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# **A PROJECT REPORT ON EMPLOYEE JOB SATISFACTION WITH SPECIAL REFERENCES TO TWFS CONSULTANCY PRIVATE LIMITED**

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## **ABSTRACT**

Job satisfaction refers to one's feeling towards their job. If the job satisfaction increases organization commitment will increased. Job satisfaction is defined as the level of contentment employees feel with their job. Their daily duties to cover satisfaction with team member/managers, satisfaction with organizational and the impact of their job on employees

Employee satisfaction refers to happy and fulfilled employees with their jobs encompassing their overall experience and contentment with their roles in the organization.

**KEY WORDS:** Job Satisfaction, employee retention, job security, organizational commitment.



## INTRODUCTION:

Job satisfaction much an employee is self-motivated, content, and satisfied with his or her job. Job satisfaction happens when employees feel like they have a stable job, room to grow in their career, and a good mix between work and personal life. This means that the employee is happy at work because the work meets the person's standards.

The environment, attitude, and quality of work that a company can provide to its employees can also greatly impact employee job satisfaction. It may not be able to be measured, but research methods can be used to compare employee's satisfaction levels in the same company or industry based on the same questions or parameters.

Job satisfaction refers to employees overall feelings about their jobs. It is the state of well-being and happiness of a person concerning performance in the workspace and its environment. It can be excellent determinant of productivity within a company.

## EMPLOYEE

A person who works for a company or another individual in return for pay is known as an employee. A person who is hiring to work for another or for a business, firm, by a company base on the skill

## JOB SATISFACTION

Job satisfaction is the feeling of the contentment or fulfilment that someone gets from their job. Employee contentment with their work is referred to as job satisfaction. This extends beyond their regular responsibilities to include their level of satisfaction with supervisors and team members, organizational rules, and the effect their work has on their personal lives.



## OBJECTIVES OF THE STUDY

- To know the level of satisfaction in the employees of TWFS Consultancy Private Limited.
- To know the benefits provided by the organization to the employees.
- To know & understand the company which factors to apply in the process of providing the employee satisfaction.
- To check the degree of satisfaction of employee.

## SCOPE OF THE STUDY

It is to analyse and study on employee job satisfaction at TWFS Consultancy private limited, the importance of effective job satisfaction for the development and improvement and competence of the organization.

The project work entitled “EMPLOYEE JOB SATISFATION” at TWFS PVT LTD covers various levels of employees in the organization.

- ✓ This report is useful to the management of the company to know the satisfaction level of employees and they can take measures to increase productivity.
- ✓ The scope of employee job satisfaction encompassing various factors that influence both individual well-being and organizational success.

## LIMITATIONS OF THE STUDY

- The research at “TWFS Consultancy Private Limited” could not be conducted in more detail due to influenced by several limitations.
- In other consultancy firms one major challenge could be maintaining a healthy work-life balance, as consultancy roles often demand long hours and tight deadlines.
- Employees may feel there are limited opportunities for promotions, skill development, or career advancement.
- Ineffective leadership, lack of recognition, and the poor communication from management can lead to dissatisfaction.
- If salaries and benefits do not match industry standards or the cost of living, employees.



## REVIEW OF LITERATURE

1. AdeyinkaTella et.al (2007) studied Work Motivation, Job Satisfaction, and organizational commitment of Library Personnel in Academic and Research Libraries in Oyo State, Nigeria. They discussed some variables such as salary, money, staff training and availability of information, which are related to job satisfaction. It is also mentioned in the research that the due recognition to the needs of workers must be given saying that, “the ultimate test of organizational success is its ability to create values sufficient to compensate for the burdens imposed upon resources contributed.” The research looks at workers, in particular librarians, in an organized endeavor. Putting in time and efforts for personal, economical, and non-economic satisfaction
2. Akintoye (2000) asserts that money remains the most significant motivational strategy. It describes ‘money’ as the most important factor in motivating the industrial workers to achieve greater productivity. The study suggests the creation of incentive wage systems as a means of stimulating workers to higher performance, commitment, and eventually satisfaction. Money possesses significant motivating power in as much as it symbolizes intangible goals like security, power, prestige, and a feeling of accomplishment and success.
3. Sinclair, et al. (2005) demonstrates the motivational power of money through the process of job choice. He explains that money has the power to attract, retain, and motivate individuals towards higher performance. For instance, if a librarian or information professional has another job offer which has identical job characteristics with his current job, but greater financial reward, that worker would in all probability be motivated to accept the new job offer
4. Nida Zafar et.al (2014) studies determinants of employee motivation and its impact on knowledge transfer and job satisfaction. This descriptive type of research study specifically focuses on the employee motivation. The study examines the impact of different variables like extrinsic reward (Pay), intrinsic reward (and knowledge transfer. This study mentions that if the employees are motivated, they will be satisfied by their jobs and if they are satisfied by their job then in turn they will work hard to attain organizational goals. Thus when the goals are achieved, the organization will get the benefits. The said research study has a sample of 200 respondents for data collection. This study mentions that the job satisfaction though important factor, the employee motivation is directly dependent on training of employee, expectancy and knowledge transfer.



5. Ghulam Salma (2012) studied Teacher's Motivation & Job Satisfaction, Teacher motivation is an important concern for educational leaders and managers because teacher motivation has an important effect on student motivation. The research paper describes various techniques, which help in teaching from there. Some factors such as "income, salary, and promotion criteria" all teachers are entirely dissatisfied. During this research paper one thing strikes me is that "political pressure political pressure should be reduced. Recruitment should be on the basis of merit.

## RESEARCH METHODOLOGY

### Introduction:

The job satisfaction of employee and leadership style are the main elements that impact the organization effectiveness. Leadership is known as one of the important aspects of job satisfaction from employees. The collected data is assumed by give adequate answers to the questions raised in this research including the analysis the data used in this study. The objectives, the research design, research philosophy, research approach, the source of data collection as well as sample population from the study, data analysis method developed.

### Research design:

Type of research: Descriptive research design.

### Sources of data

A data source is the origin of information that is used for analysis, reporting, or decision-making. Data sources can be internal or external, and can include surveys, reports, data-bases, and more internal data sources company records and customer.

### Primary data

A primary data of data is an original record or account of an event or topic. Primary source are the most direct evidence of an event because they were created by people or thing that were there at the time.



## Secondary data

Secondary data is information that has already been collected and published by someone else. It's a second-hand perspective on a subject or event.

## Sample size

Sample size means the number of sampling units selected from the organization for investigation from the company. The total sample size that is taken for this study is 50.

## Sampling unit

Workers and employees

## Sample method

A sampling technique is used based on the convenience and simple.

## Research instrument

A structured questionnaire is used here as the instrument to collect data from both open ended and closed ended questions.

## Tools used

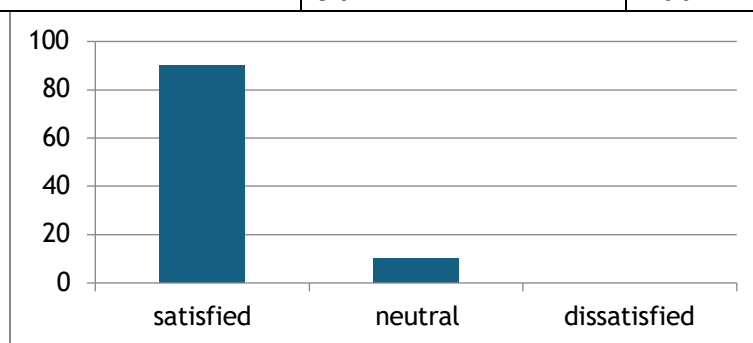
- Data is analyzed by using simple percentage method.
- Percentage analysis.



## DATA ANALYSIS AND INTERPERTATION

1. How satisfied are you with your job role?

S. NO	Employee option	No. of respondent	Percentage
1	Satisfied	45	90
2	Neutral	5	10
3	Dissatisfied	0	0
4	Total	50	100

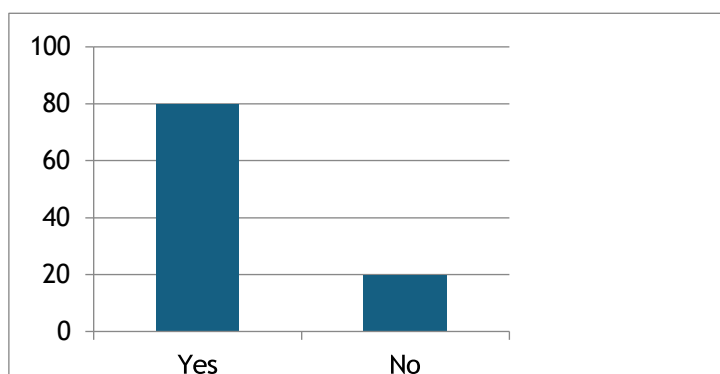


### Interpretation

By observing the data collected 90% employees are satisfied and 10% are neutral with their job role.

2. Do you feel you got the appropriate salary for your work?

S. NO	Employee option	No. of respondent	Percentage
1	Yes	40	80
2	No	10	20
3	Total	50	100



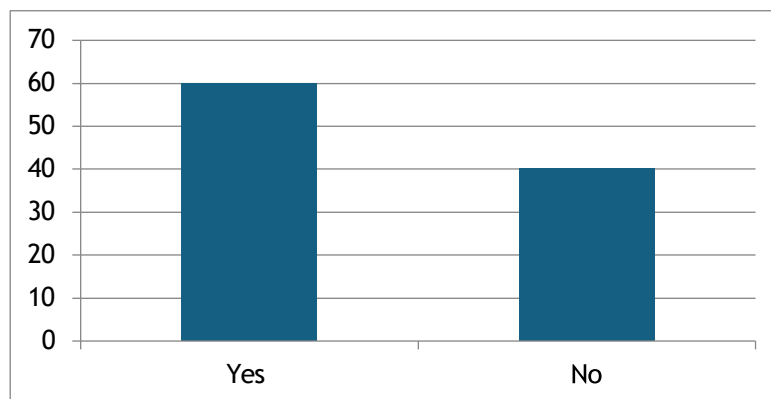
### Interpretation

By observing the data collected 80% employees feel they got appropriate salary for their work and 20% employees are unhappy with the salary structure.



3. Does your supervisor give you feedback on you work?

S. NO	Employee option	No. of respondent	Percentage
1	Yes	30	60
2	No	20	40
3	Total	50	100

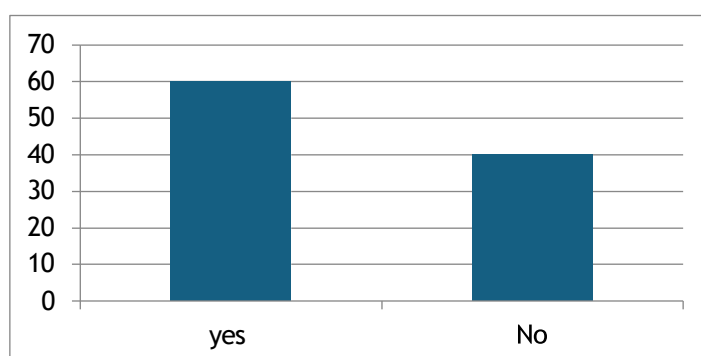


Interpretation

By observing the data collected 60% employees stated that supervisor gives feedback and 40% of employees said they didn't receive any feedback.

4. Does your organization take your suggestions for the improvement of business?

S. NO	Employee option	No. of respondent	Percentage
1	Yes	30	60
2	No	20	40
3	Total	50	100





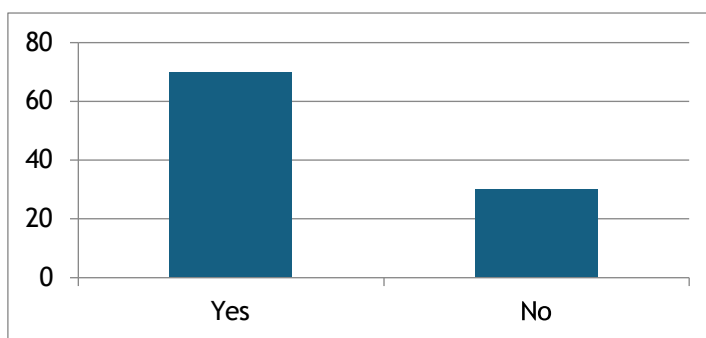


### Interpretation

60% of the employees feel organization takes suggestions from and 40% feel organization does not consider their suggestions.

5. Are there any incentive provided to you by the organization for your good performance?

S. NO	Employee option	No. of respondent	percentage
1	Yes	35	70
2	No	15	30
3	Total	50	100



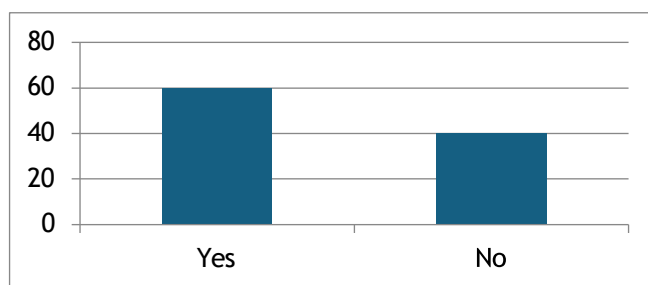
### Interpretation

By observing the data collected 70% employees gave a positive feedback with the incentive provided by the organization for good performance and 30% employees gave a negative feedback.



6. Do you feel the company helps for additional skill development activities?

S. NO	Employee option	No. of respondent	Percentage
1	Yes	30	60
2	No	20	40
3	Total	50	100

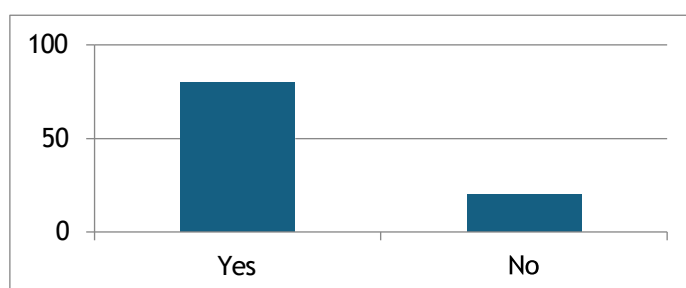


### Interpretation

60% employees stated that they receive help from the company for their additional skill development and 40% employees stated that they didn't receive help from the company.

7. Do you feel the promotion is given according the performance of the employee?

S.NO	Employee option	No. of respondent	Percentage
1	Yes	40	80
2	No	10	20
3	Total	50	100



### Interpretation

80% employees stated that they receive promotion based on their performance and 20% didn't agree with it.



### FINDING:

- Most of the respondent stated that they are satisfied with their work.
- Most of the employees are agreed about the benefits extended by the company.
- 40% of the employees stated that they didn't receive proper feedback from the supervisors.
- 40% of the employee stated that they organization was not ready to take only valid suggestions from the employees.
- 70% of the employees stated that they don't receive support from the employers for their skill development.
- Almost all the employees are happy with the promotional strategies followed by the organization.

### SUGGESTIONS

- Sufficient opportunities should be given to employees to improve their skills.
- The company has to maintain benefits and compensation as same level future.
- Give importance to employee recognition with their suggestions and work,
- Gather regular employee feedback for improvement.
- Organization has to provide appropriate feedback to the employees for the work they have done.

### CONCLUSION

Employee job satisfaction is essential for maintaining a productive, engaged, and loyal workforce. By fostering open communication, providing career growth opportunities, ensuring competitive compensation and promotion a healthy work-life balance, organizations can create a positive work environment. Recognizing employee contributions, preventing burnout, and encouraging collaboration further enhance job satisfaction. When employees feel valued, supported, and motivated, they are most likely to perform at their best, leading to higher retention rates and overall business success. Prioritizing employee well-being not only benefits individuals but also strengthens the company's culture and long-term growth.



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