

A PROJECT REPORT ON

EMPLOYEE JOB SATISFACTION AT GOA

SHIPYARD LIMITED

Submitted By:

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Roll No: 1922

Goa Business School

Goa University

2020-2021

DECLARATION

I, Kajal Gaykawad, the student of M.B.A. Part II of Goa Business School, Goa University, hereby declare that the project entitled **“EMPLOYEE JOB SATISFACTION AT GOA SHIPYARD LIMITED”** has been prepared by me towards partial fulfillment of the degree of Master of Business Administration under the guidance of my faculty guide Ms. Priyanka U. Naik.

This project is neither in full nor in part has previously formed the basis for the award of any other degree of either this University or any other University.


Date: 15th May 2021
Place: Goa University

Name: Kajal Gaykawad

Roll No.: 1922

CERTIFICATE

गोशापयार्ड लिमिटेड
GOA SHIPYARD LIMITED
1-2008 कंपनी प्रमाणित
2008 CERTIFIED COMPANY
(भारत सरकार का उपक्रम)
(GOVT. OF INDIA UNDERTAKING)
रक्षा मंत्रालय
MINISTRY OF DEFENCE
वासको-ड-गामा, गोवा
VASCO-DA-GAMA, GOA, 403 802, INDIA.


स्वच्छ भारत
एक कदम स्वच्छता की ओर

दूरभाष/ Tel. : (0832) 2512152 - 56, 2512359
फैक्स/Fax : (0091-832)2514232, 251148, 2513260
ई-मेल / E-mail : contactus@goashipyard.com
वेब / Website : www.goashipyard.com
GSL CORPORATE IDENTITY NUMBER (CIN)
U63032GA1967G01000077
GSTIN : 30AAACG7569F1ZR
पंजीकृत कार्यालय और यार्ड : वास्को-ड-गामा, गोवा - 403802.
Registered Office & Yard : Vasco-da-Gama, Goa, 403 802, India.
सभी उत्तर उत्तरदाता एवं प्रेरणक निर्देशक को संबोधित करना है।
All replies to be addressed to the Chairman & Managing Director

Our Ref. GSL/HR&A/L&D/Gen/01/HD Date: 13.05.2021

TO WHOM-SO-EVER IT MAY CONCERN

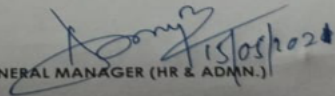
This is to certify that Ms. Gaykawad Kajal Shahaji, a student of second year Master of Business Administration of Goa University, Taleigao Plateau, Goa has undergone **Internship** from 02.02.2021 to 13.05.2021 in Learning & Development (Training) Section of Human Resources & Administration Department in GSL. Her Internship Assessment Report is attached as Annexure-I.


This certificate is issued to her on successful completion of her "Internship" in the Company.

We wish her all the success in her further endeavors.

Celebrating
1957-2017
60
Glorious Years

For **GOA SHIPYARD LIMITED**


GENERAL MANAGER (HR & ADMN.)



ACKNOWLEDGMENT

I take this opportunity to sincerely acknowledge and gratefully thank GSL Management, officers, staff and all those who helped me in providing necessary assistance valuable guidance and requisite information to complete my final internship.

I would like to thank Mr. Sheikh Abdur Rehman, manager [HR/L&D], Mr. Rajendra Kerkar, superintendent [HR/L&D], guiding me and reviewing my report and motivating me for completing my final internship and allowing me to the project on **Employee Job Satisfaction in Goa Shipyard Ltd.**

I would also like to thank the Officers, Junior Managers and employees who spend their valuable time for me and gave their responses during my interaction with them while collecting the data.

Lastly I would like to specially thank faculty guide Ms. Priyanka U. Naik, Assistant Professor of Goa Business School, Goa University, Taleigao, Goa for being available for weekly mentoring & guiding me towards completion of the internship project on time.

Name: Kajal Gaykawad

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1. A brief note on the company - Goa Shipyard limited

Goa Shipyard Limited (GSL) is an Indian government owned ship building company located on the West Coast of India at Vasco-da-Gama, Goa. It was established in 1957, originally by the colonial government of the Portuguese in India as the "Estaleiros Navais de Goa" to build barges to be used in Goa's growing mining industry, which took off after the establishment of India's blockade of Goa in 1955. Over the years, Goa Shipyard Ltd. gradually developed to meet the growing shipbuilding needs of the country's naval defense sector, in the process going on to design and build a wide range of vessels for the defense as well as the commercial sectors.

As one of the few Indian shipyards equipped with an in-house design capability, GSL carries out its own Research & Development, in the process developing an in-house product range that efficiently meets the specific requirements of clients in the defence as well as commercial sectors in the fields of design, construction, repair and modernization of vessels. Most new shipbuilding projects at GSL are based on our own in-house design – the result of intensive R&D activity carried out over the years. Currently, the Company is developing a range of Patrol Vessels from 29 m to 110 m

While making consistent progress in its core competency of shipbuilding, the Yard has also proactively moved to exploit market opportunities by successfully diversifying into a related product range. It has designed and constructed Training Simulators for the Indian Navy and Oil & Natural Gas Corporation. A series of Interceptor boats have been built for the Ministry of Home Affairs and are used by the Coastal State Police on the west coast. The Damage Control Simulator built by Goa Shipyard for the Indian Navy, incidentally, is the only one of its kind in Asia and one of the very few existing worldwide. A Survival at Sea Training Facility has been designed and constructed by Goa Shipyard for ONGC for training of their personnel in meeting with real life emergencies that may occur on oil platforms. GSL has executed India's first Shore Based Training Facility for carrier borne aircraft in association with the Aeronautical Development Agency of Bengaluru at INS Hansa, Goa. The facility will be used to train pilots for the MiG-29K and the indigenous LCA-Navy.

In keeping pace with today's dynamic times, Goa Shipyard Ltd. has launched upon a massive modernization programme aimed at creating new facilities and infrastructure even as existing facilities are augmented, to undertake the anticipated work load of ship construction in the years to come, including series construction of high technology ships for the Indian Navy and Coast Guard.

GSL is undergoing a modernization of its yard to adapt to the latest technology in shipbuilding. To this purpose it is negotiating with well-known shipbuilders for an arrangement to collaborate. To date it has built 167 vessels, including barges, tugs, landing craft, offshore patrol vessels and other vessels for the Indian Navy and Coast Guard and for export to countries like Yemen.

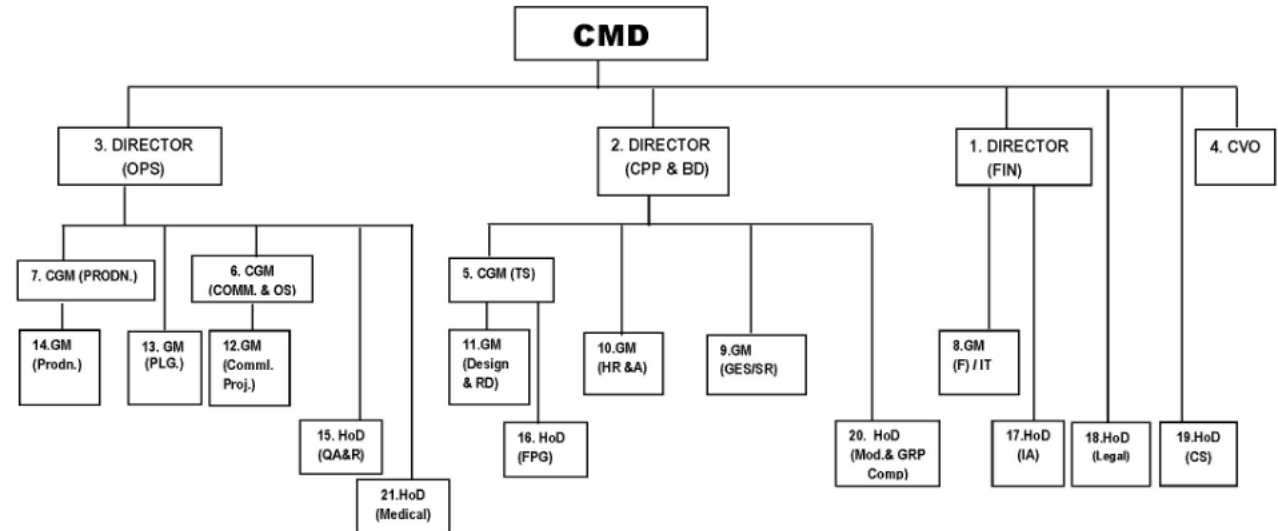
As a Defense Public Sector Undertaking, Goa Shipyard Limited has played a significant role in the specialized field of ship building, contributing in no small measure towards meeting the requirements of the Indian Navy and Indian Coast Guard for sturdy and dependable vessels that would effectively guard the nation's territorial waters

The corporate Policy of GSL is to ensure total customer satisfaction for all its products and services at competitive prices on committed schedules while maintaining the highest quality standards. GSL's Quality Assurance Division, involved at every stage of production and testing process is responsible for all metrology, welding inspection, mechanical inspection and non-destructive testing. The Division is geared to undertake X-Ray, ultrasonic, dye penetration inspection and other non-destructive tests. Equipment used for inspection is checked and calibrated in GSL's laboratory.

VISION: To be a contemporary organization in ship design, construction, ship repairs and general engineering solutions.

MISSION: To be a world class shipbuilding yard to meet maritime needs of indigenous and export market by designing, building, repairing and delivering products and engineering services on time at competitive price.

ORGANOGRAM OF GOA SHIPYARD LTD. SHOWING POSTS UPTO TWO LEVEL BELOW BOARD (AS ON 24.09.2020)



Abbreviations

1.	Director (Finance)	12.	General Manager (Commercial Projects)
2.	Director (Corporate Planning, Projects & Business Development)	13.	General Manager (Planning)
3.	Director (Operations)	14.	General Manager (Production)
4.	Chief Vigilance Officer	15.	Head of Department (Quality Assurance & Reliability) [AGM]
5.	Chief General Manager (Technical Services)	16.	Head of Department (Forward Project Group) [AGM]
6.	Chief General Manager (Commercial & Outsourcing)	17.	Head of Department (Internal Audit) [AGM]
7.	Chief General Manager (Production)	18.	Head of Department (Legal) [AGM]
8.	General Manager (Finance/Information Technology)	19.	Head of Department (Company Secretary) [AGM]
9.	General Manager (General Engineering Services/Ship Repairs)	20.	Head of Department (Modernisation) [AGM]
10.	General Manager (Human Resources & Administration)	21.	Head of Department (Medical) [DGM]
11.	General Manager (Design & Repair Division)		

Figure 1. Goa Shipyard Limited Organization Structure

2. A brief note on strategic analysis

2.1 SWOT ANALYSIS

1. STRENGTHS

- An ISO 9001 Certified Company
- In-house design capability.
- Basic design capability, and sophisticated CAD/CAM facility supported by Tribon software.
- Good industrial relations and highly skilled workforce, which is receptive to absorb and adopt new technologies.
- Well established ERP and project planning network encompassing the gamut of operations to monitor production activities closely and process other activities.
- Ship lift and transfer system capable of docking vessels upto 6000 tonnes with two land berths of 120 mts. X 25 mts. and 250 mts. Long jetty for berthing of vessels and repair work.
- Modern steel preparation shop with CNC plate cutting machines, automatic shot blasting equipment & CNC pipe bending machine.
- Modern Electronic Workshop.
- Ship Repair and General Engineering Services.
- Setting up of Simulated Training facilities.
- A workforce of over 1700 skilled personnel and over 265. Qualified Engineers and Naval Architects.

2. WEAKNESSES

- High overheads on account of need to adopt all state policies in reference of reservations, procurement, etc. under provisions of Article 12 of the constitution.
- Water front and water depth is limited.
- Lesser draft of river channel adjoining GSL water front, thereby precluding building of larger sized warships.
- Inadequate industrial and local vendor base, within the state, or in adjoining areas of nearby states.
- Poor connectivity to measure container ports which severely delay availability of imported material and equipment.
- Geographical limitation for expansion at the present site.

3. OPPORTUNITIES

- Prospective requirements of commercial vessels like RO_RO for coastal shipping.
- Increased demand for small and medium sized commercial and defense vessels in Indian Ocean Region (IRO) countries.
- Successful integration/outsourcing experience in delivering General Engineering products/services.
- Huge ship repair opportunities due to high cost of replacement tonnage and GSL strategic location between Ports on the Western coast.
- GSL has the high potential for export due to government's liberalized policy, easing of foreign exchange control.
- Demand for OPVs/FPVs for patrolling, pollution control, etc due to increasing security needs internationally.
- Increasing need if GRP/FRP boat requirements for policing by government agencies.
- Growing maritime Defense needs will bring out more opportunities for GSL.
- Potential for entering into Annual Maintenance Contracts for maintenance of vessels.

4. THREATS

- Emerging capability of medium sized private shipyards, with low overheads, and predatory pricing strategies to gain entry in to the defense sector.
- Limited pool of experienced sub vendors.
- Inability of Indian ancillary industry to provide quality goods and services for efficient indigenous shipbuilding.
- Economic downturn and consequential impact on shipbuilding industry.
- Uncertain statutory amendments.
- Constraints in shipbuilding workflow on account of relocation of key facilities during ongoing modernization.
- Increasing competition from private sector is seen in the shipbuilding market.
- Availability of limited experienced outsourcing parties to meet huge demands.
- Competition from small scales shipbuilders and repairers

The SWOT Analysis brings out the opportunities available and the strategies for exploring the same, based on our core strengths, and minimizing the impact of weakness. Some of the recommended measures would include:-

- Evolving strategies to overcome the bottleneck due to river draft restrictions.
- Need to overcome the import shipment constraints, by evolving quicker port clearance modalities as also reduction in transit up to Goa.
- Developed adequate vendor base within adjoining areas of Goa or Western India.
- Evolve strategies for replenishment for impending retirements.
- Evolve strategies for cost reduction through strategies with lower overall cost in ship design/construction, identification of non-value adding activities.

2.2 VRIN ANALYSIS

Resource / capability	Valuable	Rare	Inimitable	Non substitutable	Core competency competitive advantage
Software (Tribon, BaaN, Aviva, Primavera, Oracle, Lotus, etc.)	Yes	Yes	Yes	Yes	Yes
R&D (in-house design development)	Yes- GSL focuses on customized ship designing.	Yes	Yes	Yes- each ship constructed has a unique design.	Yes
Skilled manpower for production	Yes	Yes	No	No	No
Simulated Training facility	Yes	Yes	Yes	Yes	Yes

Infrastructure modernization	Yes- with the help of ship lift and transfer system, GSL is capable of docking vessels up to 6,000 tonnes of 120mts vide.	Yes	Yes	No	No
GRP/FRP(glass reinforced plastic) Production Technology	Yes	Yes	Yes	Yes	Yes
Demand for OPVs/FPVs	Yes	Yes	Yes	Yes	Yes

2.3 PESTEL ANALYSIS

POLITICAL FACTORS:

Shipping industry in India is administered by central government through “Ministry of Shipping” with the sole responsibility to formulate policies, programmes and their implementation. Each port is governed under Indian Ports Act’ 1980 and Major Port Trust Act’ 1963 and administered individually by board of trustees under direct orders from central government. Political factors are important here due to immense involvement of government in this industry.

ECONOMIC FACTORS

Change in economic conditions at domestic or at international level largely affects the functioning of every industry; following are some of the economic factors which may affect shipping industry. Exchange Rates are required for determining custom and excise duties, valuation of import and export goods, payment of duties etc. These rates are not uniform and fluctuate daily in line with demand-supply factors prevailing in international markets. With respect to shipping industry, government of India informs public involved in shipping trade about uniform monthly exchange rates, through monthly notification. Rate of inflation reflects changes in demand and supply conditions in economy. Inflation management therefore involve controlling demand and supply factors by various monetary and fiscal measures respectively.

SOCIO-CULTURAL FACTORS

To help build up a strong industrial base through development of ancillaries. Encourage Scheduled Caste/Tribe persons by giving them preference in employment in the company and in the promotion of SC/ST employees as specified by the Government. Shipbuilding industry brings huge revenues to countries and directly influence the welfare of the people by affecting the GDP. To reinforce Government’s efforts in promoting social justice to the people at large by formulating corporate policies on employment, welfare, workers’ participation, consistent with the Government’s policies

TECHNOLOGICAL FACTORS

Technologies significantly affect human's ability to control and adapt to their natural environments. Shipping industry is majorly dependant on technology which fastens movement of cargo and ships, processing of data, increases output, better delivery and communication, savings in fuel and controlling costs. technology improvement has changed the way people were traditionally working with more ease, flexibility and efficiently. Shipping line have benefitted with this technological innovation, they are now able to communicate with customs, government offices easily through mails and can send official shipping documents using encrypted data transfer channel.

ENVIRONMENTAL FACTORS

There are some negative effects the industry has on the environment. An example is oil-spillage caused by many carriers in the ocean that results in water pollution and death of sea creatures, Greenhouse gas emission, it can also damage fragile ocean ecosystems due to practices like irresponsible disposal of sewage which affects the aquatic life.

LEGAL AND REGULATORY FACTORS

- The Dock Workers (Regulation of Employment) Act' 1948:- This act regulates the recruitment and management of dock workers in Indian ports either temporary or permanently including their entry and removal, regulating terms and conditions of employment, deciding rates of remuneration and hours of work, minimum wage in respect of non availability of work and prohibiting, restricting or controlling the employment of dock workers not covered under this scheme.
- Customs Act' 1962:- provide judicial and administrative powers for efficient working of shipping industry. The act deals with appointment and functioning of custom ports, airports and custom officers, determination of goods to be imported/ exported, prohibition on trade on specific commodities, power of levying and exempting goods from duties, assessments, claims, warehousing

and clearance of cargo, security, confiscation, settlement of cases.

- Essential Commodities Act' 1955:- This act gives powers to government to regulate or prohibit production, supply and distribution of essential commodities for commerce and trade in India. Essential commodity within this act pertains to sale and purchase of goods and services like crude and edible oils, petroleum products, iron and steel, paper, cotton, jute, coal, cattle fodder, food crops sugar.
- Foreign Exchange Management Act' 1999:- This is one of the important act which has revolutionized international trade in and with India due to liberalized policies in foreign exchange management and regulation. The main objective behind this act was to consolidate the law relating to foreign exchange with objective of facilitating external trade and payments and for promoting the orderly development and maintenance of foreign exchange market in India.
- The Right to Information Act' 2005:- This act has given secure access of information under the control of public authorities, to citizens of India. The act has brought transparency and accountability in working practices of public enterprises with continuous and gradual decrease in corruption cases.

2.4 PORTERS FIVE FORCE ANALYSIS

Threat of New Entry

Shipping industry is quite profitable as cargo has to move across the world but issues involved in setting up a shipping company are large capital investments in the form of vessels, operating risk of a vessel and the cargo availability. The characteristics of Shipping Industry are High capital requirement, Profit margin is high, Chance of expansion into new sector is less, Government restriction is less as industry is globally driven.

Capital requirement of the shipping industry is very large, so the threat from the new entrants is less. As the capital is very large the profit is also too high in shipping industry. Because all exporters and importers know the best mode of transport for their goods is the shipping line. Most of the countries' main economy evolves from the shipping industry. So the government will give full support for the new entry. **Overall threat of the new entry is moderate to high.**

Threat of Substitution

Substitution threat is the result of change in buyer behavior towards competitor or against company. Substitution may also result due to change in quality of service, increase in freight rates and increase in transit time. It may affect the company to certain extent as they have to start new search of customer, establish strong relations and educate them on company policies and systems. Switching costs increase more at times of downturn due to decrease in supply of business from customers.

In case due to the delay of service or quality become poor and at the same time the freight rates are also similar, then the customers will switch on to the new substitutes. If the oil price shoots up then the company is forced to increase their transportation charges. **Overall threat of substitutes is moderate to high.**

Bargaining Power of Suppliers

Suppliers barely make any difference to companies involved in shipping line business, especially to the dominating shipping companies. While it may affect to certain extent to small players who are struggling to establish within the industry. Suppliers provide fuel oil, lube oil, fresh water, paints, repair services etc. to the shipping companies. The bargaining power can be summarized as Number of the suppliers is high, Price factor of the suppliers is high, Profit of the supplier is less, Switching cost of the supplier is high, Operating cost is high. **Overall bargaining power of suppliers is low.**

Bargaining Power of Buyer

Buyer is one of the strongest factors in shipping line business. Buyers may be in form of importer or exporter, clearing agent, freight forwarder or manufacturer of goods. Shipping business is based on two main core factors price and quality of service. Price refers to freight rate at which one container is decided by shipping company to transport from one place to another. Due to much competition in this sector bargaining power of buyer has increased in relation to freight price. The bargaining power of buyer is summarized as, Numbers of the customers are high, Switching cost is low, Customer's information and awareness is less, Customer's ability to demand is high, Freight forwarders and clearing agents are high.

Number of customers is high in this field due to the export and import of goods from different parts of the world. But the similar price and quality will lessen the attractiveness. Customer's ability for demand is high, because operators are in threat of losing customers. Switching cost of customers is low because of more number of operators. **Overall bargaining power of Buyers/customers is high.**

Competitive Rivalry/ Competitive Environment

Rivalry exists in every field and it is part of the day to day businesses. It is sometimes bad because companies have to share hard earned profits with competitors and sometimes goods because it gives opportunities to one company to stand in line with another in terms of quality of service, business strategy, job satisfaction etc. The competitive rivalry can be summarized as, Number of competitors is high, Industry

growth is high, Competitor's move to new customer is low.

Number of competitors is high in shipping industry, because of the thought that the profit margin very high in this industry. Industry growth is high, so the chance of exit from the industry is less. Competitor's move to new customers is very low because of the non-awareness of their profile. **Overall competition in the industry is high.**

3. Executive summary

Job satisfaction among employees is an important aspect of achieving desired productivity target and remaining sustainable. Organizations need to nurture both the extrinsic and intrinsic factors, which are responsible for developing and maintaining positive effect on the level of job satisfaction among employees. A study on 'Employee Job Satisfaction' was carried out in Goa Shipyard Limited to know the satisfaction level of the employees.

The primary data was collected by means of questionnaire. A structured questionnaire was prepared and the same was circulated among 50 employees based on the availability and willingness to take part. The study is exploratory and analytical in nature which helps us to study in-depth about the factors which influence the job satisfaction level among the employees. Convenience sampling technique was used to select the respondents. The data has been analyzed with the help of MS Excel.

Likert scale method was acquired in the study. Use of basic arithmetic mean and mode was adopted in the study. Some pie charts and graphs are used in order to present the summarized figures which have been received from the survey. The study shows that majority of the participants gave a neutral response with regards to the satisfaction level of the employees.

4.PROJECT QUESTION

- What is the level of job satisfaction at Goa Shipyard Limited?

5. PROJECT METHODOLOGY

The main objective of the research was to find the satisfaction level of employees in the organization. Employee satisfaction is essential to the success of any business. The important factors that are to be considered in the job satisfaction of employees are salary, promotion, working condition, etc. The study was conducted using quantitative research approach. Quantitative methods allow you to test a hypothesis by systematically collecting and analyzing data. This study is Exploratory and Analytical in nature. Exploratory research is carried out when a topic needs to be understood in depth, especially if it hasn't been done before. Analytical research is a specific type of research that involves critical thinking skills and the evaluation of facts and information relative to the research being conducted. The research adopts two grades of employees i.e. workers and supervisors. A structured questionnaire was prepared as a research instrument tool to collect the data from the respondents. This method consisted of preparing detailed questions covering the employee satisfaction standards in the company. Convenience sampling method was adopted based on the employee's availability and willingness to take part. A sample size of 50 respondents was chosen and the data was collected based on the same. The data was analyzed using Likert scale method to identify the attitude of people towards the given stimulus objects by asking them the extent to which they strongly agree or strongly disagree with them. Use of basic arithmetic mean and mode was applied in the research. Some amount of charts/graphs has been used in order to present the summarized figures which have been received from the survey.

6. SCOPE THE STUDY

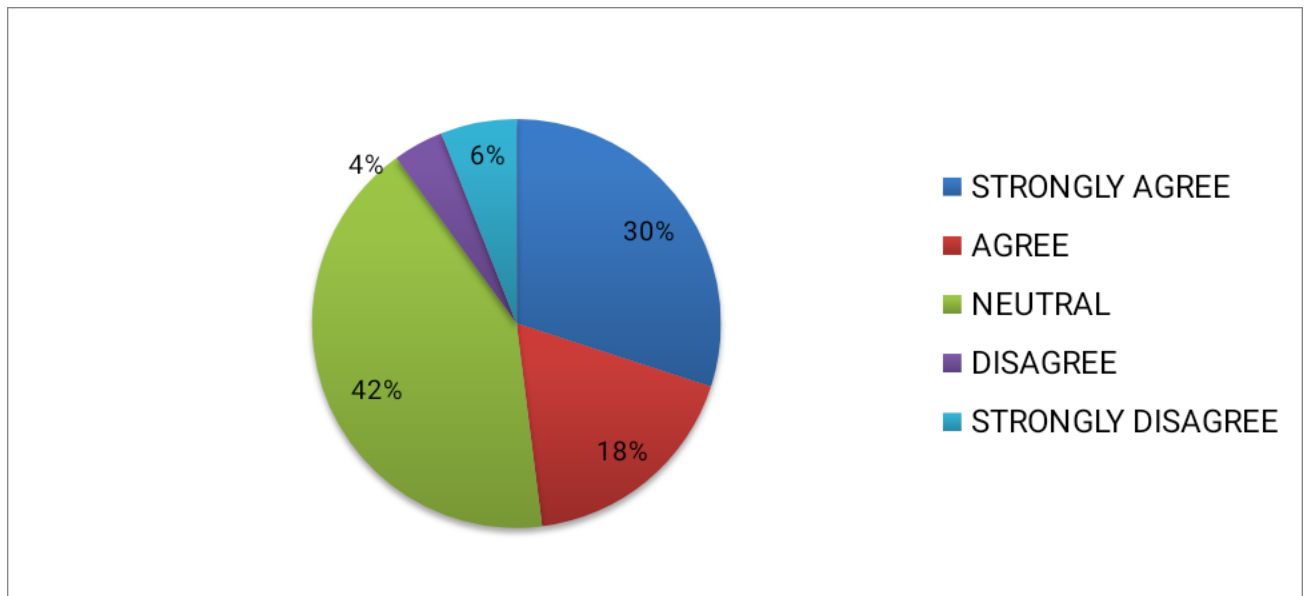
Job satisfaction plays a main role in organization success, without employee satisfaction towards their job none of the employees will perform well and it is very difficult to reach the organizational goals and objectives, hence job satisfaction help to yield maximum output or performance from the employees.

- The study aims to understand the job satisfaction of the employee in Goa Shipyard Limited.
- To identify the various factors which improves the satisfaction level of employees.
- To evaluate the effectiveness of job satisfaction measures.

7. DATA ANALYSIS AND FINDING

Each and every question of the questionnaire has been individually analyzed and presented in graphical form to understand the response better and come to the most relevant and appropriate conclusion. The details of the response are as under:

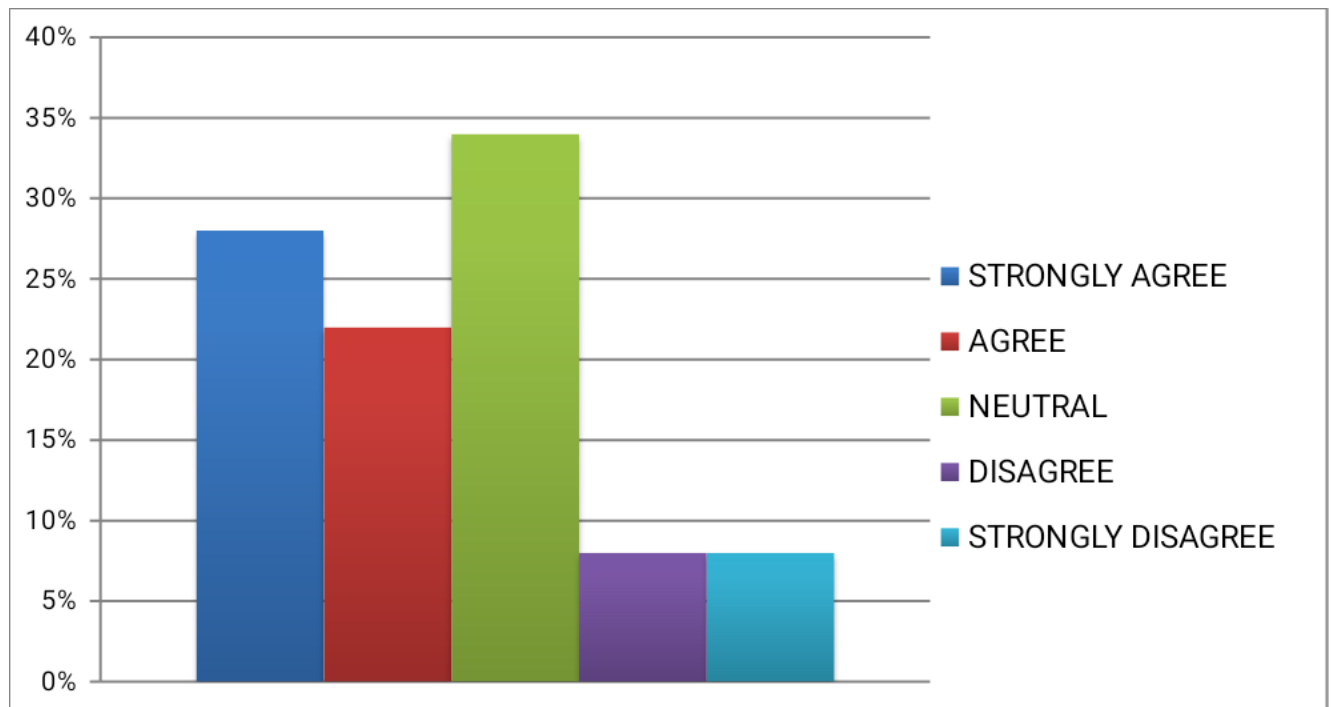
Q1. In response to the first question i.e. “I am satisfied with my achievement on my job”, the responses received are presented in the pie chart below.



As we can see in the above chart, 42% participants have taken a neutral stand. On the other hand, 30% and 18% have indicated that they “strongly agreed” and “agreed” respectively. This shows that people are somewhat satisfied with their job. Whereas 4% and 6% of the participants have indicated that they “disagreed” and “strongly disagreed” with their job achievement.

Maximum numbers of the employees are satisfied with their achievement on their job. Only few participants are not satisfied. This shows that the employees are highly satisfied with their present job.

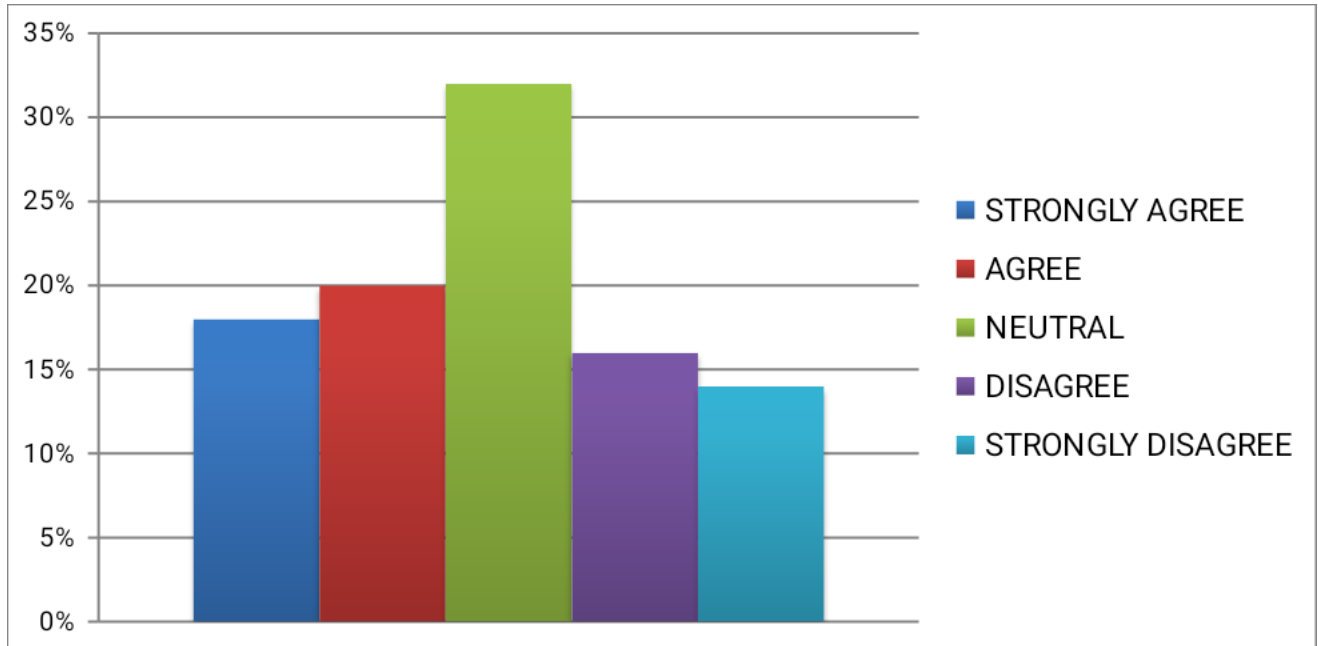
Q2.In response to the second question i.e. “I have been amply recognized for my job achievement”. The responses received are presented in graphical form as under:



The above graph shows that 34% of the participants gave neutral response. Whereas 28% and 23% “strongly agreed” and “agreed” that they are amply recognized for their job achievements. On the other hand, equal number of the participants chose between “disagreed” and “strongly disagreed” respectively.

Maximum numbers of the participants are highly satisfied as they received recognition for their job achievement. Whereas lowest number of the participants disagreed for the same. This shows that the employees are highly recognized for their job achievement.

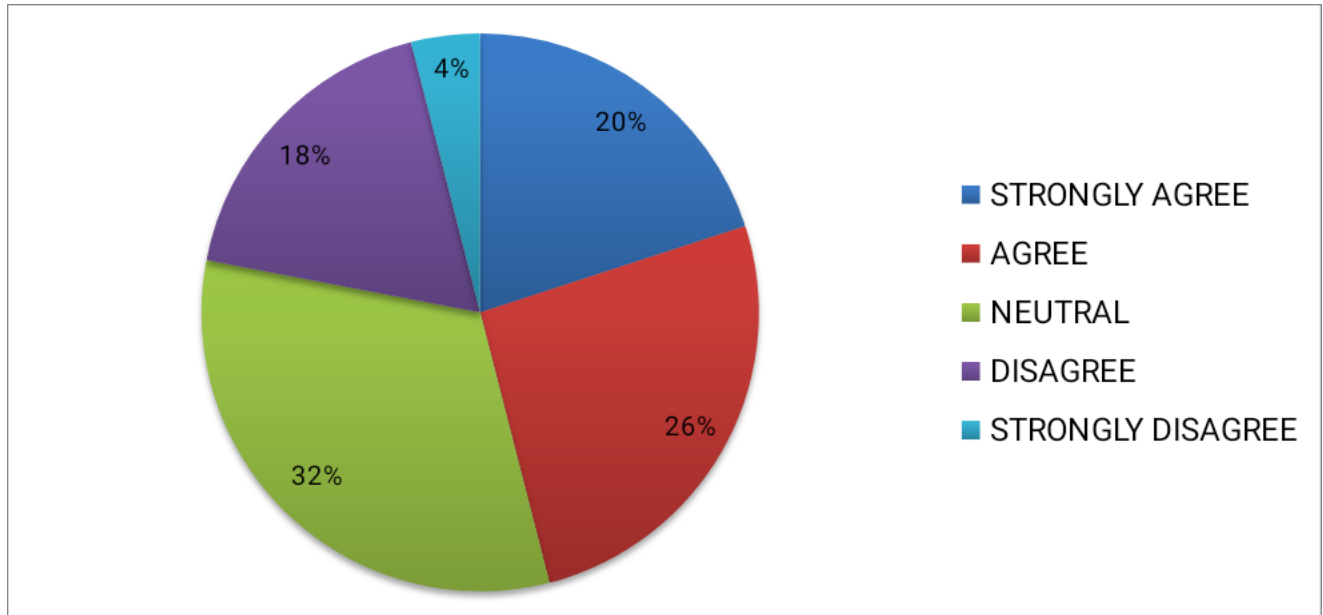
Q3. In response to the third question i.e. "My job provides me sufficient opportunities for growth and advancement". The responses received are presented in the bar graph below.



As we can see in the above graph, 32% of the participants gave neutral response. On the other hand, 18% and 20% "strongly agreed" and "agreed" that their job provides sufficient opportunities for growth and advancement. Whereas 15% and 14% of the participants "disagreed" and "strongly disagreed" respectively.

Maximum numbers of the participants are highly satisfied. Whereas least number of the participants disagreed for the same. This shows that their job provides them with opportunities for growth and advancement.

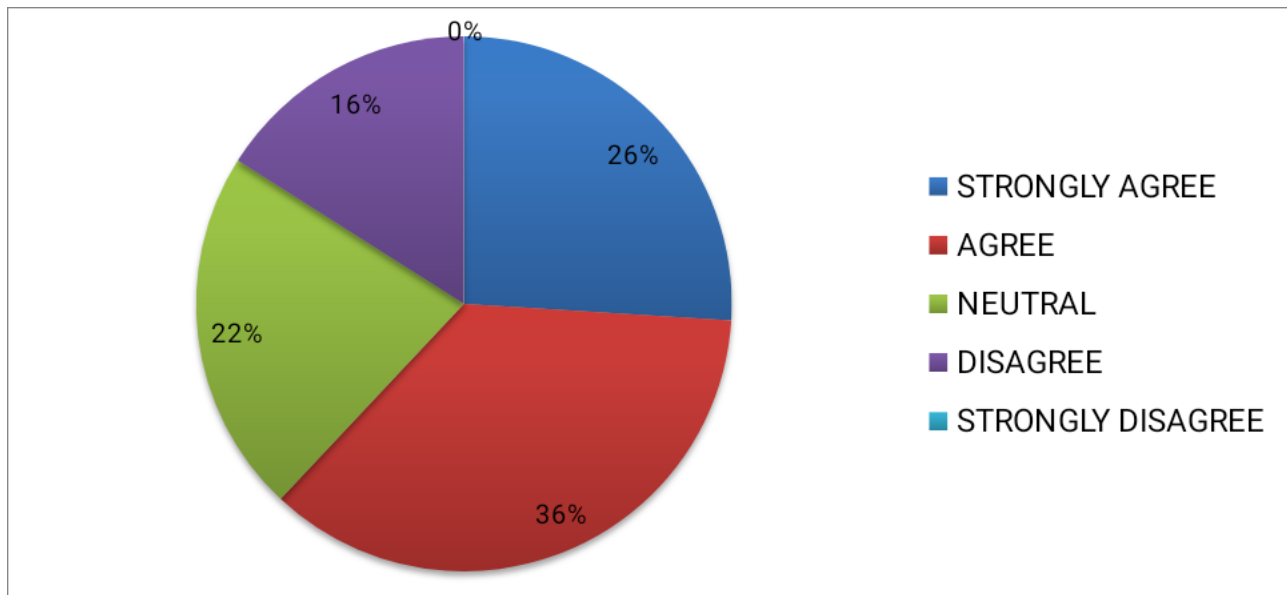
Q4. In response to the fourth question i.e. "I am being suitably compensated in terms of pay and allowances for my job performance". The responses received are presented in the pie chart below.



The above chart shows that, 32% of the participants gave neutral response. Whereas, 20% and 26% "strongly agreed" and "agreed" that they are suitably compensated in terms of pay and allowances for their job performance. On the other hand, 18% and 4% of the participants "disagreed" and "strongly disagreed" respectively.

Maximum numbers of the participants are highly satisfied. Whereas minimum number of the participants disagreed for the same. This shows that the employees are compensated well in terms of pay and allowances for their job performance.

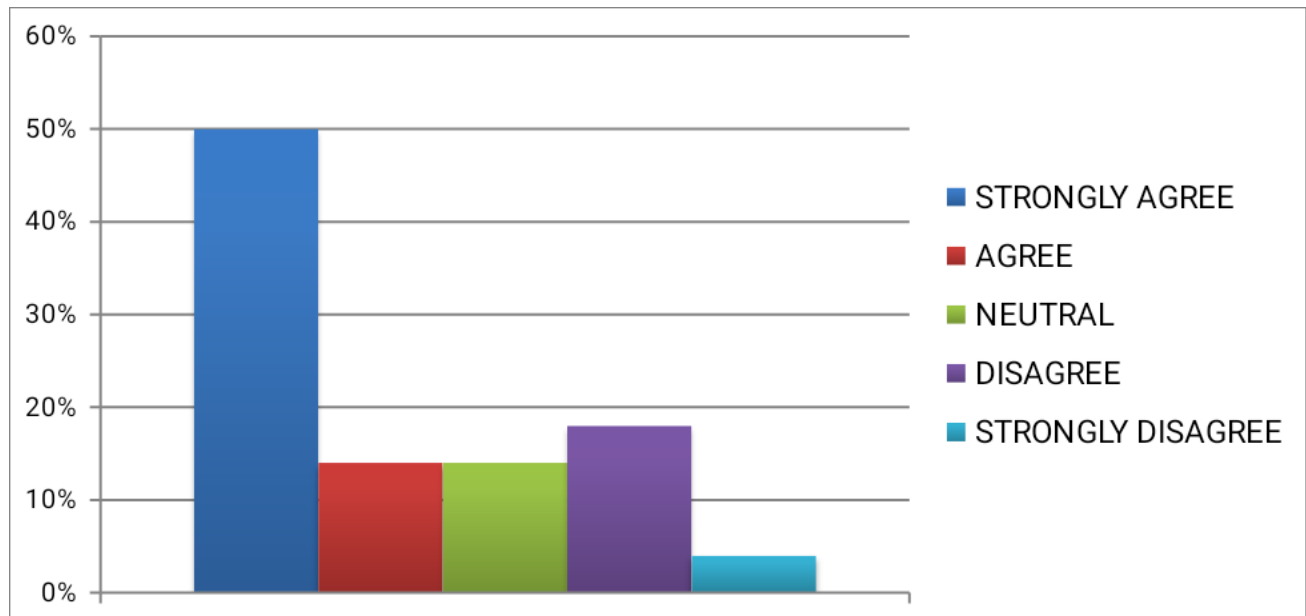
Q5. In response to the fifth question i.e. "My job provides me sufficient opportunity for learning and development". The responses received are presented in the pie chart below.



As we can see in the above chart, 22% of the participants gave neutral response. Whereas, 26% and 36% "strongly agreed" and "agreed" that their job provides sufficient opportunity for learning and development. On the other hand, 16% of the participants "disagreed" respectively.

Maximum numbers of the participants are highly satisfied. Whereas minimum number of the participants disagreed for the same. This shows that their job provides sufficient opportunity for learning and development.

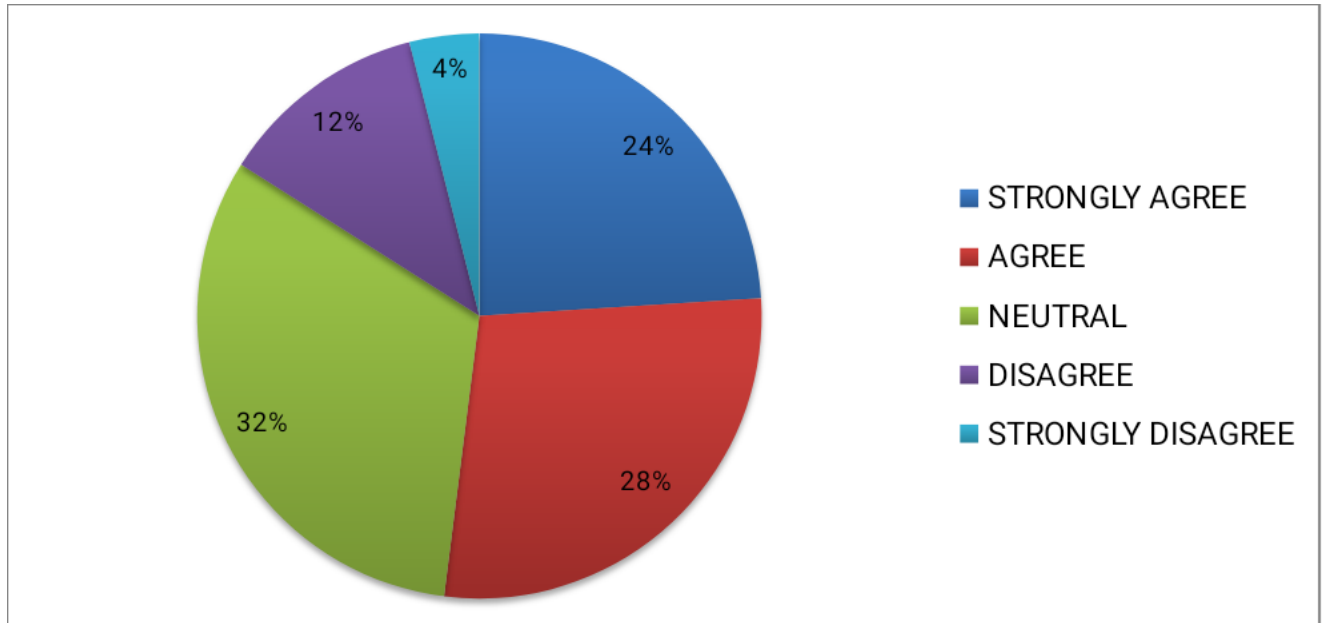
Q6. In response to the sixth question i.e “I like my job because it provides me job security”. The responses received are presented in the bar graph below.



As we can see in the above graph, 13% of the participants gave neutral response. Whereas, 50% and 13% “strongly agreed” and “agreed” that they like their job because it provides them job security. On the other hand, 18% and 3% of the participants “disagreed” and “strongly disagreed” respectively.

Maximum numbers of the participants are highly satisfied. Whereas least number of the participants disagreed for the same. This shows that the employees are highly satisfied with their job as it provides them with job security.

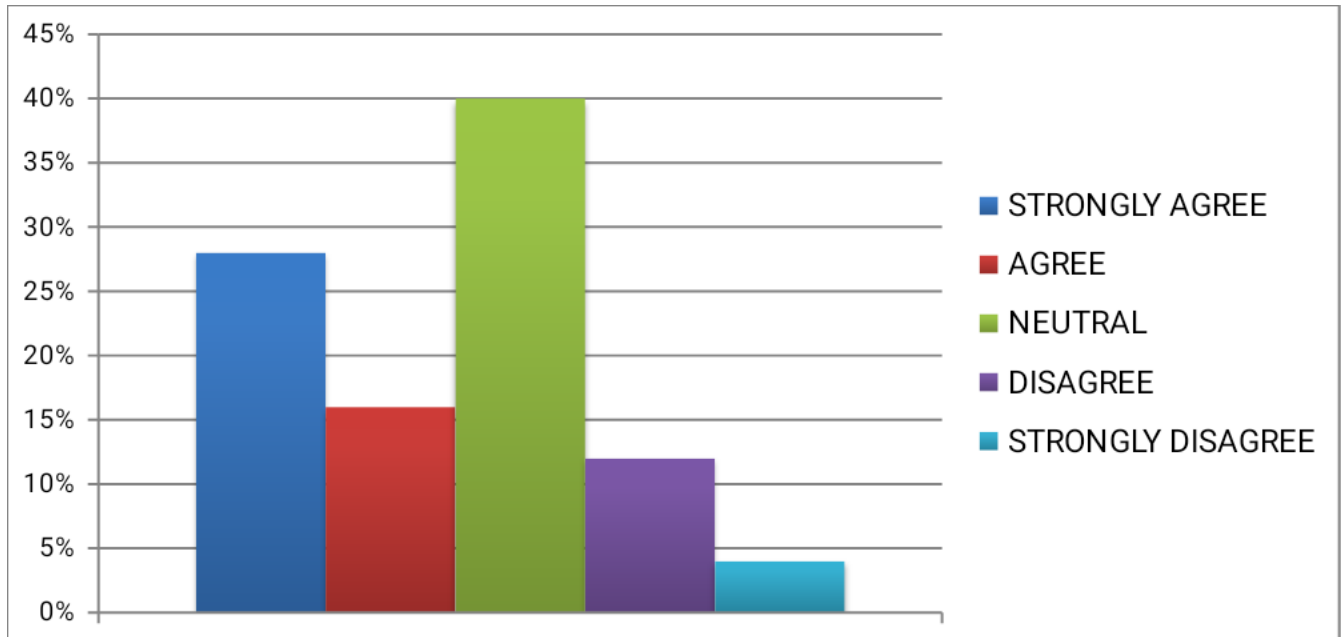
Q7. In response to the seventh question i.e. "Employees are encouraged to work due to the high safety standards in the Company". The responses received are presented in the pie chart below.



As we can see in the above pie chart, 32% of the participants gave neutral response. Whereas, 24% and 28% "strongly agreed" and "agreed" that they are encouraged to work due to high safety standards in the company. On the other hand, 12% and 4% of the participants "disagreed" and "strongly disagreed" respectively.

Maximum numbers of the participants are highly satisfied. Whereas minimum number of the participants were not satisfied for the same. This shows that the employees are encouraged to work due to high safety standards in the company.

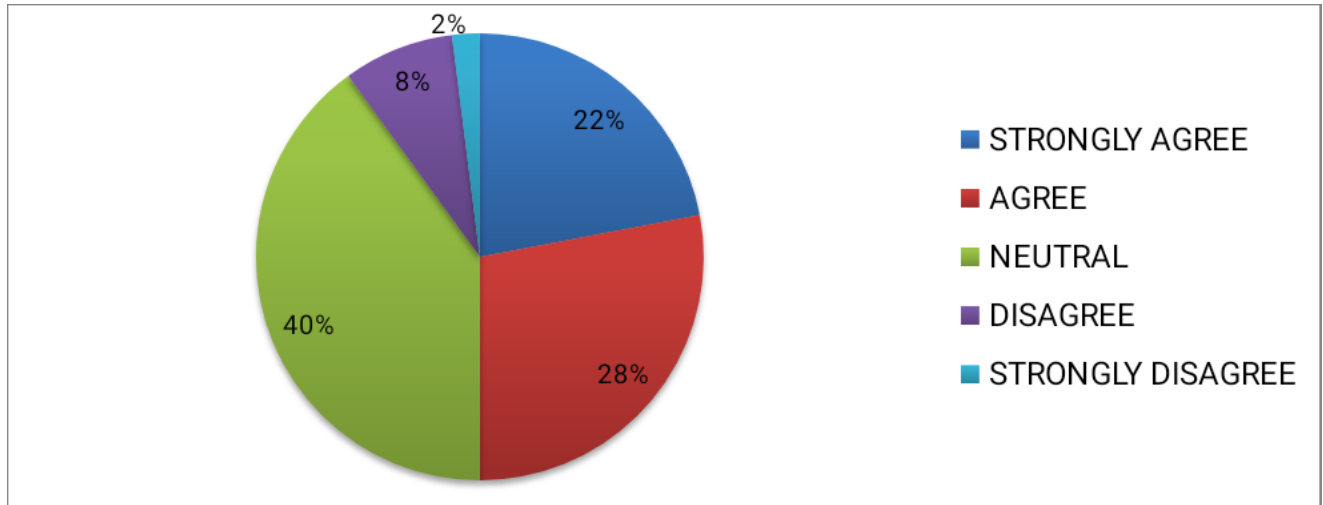
Q8. In response to the eighth question i.e. “My job in the company makes me motivated to come to work.” The responses received are presented in the graph below.



As we can see in the above graph, 40% of the participants gave neutral response. On the other hand, 28% and 15% “strongly agreed” and “agreed” that their job motivates them to come to work. Whereas, 12% and 4% of the participants “disagreed” and “strongly disagreed” respectively.

Maximum numbers of the participants are highly satisfied. Whereas lowest number of the participants were not satisfied for the same. This shows that the employees are highly satisfied as their job motivates them to come to work.

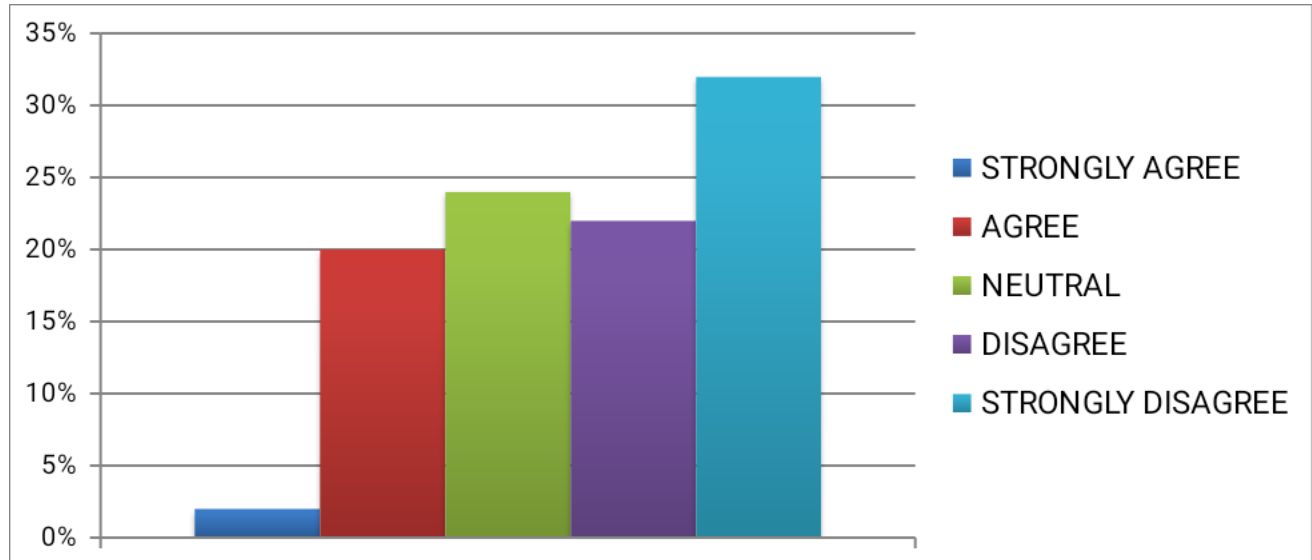
Q9. In response to the ninth question i.e. "I like my job because it has a very good conducive work environment". The responses received are presented in the pie chart below.



As we can see in the above chart, 40% of the participants gave neutral response. On the other hand, 22% and 28% "strongly agreed" and "agreed" that they like their job because it has a very good conducive work environment. Whereas, 8% and 2% of the participants "disagreed" and "strongly disagreed" respectively.

Maximum numbers of the participants are highly satisfied. Whereas least number of the participants were not satisfied for the same. This shows that the employees are satisfied with their work as it has a very good conducive work environment.

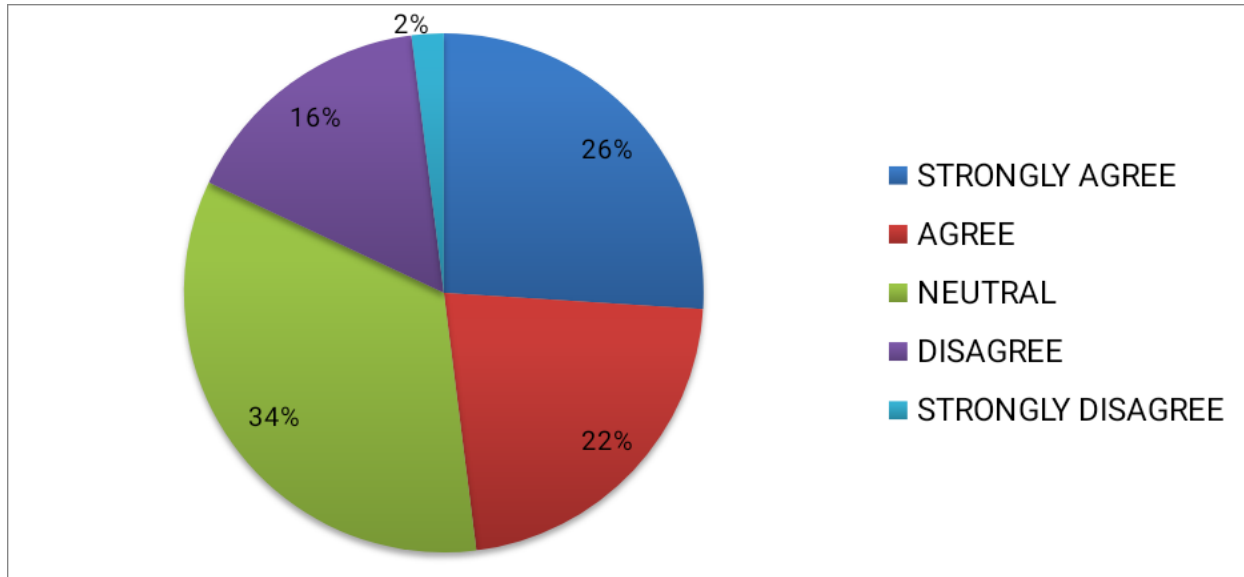
Q10. In response to the tenth question i.e. “My company does not provide necessary resources for doing my job successfully”.The responses received are presented in the graph below.



As we can see in the above graph, 24% of the participants gave neutral response. On the other hand, 2% and 20% “strongly agreed” and “agreed” that their company does not provide necessary resources for doing their job successfully. Whereas, 22% and 32% of the participants “disagreed” and “strongly disagreed” respectively.

Maximum numbers of the participants are highly dissatisfied. This shows that the company provides them with the necessary resources for doing the work successfully.

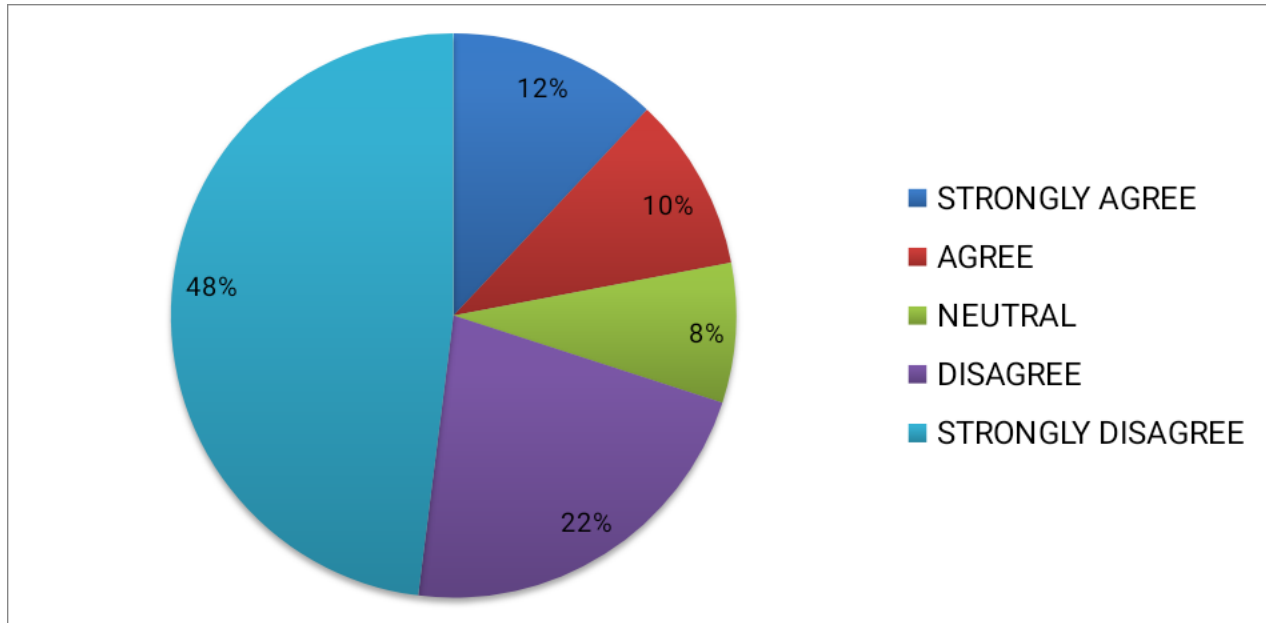
Q11. In response to the eleventh question i.e. My company provides better facilities as compared to other similar companies".The responses received are presented in the pie chart below.



The above pie chart indicates that, 34% of the participants gave neutral response. On the other hand, 26% and 22% “strongly agreed” and “agree” that their company provides better facilities than other similar companies. Whereas, 16% and 2% of the participants “disagreed” and “strongly disagreed” respectively.

Majority numbers of the participants are highly satisfied. Whereas, moderate number of the participants were dissatisfied for the same. This shows that the company provides better facilities than other similar companies.

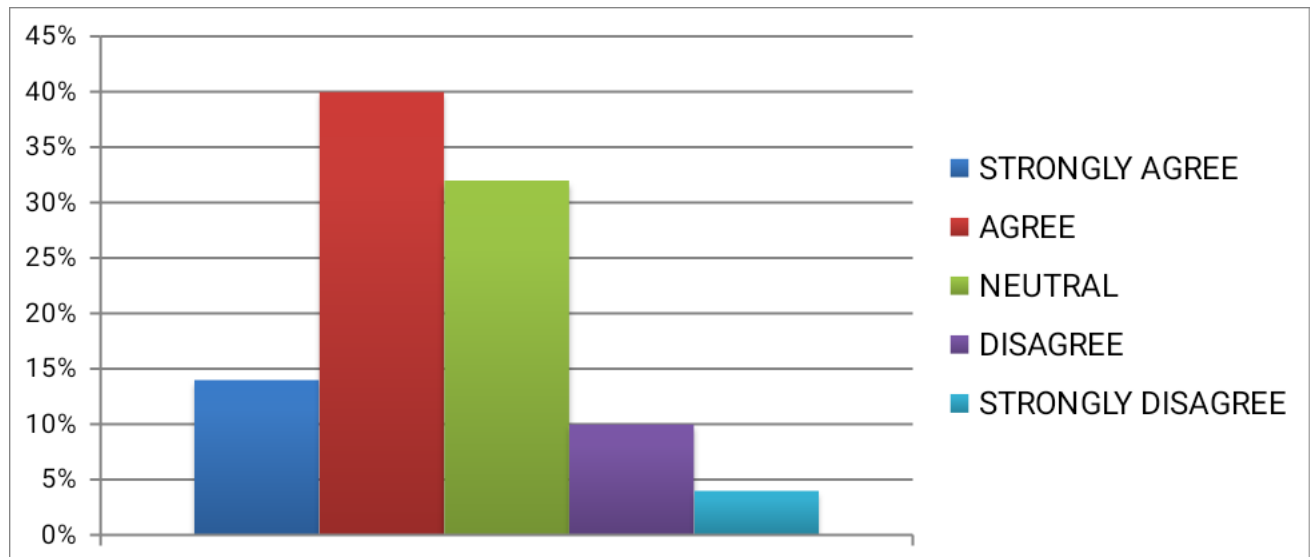
Q12. In response to the twelfth question i.e. "My casual leave and restricted holiday normally lapses at the end of the calendar leave". The responses received are presented in the pie chart below.



The above chart indicates that, 8% of the participants gave neutral response. On the other hand, 12% and 10% "strongly agreed" and "agree" that their casual leave and restricted holiday normally lapses at the end of the calendar leave. Whereas, 22% and 48% of the participants "disagreed" and "strongly disagreed" respectively.

Maximum numbers of the participants are highly dissatisfied. Whereas, least number of the participants were satisfied for the same. This shows that their casual leave and restricted holiday normally does not lapse at the end of the calendar leave.

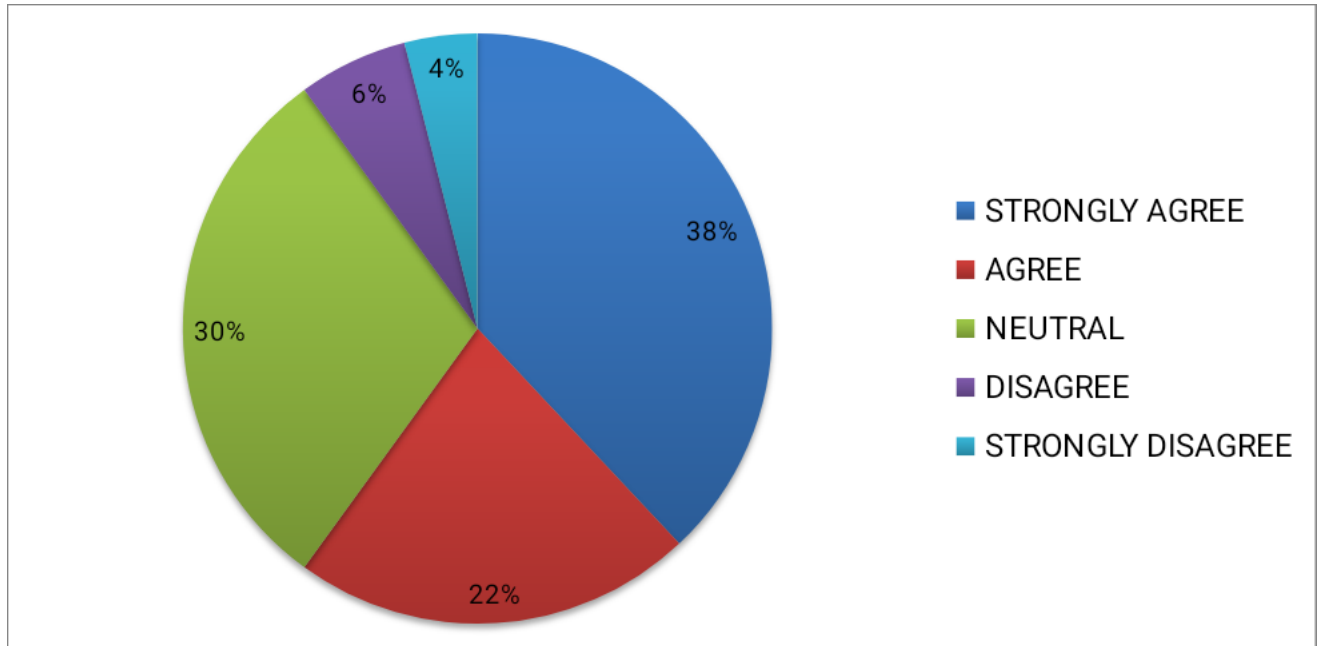
Q13. .In response to the thirteen questions i.e. "I normally bring in creativity and innovation to my day to day job". The responses received are presented in the bar graph below.



The above graph shows that, 32% of the participants gave neutral response. On the other hand, 14% and 40% "strongly agree" and "agree" that they normally bring in creativity and innovation into their day to day job. Whereas, 10% and 4% of the participants "disagreed" and "strongly disagreed" respectively.

Highest numbers of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that they normally bring in creativity and innovation into their day to day job.

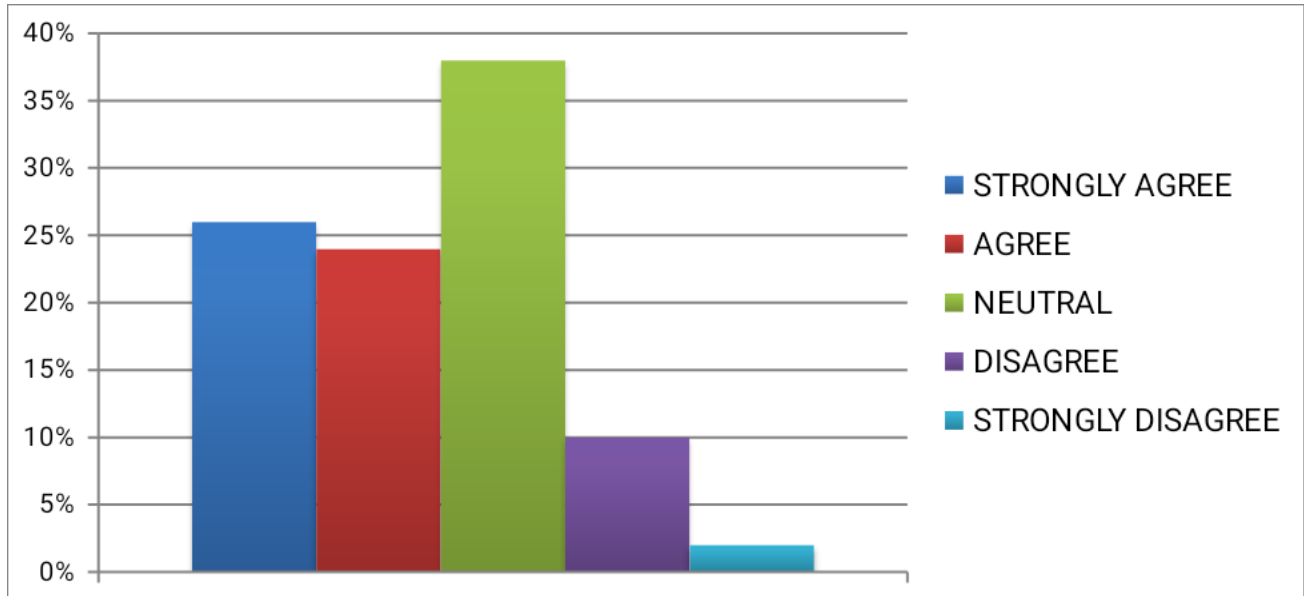
Q14. In response to the fourteen question i.e. “My peers and juniors provide support for accomplishment of my job”. The responses received are presented in the pie chart below.



The above pie chart shows that, 30% of the participants gave neutral response. Whereas, 38% and 22% “strongly agreed” and “agreed” that their peers and juniors provide support for accomplishment of the job. On the other hand, 6% and 4% of the participants “disagreed” and “strongly disagreed” respectively.

Utmost number of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that their peers and juniors provide support for accomplishment of the job.

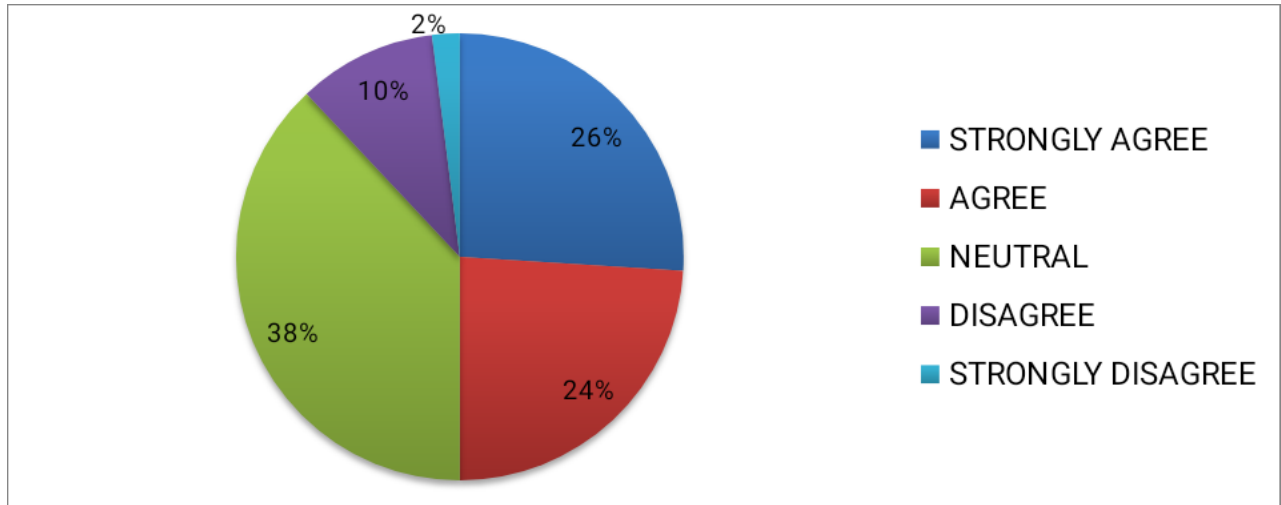
Q15. In response to the fifteen question i.e. “My seniors support me in execution of my job and respect my job performance”. The responses received are presented in the bar graph below.



The above graph indicates that, 38% of the participants gave neutral response. On the other hand, 26% and 24% “strongly agreed” and “agreed” that their seniors support in execution and respect their job performance. Whereas, 10% and 2 % of the participants “disagreed” and “strongly disagreed” respectively.

Maximum number of the participants are highly satisfied. Whereas, lowest number of the participants were dissatisfied for the same. This shows that their seniors support in execution and respect their job performance.

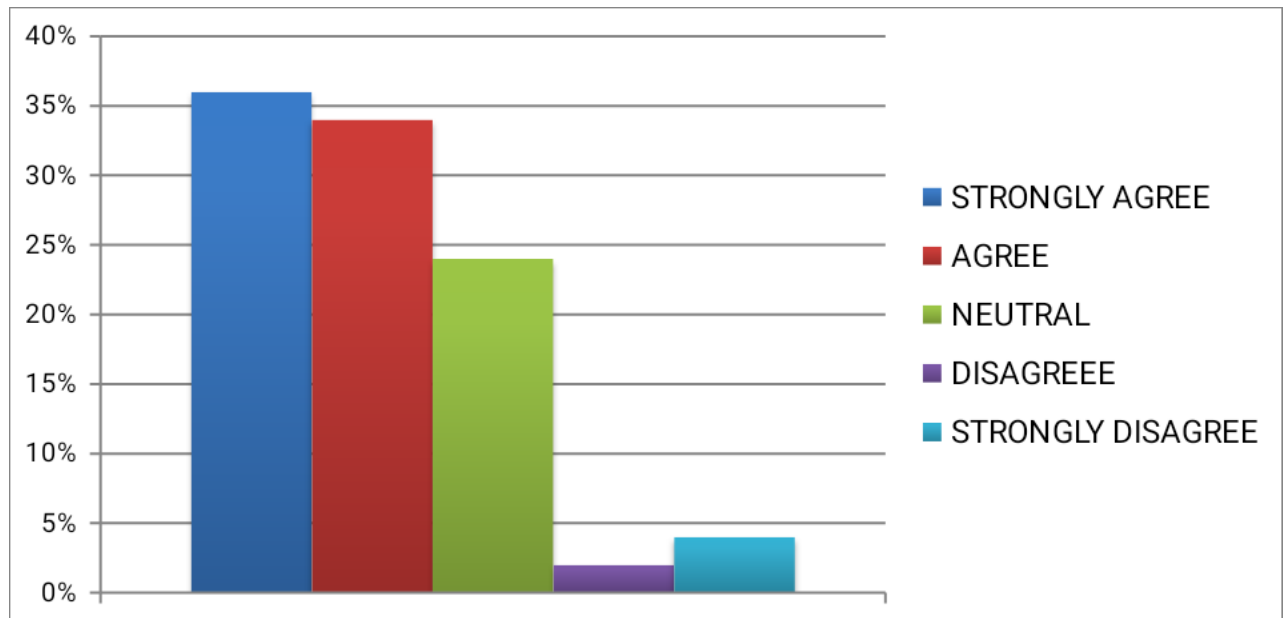
Q16. In response to the sixteenth question i.e. "I am able to maintain a reasonable balance between work and personal life". The responses received are presented in the pie chart below.



The above pie chart indicates that, 38% of the participants gave neutral response. On the other hand, 26% and 24% "strongly agreed" and "agreed" that they are able to maintain a reasonable balance between work and personal life. Whereas, 10% and 2% of the participants "disagreed" and "strongly disagreed" respectively.

Highest number of the participants are highly satisfied. Whereas, lowest number of the participants were dissatisfied for the same. This shows that they are able to maintain a reasonable balance between work and personal life.

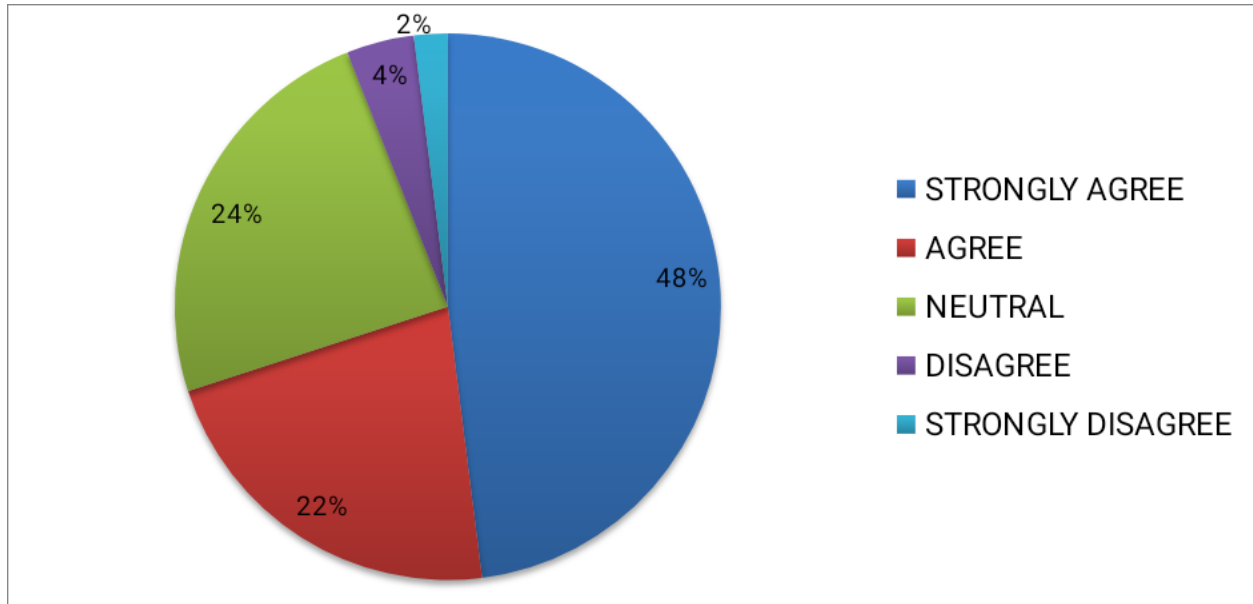
Q17. In response to the seventeenth question i.e. “I enjoy taking up additional responsibilities along with my designated work”. The responses received are presented in the bar graph below.



The above graph shows that, 24% of the participants gave neutral response. On the other hand, 36% and 29% “strongly agreed” and “agreed” that they enjoy taking additional responsibilities along with the designated work. Whereas, 2% and 4% of the participants “disagreed” and strongly disagreed respectively.

Utmost number of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that they enjoy taking additional responsibilities along with the designated work.

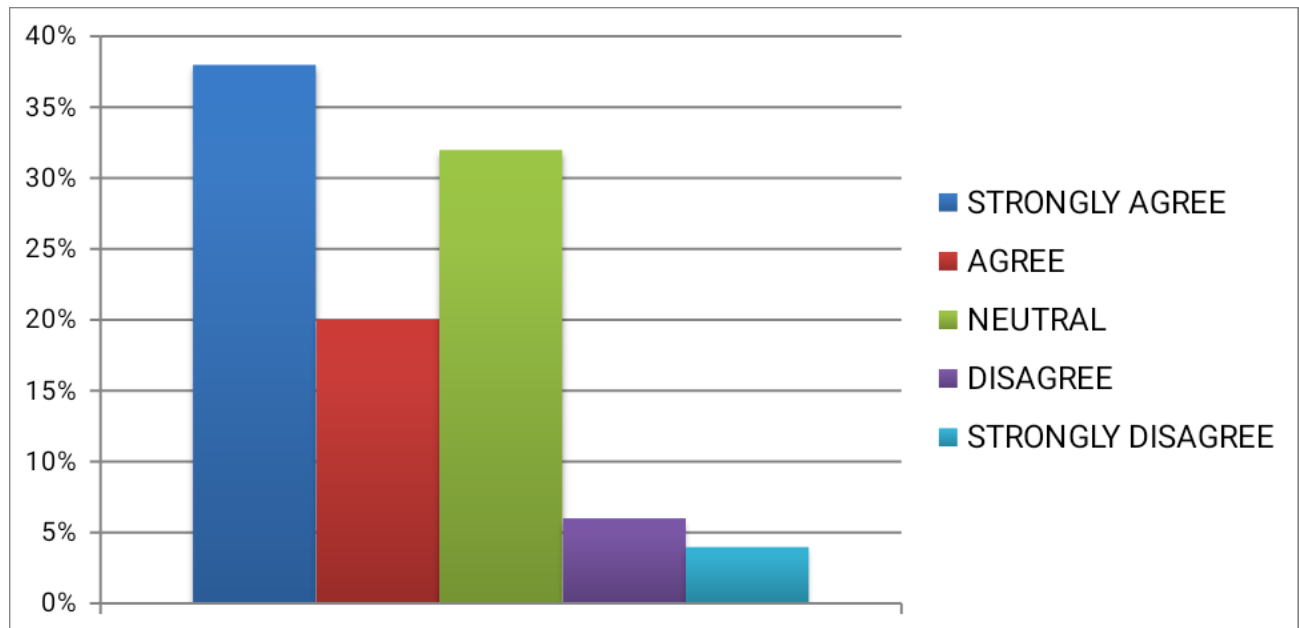
Q18. In response to the eighteenth question i.e. “Being able to complete all pending jobs on any particular day makes me feel very accomplished”. The responses received are presented in the pie chart below.



The above pie charts shows that,24% of the participants gave neutral response. On the other hand, 48% and 22% “strongly agreed” and “agreed” that they are able to complete the pending jobs on any particular day makes them feel very accomplished. Whereas, 4% and 2% of the participants “disagreed” and “strongly disagreed” respectively.

Maximum numbers of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that they are able to complete their pending jobs successfully on time.

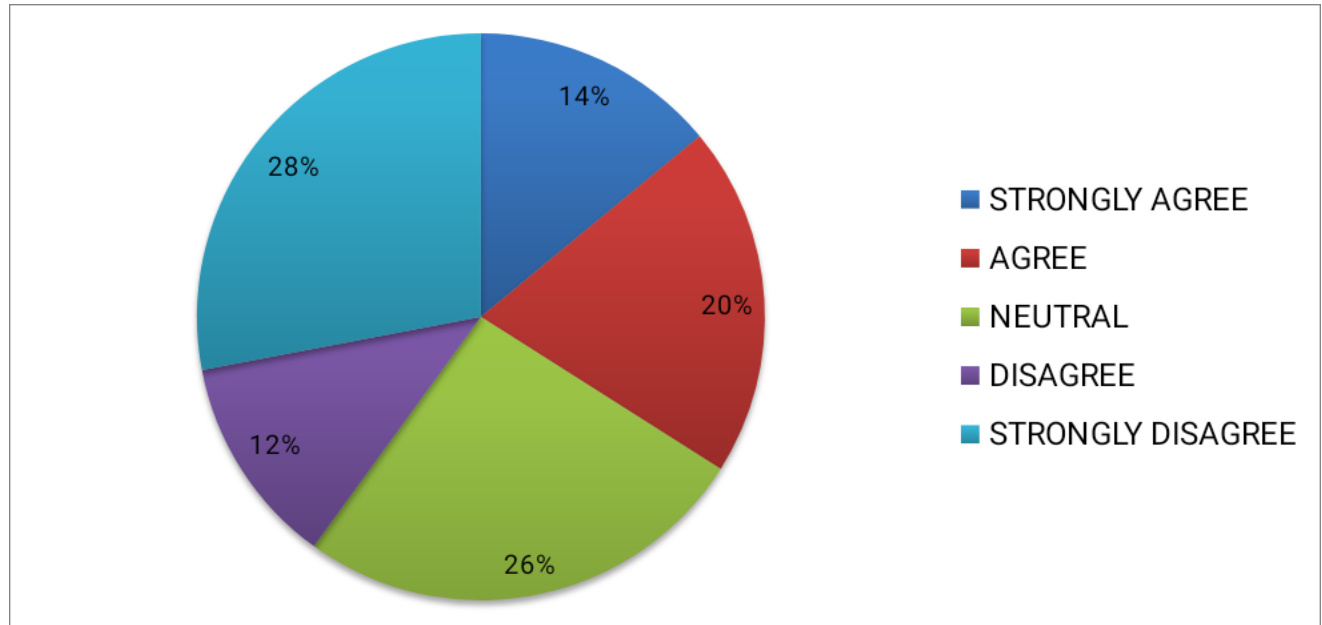
Q19. In response to the nineteenth question i.e. “I feel responsible personally for any lapses that occur in the execution of my job”. The responses received are presented in the bar graph below.



The above graph shows that, 32% of the participants gave neutral response. On the other hand, 38% and 20% “strongly agreed” and “agreed” that they feel responsible personally for any lapses that occur in the execution of the job. Whereas, 6% and 4% of the participants “disagreed” and “strongly disagreed” respectively.

Utmost numbers of the participants are highly satisfied. Whereas, moderate number of the participants were dissatisfied for the same. This shows that they personally feel responsible for any lapses that occur in the execution of the job.

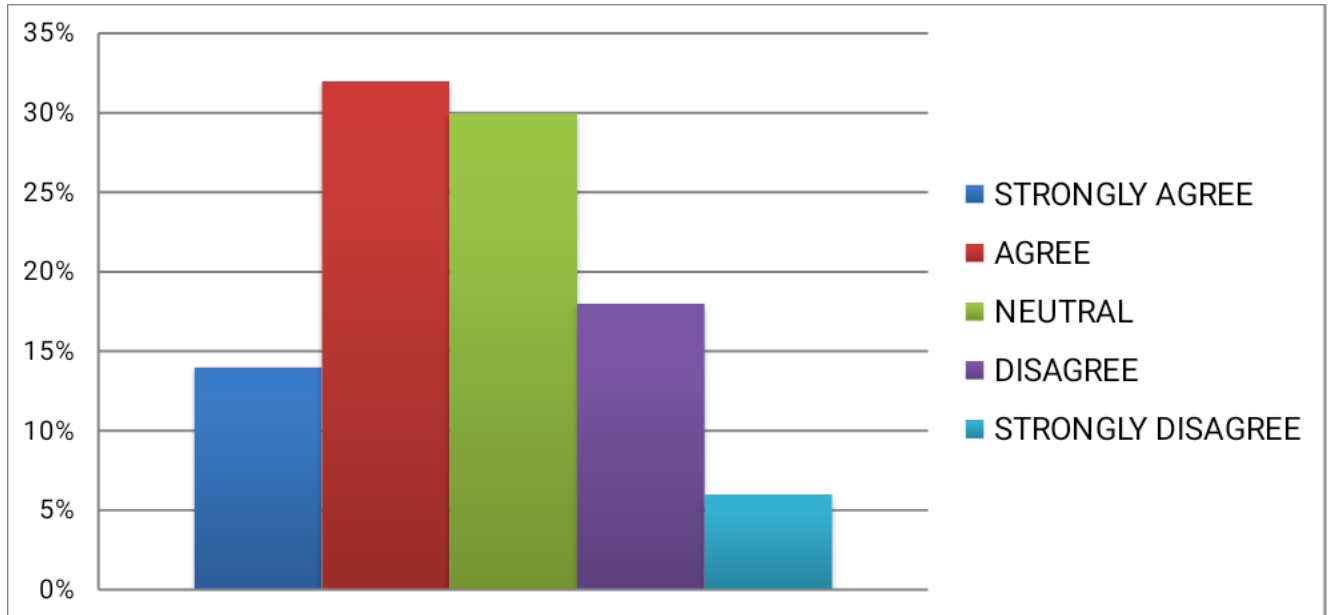
Q20. In response to the twentieth question i.e. My boss and peers take the ownership and credit for the positive results and the good work that I do. The responses received are presented in the pie chart below.



The above pie chart shows that, 26% of the participants gave neutral response. On the other hand, 14% and 20% “strongly agreed” and “agreed” that their boss and peers take the ownership and credit for the positive results and the good work that they do. Whereas, 12% and 28% of the participants “disagreed” and “strongly disagreed respectively”.

Majority numbers of the participants are highly satisfied. Whereas, minority number of the participants were dissatisfied for the same. This shows that their boss and peers take the ownership and credit for the positive results and the good work that they do.

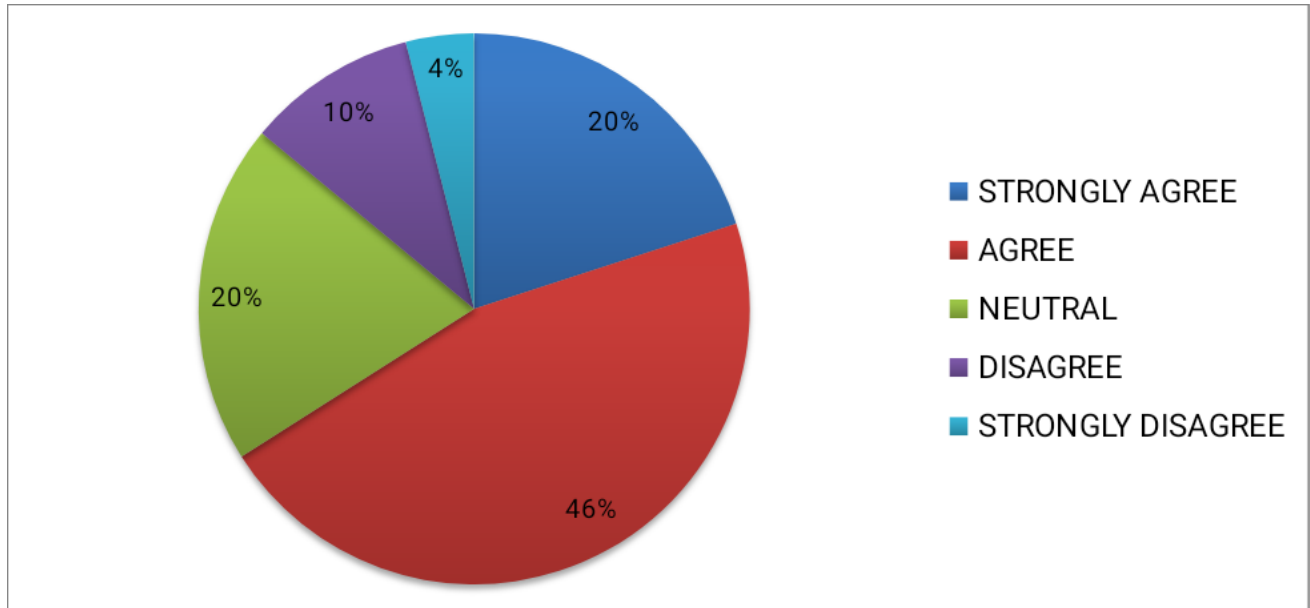
Q21. In response to the twenty first question i.e. “The Company adopts and promotes equal distribution of work among peers of a particular trade/ section”. The responses received are presented in the bar graph below.



The above graph shows that, 30% of the participants gave neutral response. On the other hand, 13% and 31% “strongly agreed” and “agreed” that the company adopts and promotes equal distribution of work among peers of a particular trade/ section. Whereas, 19% and 5% of the participants “disagreed” and “strongly disagreed respectively”.

Most numbers of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that the company adopts and promotes equal distribution of work among peers of a particular trade/ section.

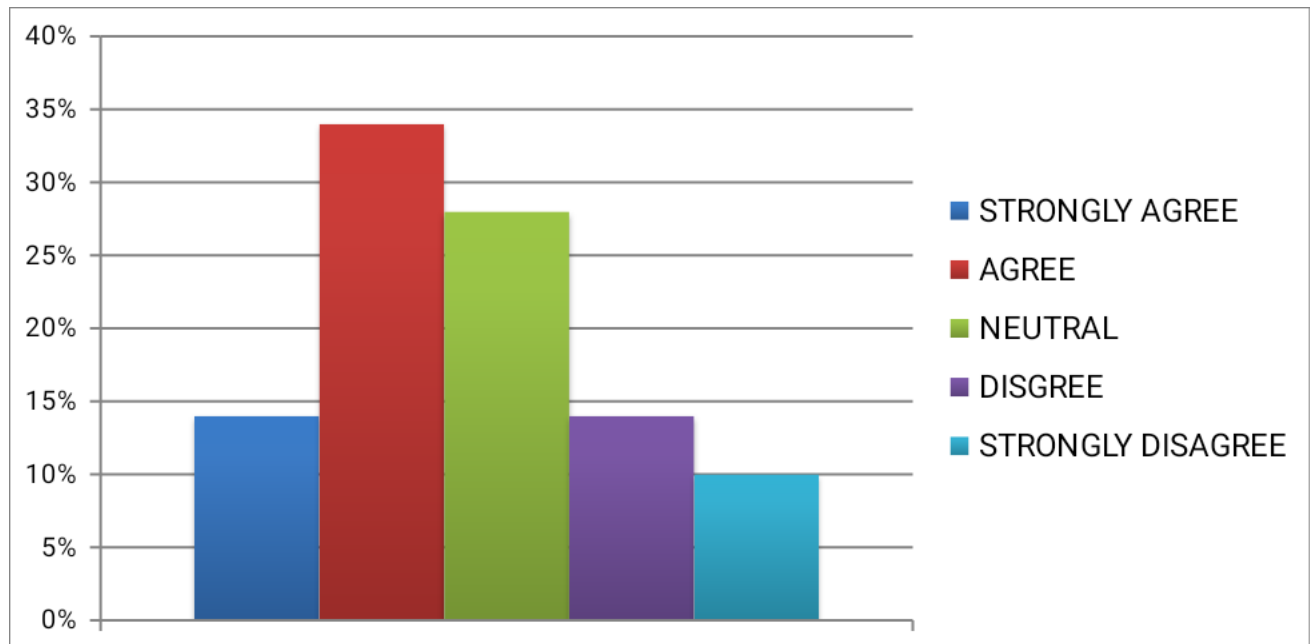
Q22. In response to the twenty second question i.e. "I am satisfied with sanitation, cleanliness and hygiene within and around work area". The responses received are presented in the pie chart below.



The above chart shows that, 20% of the participants gave neutral response. On the other hand, 20% and 46% "strongly agreed" and "agreed" that they are satisfied with sanitation, cleanliness and hygiene within and around work area. Whereas, 10% and 4% of the participants "disagreed" and "strongly disagreed respectively".

Maximum numbers of the participants are highly satisfied. Whereas, minimum number of the participants were dissatisfied for the same. This shows that they are highly satisfied with sanitation, cleanliness and hygiene within and around work area.

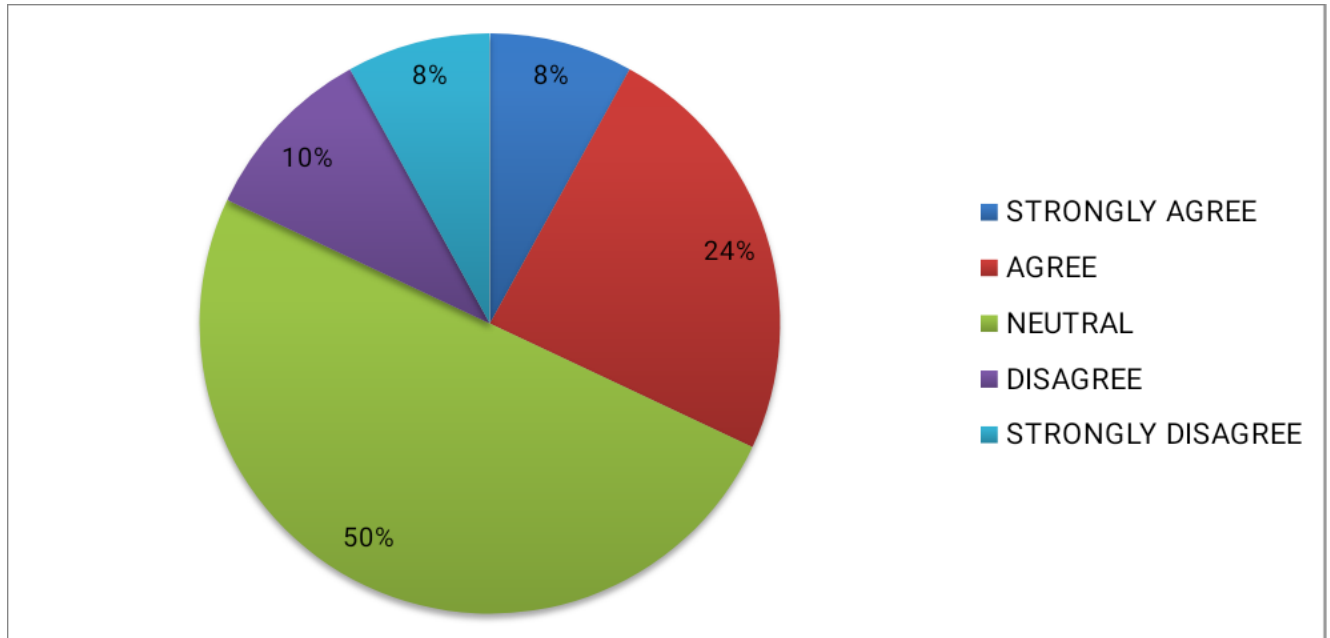
Q23. In response to the twenty third question i.e. “The Company has a very good reward and recognition scheme for the outstanding performers”. The responses received are presented in the bar graph below.



The above graph indicates that, 28% of the participants gave neutral response. On the other hand, 14% and 34% “strongly agreed” and “agreed” that the company has a very good reward and recognition scheme for the outstanding performers. Whereas, 14% and 10% of the participants “disagreed” and “strongly disagreed respectively”.

Majority numbers of the participants are highly satisfied. Whereas, minority number of the participants were dissatisfied for the same. This shows that the company has a very good reward and recognition scheme for the outstanding performers.

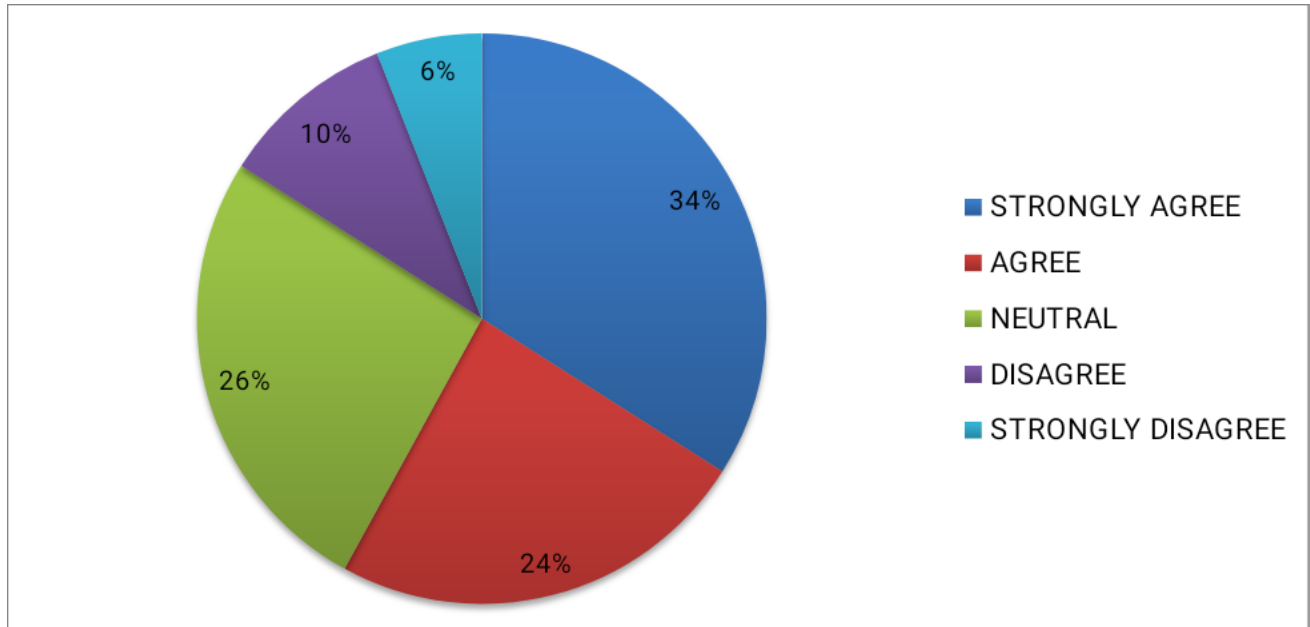
Q24. . In response to the twenty fourth question i.e. “I am motivated to work due to the excellent grievance redressal policy of the company”. The responses received are presented in the pie chart below.



The above pie chart indicates that, 50% of the participants gave neutral response. On the other hand, 8% and 24% “strongly agreed” and “agreed” that they are motivated to work due to the excellent grievance redressal policy in the company. Whereas, 10% and 8% of the participants “disagreed” and “strongly disagreed respectively”.

Utmost numbers of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that they are highly motivated to work due to the excellent grievance redressal policy in the company.

Q25. In response to the twenty fourth question i.e. "I would like to work in my current job till my retirement from my company". The responses received are presented in the pie chart below.



The above chart indicates that, 26% of the participants gave neutral response. On the other hand, 24% and 34% "strongly agreed" and "agreed" that they like to work in their current job till the retirement from the company. Whereas, 10% and 6% of the participants "disagreed" and "strongly disagreed respectively".

Highest numbers of the participants are highly satisfied. Whereas, least number of the participants were dissatisfied for the same. This shows that they would like to work in their current job till the retirement from the company.

8. DATA FINDINGS

- Maximum numbers of the participants are highly satisfied as they received recognition for their job achievement.
- Majority of the employees are satisfied as they are compensated well in terms of pay and allowances for their job performance.
- Most of the employees are highly satisfied as their job provides sufficient opportunity for learning and development.
- Few of the employees disagreed that their job provides sufficient opportunities for growth and advancement.
- Utmost of the employees are highly satisfied as their job provides them with job security.
- Some of the employees agreed that their casual leave and restricted holiday lapses at the end of the calendar leave.
- Majority of the employees are satisfied with their work as it has a very good conducive work environment.
- Most of the employees are satisfied as they can maintain a very good balance between their personal and professional life.
- Maximum number of the employees are satisfied as the company adopts and promotes equal distribution of work among peers of a particular trade/ section.
- Few of them agreed that their boss and peers take the ownership and credit for the positive results and the good work that they do.
- Employees are highly satisfied with sanitation, cleanliness and hygiene within and around work area.
- Employees are highly motivated to work due to the excellent grievance redressal

policy in the company.

- Employees are satisfied as their seniors support in execution and respect their job performance.

9.CONCLUSION

This project was undertaken to find out the job satisfaction level of the employees in the organization. A satisfied employee is always important for an organization as he/she aims to deliver the best of their capability. Every employee wants a strong career growth and work life balance at workplace. If an employee feels happy with their company & work, they look to give back to the company with all their efforts.

From the study it was identified that majority of the employees are highly satisfied in terms of pay and allowances, learning and development, reward and recognition, job security, working environment, safety and hygiene. Employees are also highly motivated to work due to excellent grievance redressal policy. They are also satisfied with the employer-employee relationship and the support from their seniors. Most of the employees also agreed that they were able to maintain a reasonable balance between work and personal life. On the other hand, the study also exhibits that some of the employees feel that their job does not provide sufficient opportunities for growth and advancement. A handful of them were of the opinion that their casual leave and restricted holiday lapses at the end of the calendar leave. Few of them also agreed that their boss and peers take the credit and ownership for the positive results and good work. The company can improve these factors so that the employees become highly satisfied and the productivity and performance level also increases.

The study clearly shows that employees are satisfied with their job. Overall the employees of GSL are having a very high job satisfaction and hence they are working with great enthusiasm and zeal to achieve their organizational goals

10. LIMITATIONS

- The study is conducted only in Goa Shipyard Limited.
- Due to the current Covid situation, the data has been collected as per the availability of the employees.
- The sample size does not exactly represent the total population.
- The findings and the observations made in the study is pure based on the participant's answers which may be biased.
- Participants might have marked the answers which may be socially incorrect irrespective of their actual feeling.
- Some participants hesitate to give the actual response, because they fear that the management might take action against them.
- While collecting the data many participants were unwilling to fill the questionnaire as they felt that it was a waste of time.

11. RECOMMENDATIONS TO THE COMPANY

- The employees must be recognized by their potential or efforts that they put in the job.
- The company should adopt more employee engagement activities for its employees.
- The management should provide more opportunities to employees in order to participate in decision making.
- The company should have industrial visits for the employees.
- The company needs to provide orientation on the first day for trainees so that they are familiar with the departments and the employees.
- The feedback forms should be digitalized instead of giving manually.
- The company should provide locker room facilities for its employees.
- The interns should be provided with PCs in order to understand and practically learn the concepts.
- For in-house training, the attendance recording may be done by way of biometric system.
- Use of mobile phones should be prohibited during in-house training programme.

12. LEARNING DERIVED

The learning's derived from the internship are as follows:

- Co-ordination with the respective faculties and the officers in conducting the training programs.
- Maintain the record of the feedback forms.
- Drafting circulars for the training to be conducted.
- Drafting of training policy.
- Collecting the documents of new joiners and preparing placement order based on the field in which the students are undergoing the training.
- Analyzing the promotion details with the help of excel sheet.
- Handling of file's

13. REFERENCES

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14. ANNEXURE

Survey Questionnaire

Name: _____ Emp.No.: _____

- a) All Questions are mandatory. Please reply to all questions.
- b) Please rate the below questions on a scale of 1 to 5 with (1) indicating that you “strongly agree” with the given point and (5) indicating that you “strongly disagree” with the given points.

You can put your rating beside each question.

SL.NO	QUESTION	1	2	3	4	5
1.	I am satisfied with my achievements on my job					
2.	I have been amply recognized for my job achievement					
3.	My job provides me sufficient opportunities for growth and advancement					
4.	I am being suitably compensated in terms of pay and allowances for my job performance					
5.	My job provides me sufficient opportunity for learning and development					
6.	I like my job because it provides me job security.					
7.	Employees are encouraged to work due to the high safety standards in the Company.					
8.	My job in the company makes me motivated to come to work.					
9.	I like my job because it has a very good conducive work environment					
10.	My company does not provide necessary resources For doing my job successfully.					

11.	My company provides better facilities as compared to other similar companies.					
12.	My casual leave and restricted holiday normally lapses at the end of the calendar leave.					
13.	I normally bring in creativity and innovation to my day to day job.					
14.	My peers and juniors provide support for accomplishment of my job.					
15.	My seniors support me in execution of my job and respect my job performance.					
16.	I am able to maintain a reasonable balance between work and personal life.					
17.	I enjoy taking up additional responsibilities along with my designated work.					
18.	Being able to complete all pending jobs on any particular day makes me feel very accomplished.					
19.	I feel responsible personally for any lapses that occur in the execution of my job.					
20.	My bosses and peers take the ownership and credit for the positive results and the good work that I do.					
21.	The company adopts and promotes equal distribution of work among peers of a particular trade/ section.					
22.	I am satisfied with sanitation, cleanliness and hygiene within and around work area					
23.	The company has a very good reward and recognition scheme for the outstanding performers.					

24.	I am motivated to work due to the excellent grievance redressal policy of the company.					
25.	I would like to work in my current job till my retirement from my company.					

Signature of Respondent: