit levels.
- Trust between employees and senior management.
- Benefits overall.
- Compensation/pay overall.
- Job security.
- Relationship with immediate supervisor.
- Opportunities to use skills and skills in your work.

RELIANCE INDUSTRY

Our motto “Growth is Life” aptly captures the ever-evolving spirit of Reliance. we've evolved from being a textiles and polyester company to an integrated player across energy, materials, retail, entertainment and digital services. In each of those areas, we are committed to innovation-led, exponential growth. Our vision has pushed us to attain global leadership in many of our businesses.

Reliance's products and services portfolio touches the majority Indians on a each day, across economic and social spectrums. We are now focussed on building platforms which will herald the Fourth age and can create opportunities and avenues for India and every one its citizens to understand their true potential.

HISTORY OF RELIANCE INDUSTRY

The company was co-founded by Dhirubhai Ambani and Champaklal Damani in 1960's as Reliance Commercial Corporation. In 1965, the partnership ended and Dhirubhai continued the polyester business of the firm. In 1966, Reliance Textiles Engineers Pvt. Ltd. was incorporated in Maharashtra. It established a synthetic fabrics mill in the same year at Naroda in Gujarat. On 8 May 1973, it became Reliance Industries Limited. In 1975, the company expanded its business into textiles, with "Vimal" becoming its major brand in later years. The company held its Initial public offering (IPO) in 1977. The issue was oversubscribed by seven times. In 1979, a textiles company Sidhpur Mills was amalgamated with the company. In 1980, the company expanded its polyester yarn business by setting up a Polyester Filament Yarn Plant in Patalganga, Raigad, Maharashtra with financial and technical collaboration with E. I. du Pont de Nemours & Co.,U.S.



Reliance defines its mission vision objectives as follows-

Vision Statement

“We are totally dedicated to building a reputation as the most professional and highly valued circuit board supplier to our customer base as an industry partner.”

Mission Statement

“We will continue to invest in our people, the most up-to-date processes and enhance our production capabilities to add real value for our customers.”

Objective

- Create synergistic effect by creating high quality and diversified portfolio
- Provide diversified financial services with focused people
- Appreciate uniqueness of each customer’s requirements and serve the customers with product flexibility
- Diversification of sources of fund
- Enhance Corporate value through sustained growth.

Structure of Reliance

Mukesh Ambani’s Reliance Industries Limited All Products and makes Manufacture of Petroleum Products, Polyester Products, Polyester Intermediates, Plastics, Polymer Intermediates, Chemicals, Synthetic Textiles and Fabrics. Mukesh Ambani owns 155 brands and products, from Reliance Industries Ltd / Petroleum, Polyester to Fabric and Digital. Due to Coronavirus, many companies across the country and also the world have come on the backfoot. In such a situation, Reliance Jio, the corporate of the country’s richest businessman Mukesh Ambani, has surprised everyone by partnering with Facebook. Facebook will invest Rs 43,574 crore in Mukesh Ambani’s Jio. Following this investment, Facebook’s stake in Jio will increase to 9.99%. After this deal, the valuation of Jio is going to be 4.62 lakh crore rupees. Reliance Industries Limited (RIL) was started by Dhirubhai Ambani. Now its CEO is Mukesh Ambani. This company has 110 brands and products. At the same time, it's partnerships with 45 companies. it's performing on petroleum products, polyester products, polyester intermediates, plastics, polymer intermediates, chemicals, synthetic textiles and fabric products.

Products of Reliance

-RIL's Polymer Companies- Reliance Industries Limited has 11 polymer companies. These companies work on polypropylene, polyethylene, polyvinyl chloride, high density polyethylene, polypropylene random pipes, poly butadiene rubber, stylish butadiene rubber, butyl and halogenated butyl rubber, and advanced material composites.

-Chemical Company of RIL- The chemical company of Reliance Industries Ltd. is named Relab (RELAB). It works on linear alkyl benzene (LAB). Its application date is July 13, 1987.

-RIL's Polyester Companies- Reliance Industries Limited has 23 polyester companies. Companies like Rickorn, Rickorn IDY, Rickorn HHT, Rickorn Fancy, Rickorn SuperBlack, Rickorn Super Micro, Rickorn Fiberfill, Rickorn 3S, Rickorn Feelfresh. These companies work on fabric, sleep products.

-RIL's Petroleum Retail Companies- Reliance Industries Limited has 9 petroleum retail companies. These include Reliance Gas, Reliance Petroleum Retail, Reliance Aviation, Auto LPG, Reliance Trans Connect, Avon Plaza, Quick Mart, Refresh and Relstar. These companies work on LPG, Transportation Fuel, Jet / Aviation Fuel, Auto LPG, Highway Hospitality Services, Food, Lubricants.

-RIL Textiles Brands- Reliance Industries Limited has 8 textile brands. Among them are companies like Only Vimal, Nice, H Lewis, Dio 2, Vimil Gifting. These companies make products such as fabric, shooting, shirting, garments.

-RIL Retail Brands- Reliance Industries Limited has 14 retail brands. These include Reliance Fresh, Reliance Smart, Reliance Market, Reliance Digital, Jio Digital Life, Reliance Rescue, Reliance Jewels, Trends, Trends Woman, Ageo among others. They sell products like supermarkets, electronic stores, mobility and communication, jewelry stores.

-RIL's In-Store Brands- Reliance Industries Limited has 14 in-store brands. These include Housing, DNMX, John Player, Netplay, Parfomax, Point Cove, LYF, Reconnect, Healthy Life among others. They work on denim, fashion, casual, sports, 4G mobile handsets, grocery brands.

-RIL's Digital Services- Reliance Industries Limited also has 24 digital services. These include Jio Connected Intelligence, My Jio Manager, Jio TV Live, Jio Cinema, Jio Saavn, Jio News, Jio Chat, Jio Quad, Jio Call, Jio Money and Jio Payments Bank, Jio Browser, Jio Games, Jio Store, Hello Jio, Includes OTT Apps, Jio AIDS, Jio Security, Jio Switch, Jio Net, Jio Health Hub, Jio GST, Jio Smart Security, Jio Motive, and Jio Home Internet of Things.

-Partnership with Reliance Retail- Reliance Industries Limited also has a partnership with Reliance Retail. This partnership consists of 45 companies. Most of these companies are brands such as fabric, premium luxury brands, bags and accessories, jewellery, furniture.

Background of the study

HRM is a term used to refer to the philosophy, policies, procedures and practices related to the management of people commencing an organization. Today every organization has to face high competition. Therefore organizations try to do the right thing at the right time. HRM plays a major role to achieve the organization goals. Satisfaction is one of the major concepts in Human Resource Management. Employee satisfaction is a measure of how happy workers are with their jobs and working environment. Keeping morale high among workers can be a tremendous benefit to any company, as happy workers will be more likely to produce more, take a few days off and stay loyal to the company. There are many factors in improving or maintaining high employee satisfaction which wise employers would do well to implement. Job satisfaction is not the same as motivation. Although it is clearly linked, job design aims to enhance job satisfaction and performance. Methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement and autonomous work groups, pay, work responsibilities, variety of task, promotional opportunities the work itself and coworkers. Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job.

Problem Identification & Formulation

The reports show a 7% absenteeism value per month. This value is higher than the company standard value. Expected absenteeism rate of the company is 1.5% per month. Therefore that situation is not good for the company. Therefore researchers can formulate the following problem statement.

- How do physical, psychological & environmental factors impact on job satisfaction of non-managerial employees?
- What are the employee expectations?
- Will Unsatisfied employees benefit the company?
- Can task based evaluation give employees higher satisfaction?

Significance of the study

There are many industries which are enriching our economy. Among those Industries apparel industry is most important to us. Because it has generated many jobs towards the srilanka workforce especially women who are in rural areas. Apparel industry is one of the joint in the Sri Lanka economy in attracting foreign currency into the economy besides tea plantation which rank the first. It has also helped the balance of payment to maintain a positive figure by an answering income generated by Exports. The significance of the research is that the selected organisation has not undertaken any research in the area of job satisfaction of known managerial employees until this. Research project focused more on increasing the job satisfaction level of its employee in which the organisation performance

can be enhanced and achieve organisational goals. By this research identify and further study what are individual factors falling under the main three affecting the job satisfaction.

Definitions

“Job satisfaction is a general attitude towards one’s job: the difference between the amount of reward workers receive and the amount they believe they should receive.”-P. Robbins

Job satisfaction is not the same as motivation. It is more of an attitude, an internal state of the person concerned. It could, for example, be associated with a personal feeling of achievement .Job satisfaction is an individual’s emotional reaction to the job itself. It is his attitude towards his job.

Consequences of Job Satisfaction:

High job-satisfaction may lead to improved productivity, increased turnover, improved attendance, reduced accidents, less job stress and lower unionization.

❖ Productivity

The relationship between satisfaction and productivity is not definitely established. The consensus, however, is that in the long run job-satisfaction leads to increased productivity. But ,four decades of research into this issue, unfortunately does not support this belief.

❖ Satisfaction and absences:

Correlation of satisfaction to absenteeism is also improved conclusively. Absenteeism is high when satisfaction is low. The degree to which people feel that their jobs are important has influence on their absences. While high job-satisfaction will not necessarily result in low absenteeism, low satisfaction is likely to bring about high absenteeism.

❖ Satisfaction and job stress:

Chronic job-dissatisfaction is a powerful source of job stress. The employee may see no satisfactory short-term solution to escaping this type of stress. An employee trapped in a dissatisfying job may withdraw by such means as high absenteeism and tardiness, or the employee may quit.

❖ Measurement of Job satisfaction

This provides an index of organizational effectiveness. The three primary methods of measuring job satisfaction are:

- Attitude Surveys
- Observing actual behavior
- Conducting executive rapport sessions

Sources of Job Satisfaction:

- Wage structure
- Nature of work
- Promotions
- Work group
- Working conditions
- Supervision

❖ DIMENSIONS OF JOB SATISFACTION

• Job satisfaction is a complex concept and difficult to measure objectively. The level of job satisfaction is affected by a wide range of variables relating to individual, social, cultural, organizational factors as stated below:-

DIMENSIONS

a) Individual

Personality, education, intelligence and abilities, age, marital status, orientation to work.

b) Social factors

Relationship with coworkers, group working and norms, opportunities for interaction, informal relations etc.

c) Organizational factors

Nature and size, formal structure, personnel policies and procedures, industrial relation, nature of work, technology and work organization, supervision and styles of leadership, management systems, working conditions.

d) Environmental factors

Economic, social, technical and governmental influences.

e) Cultural factors

Attitudes, beliefs and values.

These factors affect job satisfaction of certain individuals in a given set of circumstances but not necessarily in others. Some workers may be satisfied with certain aspects of their work and dissatisfied with other aspects. Thus, overall degree of job satisfaction may differ from person to person.

Literature Review

Job satisfaction is a very important attribute which is frequently measured by organizations. Organizational scholars have long been interested in why some people report being very satisfied with their jobs, while others express much lower levels of satisfaction. Job satisfaction also affects humanitarian interests as employees deserve to be treated with respect and have their psychological and physical well-being maximized. Job satisfaction has evaluated that the overall level of performance and growth within an organization depends over the level of job satisfaction defined among the workers and employees. Research has evaluated that the youngest and oldest working generations of working have a higher level of job satisfaction. 33% of people are highly satisfied with their jobs. In comparison to this, the level of satisfaction among the young generation is 24% and the level of satisfaction among the old generation is 28%. There are many definitions of job satisfaction. Job satisfaction is commonly defined as the extent to which employees like their work. (Agho, Mueller and Price, 1993). Weiss (2002) has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which can affect beliefs, behavior and certain extent of emotion. Another distinct definition of job satisfaction is that an employee's affective reactions to a job based on comparing actual outcomes with desired outcome. Rajendran (1987) in a public sector industry highlighted a significant correlation between work culture and employee satisfaction. Rain et al., (1991) stated that job satisfaction has a correlation with life satisfaction. People who are satisfied with life will tend to be satisfied with the job and vice versa. National Center for Education Statistics, (1997) in a report on job satisfaction among American teachers identified that more administrative support and leadership, good student behavior, a positive school atmosphere, and teacher autonomy as working conditions associated with higher job satisfaction. A weak relationship was found between faculty satisfaction and salary and benefits.

THEORIES ON JOB SATISFACTION: There are various theories about job satisfaction. Some of them are discussed.

Need Fulfillment Theory: This theory says that a person is satisfied when he gets from his job what he wants. The more he wants something the more satisfied he would be when receives it. To put it differently "Job satisfaction will vary directly with the extent to which those needs of an individual which can be satisfied are actually satisfied". Victor.H.Vroom views satisfaction in terms of the positively Valued outcomes that job provides to a person. The drawback of fulfilment theory is that satisfaction is a function of not only what a person receives but also what he feels he should receive. What may satisfy one individual may not satisfy the other due to differences in his expectation.

Equity Theory: - In This theory it is proposed that a person compares what he gets with what others are getting. If he feels he is getting what others are also getting, he feels satisfied. On the other hand if he feels that he is getting less than others, he is

dissatisfied. Job satisfaction is thus a function of the degree to which job characteristics meet the desires of the reference group. Equity theory takes into account not only the needs of an individual but also the opinion of the reference group to which the individual looks for guidance.

Herzberg's two factors theory (hygiene theory): Frederick Herzberg developed the theory called "Two factor theory".

The two factors are:

1. Hygiene factors
2. Satisfiers

Hygiene factors are those factors whose absence causes dissatisfaction but their presence in no way increases satisfaction. E.g.: pay, Company Policy, Supervision etc. Satisfiers are those factors whose presence causes satisfaction but their absence does not cause dissatisfaction. E.g.: Achievement, Recognition, Work itself etc. Many studies have revealed that the two-factor theory does not actually work. The same factor theory may serve as a satisfier for one but a dissatisfier to another.

Research Design and Methodology

Research methodology:

Is a way to systematically solve the problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. The scope of research methodology is wider than the research method.

Research Objectives:

Research objectives describe the aim of research. Our research objective stands to understand the employee satisfaction in Reliance Mumbai.

- How do physical, psychological & environmental factors impact on job satisfaction of non-managerial employees?
- What are the employee expectations?
- Will Unsatisfied employees benefit the company?
- Can task based evaluation give employees higher satisfaction?

Research Statements:

A research statement is a summary of research achievements.

Here In our study, we have summarized that Employees are moderately satisfied with their work, tasks, position and the reward given. There is a niche of improvement required by the management for more satisfaction.

- The Organisation is non discriminant.
- More motivation due to constant feedback
- Job security is a factor
- Employee manager relation adds to the satisfaction

Research Design:

A Research Design is the arrangement of conditions for collection and Analysis of data in a manner that aims to combine relevance to the research purpose with the economy in procedure. Research Design is the conceptual structure within which research is conducted, constitutes a blueprint for collection, measurement and Analysis of data.

The Research Design used here is:

➤ Descriptive Research Design Descriptive research is also called Statistical Research. The main goal of this type of research is to describe the data and characteristics about what is being studied. The idea behind this type of research is to study frequencies , averages and other statistical calculations.

❖ DATA COLLECTION

For any study there must be data for analysis purpose. Without data there is no means of study. Data collection plays an important role in any study. It can be collected from various sources. We have collected the data from two sources which are given below

1. Primary Data:

Primary data has been collected through administering the questionnaires through the personnel of Reliance Branch, Mumbai. The analysis has been done with the reference to the same.

2. Secondary Data:

Secondary data has been collected by way of personal meeting with managers of reliance industry. Information was also collected from websites, brochures, journals, magazines etc.

❖ Sample size:

The sample size considered for the research is 30.

The questionnaire was filled in the office and vital information was collected which was then subjects to:-

I. pilot survey was conducted before finalizing the questionnaire.

II. Data collection was also done with the help of personal observation.

III. After completion of the survey the data was analyzed and a conclusion was drawn.

IV. At the end all information was compiled to complete the project report.

❖ Sampling technique:

The sampling technique used is simple random sampling.

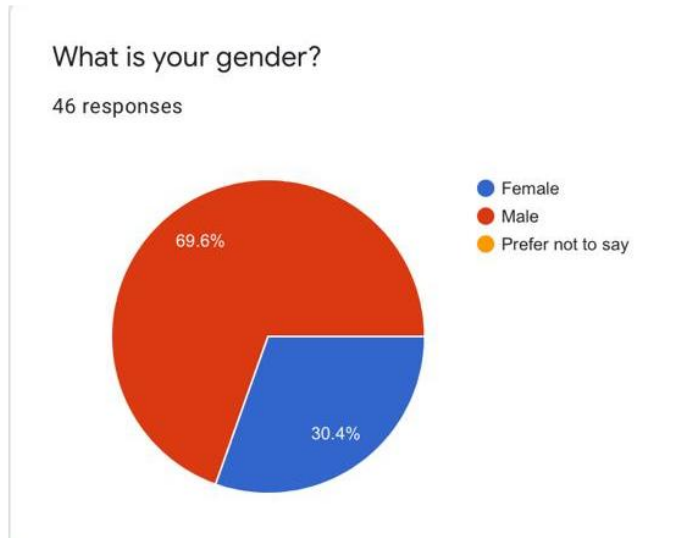
❖ Research Instrument:

The instruments used for research are mainly questionnaires and interviews. A set of questionnaires was presented to respondents. Because of its flexibility, it is by far the most common instrument used to collect primary data. Questions were carefully developed, tested and debugged before administering on a large scale. The questions and their form, wording and sequence were carefully chosen. Close ended questions were chosen specifying all possible answers Under close-ended questions, the following types of questions were asked in the questionnaire.

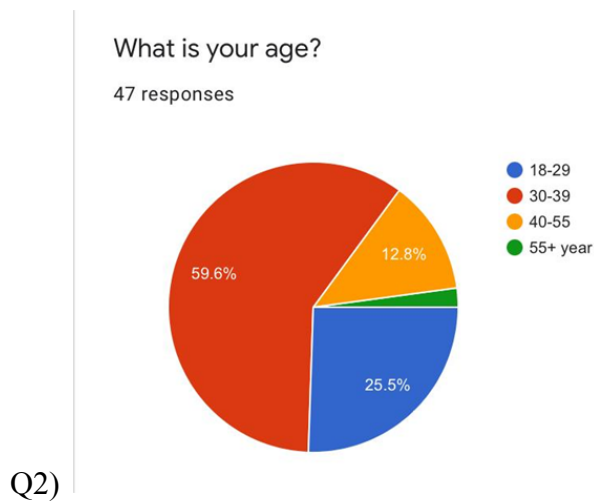
DATA ANALYSIS & INTERPRETATION

The analysis and interpretation of the Questionnaire to the Participants (format is as per Annexure I to this report) is enumerated in succeeding paragraphs

Q1) What is your gender?



Interpretation: Employees of the company are 69.6% are males and 30.4% are females.

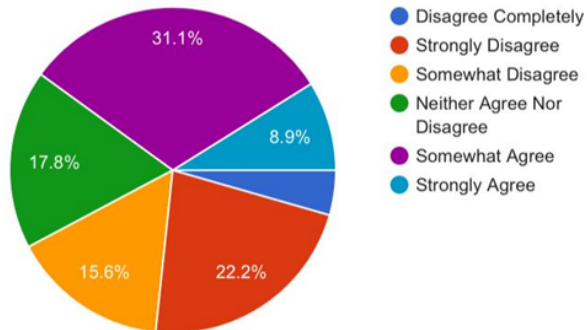


Q2)

Interpretation: Employees of the company are from different ages . High percentage of employees age is 30-39.

The company clearly conveys its mission to its employees?

45 responses

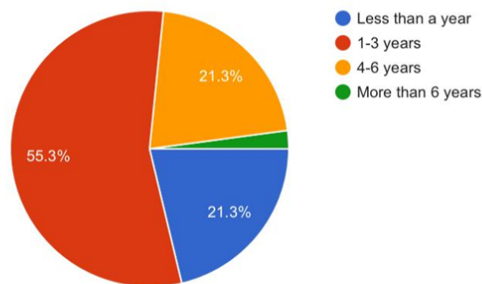


Q3)

Interpretation: 31.1% employees of the company are aware of the management missions and others and somewhat agree or not.

How many years have you been with The Company?

47 responses



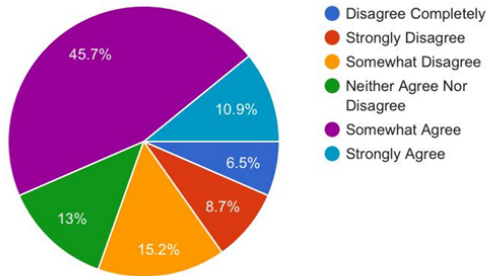
Q4)

Interpretation: 50% employees of the company are from 1 to 3 years. Employees from more than years have very low percentage.

How satisfied are you with your total remuneration package considering your duties and responsibilities?



46 responses



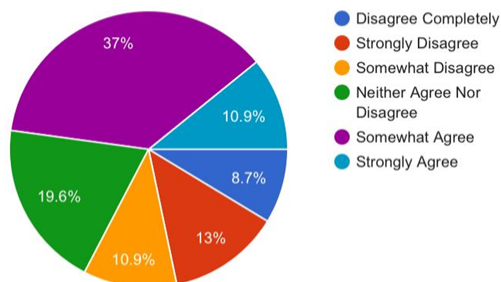
Q5)

Interpretation: While compensation package of the company is by and large fair, there is room for improvement.

Do you have the tools and resources you need to do your job?



46 responses

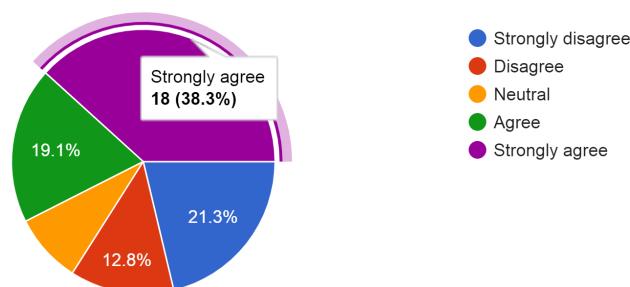


Q6)

Interpretation: Majority of employees are satisfied with availability of tools and resources that they need in the company.

Does the employee manager relationship a good motivating factor?

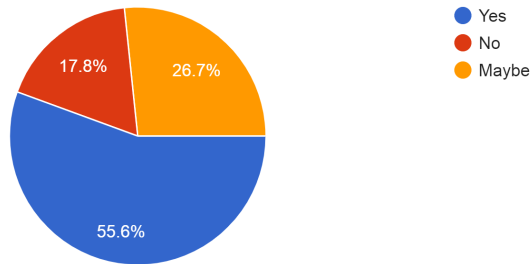
47 responses



Q7)

Interpretation: Maximum population in the sample data strongly believe that a good manager employee relationship is a great motivating factor, thus pushing people to work harder and gives more satisfaction

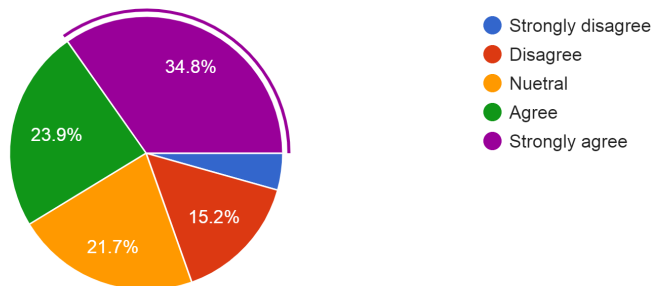
Does your surrounding push you to complete your tasks?
45 responses



Q8)

Interpretation: Majority agrees that environment is a factor to have high morale and hence more job satisfaction and efficiency.

Is it necessary to have difficult tasks to make you work harder?
46 responses



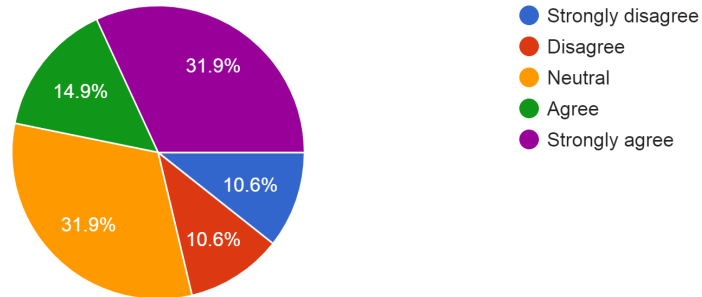
Q9)

Interpretation: Majority agrees that difficult tasks makes them work harder, hence task analysis helps keep the employees satisfied

Q10)

Is your department's morale high due to constant feedback?

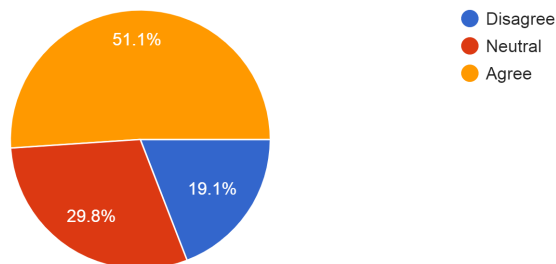
47 responses



Interpretation: Majority agrees that morale is high due to constant feedback.

If your plate is full, and your manager delegates another major task to you, does it bring your morale down?

47 responses

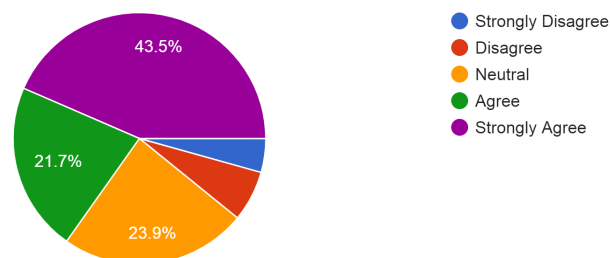


Q11)

Interpretation: Majority agrees that morale goes down with more workload

Is Job security a motivating factor for you?

46 responses



Q12)

Interpretation: Majority Agrees that job security is a motivating factor.

Finding, Suggestions & Conclusion

FINDINGS

The research study resulted in the following major findings

- Many of the employees are satisfied with the working hours in the Organisation.
- The Organisation is not showing any major discrimination in the employment of the candidates expect few job profiles.
- The supervisor or manager is providing continuous feedback to the employees to achieve the targets.
- Many of the employees are satisfied with that Organisation's leadership, planning, and Organisation's environment.
- The employees in the Organisation feel that their job is secure.
- Most of the employees are satisfied with the relationship between the management/employer and employees.
- Majority of the employees were clear about their own role and the company goals.

SUGGESTIONS

The research study resulted in the following major suggestions.

- The Organisation has to consider the feedback which is taken from the employees. On the basis of the employees feedback the Organisation is required to take corrective measures.
- It is required to increase the job satisfaction levels of the employees in the Organisation.
- The Organisation has to take steps to increase the effectiveness of the grievance and redressal.
- The appreciation or reward system in the Organisation's is to be developed due to most of the employees not satisfied with appreciation or reward system.

- The employer/supervisor must take steps to increase the employee satisfaction and productivity.
- System of reward and recognition may be improved. Though there is no bias in rewards, employees have a feeling that their good work is not given credit in time.
- Remuneration to employees may be improved, if feasible.
- Communication may be given more attention.
- Opportunities for personal learning, growth and personal development of the employees deserves due attention. Investment in employees is indirectly investment in the company.
- Job assignments need to be reviewed periodically in order to avoid monotony and boredom.

CONCLUSION

- Employees are an integral part of the firm, and a satisfied employee will work hard and be an asset to the firm.
- A satisfied employee will work twice as hard for the same amount of remuneration.
- Work environment does affect job satisfaction.
- Not only psychological, but physical and materialistic factors also add to the attitude of the personnel
- It can be easily identified that the Reliance industry is vague. As we considered a small part of it, it has provided us with enough evidence to state that reliance like every other company tries its level best to keep it's employees satisfied. Definitely there are some niches that are to be covered but with constant updates in the management system, that too share be fulfilled.
- Lastly, We would like to conclude that this project has taught us the value of employees and the importance of respecting and valuing them. We have not only explored but enjoyed finishing and interacting with the employees.

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Annexure:

Q1) What is your gender?

- Female
- Male
- Prefer not to say
- Other:

Q2)What is your age?

- 18-29
- 30-39
- 40-55
- 55+ year

Q3)How many years have you been with The Company?

- Less than a year
- 1-3 years
- 4-6 years
- More than 6 years

Q4) The company clearly conveys its mission to its employees?

- Disagree Completely
- Strongly Disagree
- Somewhat Disagree
- Neither Agree Nor Disagree
- Somewhat Agree
- Strongly Agree

Q5)There is good communication from managers to employees?

- Disagree Completely
- Strongly Disagree
- Somewhat Disagree
- Neither Agree Nor Disagree
- Somewhat Agree
- Strongly Agree

Q6) Do you have the tools and resources you need to do your job?

- Disagree Completely
- Strongly Disagree
- Somewhat Disagree
- Neither Agree Nor Disagree
- Somewhat Agree
- Strongly Agree

Q7) How satisfied are you with your total remuneration package considering your duties and responsibilities?

- Disagree Completely
- Strongly Disagree
- Somewhat Disagree
- Neither Agree Nor Disagree
- Somewhat Agree
- Strongly Agree

Q8) Does the employee manager relationship a good motivating factor?

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

Q9) Does your surrounding push you to complete your tasks?

- Yes
- No
- Maybe

Q10) Is it necessary to have difficult tasks to make you work harder?

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

Q11)Is your department's morale high due to constant feedback?

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

Q12)If your plate is full, and your manager delegates another major task to you, does it bring your morale down?

- Disagree
- Neutral
- Agree

Q13)Is Job security a motivating factor for you?

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