

**Job satisfaction and its effect on the performance of employees at  
Choice Broking Private Ltd**

**An Internship Report for**

**Course code and Course Title: MBIR002 Final Internship Report**

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**MBA in (Human Resource)**

**by**

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**Date: 26<sup>th</sup> April 2023**

## **DECLARATION**

I, the student of MBA in Goa Business School, Goa University, with great pleasure declare that the project entitled 2 Months internship report on Job Satisfaction and its effect on performance of employee, which has been prepared as an integrated part of the course requirement of my MBA program under the guidance of DR. Nirmala Rajanala .It has also to be mentioned that this report is neither in full nor in part has previously formed the basis for the award of any other degree or either this university or any other university.

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Place: Goa University

## **ACKNOWLEDGEMENT**

Firstly praise and thanks to “ALLAH” Almighty, the one testing us all at all times and making decisions about what we don’t know and can’t know. The report being submitted today is a result of my effort with innumerable helping hands behind who have guided me on my way.

Secondly, words are inadequate in offering thanks to my respected mentor but I owe my profound gratitude to DR.Nirmala Rajanala for stimulating my abilities by assigning this project to me and for her able guidance and useful suggestions, which helped me in completing the project in time.

Whatever I have learnt from her and this project report has put indelible impression on my mind and it is my conviction that this learning experience will always be a source of help in my practical life and professional career.

Finally, yet importantly, I would like to express my heartfelt thanks to my beloved parents, for cooperation, help, kindness and blessings. I am highly grateful to my family and friends for their help and wishes for the successful completion of the work.

Writing this report appeared to be a great experience to me. It added a lot to my knowledge.

Surya Noori

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## **Executive Summary**

Choice Broking Equity Ltd is a full-service stockbroking firm in India that provides institutional and retail clients with a vast array of financial products and services. The business offers services for trading in commodities and equity, as well as investment advice, wealth management, research, and analysis.

Choice Broking Equity Ltd. is registered with the Securities and Exchange Board of India (SEBI) and a member of the National Stock Exchange (NSE), Bombay Stock Exchange (BSE), and Multi Commodity Exchange (MCX). The business serves its consumers through a network of locations and franchises spread throughout India and a robust online trading platform.

Overall, Choice Broking Equity Ltd. is well-established in the Indian stockbroking sector and offers a variety of services to satisfy the needs of its clients.



**TOWHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Surya Noori student of GOA Business School undergoing a Master of Business Administration (MBA) has successfully completed the internship from 01/03/2023 to 26/04/2023 at Choice Broking private Ltd. She actively participated in the activities during the period of internship and learned the skills needed for various activities such as data management and analysis.

We wish her grate success in all of her future endeavors.



Adrish Kilaniya  
Branch manager  
Goa

Date: 27/04/2023

## A BRIEF NOTE ON CHOICE BROKING LTD GROUP OF COMPANIES

Choice Group, incorporated in 1992, is a financial institution that finds its legacy in solving financial problems and bridging gaps for individuals, institutions, and governments.

For the past 25 years, they are committed to helping their clients achieve their financial aspirations and promote value creation for society.

### **Their Journey**

Their long journey has several milestones but the most important one has been their client's trust which they cherish the most.

1992 group of corporation

2008 took over a listed NBFC choice international

2010 equity and commodity broking license

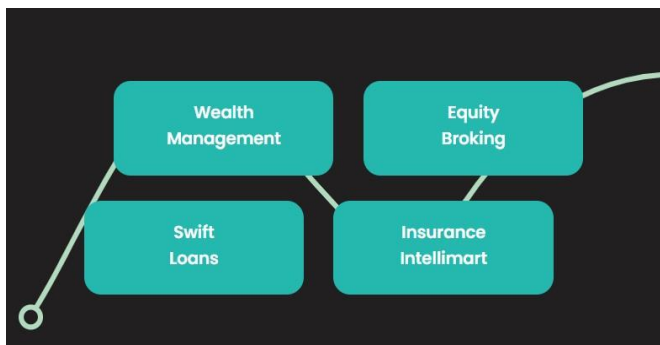
2011 SEBL license.

2017 Launch of mutual fund APP-investigate.

2018 launched trading APP-jiffy.

2022 Listing on NSE

### **App with multiple benefits**



## **Mission**

Their mission is to consistently become better at what we do by serving their clients, shareholders and society with ideas and products to promote financial growth for everyone and contributing to a sustainable future.

## **Vision**

Their vision is to empower their clients financially by delivering innovation and prosperity through they are offerings. Thier aim to keep moving forward with a blend of conventional wisdom and new ideas.

## **Core Values**

Who we are is reflected in what we practice. Our values are the guiding light for everything we do at choice:

- Honesty
- Optimism
- Innovation
- Consistency
- Empowerment
- Commitment

## **What the company Offer**

They offer a wide range of customized services, empowering their clients to manage their finances under one roof They also offer:

### **1- Equity Broking**

Choice allows you to trade in equities at your fingertips with best in class Name technology & unbeatable research calls. Invest in Capital Markets with smart insights & recommendations from our research desk to get returns in multifold.

- Public Offer



- Portfolio Management Services
- Financial Planning
- Bonds & Derivatives

## 2- Wealth Management

From asset allocation support, trading of securities to specialized investment vehicles, Choice wealth management offers a range of financial products and services designed to cater to a range of investments needs of its clients.

- Asset Allocation
- Investment Products
- Risk Management
- Estate Planning

## 3- Insurance

Choice aims to simplify the complex world of insurance for its customers. It has entered into strategic alliances with all the insurance companies, and has access to the best products & solutions in the insurance market.

- Health Insurance
- Life Insurance
- Commercial Insurance
- Vehicle Insurance

#### 4- Loans

Choice loans team covers ambit of loan requirements under one single umbrella to provide a complete and cohesive solution to every loan requisite.

- Solar Finance
- Business Loans
- Vehicle Loan
- Loan against Securities

#### 5- Management Consultancy

We focus on creating customized solutions to grow and manage your business and bring you the best advisory, consultation and execution services.

- Business & Transaction Advisory
- Taxation
- Governance, Risk & Compliance □ Corporate Service

#### 6- Capital Advisory

Build a tough and developing business with our experienced team of professionals for Investment Banking, Corporate Finance and Merchant Banking.

- Investment Banking
- Corporate Finance
- Merchant Banking
- IPO Readiness

## **Introduction**

The degree of enjoyment employees experience with their jobs is known as job satisfaction. Beyond their regular responsibilities, this includes their relationship with coworkers and bosses, their opinion of the organization's rules, and the effect their work has on their personal lives.

An unmeasurable statistic known as job satisfaction is described as a pleasant emotional response you have when performing your duties or being present at work. With job satisfaction surveys becoming commonplace at most workplaces, leading organizations are increasingly attempting to quantify this experience.

It's important to remember that job satisfaction varies from employee to employee. In the same work under the same conditions, the factors that help one employee feel good about their job may not apply to another employee. For this reason, it is essential to have a multidimensional approach to employee satisfaction, covering the following areas:

- The challenging nature of work, pushing employees to new heights.
- A level of convenience (short commutes, access to the right digital tools, and flexible hours).
- Regular appreciation by the immediate management and the organization as a whole
- Competitive pay, which employees maintain a good quality of life.
- The promise of career progression in sync with employees' personal growth target.

## **Literature review**

Expectations, pleasure, and dedication of graduates the literature indicates that a variety of study projects have been conducted on graduates' working or professional experiences throughout their first few years of employment following graduation (e.g. Graham and McKenzie, 1995; Wickramasinghe and Perera, 2010). According to the findings of several of these research, graduates' experiences at work frequently fall short of their expectations (e.g. Keenan and Newton, 1986; Dean et al., 1988) and that the transitional process and the adjustment to full-time professional work are often very traumatic, stressful experiences for fresh graduates which create inefficiencies for the organization (Graham and McKenzie, 1995). Fresh graduates have reported of being underemployed and underutilized, as well as facing tremendous workloads (Holden and Jameson, 1999). In relating the shortfall of expectations with job satisfaction, The two topics combined have only been the focus of a relatively small number of studies. It has been noted that practically all studies on how graduates adjust to working life have been conducted by looking Fresh graduates' dedication to their organisations 517 expectations, happiness, and commitment of recent graduates.

The current study's goal was to examine the impact of job satisfaction on workers' performance. One of the most crucial aspects of a person's life is their job. Their social lives and way of life are influenced by their jobs. Therefore, having a pleased workforce is essential for every organisation. In today's world, the private sector is crucial to growing the nation's economy. In addition to offering excellent services, they also give a significant number of people job chances. The purpose of the current study is to understand employee work satisfaction and its link with performance level, keeping in mind the contribution of the private sector to society and the significant role that job satisfaction plays in order to increase employees' performance.

When it comes to managing their personnel, one of the most challenging issues modern managers face is job satisfaction. Numerous studies have shown that job satisfaction has an exceptionally substantial impact on employee motivation, and that motivation level affects productivity and, consequently, the performance of commercial organisations. Unfortunately, neither academics nor the management of numerous commercial organisations in our area have given job satisfaction the serious attention it deserves.

Although there is a lot of interest in the study of job happiness and discontent, our understanding of these phenomena has not developed as quickly as research efforts would have us believe. It is asserted that the implicit causation assumption shared by the majority of psychologists is a significant factor in this lack of advancement. The practise is referred to as "correlation without explanation." The topic of employment attitudes is currently being approached from a more conceptual angle. The notions of satisfaction, discontent, value, emotion, and appraisal are addressed, along with how they relate to one another, using Rand's theory of emotions as a starting point. The past ideas of job satisfaction are compared to the current theory. Data are provided to illustrate a satisfaction strategy based on the proposed theory. Value hierarchies, the dynamic nature of values, total job happiness, the Herzberg two-factor theory, the assessment of satisfaction and values, and logical vs. irrational values are a few more topics that are covered.

Organisations recognise the internal human factor as a crucial source of improvement in today's context of increased competition. In order to comprehend how satisfied employees are with their jobs, managers are, on the one hand, focusing on their welfare, wants, needs, and personal ambitions. Managers, on the other hand, base organisational decisions on the performance of their staff.

The goal of this study is to pinpoint the elements that affect employee performance and work satisfaction while also reviewing the connections between the two. This study is an interpretivist research project that focuses on examining the relationship between job satisfaction and employee performance as well as the reciprocal relationship between job satisfaction and employee performance.

The nature of the association between these two factors is also examined in the study. According to the study, a cyclic cause and effect relationship has a bidirectional orientation, with performance leading to satisfaction and satisfaction leading to performance through a number of mediating elements. Successful organisations track the level of these critical factors and establish remedial actions by using periodic satisfaction and performance measuring tests.

## Research Gap

In the past many studies have covered the satisfaction and performance level at different company levels across different countries and mostly they have focused on how these two indicators are important for a company and how they affect the company in the long and short run. As I review many research papers that have explored these two issues from a different dimension and different sectors of work but my study focuses on two dimensions of different working backgrounds (Employee, HR manager, Marketing and service, accounting and Finance and other).

## Research Questions

- How Choice Equity Broking Private Limited group of companies satisfy its employees?
- What is the individual level of working performance and satisfaction in this company?
- At what level from different background (employee, HR manager, Marketing & service, Accounting & Finance and other) employee are satisfied?

## Objective

Satisfied employees were better in performance as compared to dissatisfied employees. High job satisfaction is also linked to performance, which in turn is linked to higher profits. Those employees who feel happy and content in their roles are much more likely to approach the tasks that they need to carry out with enthusiasm and dedication.

- To determine how CHOICE EQUITY BROKING PRIVATE LIMITED  
A group of companies satisfies its employees.
- To study the individual level of work performance and satisfaction.
- To explore the performance and satisfaction of individuals from different backgrounds (employee, HR manager, Marketing & Service, Accounting & Finance, and other).

## **Methodology**

To conduct this study I collected primary data from different working backgrounds. The questionnaire I prepared for this study included 20 questions directly related to performance and satisfaction. A total of around 31 responses achieved from different working background employees and from different age groups of people. After getting responses in Excel I transfer all data to SPSS and coded them according to the data related.

Data analysis is the most crucial section in the dissertation. The study is focused on job satisfaction and performance in CHOICE EQUITY BROKING PRIVATE LIMITED of different backgrounds. As data analysis is an essential part of the study, authenticity, and accuracy in this situation SPSS is maintained as an excellent tool for data analysis of survey questions, making response analysis easier. It is simple to use SPSS to do data analysis and draw conclusions from a study. A descriptive statistics approach was used to analyze the data from the questionnaire. Brief descriptive coefficients describe a given data set, which might be a representation of the complete population or a subset of a population. Measures of central tendency and measures of variability are two types of descriptive statistics (spread).

## DATA ANALYSIS AND DISCUSSION

This survey was conducted in Goa and primary data was collected through questionnaires from different designations of people. The participants of this survey were all employed and the age range was from 25 to 50+. Around 31 participants fill this questionnaire 11 participants were female and the remaining 20 participants were male. Table 1 represents the different designations of participants which include employees, HR managers, sales and marketing, accounting and finance, and those which exclude the above part. According to this table around 10 (32.3%) participants were employees, 5(16.1%) were HR managers, 9 (29%) were sales and marketing, from accounting and finance job participants 5 (16.1%) and only 2 (6.5%) participants were related to other.

Table 1 Designation

	Frequency	Percent	Valid Percent	Cumulative Percent
Employee	10	32.3	32.3	32.3
HR manager	5	16.1	16.1	48.4
Sales and Marketing	9	29.0	29.0	77.4
Accounting and finance	5	16.1	16.1	93.5
Other	2	6.5	6.5	100.0
Total	31	100.0	100.0	

Table 2 represent the percentage of participant gender-wise. From this table, the results show in total 11 participants were female, and 20 participants were male. From employee background job 6 participants female answered which is the highest number of participants and from male participants around 8 those who are working in sales and marketing which is the highest number of participants answer the questionnaire.

**Gender \* Designation Cross tabulation**

Table 2

	Designation					Total
	Employee	HR manager	Sales and Marketing	Accounting and finance	Other	
Gender Female	6	2	1	0	2	11
Male	4	3	8	5	0	20
Total	10	5	9	5	2	31



Table 3 shows the age-wise participants of this survey. The age divided into three groups the first group are from 25 to 34 second group is from 35 to 50 and the third group is above 50 plus. Out of 31 participants around 21 participants age group were 25 to 34, 6 participants were in the age range 35 to 50 and 4 participants were above 50 plus.

**Age \* Designation Cross tabulation**

**Table 3**

	Designation					Total
	Employee	HR manager	Sales and Marketing	Accounting and finance	Other	
Age 25-34	9	3	5	2	2	21
Age 35-50	0	2	3	1	0	6
Age above 50	1	0	1	2	0	4
Total	10	5	9	5	2	31

Tables 4 and 5 respectively represent the quality and quantity in the past three months. The result of Table 4 shows how rate the quality of work in the past three months and the answer start from poor quality to excellent poor quality shows the lowest quality and the excellent show the highest quality. From the table this survey can conclude mostly on average they are satisfied with the work that they have done. On average most participants selected the option above the average rate. Table 5 shows to rate the quantity from unproductive start to very productive level. Out of 31 participants around 13 selected the option productive and rated their work as good and according to them, their work was productive.

**Designation \* Quality of your work**

**Table 4**

Quality of your work	Mean	N	Std. Deviation
Poor	.0000	1	.
Below Average	1.0000	4	.81650
Average	1.0000	3	1.00000
Good	1.4667	15	1.45733
Excellent	2.1250	8	1.12599
Total	1.4839	31	1.28766

**Designation \* rate the quantity**

**Table 5**

rate the quantity	Mean	N	Std. Deviation
Unproductive	1.5000	2	.70711
Less productive	1.0000	5	1.22474
Average	.8750	8	1.24642
Productive	2.2308	13	1.16575
Very productive	.6667	3	1.15470
Total	1.4839	31	1.28766

Table 6

No	Dimension: Task performance	Rating scale (0-4)	Designation					
			Employee	HR Manger	Marketing & Sales	Accounting & Finance	Others	Total Sample
			M (SD)	M (SD)	M (SD)	M (SD)	M (SD)	M (SD)
1.	How do you rate the quality of your own work in the pa months?	Poor – Excellent	2.5 (1.17)	2.20 (1.30)	2.88 (0.92)	3.80 (0.44)	3.20 (0.00)	2.80 (1.07)
2.	Compared to last year, I judge the quality of my work in the past 3 months to be...	Much worse- Much-better	2.60 (1.17)	2.00 (1.00)	2.88 (1.05)	2.80 (1.64)	4.00 (0.00)	2.70 (1.18)
3.	How often was the quality of your work below what it should have been in the past 3 months?	Very often- Rarely	2.10 (1.10)	2.80 (0.44)	2.77 (0.97)	3.20 (1.30)	2.00 (1.41)	2.58 (1.05)
4.	How do you rate the quantity of your own work in the past 3 months?	Unproductive- Very productive	2.30 (1.05)	1.60 (1.34)	2.55 (1.13)	2.40 (0.89)	3.00 (0.00)	2.32 (1.07)
5.	How often was the quantity of your work less than it should have been in the past 3 months?	Much lower- Much higher	2.80 (1.03)	2.60 (1.14)	3.33 (1.11)	2.80 (1.64)	3.50 (0.70)	2.96 (1.13)
6.	How often was the quantity of your work less than it should have been in the past 3 months?	Very Often- Rarely	3.20 (1.03)	2.60 (0.54)	2.77 (0.83)	2.60 (1.51)	1.50 (0.70)	2.77 (1.02)

7.	I managed to plan my work so that it was done on time.	Strongly disagree- Strongly agree	2.70 (0.94)	2.80 (1.09)	3.00 (1.11)	2.80 (0.83)	3.00 (1.41)	2.83 (0.96)
8.	I worked towards the end result of my work.	Strongly disagree- Strongly agree	2.90 (0.73)	2.40 (0.54)	2.88 (0.78)	2.60 (1.51)	3.50 (0.70)	2.80 (0.87)
9.	I kept in mind the results that I had to achieve in my work.	Strongly disagree- Strongly agree	2.00 (1.05)	1.60 (1.14)	1.22 (1.09)	1.60 (0.89)	2.00 (2.82)	1.64 (1.14)
10.	I had trouble setting priorities in my work.	Strongly disagree- Strongly agree	1.80 (1.39)	2.00 (1.00)	1.55 (1.13)	2.60 (0.89)	1.50 (0.70)	1.87 (1.14)
11.	I was able to separate main issues from side issues at work.	Strongly disagree- Strongly agree	3.10 (0.87)	3.20 (0.44)	1.88 (1.36)	3.20 (0.83)	3.00 (0.00)	2.77 (1.08)
12.	I was able to perform my work well with minimal time and effort.	Strongly disagree- Strongly agree	1.80 (1.22)	2.40 (1.14)	1.66 (1.22)	1.80 (1.09)	3.00 (0.00)	1.93 (1.15)
13.	It took me longer to complete my work tasks than intended.	Strongly disagree- Strongly agree	2.30 (0.82)	1.20 (1.30)	1.11 (1.16)	1.60 (0.89)	2.50 (0.70)	1.67 (1.10)

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ite ms	Dimension: Contextual performance		Designation					
			Employee	HR	Marketing	Accounting	Others	Total
			M (SD)	Manger M (SD)	& Sales M (SD)	& Finance M (SD)	M (SD)	Sample M (SD)
14.	I was able to meet my appointments.	Never - Always	2.20 (0.78)	2.20 (1.09)	2.66 (1.41)	2.40 (1.14)	2.50 (0.70)	2.38 (1.05)
15.	I was able to fulfill my responsibilities.	Never - Always	2.30 (1.15)	2.40 (0.89)	2.77 (0.97)	2.60 (1.51)	2.50 (2.12)	2.51 (1.12)
16.	Collaboration with others went well.	Never - Always	2.90 (1.37)	2.60 (1.14)	2.33 (1.22)	3.20 (1.30)	2.00 (1.41)	2.67 (1.24)
17.	Others understood me well when I told them something.	Never - Always	2.60 (1.17)	2.40 (1.34)	2.33 (1.50)	3.60 (0.54)	3.00 (0.00)	2.67 (1.22)
18.	I understood others well when they told me something.	Never - Always	2.60 (1.17)	2.80 (1.30)	2.77 (1.48)	2.40 (1.14)	2.50 (0.70)	2.64 (1.19)
19.	Communication with others led to the desired result.	Never - Always	3.00 (0.94)	2.80 (0.83)	3.44 (0.88)	3.00 (1.22)	2.00 (1.41)	3.03 (0.98)
20.	I came up with creative ideas at work.	Strongly disagree - Strongly agree	2.10 (1.19)	2.00 (0.70)	2.55 (1.23)	1.60 (1.51)	3.00 (0.00)	2.19 (1.16)

Table 6 represents the full sample of 20 questions that are related to job satisfaction and performance from two dimensions. The first dimension is related to task performance and the second is related to contextual performance. The questions consist of 5 options and the option is coded from 0 to 4 and the 0 means worst option and 4 is represent the highest satisfaction. The first question of this which is related to rating the quality of your work in the past 3 months and the answers show that on average the quality is satisfied and the mean values are more than two for each designation and the highest is coming from accounting and finance and the lowest is coming from HR manager. Regarding the quality of work compared to last year the quality is better and those who worked in other jobs they satisfied more. The rate of quantity in the past three months which the value can be from 0 to 4 and near 0 means unproductive and going to 4 sides means the productivity increase. The participants of the survey from 4 designations on average they are productive and only from HR manager they are less productive. On average that they manage to plan the work on time mostly they agree that they have done their work on time. Regarding keeping in mind the results that they want to achieve on average most of them disagree and same to set priorities on work they are disagreeing to have trouble in given priorities. Regarding the perform their work on time with minimal effort and time on average they are disagreeing only with others and HR Managers on average agree that they have their work on time with minimal effort and time. In contextual performance on average from all background jobs they are satisfied. On average to meet their appointments they are always able to meet. Same with fulfilling the responsibilities on average they are satisfied and they fulfill it. To create ideas at work on average, they agree to create ideas at work and the highest is coming from other background jobs and only accounting and finance job background they are below the average.

## **Conclusion**

The main objective of this study to find out the different satisfy and performance level in different background of employee. Through questionair the primary data collected from 31 people. The responses collected in google form and then transferred to SPSS. Total 31 participants fill this questionnaire 11 participants were female and the remaining 20 participants were male. The result of this study shows that on an average they are satisfied with the work that they have done and same an average compare to quantity they were rated their work productive. From two dimension the performance and satisfication of employee have been covered and mostly on an average the all questions answered above the average and they were satisfied and also the work performance was productive according to the answer. The survey respondents from all four designations are, on average, productive, with the HR manager being the sole exception. Most of the time, they agree that they have completed their task on time since, on average, they are able to arrange their work on time.

## RECOMONDATIONS

Recommendation Based on the observation of the Choice broking Ltd Company, I can suggest some below recommendations as well as the plus points of the company and what need to be improving in my point of view.

1. The company has several departments but they need more focus on human resource department. There is just one person looking for all that HRM matters which is extremely difficult and can cause them harm.
2. Training your employees and actively marketing your business. → Network to earn more work. One of the best ways to network is to join and be active in the local chapter of a trade association. Networking can be a useful tool to build brand awareness for your company, generate leads and find vendors. Being active and giving back to your community is also a great networking opportunity for your business.
3. Be proactive, not reactive. You can't just sit back and expect more work to just fall in your lap. You have to proactively seek out new opportunities to retain and grow your business. Constantly reach out to the owners, architects and general contractors you find out what projects they have on the horizon
4. Make smart decisions. We make thousands of decisions every day, many of which are inconsequential. When it comes to earning more business, this often means making hard decisions that will impact your success for years to come. Take the time to consider all angles and options and perform your due diligence for future success. Never get pressured into making rash or impulsive decision.

## **LEARNING DERIVED**

An internship is an opportunity to test drives a career without making any serious commitments. It provides me with experiences, lessons, and the tools I'll need to get a full-time gig in the future. It was a very great choice because it gave me a feel for work without being thrown into the deep end straight away. This provides me with the opportunity to grow and learn before fully entering the working world.

Here are all the things I gain from my internship:

- I have developed cognitive skills
- I have learned what it means to have efficient Human resource management function in the organization and how various HR function including, recruitment and selection, performance management, training development etc. plays a vital role in success of the organization.
- It enabled me to put the theoretical knowledge skills, concepts and methodologies I have learned in the MBA program at Goa University in practice.
- I have acquired new knowledge about a new sector namely the Wholesale Distribution sector.
- I have enhanced my thinking skills including analysis, critical thinking and evaluations.
- Through my work I have developed skill and competencies in the field of organizational development and change and/or more specifically in the field of HR.
- I have enhanced my communication skills and learned how to deal with people in a diver's culture and diverse environment.
- It helped me in learning the Human Resource functions practically through my involvement in review of the current human resource activities and by suggesting more suitable ways for performing the activities based on my knowledge.
- I have also learned why there is a need for written policies and procedure guidelines and how to develop policies and procedures guidelines.
- I have learned the importance of people and their satisfaction in the organization.



## Questionnaire

- 1.How do you rate the quality of your own work in the past 3 months?
2. Compared to last year, I judge the quality of my work in the past 3 months to be...
- 3.How often was the quality of your work below what it should have been in the past 3 months?
- 4.How do you rate the quantity of your own work in the past 3 months?
- 5.Compared to last year, I judge the quantity of my work in the last 3 months to be...
6. How often was the quantity of your work less than it should have been in the past 3 months?
- 7.I managed to plan my work so that it was done on time.
- 8.I worked towards the end result of my work.
- 9.I kept in mind the results that I had to achieve in my work.
- 10.I had trouble setting priorities in my work.
- 11.I was able to separate main issues from side issues at work.
- 12.I was able to perform my work well with minimal time and effort.
- 13.It took me longer to complete my work tasks than intended.
- 14.I was able to meet my appointments.
- 15.I was able to fulfill my responsibilities.
- 16.Collaboration with others went well.
- 17.Others understood me well when I told them something.
- 18.I understood others well when they told me something.
- 19.Communication with others led to the desired result.
20. I came up with creative ideas at work.

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**COMPLETION CERTIFICATE**

This is to certify that the dissertation / internship report “**Project on Job Satisfaction and its effect on performance of employee**” is a bonafide work carried out by Dr. Nirmala Rajanala under my supervision/mentorship in partial fulfilment of the requirements for the award of the degree of **Master of Business Administration** in the Discipline of Management Studies at the Goa Business School, Goa University.

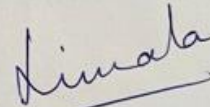
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