A STUDY ON EMPLOYEE SATISFACTION AT EUREKA
FORBES Ltd

A

Dissertation
Project
Report On

Submitted in the partial fulfillment of the Requirements Of
ARKA JAIN University For the award of the degree of
BACHELOR OF BUSINESS ADMINISTRATION For the
session 2017-20

Faculty Mentor :   **Submitted by:**

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ARKA JAIN University, Jharkhand.   2017-20

CERTIFICATE OF APPROVAL

This Dissertation report of "**VIKASH SINGH**" Titled "**A STUDY ON EMPLOYEE SATISFACTION AT EUREKA FORBES LTD**" is approved in quality and form and has been found to be fit for the partial fulfillment of the requirements of ARKA JAIN University for the award of the degree of Bachelor of Business Administration.

Approval of the Program Coordinator   **Approval of the Dean,**

Dept. of B.B.A   **School of Commerce and Management**

ARKA JAIN University   **ARKA JAIN University**

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Certificate by the Faculty Mentor

This is to certify that "**VIKASH SINGH**", Enrolment. No. **AJU/00253/17/BBA/084**, a student of **B.B.A (2017-20)**, has undertaken the Dissertation Project titled **"A STUDY ON EMPLOYEE SATISFACTION AT EUREKA FORBES LTD".** for the partial fulfillment of requirements of ARKA JAIN University for the award of the degree of Bachelor of Business Administration, under my supervision.

To the best of my knowledge, this project is the record of authentic work carried out during the academic year (2019-20) and has not been submitted anywhere else for the award of any Certificate/Degree/Diploma, etc.

Signature of the Faculty Mentor
Mr. Abhishek Upadhyay
Assistant Professor
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DECLARATION

I **VIKASH SINGH**, student of ARKA JAIN UNIVERSITY, hereby declare that the project report entitled **A STUDY ON EMPLOYEE SATISFACTION AT EUREKA FORBES LTD,** has been carried out by me during my **'DISSERTATION`** and is hereby submitted for the partial fulfillment of the requirement of ARKA JAIN University for the award of degree of Bachelor of Business Administration. To the best of my knowledge, the project undertaken, has been carried out by me, and is my own work. The contents of this report are original and this report has been submitted to 'ARKA JAIN University', Jamshedpur and it has not been submitted elsewhere, for the award of any Certificate/Diploma/Degree etc.

Signature of the Student with Date

Vikash Singh

Enrollment No: AJU/00253/17/BBA/084

Batch 2017-20

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I would also like to thank my parents, staff members and my friends for their support and motivation in successful completion of this project.

Vikash Singh

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CONTENTS

Chapter1

EXECUTIVE SUMMARY

Job satisfaction represents the constellations of person's attitude towards or about the job .In general, job satisfaction is the attitude towards the job as a whole. Job satisfaction is a function of satisfaction with different aspects of job, i.e. supervision, pay, works itself, co-workers, promotion, etc., and of the particular weighting or importance one attaches to these respective components. Employee job Satisfaction was a much popularized subject during the 1980's and 1990's, where much of the literature (Stoner & Wankel, 1986; Brewster, Dowling, Grobler, Holland &Warn ich, 2000), focused on the link between Employee Satisfaction and Employee Performance. Subsequent research has, however, proven that this link is not particularly strong, (Reinter &Kinicki, 2005; Ivancevich & Matteson, 2002). What recent research has confirmed is that there clear reciprocal relationship between Employee Satisfaction and Customer Satisfaction (Kraut,1996). For example, one of the most detailed studies undertaken was that carried out by Heskett, Asser and Schlesinger (1995). The authors point out that, "When companies put employees and customers first, their employees are satisfied, their customers are loyal, their profits increase, and their continued success is sustained" (as cited in Bailey & Andrade, 1997).The concept of Employee Satisfaction can be traced back to Edward Thorndike, who in the early 1900's published an article in the Journal of Applied Psychology where he explored the relationship between work and satisfaction. The concept of Employee Satisfaction hascertainly been researched very thoroughly over the years and has been linked to many other is sues likeemployee loyalty, employee commitment, employee engagement and job satisfaction.

One of the most quoted theorists is Hertzberg who during the 1950'sdeveloped his theory which identified two dimensions of satisfaction, namely motivation and hygiene. Hertzberg maintained that the hygiene factors could not motivate employees but rather helped minimize dissatisfaction levels if addressed. These hygiene factors include topics such as; company policies, supervision, salary, interpersonal relationships and working conditions. The motivating factors addressed topics such as: the work itself, achievement, recognition, responsibility, and advancement. If continuously good levels are maintained in respect of these topics, a motivated work force is created.

Chapter 2

INTRODUCTION

Eureka Forbes Ltd is a consumer goods company based in Mumbai, India. It was founded in 1982 and is a part of the Shapoorji Pallonji Group.[3] Its product portfolio consists of water purification, vacuum cleaning, air purification and home security products. The company has a current base of 15 million consumers with more than 450 locations and 18,000 dealers in India. It also has a global footprint across 35 countries

It dates back to 1982, when health ambassadors from Eureka Forbes, with a new concept of living in a clean environment and drinking water in its purest form knocked on your door. They called themselves friends for life and they proved that they indeed were. Eureka Forbes continues to be the best friend in Indian Households even after two decades and the sentiments have not changed.

Eureka Forbes is a part of the Shapoorji Pallonji Group and today it is a 30 billion INR, multi product and multi channel corporation. Incepted in 1982, we have put 28 years of consolidated efforts to become the undisputed leaders in domestic and industrial Water Purification Systems, Vacuum Cleaners, Air Purifiers & Security Solutions. Being Asia's largest direct sales organization, our force of 7000 direct personnel touches 1.5 million homes. We have one of the largest networks catering to more than 131 cities and 398 towns across the country. We also have a 10,000 strong dealer sales network and over 58 distributor strong Industrial Sales Network.

Dedicated to the cause of providing healthier living, today we have successfully established ourselves as a business super-brand and our dedicated team works around the clock to make your lives healthier and more secure. We strive to provide the best after sales service, and to achieve the same we have over 1500 service centers and as many as 4500 company trained technicians who visit over 20,000 Indian kitchens daily!

2.1 INTRODUCTION TO THE EMPLOYEE SATISFACTION

2.1.1 Employee satisfaction

Employee satisfaction is in regard to one's feeling or state of mind regarding the nature of their work. It can be influenced by a variety of factors e.g.: quality of one's relationships with their supervisor, quality of physical environment in which they work, degree of fulfilment in their work etc.

Locke gives a comprehensive definition of job satisfaction as involving cognitive, effective and evaluative reactions or attitudes and states it is "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience." Job satisfaction is a result of employees' perception of how well their job provides those things that are viewed as important.

There are three generally accepted dimensions to job satisfaction.

First, job satisfaction is an emotional response to a job situation, as such it cannot be seen; it can only be inferred.

Second, job satisfaction is often determined by how well outcomes meet or exceed expectations. For example if organizational participants feel that they are working more harder than others in the department but are receiving fewer rewards, they will probably have a negative attitude toward the work, the boss or the co-workers. They will be dissatisfied. On the other hand, if they feel they are being treated very well and are being paid equitably, they are likely to have a positive attitude toward the job. They will be job - satisfied.

Third, job satisfaction represents several related attitudes.

2.1.2 Factors determining employee satisfaction

• Factors affecting jobs are the main factors of job satisfaction, which may be challenging work, reward systems, working conditions, colleagues, learning and personality. Skill variety autonomy and significance are challenging tasks, which provide maximum satisfaction to employees. Many people feel bored if a job is too simple and routine, but many employees also enjoy simple and routine jobs.

• The job characteristics are important factors for providing satisfaction. Reward systems, equitable rewards, equal pay for equal work, promotion avenues, etc are satisfaction factors. Money is important to employees having unfulfilled basic needs, i.e. they require more award and recognition.

• Fairness in promotion, unbiased attitude of management, responsibilities and social status are the factors that are said to be providing satisfaction to employees.

• Working conditions influence employee's level of satisfaction. Under conducive working condition, people prefer to work hard while in an adverse atmosphere people avoid work. Working condition not only include physicals of the work but also the working relationships in the organization. The physical conditions, for example, are the light, temperature, willingness, etc. A clerk working under routine conditions likes to work hard in an air - conditioned atmosphere with computer facilities. It increases the working capacity of the employee.

☐ The relationships between the employees and the managers have an important bearing on job satisfaction.

☐ Job satisfaction is greater in case the higher authority is sympathetic, friendly and willing to help the employees. Employees feel satisfied when their views are listened to and regarded by their higher authorities

☐ Personal attitude and perceptions are the employees' angles of satisfaction, which should be taken into consideration while motivating people to arrive at job satisfaction

☐ Feedback from the job itself and autonomy are two of the major job-related motivational factors. A recent found that career development was most important to both younger and older employees.

☐ Supervision is another moderately important of job satisfaction. There seem to be two dimensions of supervisory style that affect job satisfaction. One is employee centeredness, which is measured by the degree to which a supervisor takes a personal interest and cares about the employee.

It commonly is manifested in ways such as checking to see how well the employee is doing, providing advice and assistance to the individual, and communicating with the associate on a personal as well as an official level . The other dimension is participation or influence, as illustrated by managers who allow their people to participate in decisions that affect their own jobs. In most case, this approach leads higher job satisfaction.

☐ Friendly, cooperative co-workers or team members are a modest source of job satisfaction to individual employees. The group, especially a "tight" team, serves as a source of support, comfort, advice, and assistance to the individual member.

2.1.3 Outcomes of employee satisfaction

To society as a whole as well as from an individual employee's standpoint, job satisfaction in and of itself is a desirable outcome. It is important to know, if at all, satisfaction relates to outcomes variable. For example, if job satisfaction is high, will the employee perform better and the organization be more effective? I f job satisfaction is low, will there be performance problems and ineffectiveness? The following sections examine the most important of these.

2.1.4 Satisfaction and performance:

Most assume a positive relationship; the research to date indicates that there is no strong linkage between satisfaction and performance. Conceptual, methodological, and empirical analyses have questioned and argued against these results.

The best conclusion about satisfaction and performance is that there is, definitely a relationship. The relationship may even be more complex than others in organization behaviour. For example, there seem to be many possible-moderating variables, the most important of which is reward. If people receive reward they feel are equitable, they will be satisfied, and is likely to result in greater performance effort.

2.1.5 Satisfaction and turnover:

Unlike that between satisfaction and performance, research has uncovered a moderately negatively relationship between satisfaction and turnover. High job satisfaction will not, in and of itself, keep turnover low, but it does seem to help. On the other hand, if there is considerable job dissatisfaction, there is likely to be high turnover. Obviously, other variables enter into an Employees decision to quit besides job satisfaction. For example, age tenure in the organization, and commitments to the organization, may play a role. Some people cannot see themselves working anywhere else, so they remain regardless of how dissatisfied they feel.

Another factor is the general economy, typically there will be an increase in turnover because will being looking for better opportunities with other organization.

2.1.6 Satisfaction and absenteeism:

Research has only demonstrated a weak negative relationship between satisfaction and absenteeism. As with turnover, many variables enter into the decision to stay home besides satisfaction with the job. For example, there are moderating variables such as the degree to which people that there job are important. For example, research among state govt. Employees has found those who believed that there was important had lower absenteeism.

Chapter 3

REVIEW OF LITERATURE

The history of job satisfaction stems back to the early 1900's with the situationist perspective on job satisfaction. This perspective states that satisfaction is determined by certain characteristics of the job and characteristics of the job environment itself. This view has been present in the literature since the first studies by Hauser, Taylor and the various projects at the Western Electric plants in Hawthorne (Cranny, Smith & Stone 1992). These studies follow the assumption that when a certain set of job conditions are present a certain level of job satisfaction will follow. The Hawthorne Studies are considered to be the most important investigation of the human dimensions of industrial relations in the early 20th century. They were done at the Bell Telephone Western Electric manufacturing plant in Chicago beginning in 1924 through the early years of the Depression. The Hawthorne plant created an Industrial Research Division in the early 1920's. Personnel managers developed experiments to explore the effects of various conditions of work on morale and productivity (Brannigan & Zwerman 2001). "Today, reference to the "Hawthorne Effect" denotes a situation in which the introduction of experimental conditions designed to identify salient aspects of behavior has the consequence of changing the behavior it is designed to identify. The initial Hawthorne effect referred to the observation that the productivity of the workers increased over time with every variation in the work conditions introduced by the experiments" (Brannigan & Zwerman 2001). Simply stated when people realize that their behavior is being watched they change how they act. The development of the Hawthorne studies also denotes the beginning of applied psychology, as we know it today. These early studies mark the birth of research on job satisfaction relating to ergonomics, design and productivity.

One of the most popular and researched measures of job satisfaction is the Job Descriptive Index (JDI). "The JDI is a 72-item adjective checklist type questionnaire developed by Smith, Kendall, and Hulin in 1969" (Gregson, 1991). This measure basis itself on five facets of job satisfaction. The first facet is the work itself, satisfaction with work itself is measured in terms of the core job characteristics such as autonomy, skill variety, feedback, task identity,

and task significance (Hackman & Oldham, 1975). Supervision, the second facet, is measured in such ways as how supervisors provide feedback, assess employee's performance ratings, and delegate work assignments.

Coworkers, the third facet, are measured in terms of social support, networking, and possible benefits attached to those relationships (Cranny, Smith & Stone, 1992). Pay, the fourth facet, is an important source of satisfaction because it provides a potential source of self-esteem as well as the generic opportunity for anything money can buy (Bruckner, 1988). Obviously satisfaction with pay is measured primarily by current income but also by opportunities for salary increases. Promotion is the final facet and the one that the JDI explicitly assesses how perceptions about the future can affect job satisfaction. Today the facets of the JDI are generally assessed by modifying the adjective checklist and using a Likert scale on statements such as, "opportunities for advancement are plentiful" measured from one (strongly disagree) to five (strongly agree) (Cranny, Smith & Stone, 1992).

Another popular and highly researched measure of job satisfaction is the Minnesota Satisfaction Questionnaire (MSQ). The MSQ can be scored for twenty facets; scores from one question for each facet provide a single overall composite score. The MSQ is commonly used in conjunction with the Minnesota Importance Questionnaire (MIQ). "These instruments were designed for use with adult career counseling clients with work experience. They are particular ly useful for clients that might be cal ed "career changers," that is, adults with considerable work experience in one or more chosen occupations who are dissatisfied with their work and remain undecided about their career future" (Thompson & Blain, 1992).

A study conducted in Europe, Asia, Africa, and the Americas reported similarities among workers. "10,339 workers were surveyed across 10 European countries, Russia, Japan, and the United States. Researchers consistently identified the same top five key attributes in a job: ability to balance work and personal life, work that is truly enjoyable, security for the future, good pay or salary and enjoyable co-workers. Across the four major geographic regions studied, workers specifically emphasized the importance of potential advancement and the opportunity to build skill s as a way to maintain employability and job security" (Yankelevich Partners, 1998 p.42).

Chapter 4

OBJECTIVES   OF THE STUDY

- To study the job satisfaction levels among the employees of EUREKA FORBES Pvt. Ltd**.**

- To study the various factors affecting employee satisfaction.

- To analyse the current satisfaction level of the employees on certain point in the company.

Chapter 5

RESEARCH METHODOLOGY

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

5.1 RESEARCH DESIGN

The study was based on survey method. The aim of the study is to find satisfaction levels of employees.

5.2 SAMPLE DESIGN

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

5.3 PERIOD OF STUDY

This study on employee satisfaction was conducted during the period of one month.

5.4 SAMPLE SIZE

The sample size of this study is fifty respondents.

5.5 DATA COLLECTION

The data collected for the study consists of both primary and secondary data.

5.6 PRIMARY DATA

It consisted of the first hand source of data collected through the questionnaires from the respondents.

5.7 SECONDARY DATA

The theoretical foundation of the study is based on various secondary sources such as: Internet & Booklet of EUREKA FORBES Pvt. Ltd.

5.8 QUESTIONNAIRE

In this study the researcher have used a questionnaire consisting of ten multiple choice based questions.

5. 9 GRAPHICAL REPRESENTATION OF DATA

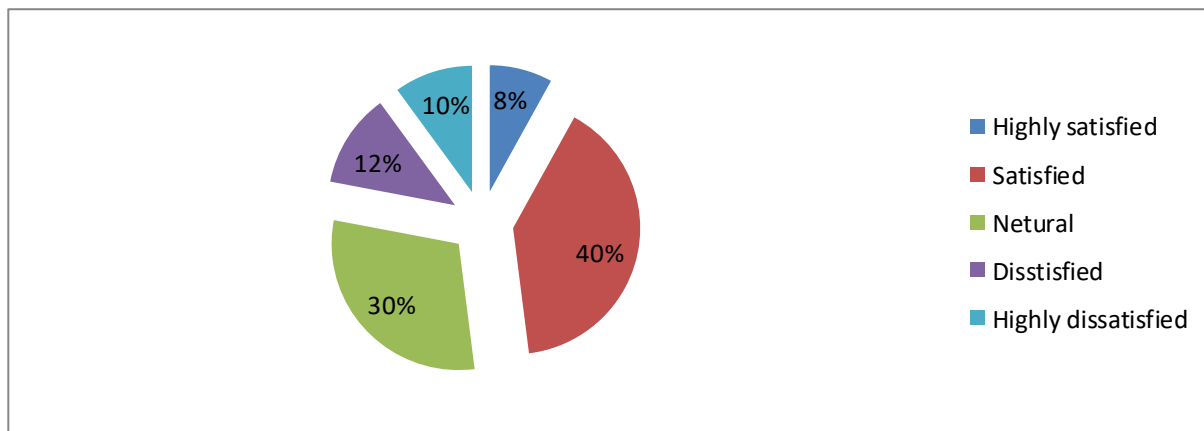Graphical Representation tool Pie Charts have been used for the data analysis.

Chapter 6

DATA ANALYSIS AND INTERPRETATION

1. **Do you enjoy your work?**

TABLE NO. 6.1:

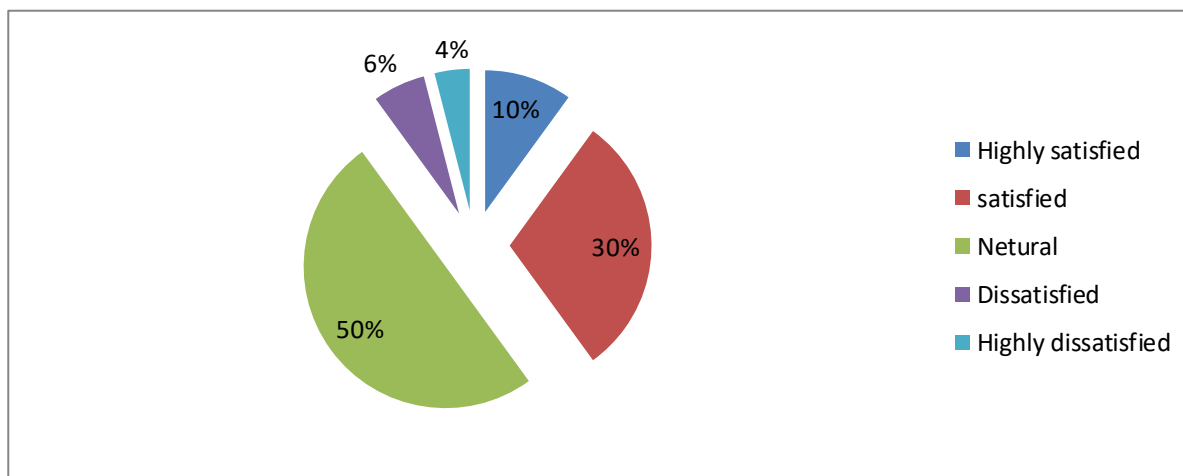| Responses	Percentage	No. of respondent
Highly satisfied	8%	4
Satisfied	40%	20
Neutral	30%	15
Dissatisfied	12%	6
Highly dissatisfied	10%	5
Total	100%	50

DIAGRAM NO. 6.1

Analysis: Out of 50 respondents 4 were highly satisfied or enjoy their work, 20 were satisfied, 15 were neutral regarding their response, 6 were dissatisfied whereas 5 were highly dissatisfied. Majority of respondents were satisfied with the nature of work assigned to them.

2. Are you satisfied with the infrastructure provided by your company?

TABLE NO. 6.2:

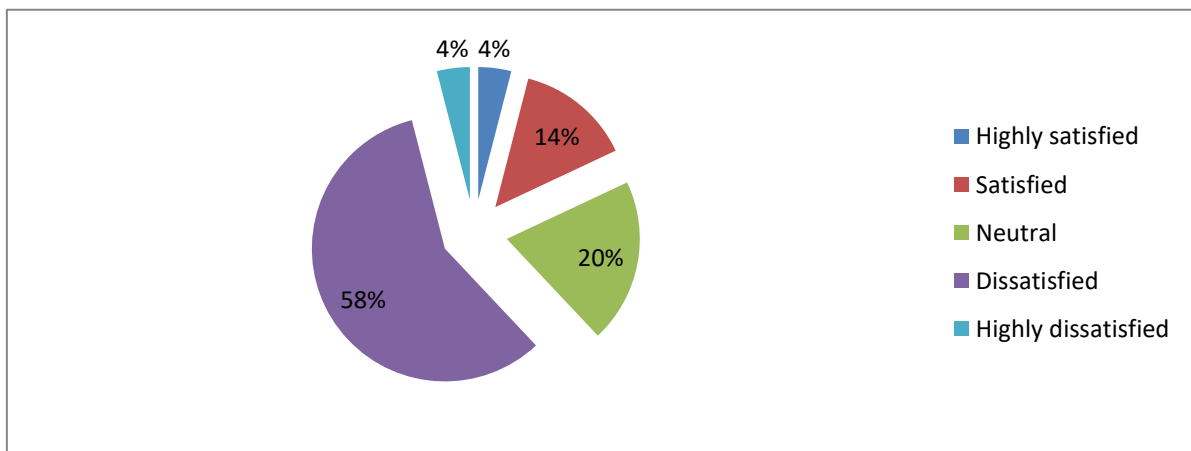| Responses	Percentage	No. of respondent
Highly satisfied	10%	5
Satisfied	30%	15
Neutral	50%	25
Dissatisfied	6%	3
Highly dissatisfied	4%	2
Total	100%	50

DIAGRAM NO. 6.2

Analysis: Out of 50 respondents 5 were highly satisfied with the infrastructure, 15 satisfied, 25 gave neutral response, 3 were dissatisfied whereas 2 were highly dissatisfied. Majority of respondents were neither satisfied nor dissatisfied.

3.Do you find your HOD/superiors as being helping and supportive?

TABLE NO. 6.3:

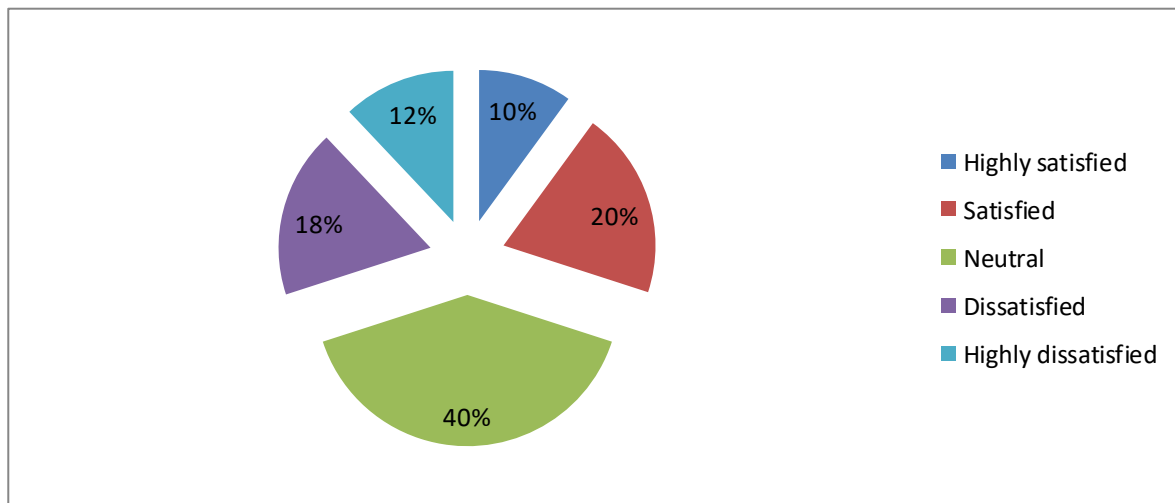| Responses	Percentage	No. of respondent
Highly satisfied	4%	2
Satisfied	14%	7
Neutral	20%	10
Dissatisfied	58%	29
Highly dissatisfied	4%	2
Total	100%	50

DIAGRAM NO. 6.3

Analysis: Out of 50 respondents 2 were highly satisfied with the supportiveness of their HOD/superior, 7 were satisfied, 10 were neutral regarding their response, 29 were dissatisfied whereas 2 were highly dissatisfied. Majority of respondents were neutral with HOD/superior supportiveness.

4. Do you get sufficient opportunities to improve your skills?

TABLE NO. 6.4:

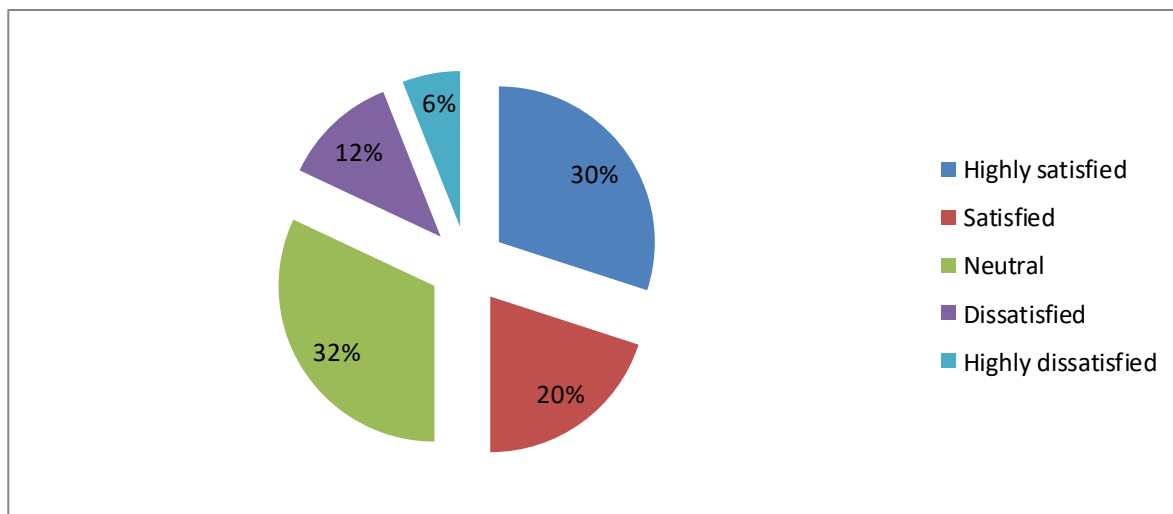| Responses	Percentage	No. of respondent
Highly satisfied	10%	5
Satisfied	20%	10
Neutral	40%	20
Dissatisfied	18%	9
Highly dissatisfied	12%	6
Total	100%	50

DIAGRAM NO. 6.4

Analysis: Out of 50 respondents 5 were highly satisfied by getting sufficient opportunities to improve their skills, 10 were satisfied, 20 were neutral regarding their response, 9 were dissatisfied whereas 6 were highly dissatisfied. Majority of respondents were satisfied.

5. Do you get regular Feedback regarding your performance?

TABLE NO. 6.5:

| Responses	Percentage	No. of respondent
Highly satisfied	30%	15
Satisfied	20%	10
Neutral	32%	16
Dissatisfied	12%	6
Highly dissatisfied	6%	3
Total	100%	5 0

DIAGRAM NO. 6.5

Analysis: Out of 50 respondents 15 were highly satisfied by getting regular feedback from their superiors, 10 were satisfied, 16 were neutral regarding their response, 6 were dissatisfied whereas 3 were highly dissatisfied.

6. Whether your organization takes your suggestion seriously?

TABLE NO. 6.6:

| Responses	Percentage	No. of respondent
Frequently	6%	3
Rarely	30%	15
Occasionally	64%	32
Total	100%	50

DIAGRAM NO. 6.6
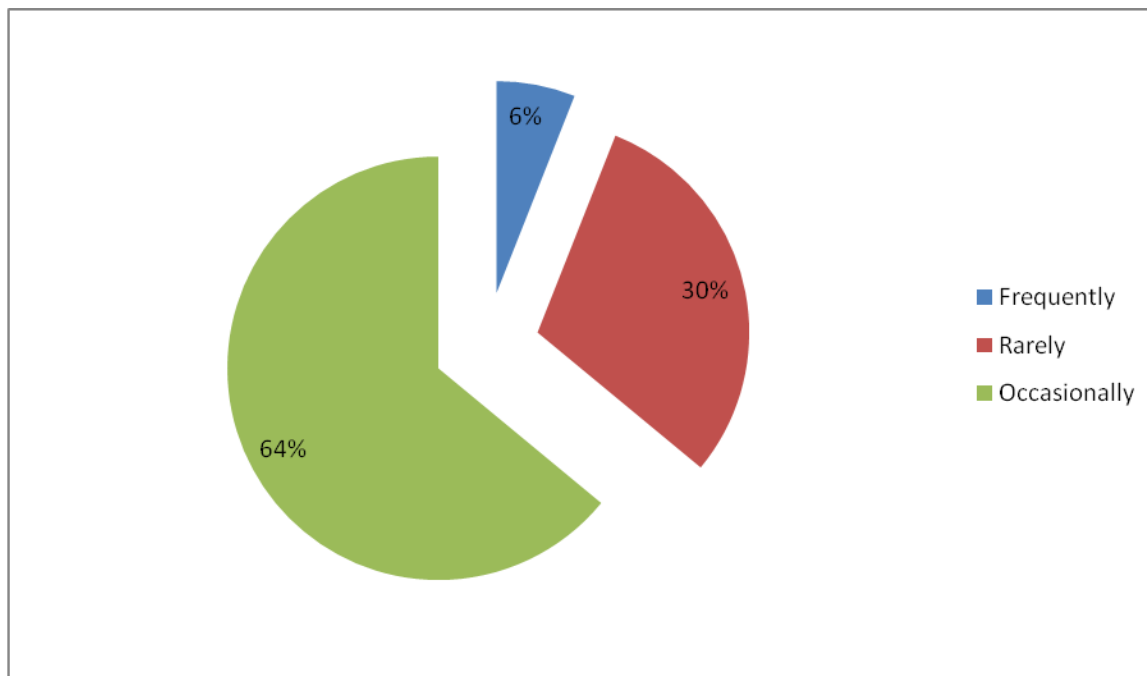
Analysis: Out of 100 respondents 9 were highly satisfied by the nature of work, 40 satisfied, 29 were neutral regarding their response, 15 were dissatisfied whereas 7 were highly dissatisfied. Majority of respondents were satisfied by the nature of work assigned to them.

7. Does the mission and vision of the organization related to your individual mission and goal?

TABLE NO. 6.7:

Responses	Percentage	No. of respondent
Always	6%	3
Mostly	24%	12
Sometimes	40%	20
Rarely	30%	15
Not at all	0%	0
Total	100%	50

DIAGRAM NO. 6.7
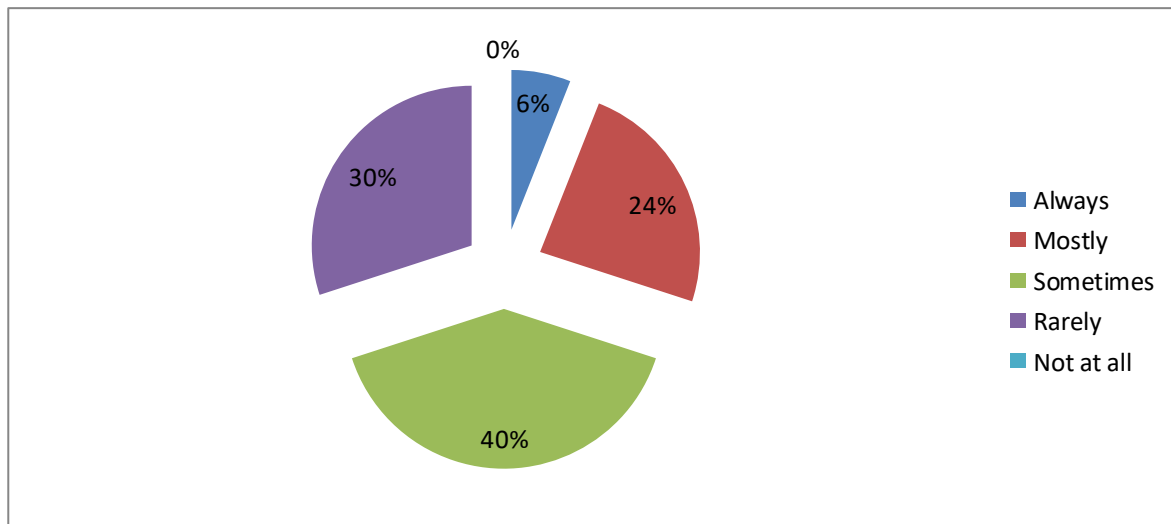
Analysis: Out of 50 respondents 3 said there mission & vision of organization is always related to their individual mission and goal, 12 said mostly, 20 said sometimes, 15 said rarely
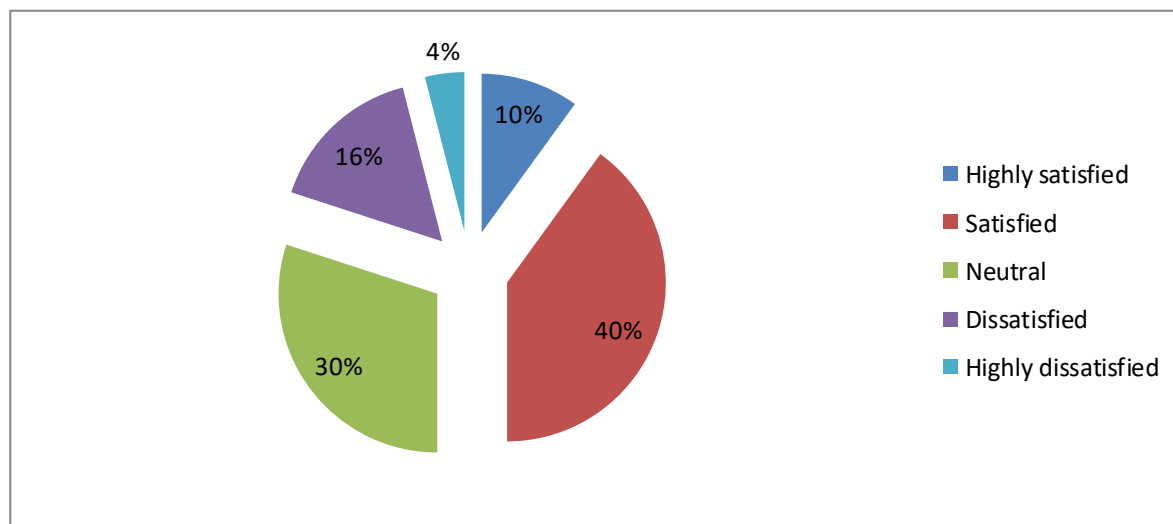
8. Does your manager promote innovation at job?

TABLE NO. 6.8:

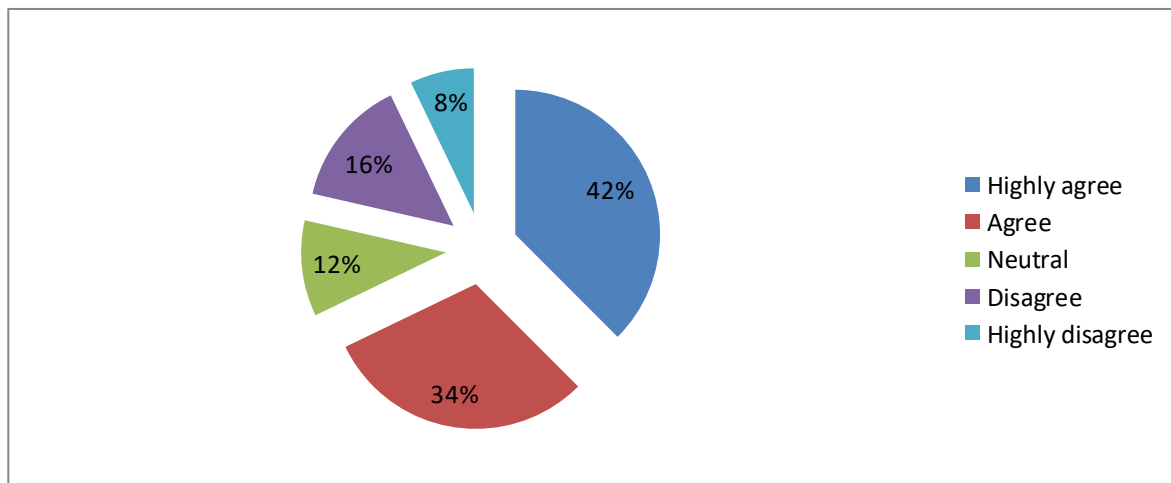| Responses	Percentage	No. of respondent
Highly satisfied	10%	5
Satisfied	40%	20
Neutral	30%	15
Dissatisfied	16%	8
Highly dissatisfied	4%	2
Total	100%	50

DIAGRAM NO. 6.8

Analysis: Out of 50 respondents 5 were highly satisfied; they said their manager promote innovation at job, 20 were satisfied, 15 were neutral regarding their response, 8 were dissatisfied whereas 2 were highly dissatisfied.

9. Do you agree the regular family programmes should be organized?

TABLE NO. 6.9:

| Responses	Percentage	No. of respondent
Highly agree	42%	21
Agree	34%	17
Neutral	12%	6
Disagree	16%	8
Highly disagree	8%	4
Total	100%	50

DIAGRAM NO. 6.9

Analysis: Out of 50 respondents 9 were highly satisfied by the nature of work, 40 satisfied, 29 were neutral regarding their response, 15 were dissatisfied whereas 7 were highly dissatisfied. Majority of respondents were satisfied by the nature of work assigned to them.

10. Do you fatigue while performing your job?

TABLE NO. 6.10:

Responses	Percentage	No. of respondent
Yes	42%	21
No	58%	29
Total	100%	50

DIAGRAM NO. 6.10
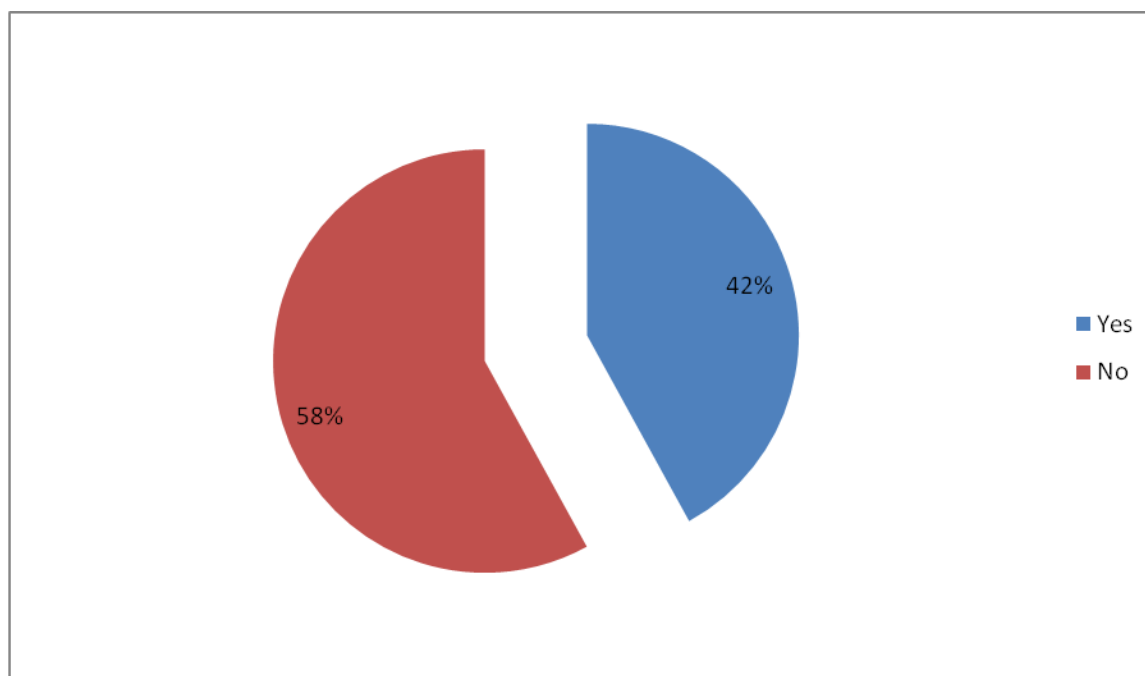
Analysis: Out of 50 respondents 9 said yes they get fatigue while performing their job & 29 said no they don't get fatigue.

Chapter 7

FINDINGS

1. 40% of the respondents are satisfied they enjoy their work.

2. 50% of the respondents are neither satisfied nor dissatisfied regarding infrastructure of the organization.

3. 58% of the respondents are dissatisfied regarding supportiveness of their HOD/superiors.

4. 40% employees gave neutral response of getting sufficient opportunities to improve their skills.

5. 30% employees are highly satisfied with getting regular feedback from their superior and 32% gave neutral response.

6. 64% of the respondents said organization takes their suggestion occasionally.

7. 40% employees said that mission & vision of organization is sometimes related individual mission & goal.

8. 58% of the employees does not get fatigue while performing their job.

Chapter 8

RECCOMMONDATION

1. (22%) of employee's believes that Innovation should be provided by the manager to improve the skills to make them satisfied and enjoy the work.

2. More than (50%) of the employees are neutral towards certain issue with the infrastructure of the company. management should improve the infrastructure so that employee should not face difficulty while working.

3. (58%) employees believes there should be support from HOD/superiors to help them out.

4. (58%) employees believes that Sufficient opportunities should be given to improve their skills.

5. Regular feedback is not given to the (18%) of the employees. they should get regular feedback so that they can improve themselves accordingly .'So to motivate the employees, management should take into consideration some suggestions given by the employees. It will help to increase the motivation and ultimately the job satisfaction of the employees.

6. (30%) of the employees believes Mission and goals of the company should be same and similar for all it should not be related to any individual goal and target.

Chapter 9

CONCLUSION

As a part of our Dissertation work, I got an opportunity to work upon a period of One month in preparing **AT EUREKA FORBES LTD** employee satisfaction level.. It helped me to analyze the working of the organization which helped as to convert our theoretical knowledge into practical.

The present study is an earnest attempt to determine employee's satisfaction in **AT EUREKA FORBES LTD**. It is indeed necessary for any organization to understand the need of their employees and fulfill them before they leave the organization. If nothing is done by the organization then there are chances to loose talented employees from any organization to its competitors. Hence it is necessary for any organization to ensure employees satisfaction.

From the study it was identified that the most of the employees are satisfied with the job. Majority of the employees are satisfied with the salary structure, promotional programs, working condition, allowances provided by the organization. They are also satisfied with the employer-employee relationship and communication channel in the organization. But still only 40% of the employees get opportunities to participate in decision making. Also majority of the employees are not provided with the welfare measures. If the firm concentrates of the findings and suggestions of their survey, we hopefully believe that the organization can further bring out their labor with full satisfaction and obtain good result.

Chapter 10
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Chapter 11

ANNEXURE

QUESTIONNAIRE

Dear Respondent,

We are the students of B.B.A**.** and we are conducting a survey on the employee satisfaction with the performance appraisal. You are kindly requested to give your feedback. The data collected will be used only for **academic purpose**.

Please tick (✓) the relevant option:-

- **Gender:**   1) Male ☐   2) Female ☐
- **Age:**   1) 15-30 ☐   2) 30-50 ☐   3) 50 above ☐
- **Marital status**: 1) Single ☐   2) Married ☐

- **Education:**

    1) Under Matriculation ☐

    2) Intermediate ☐

    3) Graduate ☐

    4) Post Graduate ☐

    5) Other_____

- **Experience:**   1) below 5 years   2) 5 to 10 years   3) above 10 years

ORGANIZATIONAL DETAILS:

1. Do you enjoy your work?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfied

2. Are you satisfied with the infrastructure provided by your company?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfied

3. Do you find your HOD/superiors as being helping and supportive?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfied

4. Do you get sufficient opportunities to improve your skills?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfi

5. Do you get regular Feedback regarding your performance?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfied

6. Whether your organization takes your suggestion seriously?

   A) Frequently

B) Rarely

C) Occasionally

7. Does the mission and vision of the organization related to your individual mission and goal?

A) Always

B) Mostly

C) Sometimes

D) Rarely

E) Not at all

8. Does your manager promote innovation at job?

A) Highly satisfied

B) Satisfied

C) Neither satisfied nor dissatisfied

D) Dissatisfied

E) Highly Dissatisfied

9. Do you agree the regular family programmers should be organized?

A) Highly agree

B) Agree

C) Neither agree nor disagree

D) Disagree

E) Highly Disagree

10. Do you fatigue while performing your job?

A) Yes

B) No