

FINAL INTERNSHIP REPORT

Submitted By:

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Roll No.: 2026

Under the Supervision of

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ESTEEM
INDUSTRIES

DECLARATION

I, the student of M.B.A. Part II of Goa Business School, Goa University, hereby declare that the project entitled “**A study to measure level of employee satisfaction at Esteem Industries Pvt. Ltd.**” has been prepared by me towards partial fulfilment of the degree of Master of Business Administration under the guidance of my faculty guide Ms. Teja Khandolkar. 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: 9th May 2022

Place: Goa University

Name: Saif Ali Khan

Roll No.: 2026

CERTIFICATE



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TO WHOM IT MAY CONCERN

CERTIFICATE

This is to certify that **Mr. Saif Ali Khan** studying M.B.A. Part II in Goa Business School, Goa University, Taleigao Plateau Goa India has successfully completed his Internship in our Organisation from 07-January-2022 to 30-April-2022.

During his Internship period he is found to be very much active, sincere, honest and hardworking.

We wish him all success in his future studies.

For Esteem Industries Pvt. Ltd.



Sr. General Manager
Industrial Relations & Human Resources

Date: 30-04-2022

Place: Pissurlem Goa

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Intertek



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ACKNOWLEDGMENT

With due respect and gratitude, I Mr. Saif Ali Khan a student of Goa Business School of Management Studies, MBA Part 2, take this opportunity to thank the Management of Esteem Industries Pvt. Ltd. For giving me a great chance for learning and professional development.

First of all I express my warm thanks to Mr. Vijay Naik (H R Manager) for giving me a chance to do this project in Esteem Industries Pvt. Ltd. and Miss. Raziya Sayyed for her support and guidance.

I would also like to thank Mr. Ramchandra Savarshekar and Mr. Chetan Raiker for their cordial support, valuable information and guidance, which helped me in completing this task through various stages.

Lastly, I express my gratitude to Asst. Professor Teja Khandolkar and other faculty of Goa Business School, Department of Management Studies for their guidance during the course of my internship and in writing this report.

Sincerely,

Saif Ali Khan

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INDUSTRY PROFILE

The chemical industry is pivotal in the industrial and agricultural development of a country. It provides building blocks for several downstream industries such as papers, paints, textiles, soaps, detergents, etc.

This industry is on the Bull Run as the global chemicals market was estimated to be around USD 4.0 trillion in 2019. Commodity chemicals make up 80% of the global chemical industry, with the balance 20% being constituted by speciality chemicals. Speciality chemicals are different from commodity chemicals in terms of the extensive product R&D and innovation involved, which often get translated into better margins, profitability and lesser Capex intensity.

The Indian chemical industry is one of the fastest-growing industries in the world. Currently, it ranks 3rd in Asia and is the 6th largest market in the world with respect to output, after the USA, China, Germany, Japan and South Korea. The Indian chemical industry stood at USD 180 Billion in 2019, which represents one of the bright spots within the Indian manufacturing sector.

India is ranked sixth in the world in terms of sales and imports of chemicals (excluding pharmaceuticals products), and the industry is expected to grow at a compound annual growth rate (CAGR) of 8 to 10 percent over the next five years.

Covering 80,000+ products, this industry services a large number of end-use application industries. The industry is estimated to employ more than 2mn people in India. Top speciality chemical companies are engaged in sustainability and green chemistry, such as reduced carbon footprint and improved raw material supply.

The speciality chemicals market has been on the increase in various applications, and this has helped in boosting the total market in multiple regions. The major driving factors for the market growth are growing demand from the end-user industries such as food, textiles and automobiles.

One of the major flaws in the sector is due to a large number of unorganized players catering to the needs of smaller unorganized customers in their respective sub-segments. For instance, in flavours and fragrances, the unorganized market largely caters to tobacco and incense sticks market whereas in surfactants these players cater to the unbranded soaps and detergent manufacturers.

In fact, in some sub-segments like base ingredients, the market share of the unorganized market is more than the organized market. The size of the unorganized market in the industry is inversely proportional to the level of R&D and innovation required.

COMPANY PROFILE

Esteem Industries Private Limited was established in 1987 in goa is among India's leading manufacturer of surfactants and specialty chemical manufacturing with over 30 years of experience it was founded by business doyen Mr. keki Gandhi, his son Mr. Zubin Gandhi and Assistant Technologist Mr. Ashok Walke Spread over vast acres of land with production site in goa have excellent chemical manufacturing and testing facilities and supply product to some of the best known companies across the globe. The Organization is bred on a simple philosophy "Success through Growth and Goodwill".

Esteem Industries Private Limited is situated on plot no. 76-77, Pissurlem Industrial Estate, Pissurlem Goa (North goa).

The Company product range includes ethoxylates, propoxylates, textile auxiliaries, surfactants, condensates, emulsifiers, paper chemicals, cosmetic ingredients and leather chemicals.

The company expanded steadily year after year, adding equipment, products and goodwill to its repertoire, goodwill of its customers, its suppliers, its employees and all those associated with it.

Devotion to quality, Dedication to customer satisfaction and sincerity of purpose saw the company rapidly expand its customer base. Trans-national like Clariants, Novartis, Ciba-geigy, ICI, NOCIL, etc. Patronized the company's products and services. The promoter's vision was translated into reality.

Esteem Industries is a multi-faceted organization, employing more than 650 people and manufacturing more than 300 world class products for textile, leather, paper, dyes, agro, water treatment, plastics, rubber, etc. Company has facilities and expertise to customize chemicals to individual requirements.

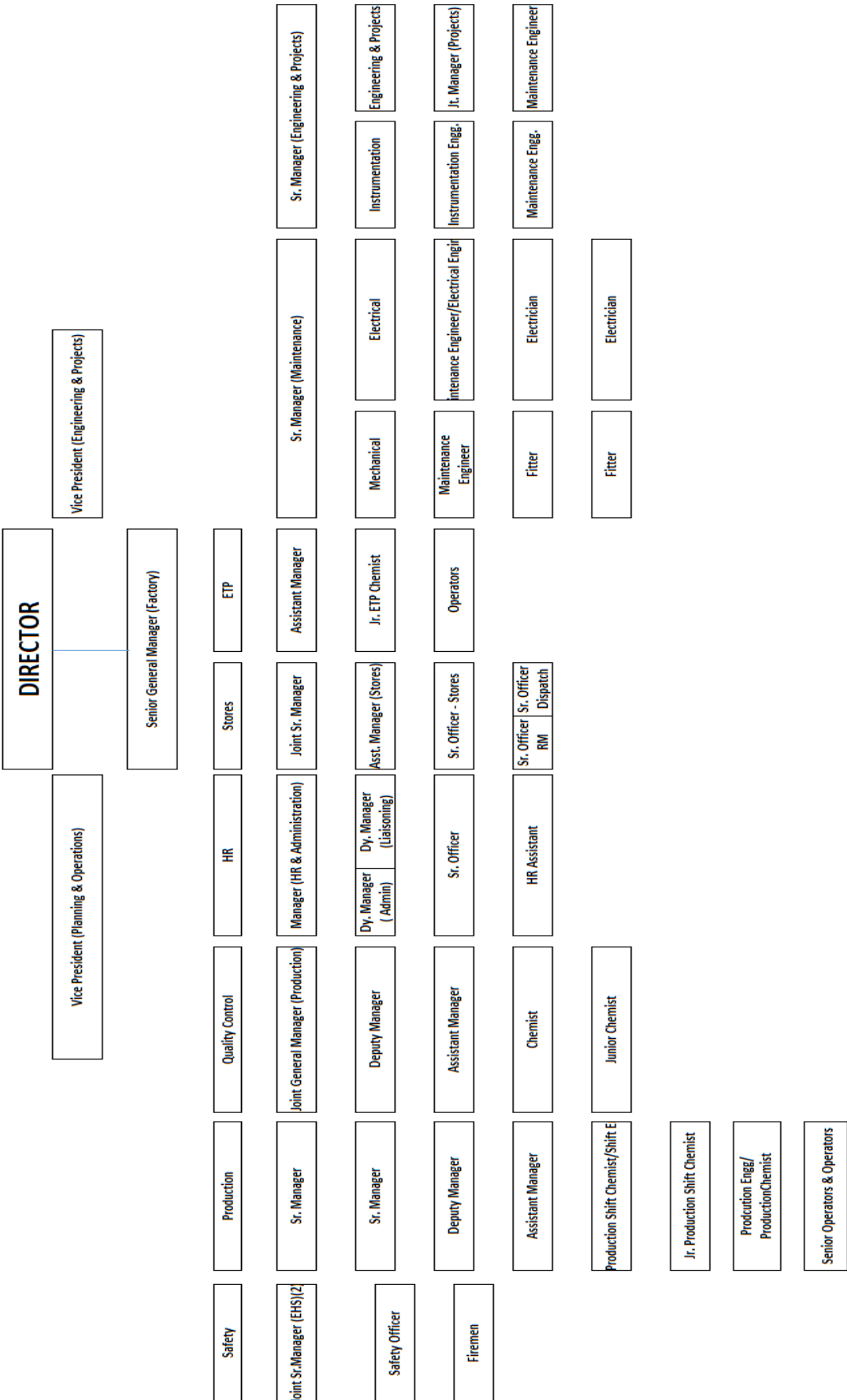
An assortment of glass lined, stainless steel and lead bonded reaction vessels of capacities ranging from 5kgs to 10,000kgs give the plant a manufacturing capacity of about 16,000 M.T per annum. The chemicals processes carried out include Ethoxylation, Propoxylation, Esterification, sulphonation, Distillation, Amide preparation and formulation.

A customer-driven R&D Lab manned by committed experts regularly generates revolutionary new ideas and concepts. Company's technical team is always in close touch with customers and delights in quickly translating their ideas into actual products.

Presently Esteem Industries has join with Harcros chemical which is a major distributor and producer of industrial chemicals. Now it is a Multinational company with global norms in mind, all sites are ISO-9001-2015, ISO-14001-2015 and ISO-45001-2018 certified, with a standard SOP firmly in place.

Organization Structure

ORGANOGRAM



Strategic Analysis

SWOT Analysis



Strengths

- Wide range of product.
- Well-developed infrastructure.
- International reach.
- Strong R&D Capabilities
- Agile and customer focused.



Weaknesses

- No timely Upgradation of technology and process.



Opportunities

- Expansion in international market.
- Diversification.









Threats

- Rapidly changing trends.
- New entrants with new development and innovation.

VRIO Analysis

Resource or Capability	Valuable	Rare	Inimitable	Organized	Impact of Resource or Capability
Human Resource	YES	NO			Competitive Parity
Technical Knowhow	YES	NO			Competitive Parity
Cost Efficient	YES	YES	NO		Temporary Competitive Advantage
Research & Development	YES	YES	NO		Temporary Competitive Advantage
Innovation	YES	YES	YES	YES	Sustainable Competitive Advantage
Patents	YES	YES	YES	YES	Sustainable Competitive Advantage
Reputation	YES	YES	NO		Temporary Competitive Advantage

PESTLE Analysis

Political 	<ul style="list-style-type: none"> • Trade regulations and policies. • Impact of global trade war. • Changing price of raw material.
Economical 	<ul style="list-style-type: none"> • Fluctuations in currency market. • Impact of change in economic Conditions.
Social 	<ul style="list-style-type: none"> • Customized products to meet customer needs. • Product safety and inspection.
Technological 	<ul style="list-style-type: none"> • Rampant innovation in the sector. • Rising sustainable technology.
Environmental 	<ul style="list-style-type: none"> • Growing concern for the impact of products on environment. • Reducing CO2 emission.
Legal 	<ul style="list-style-type: none"> • Environmental regulations. • Intellectual property rights in chemical industry.

• Political

Trade regulations and policies: Changing global trade policies and tax regulations have a significant impact on the operations of Industry. For example GST (Goods and Service tax) in India will have a major impact on the operations of chemical Industries in India.

Impact of global trade war: Having to pay more for raw materials hurts manufacturers' profit margins. As a result, trade wars can lead to price increases—with manufactured goods, in particular, becoming more expensive

Changing price of raw material: This has had a significant impact on the supply chain of chemical companies, which has resulted in a change of prices of raw materials from suppliers.

- **Economical**

Fluctuations in currency market: The exchange rate fluctuations can influence firm performance in two ways: The direct impact could be on net foreign monetary and real domestic assets of the firm. Indirectly, it may affect aggregate demand, the cost of traded inputs, competing imported goods and inflationary expectations.

Impact of change in economic Conditions: Economic situation is an important factor that often influences a decision of an organization in multiple ways from investing in a particular country to making business deals which have a significant impact on Industry.

- **Social**

Customized products to meet customer needs: this industry requires to customise its products as per the needs of client as different customers requires different combinations of the chemical material. This helps in building long-term association with the client and have a direct impact on the sales of the industry.

Product safety and inspection: Product Safety is the condition of a 'steady state' of the product when it provides the services / usefulness / purpose for which it is designed and manufactured – without harm / loss / damage to life, property or environment. This factor have major impact on the sales of the industry.

- **Technological**

Rampant innovation in the sector: Innovations leading to keeping market players at their toes. Which have direct impact on the players in the industry.

Rising sustainable technology: Sustainable technology takes into account the long- and short-term impact something has on the environment and helps in operations using technology which is Energy efficient, recyclable, health and safety concerned, renewable resources which further leads to cost efficiency. Which leads to significant impact on the industry.

- **Environmental**

Growing concern for the impact of products on environment: This factor directly impact the brand image of an organization leading inviting legal trouble if not considered important.

Reducing CO2 emission: this factor will impact similarly as stated above and get backlash from the public if not considered Important.

- **Legal**

Environmental regulations: These regulations laid by the government mainly focus on optimizing energy efficiency, water treatment and use, waste management and recovery, etc. which leads to impacting the brand image of the players in the industry.

Intellectual property rights in chemical industry: Optimising a process, developing a new formulation, finding a new use for a compound, upgrading a reactor – chemists and chemical engineers are constantly innovating. This innovation can generate Intellectual Property (IP) – intangible assets that can be used by an enterprise to create value. Leading to directly influencing the operations, sales and position of a particular company in the market.

Porter's five Forces Analysis



Threats of New Entrants- Low

- Huge capital requirements and patent protection are significant barriers.
- Intense R&D and Human capital requirement.
- Incumbents to have superior efficiency and quality in production that may be difficult to imitate.



Threats of Substitute Goods- Low

- Buyers tend to need specific chemical as inputs there really are no similar Substitute for chemicals even if another chemical can be used, it is most likely produced by the same industry players.
- There are no direct substitutes for a specific chemical requirement



Bargaining Power of Suppliers- High

- Inputs for a chemical plant cannot be easily substituted.
- Most suppliers are not dependent on their sales to chemical manufactures.
- Small chemical companies rely on supplies from larger plants.



Bargaining Power of Customers- Medium

- Chemicals are important inputs to many industries those in chemical industry have many end-customers and they don't rely on one customer.
- Customers have multiple sources of supply.
- The products (chemicals) are not greatly differentiated usually purchased through long term contracts, so switching costs are high.
- Niche specialty chemicals have some pricing power.



Competitive Rivalry within the Industry – High

- Chemical industry is highly fragmented with intense rivalry amongst companies.
- Since, 100 per cent FDI is allow hence domestic companies face stiff competition from foreign competitors as well.
- International companies may also dump chemicals at low price.
- High fixed costs, and high exit costs.

Theoretical framework of Employee satisfaction

- **Overview of employee satisfaction**

The concept of employee satisfaction has been a focus for research and practice for the last two decades in particular and considered a critical issue for organizational performance. A number of scholars and management “gurus” stressed the importance of employee satisfaction and its influences on organizational performance as much as customer satisfaction. Employees spend most of their time in work place, so the organization becomes their second home.

According to Nancy C. Morse (1997), “Satisfaction refers to the level of fulfilment of one’s needs, wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets.” Employee satisfaction is a measure of how happy workers are with their job and working environment. It is sure that there may be many factors affecting the organizational effectiveness and one of them is the employee satisfaction. Effective organizations should have a culture that encourages the employee satisfaction, (Bhatti & Qureshi, (2007)

Employee satisfaction is one key metric that can help determine the overall health of an organization, which is why many organizations employ regular surveys to measure employee satisfaction and track satisfaction trends over time.

To increase employee satisfaction many companies will have mandatory survey or face-to-face meeting with employees to gather information. Both of these tactics have pros and cons and should be chose carefully. Survey are often annoying but allowing workers more freedom to be honest without fear. Interview with company management can feel intimidating but if done carefully can let workers know their voice has been heard and their concern addressed by those in charge.

Employee satisfaction is typically measured using an employee satisfaction survey. Factors that influence employee satisfaction addressed in these surveys might include compensation, workload, perceptions of management, flexibility, teamwork, resources, etc.

The primary reason for issuing employee satisfaction surveys is to measure the satisfaction level of your employees. Measuring the key drivers of satisfaction within your organization will allow you to assess whether your employees are Satisfied or not. Employee satisfaction surveys are crucial because they give employees a venue for open feedback. It is an opportunity to establish two-way communication and involve employees in the development process by giving them a direct voice to the management team. Once you have assessed how satisfied your employees are you can then create an action plan to increase employee satisfaction and work in the areas where the organisation is lacking which gives the organisation an upper hand to retain employees for the future.

- **Research studies**

Brikend Aziri (2011)

Employee satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of the workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. Unfortunately, in our region, job satisfaction has not still received the proper attention from neither scholars nor managers of various business organizations.

Dr. V. Ramanujam and Ms. R.V. Deebe Sanjana (2020)

The study focuses on employee welfare measures, relationship management, and employee satisfaction. It aims to look into various welfare measure provided by the company to their employees, and the relationship management between the various levels of hierarchy, and the employee's satisfaction towards these.

Alam Sageer, Dr. Sameena Rafat, Ms. Puja Agarwal (2012)

Employee satisfaction is the terminology used to describe whether employees are happy, contended and fulfilling their desires and needs at work. Many measures support that employee satisfaction is a factor in employee motivation, employee goal achievement and positive employee morale in the work place. Basically employee satisfaction is a measure of how happy workers are with their job and working environment.

In this paper various variables responsible for employee satisfaction has been discussed such as Organization development factors, Job security factors, Work task factors, Policies of compensation and benefit factor and opportunities which give satisfaction to employees such as Promotion and career development also has been described .This paper also deals the various ways by which one can improve employee satisfaction.

Halil Zaim Selim Zaim

Employee satisfaction is considered to be a critical success factor for organizations. The concept of employee satisfaction has gained a special concern from both academicians and practitioners. This study aims to provide a framework for employee satisfaction and determine the critical factors of employee satisfaction and to measure their effect on overall evaluation of employee satisfaction in small and medium sized enterprises (SME) based on the data collected from Turkey. Data analysis revealed that there is a positive relationship between the each factor of employee satisfaction, which are named satisfaction from pay, and benefits (P&B), satisfaction from peers (P), satisfaction from management (M), satisfaction from working environment (WE), satisfaction from superior (S) and overall employee loyalty in SMEs. Furthermore, relevant recommendations and measures for improving the employee satisfaction are proposed.

Project questions

- What is the level of employee satisfaction amongst the staff of Esteem industries Pvt Ltd?
- What are the factors, which motivates employees at Esteem Industries Pvt, Ltd.?
- What action can be taken to improve the satisfaction levels amongst the staff of Esteem industries Pvt Ltd?

Project Methodology

The research is the pursuit of truth with the help of study, observation, comparison and experiment. The data needed for the study is collected from the employees, through questionnaire. Analysis and interpretation has been done by using the statistical tools and data presented through tables and charts.

Project design

The study was based on survey method. The aim of the study is to find employee satisfaction levels at Esteem industries Pvt. Ltd.

Type of research: Quantitative Research

Research instrument: Questionnaire

Data collection design:

- **Primary data:** The data is collected from employees of Esteem industries Pvt. Ltd. using questionnaire.
- **Secondary data:** The data is collected from articles, company records and website.

Sampling technique: Random sampling.

Population size: 650 employees.

Sample size: 100.

Project Objectives

- To measure the level of employee satisfaction at Esteem Industries.
- To study whether the employee's basic needs are satisfied in the company.
- To study the relation between superior and employees.
- To identify the factors that motivates the employees.
- To make necessary recommendation for increasing the satisfaction levels of employees.

Project Limitation

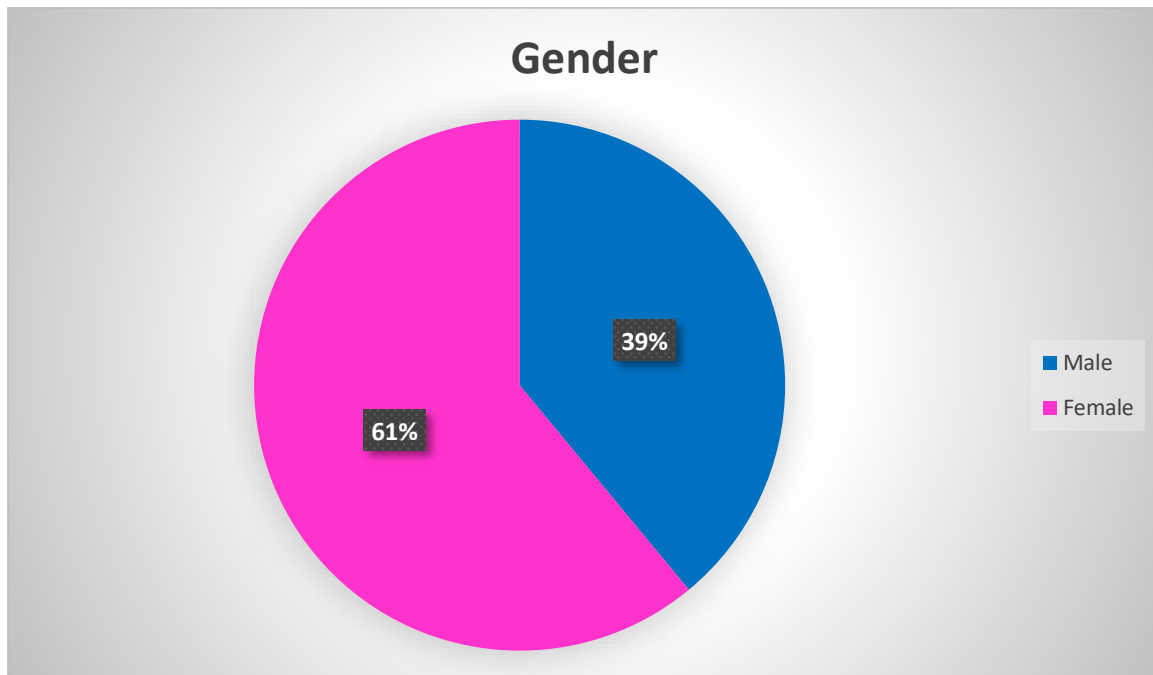
- This research study only considers the employees of Esteem Industries Pvt. Ltd-Goa.
- The data collected is only from 100 respondents because of time limitation and the busy schedule of employees.
- The respondents were hesitant to give the response, because of which there can be some amount of error.

Project hypothesis

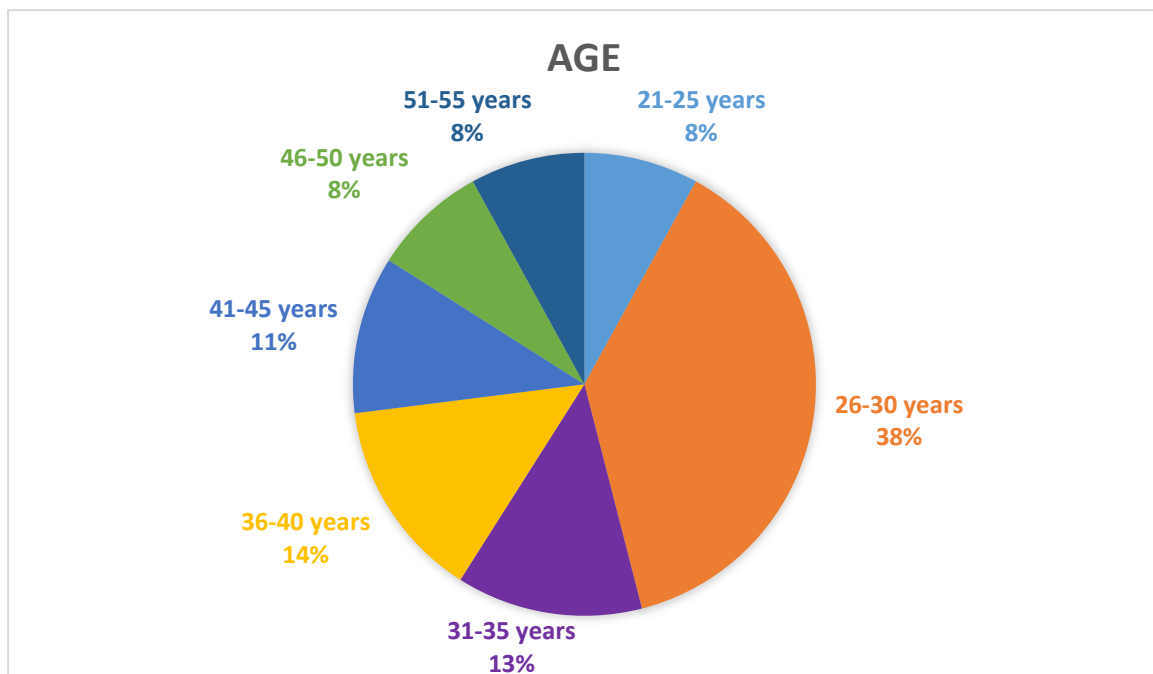
- H0: There is no relation between Satisfaction level and working years.
H1: There is relation between Satisfaction level and working years.

Data analysis

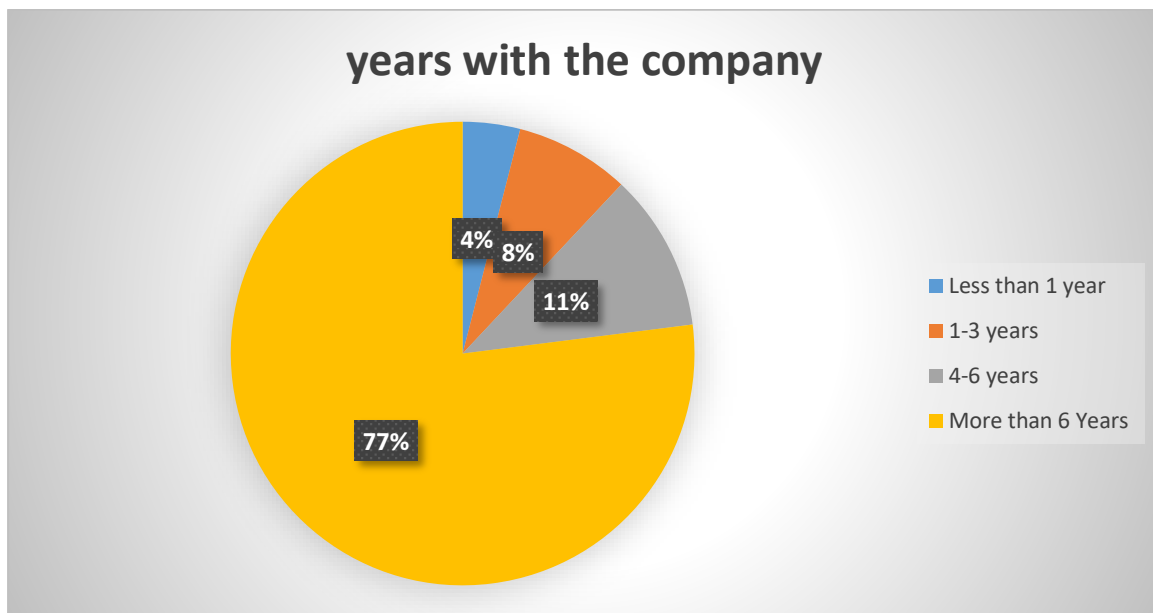
Gender distribution



Age

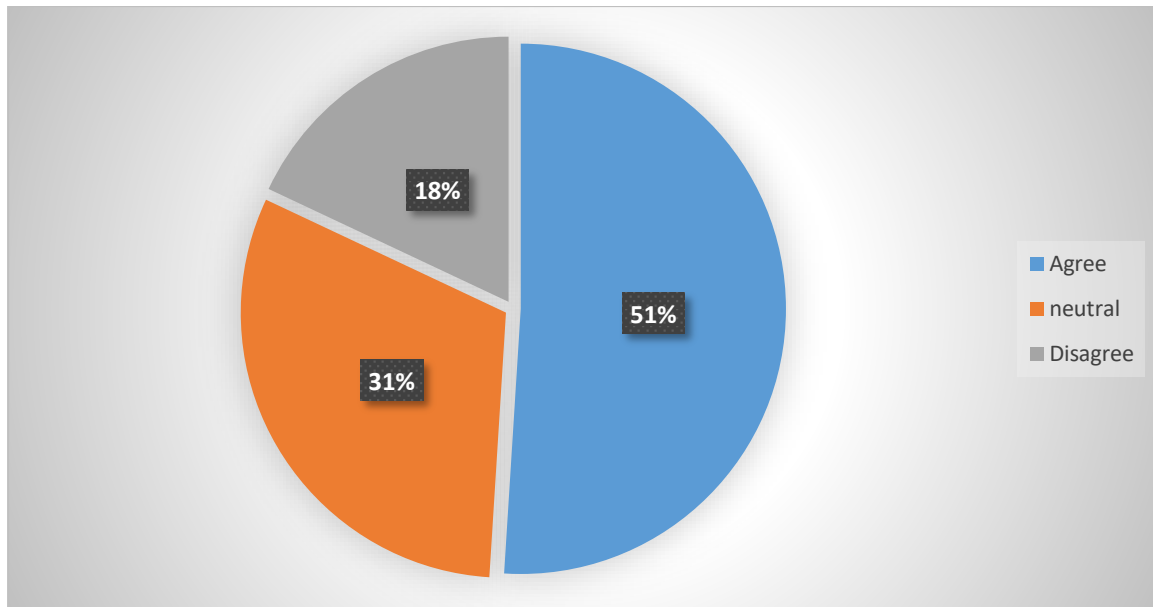


How many years have you been with the company?



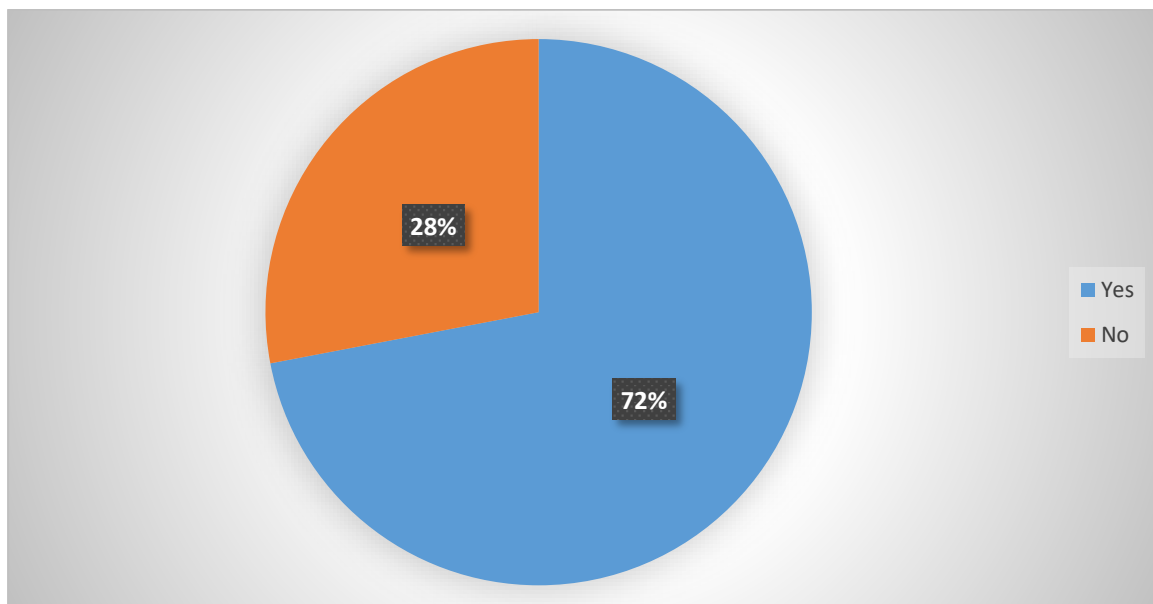
In above pie chart we can see that majority of employees i.e. 77% of the employees have been working with the organization for more than 6 years, which is a great sign. Whereas 11% of the employees have been working with the organization for 4-6 years, 8% of the employees have been working with the organization for 1-3 years and only 4% of the employees have been working with the organization for less than a year, which are considered new recruits.

Do you believe that there is an opportunity for individual career growth and development within the company?



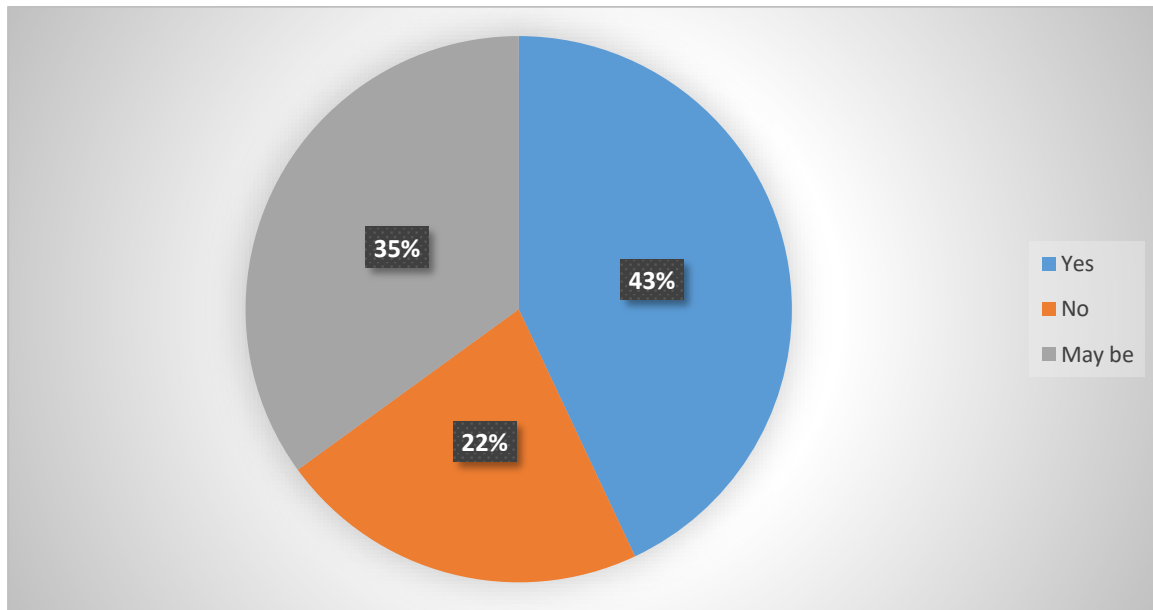
In above pie chart we can see that more than half of the sample size i.e. 51% of the employees believe that there is an opportunity for individual career growth and development within the company. Whereas 31% of the employees have a neutral view about the same and 18% of the employees does not believe that there is an opportunity for individual career growth and development within the company.

Do you enjoy our company's culture?



In above pie chart we can see that majority of employees i.e. 72% says that they enjoy the company's culture. Whereas 28% of the employees does not enjoy the company's culture

Do you see yourself working for the same organization in the next 5 years?



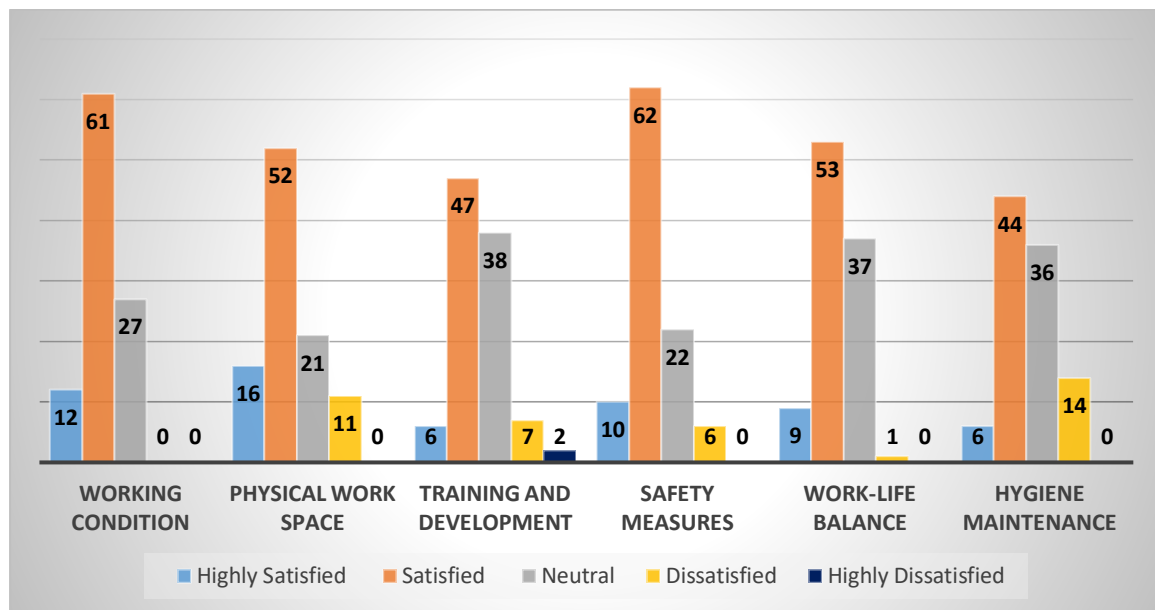
In the above pie chart we can see that 43% of the employees see themselves working for Esteem industries Pvt. Ltd. For the next 5 years. Whereas 22% of the employees does not see themselves working for the same organization for the next 5 years. Moreover, 35% of the employees are not sure about the same, which can be considered if they get better job opportunity, they will leave the organization.

What are the factors, which motivates you to work at Esteem Industries Pvt. Ltd.?

- Work environment.
- Working hours.
- Leave structure.
- Friendly relationship at work with colleagues & HOD.
- Opportunity learn and gain experience.
- Self-motivation.

Above mentioned are some of the major factors, which motivates the employees to work at Esteem Industries Pvt. Ltd.

How satisfied are you with the following?



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **Working condition**

In the above Clustered column chart, we can see a small minority of the employees are highly satisfied with the working condition. Whereas a huge majority of employees are satisfied with the same. Moreover small portion of employee have neutral view about the working condition at the organization. On a positive side there is no one dissatisfied or highly dissatisfied with the same.

- **Physical work space**

In the above Clustered column chart, we can see a minority of the employees are highly satisfied with the physical workspace. Whereas a huge majority of employees are satisfied with the same. Moreover small portion of employee have neutral view about the physical workspace at the organization. On the other hand, a small minority of employees are dissatisfied and no one is highly dissatisfied with the same, which is a positive sign.

- **Training and development**

In the above Clustered column chart, we can see a minority of the employees are highly satisfied with training and development. Whereas a majority of employees are satisfied with the same. Moreover, a portion of employee have neutral view about training and development at the organization. On the other hand, a small minority of employees are dissatisfied and highly dissatisfied with the same.

- **Safety measures**

In the above Clustered column chart, we can see a minority of the employees are highly satisfied with the safety measures. Whereas a huge majority of employees are satisfied with the same. Moreover, a small portion of employee have neutral view about safety measures at the organization. On the other hand, a small minority of employees are dissatisfied and no one highly dissatisfied with the same. Which is a positive sign.

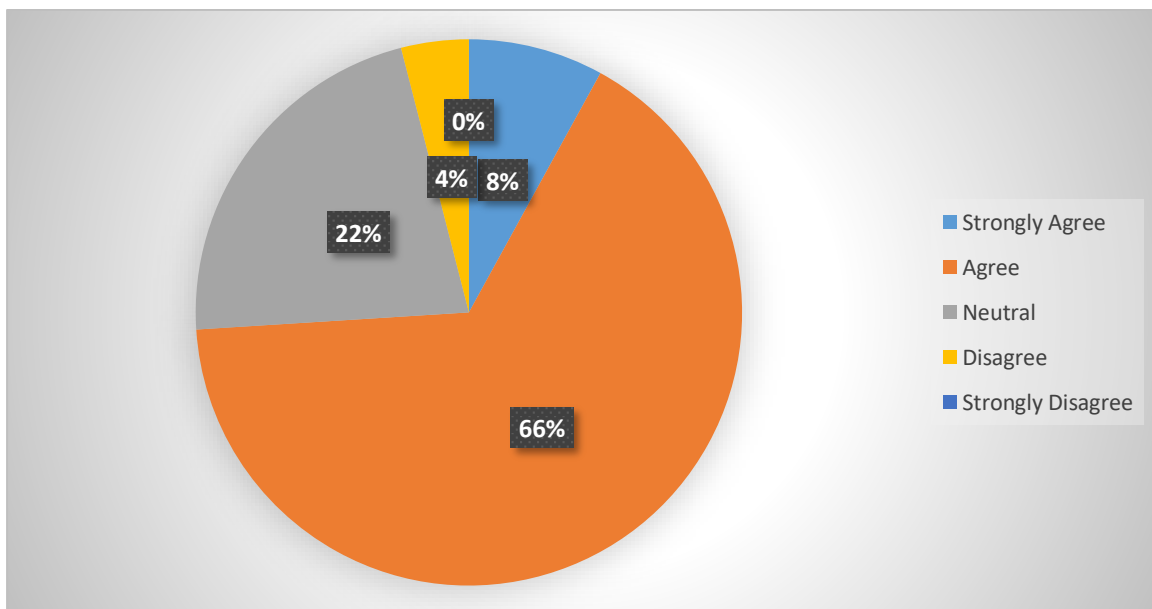
- **Work-life balance**

In the above Clustered column chart, we can see a minority of the employees are highly satisfied with the work-life balance. Whereas a majority of employees are satisfied with the same. Moreover, a small portion of employee have neutral view about Work-life balance at the organization. On the other hand, a small minority of employees are dissatisfied and no one highly dissatisfied with the same. Which is a positive sign.

- **Hygiene maintenance**

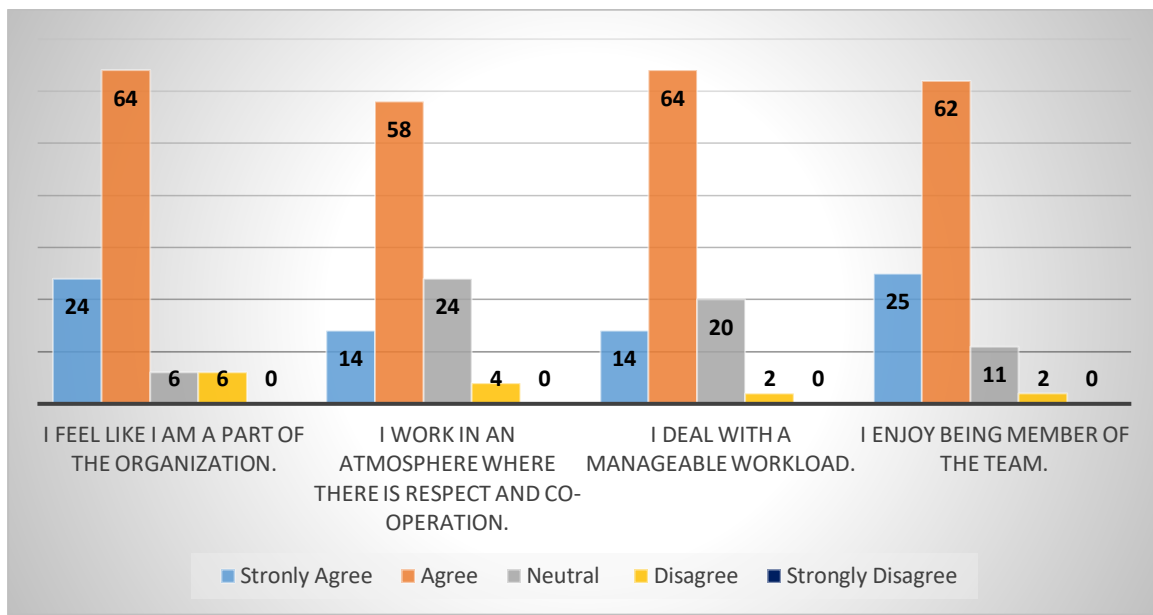
In the above Clustered column chart, we can see a small minority of the employees are highly satisfied with the Hygiene maintenance. Whereas a majority of employees are satisfied with the same. Moreover, a portion of employee have neutral view about the Hygiene maintenance at the organization. On the other hand, a small minority of employees are dissatisfied and no one highly dissatisfied with the same.

To what extent do you agree with the following statement: I would recommend this company as a good place to work?



In the above pie chart, we can see that 8% of the employees strongly Agreed that they would recommend this company as a good place to work. Whereas 66% of the employees agreed with the same. Moreover, 22% of the employees are not sure about recommending this company as a good place to work, on the other hand only 4% of the employees disagreed and no one strongly disagreed with the same, which is a great sign.

Please indicate the extent to which you agree with the following statements.



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **I feel like I am a part of the organization.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (I feel like I am a part of the organization). Whereas a huge majority of employees agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and highly disagreed with the following statement.

- **I work in an atmosphere where there is respect and co-operation.**

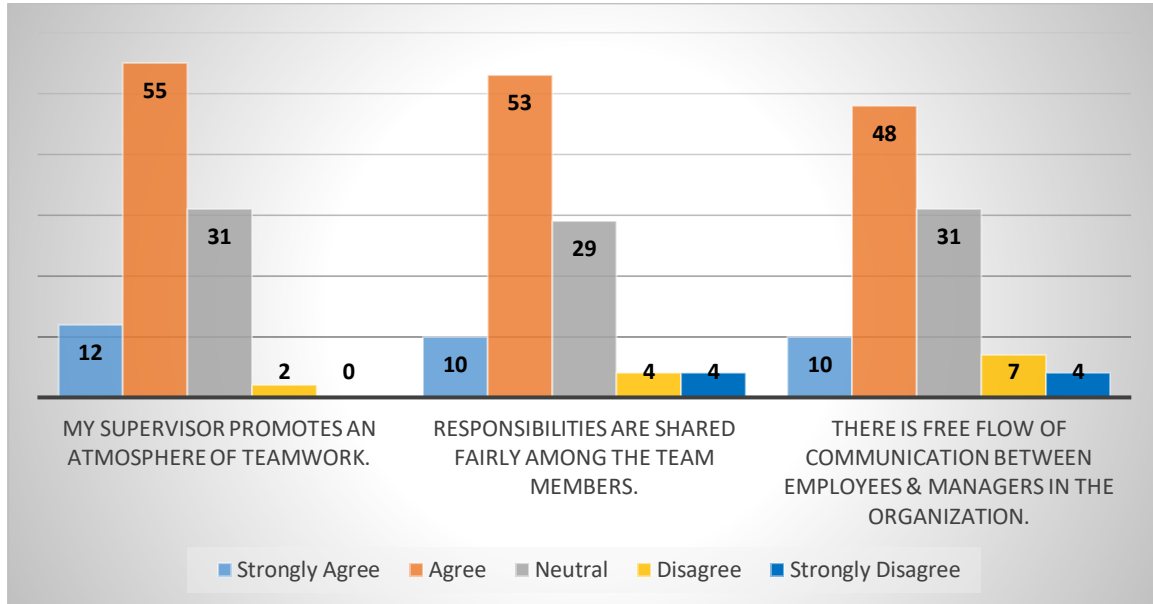
In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (I work in an atmosphere where there is respect and co-operation). Whereas a huge majority of employees are agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

- **I deal with a manageable workload.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (I deal with a manageable workload). Whereas a huge majority of employees agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

- **I enjoy being member of the team.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (I enjoy being member of the team). Whereas a huge majority of employees agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **My supervisor promotes an atmosphere of teamwork.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (My supervisor promotes an atmosphere of teamwork). Whereas a huge majority of employees agreed with the same. Moreover, a portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

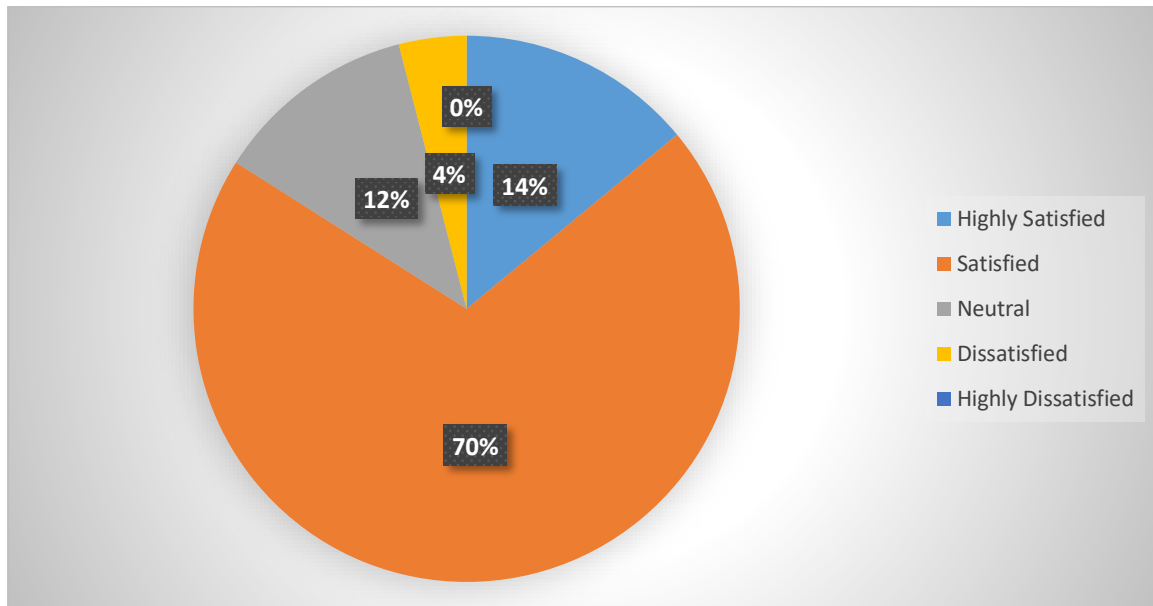
- **Responsibilities are shared fairly among the team members.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (Responsibilities are shared fairly among the team members). Whereas a huge majority of employees agreed with the same. Moreover, a portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and highly disagreed with the following statement.

- **There is free flow of communication between employees & managers in the organization.**

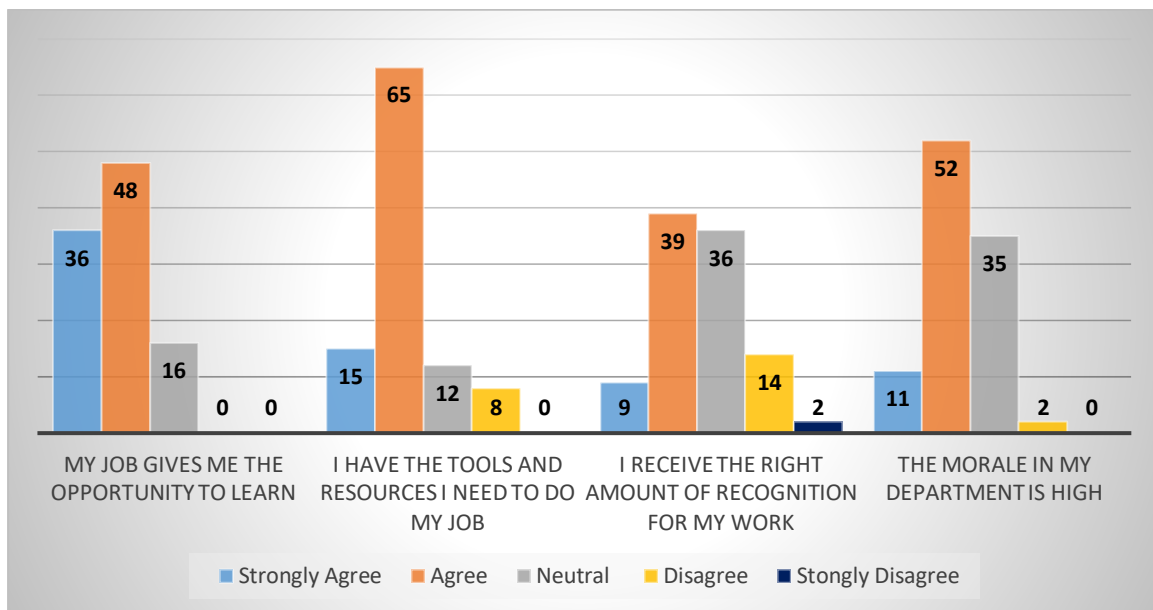
In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (There is free flow of communication between employees & managers in the organization). Whereas a huge majority of employees agreed with the same. Moreover, a portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and highly disagreed with the following statement.

Overall, how satisfied are you working in your department?



In the above pie chart, we can see that 14% of the employees are highly satisfied with working in their department. Whereas 70% of the employees are satisfied with the same. Moreover, 12% of the employees have neutral view, on the other hand, only 4% of the employees are dissatisfied and no one highly dissatisfied with the same, which is a great sign.

Please indicate the extent to which you agree with the following statements



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **My job gives me the opportunity to learn.**

In the above Clustered column chart, we can see a portion of the employees strongly agreed to the following statement (My job gives me the opportunity to learn). Whereas a huge majority of employees agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

- **I have the tools and resources I need to do my job.**

In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (I have the tools and resources I need to do my job). Whereas a huge majority of employees agreed with the same. Moreover, a small portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

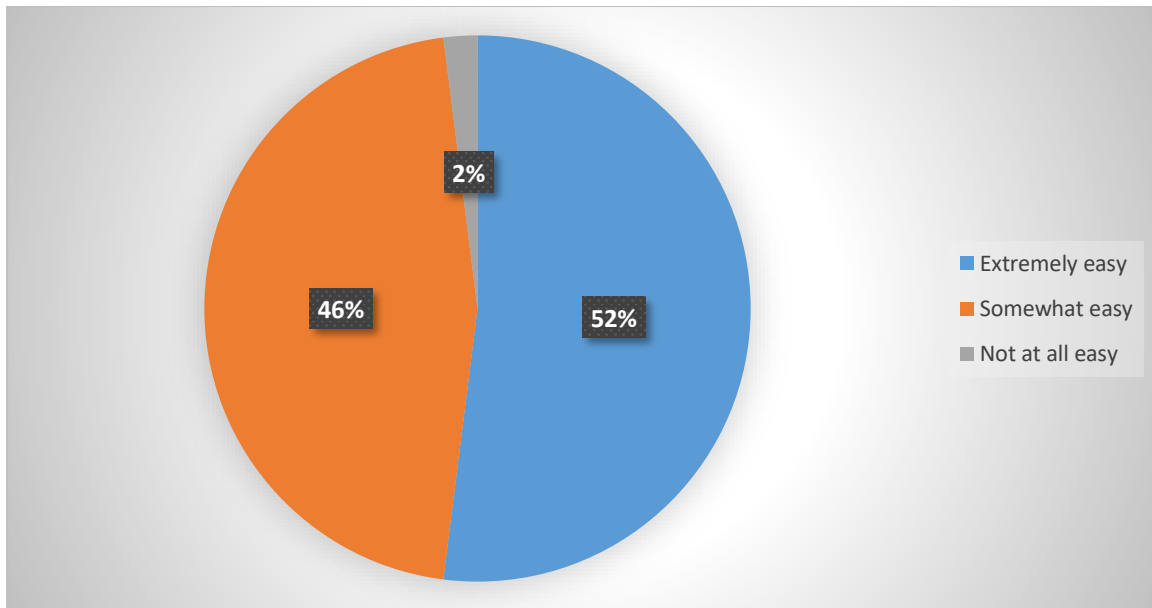
- **I receive the right amount of recognition for my work.**

In the above Clustered column chart, we can see a small portion of the employees strongly agreed to the following statement (I receive the right amount of recognition for my work). Whereas a portion of employees agreed with the same. Moreover, a portion of employee also have neutral view about the statement. On the other hand, there is a small minority of employees who disagreed and highly disagreed with the following statement.

- **The morale in my department is high.**

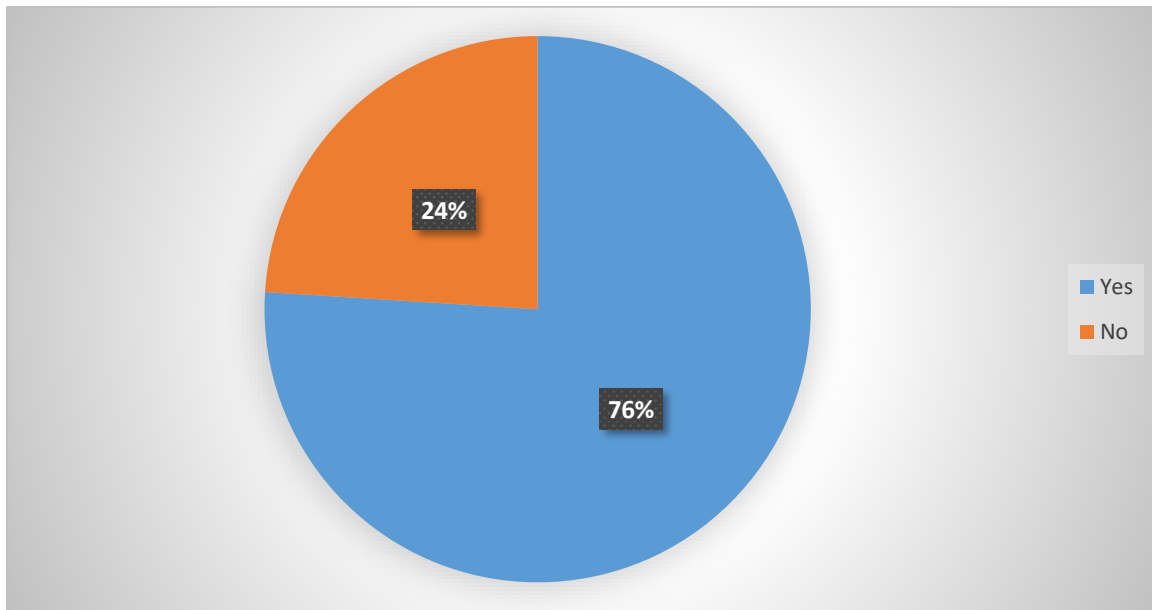
In the above Clustered column chart, we can see minority of the employees strongly agreed to the following statement (The morale in my department is high). Whereas a huge majority of employees agreed with the same. Moreover, a portion of employee have neutral view about the statement. On a positive side, there is a small minority of employees who disagreed and no one highly disagreed with the following statement.

How easy it is to get help from your superiors?



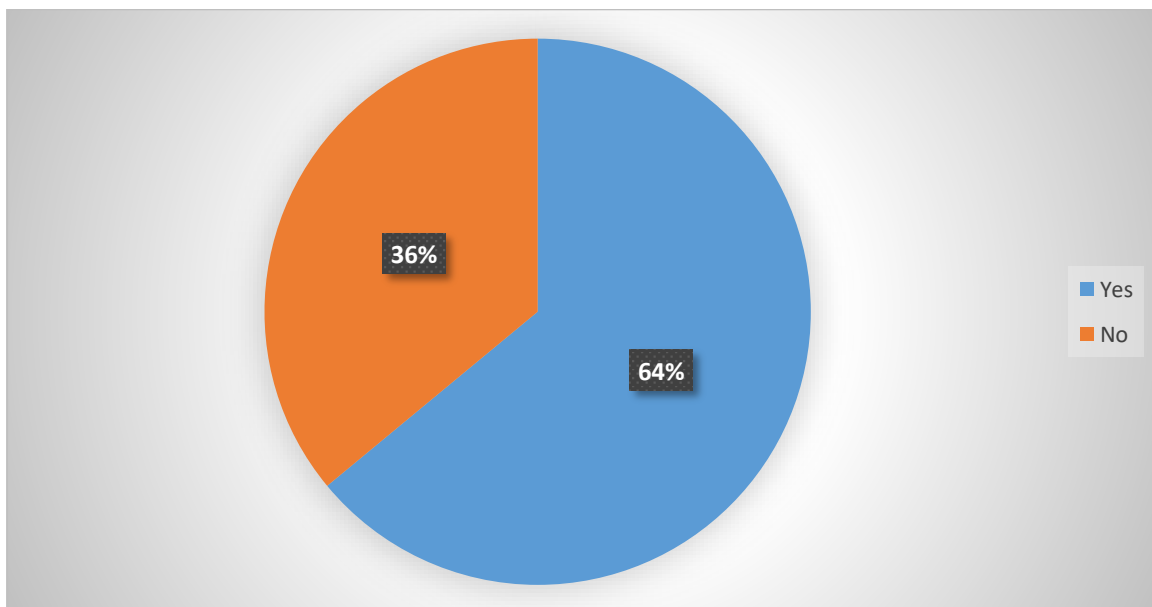
In the above pie chart, we can see that 52% of the employees believe it is extremely easy to get help from their superiors. Whereas 46% of the employees believe, it is somewhat easy to do the same. Moreover, only 2% of the employees believe that it is not at all easy to get help from their superiors.

Does your Superior treat the employee fairly and equally?



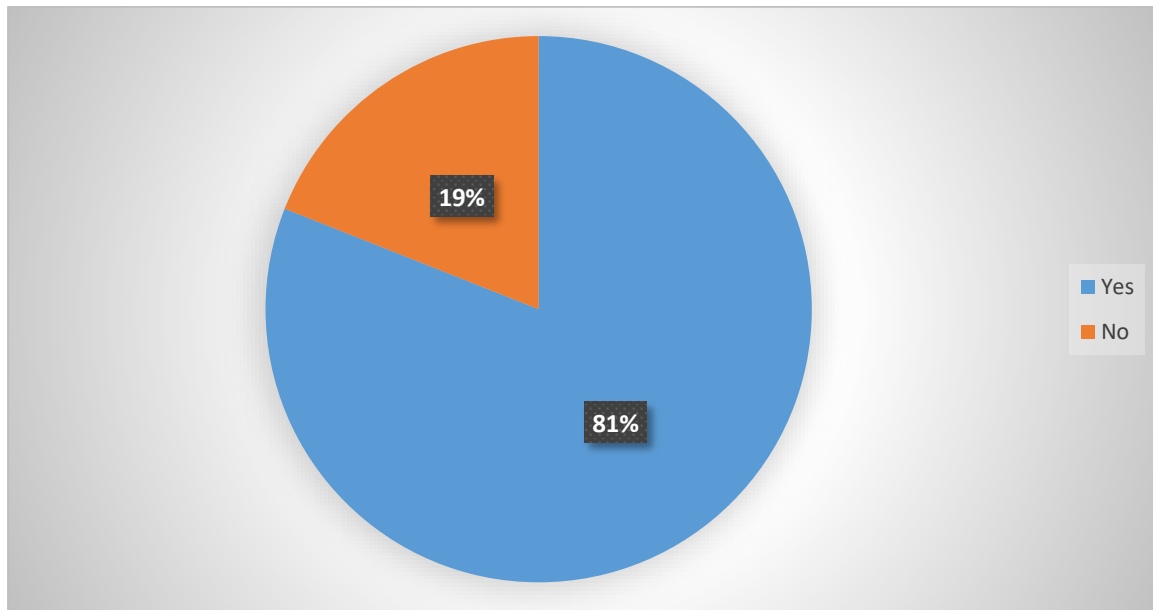
In above pie chart we can see that majority of employees i.e. 76% believe that they are treated fairly and equally by their superior. Whereas 24% of the employees does not believe that they are treated fairly and equally by their superior.

Do you feel you are rewarded for your dedication and commitment towards the work?



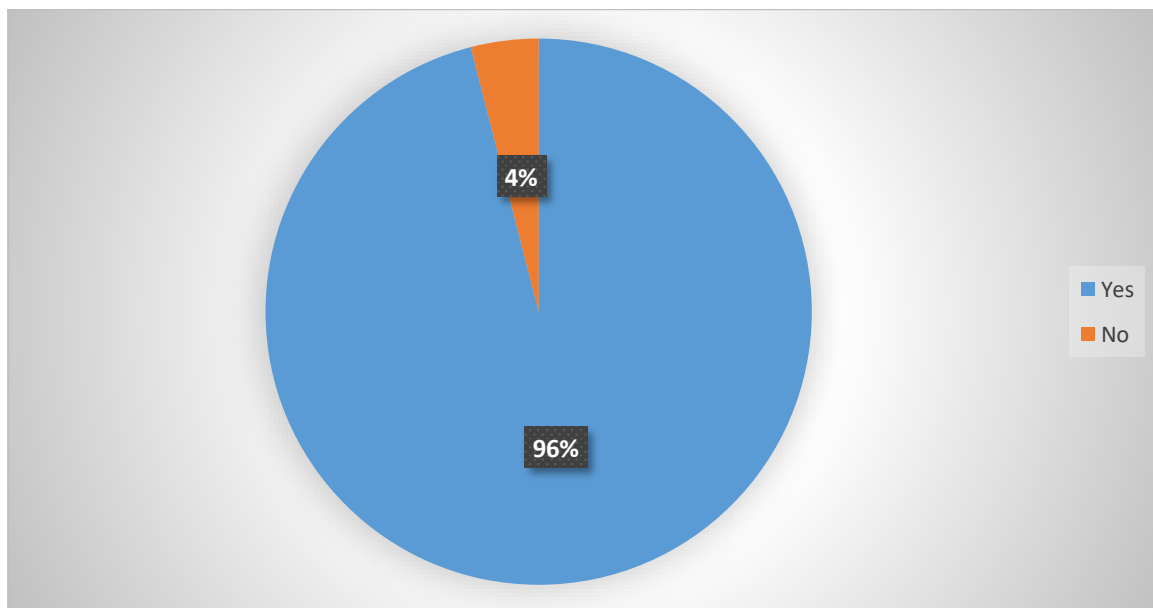
In above pie chart we can see that majority of employees i.e. 64% feels that they are rewarded for their dedication and commitment towards the work. Whereas 36% of the employees does not feel that, they are rewarded for their dedication and commitment towards the work.

Do you feel valued at work?



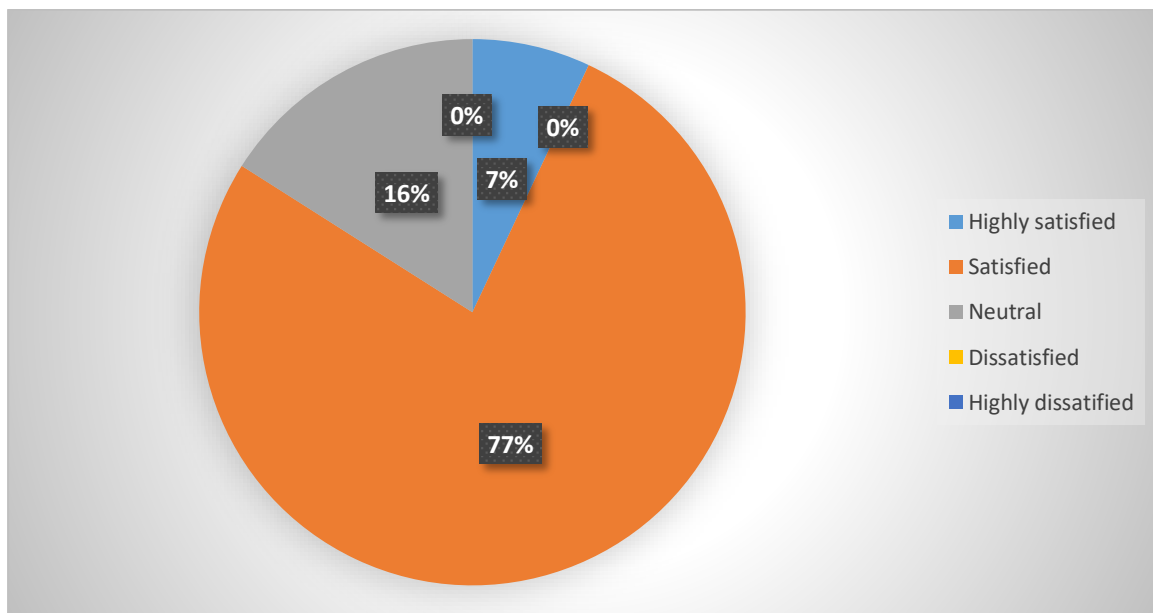
In above pie chart we can see that majority of employees i.e. 81% feels that they are valued at work. Whereas a small minority of employees i.e. 19% feels that, they are not valued at work.

Do you feel connected to your co-workers?



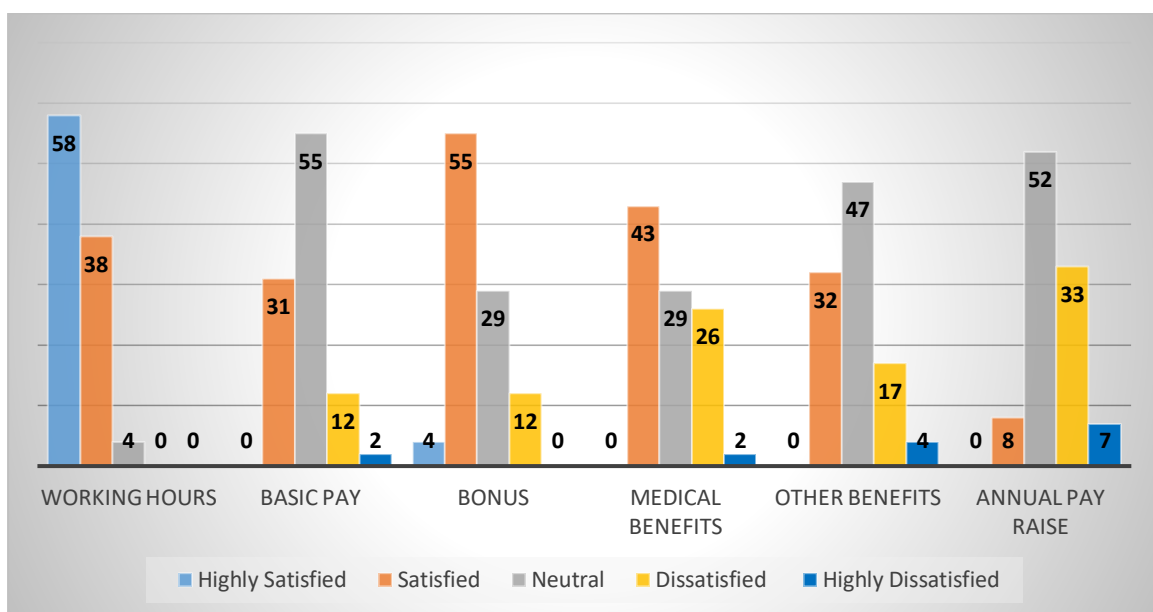
In above pie chart we can see that majority of employees i.e. 96% feels connected to their co-workers. Whereas a small minority of employees i.e. 4% feels that, they are not connected to their co-workers.

Level of satisfaction of working with superiors and subordinates?



In the above pie chart, we can see that 7% of the employees are highly satisfied working with their superior and subordinates. Whereas 77% of the employees are satisfied with the same. Moreover, 16% of the employees have neutral view, and on the other hand, no one is dissatisfied or highly dissatisfied working with their superior and subordinates, which is a great sign.

How satisfied are you with the following?



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **Working hours.**

In the above Clustered column chart, we can see a huge majority of the employees are highly satisfied with the working hours. Whereas a decent portion of employees are satisfied with the same. Moreover, a small minority of employee have neutral view about the working hours in the organization. On a positive side there is no one dissatisfied and highly dissatisfied with the same.

- **Basic pay.**

In the above Clustered column chart, we can see no one is highly satisfied with the basic pay offered by the company. Whereas a decent portion of employees are satisfied with the same. Moreover, a huge majority of employee have neutral view about the basic pay offered by the organization. On the other hand, there is a small portion of employees dissatisfied and a small minority of the employees, which are highly dissatisfied with the same. Which makes this factor an area of concern.

- **Bonus.**

In the above Clustered column chart, we can see a small minority of employees are highly satisfied with the bonus offered by the company. Whereas majority of employees are satisfied with the same. Moreover, a decent portion of employee have neutral view about the bonus offered by the organization. On a positive side, there is a small minority of employees, which are dissatisfied, and no one highly dissatisfied with the same.

- **Medical benefits**

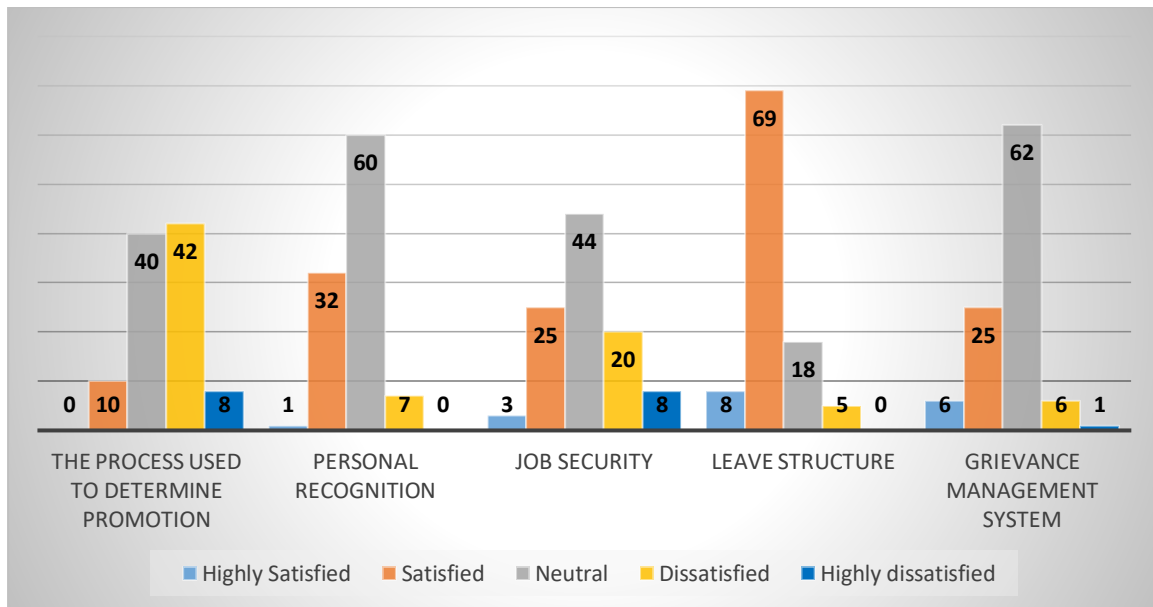
In the above Clustered column chart, we can see no one is highly satisfied with the medical benefits offered by the company. Whereas a decent portion of employees are satisfied with the same. Moreover, a decent portion of employee have neutral view about the medical benefits offered by the organization. On the other hand, there is also a decent portion of employees dissatisfied and a small minority of employees are highly dissatisfied with the same. Which makes this factor an area of concern.

- **Other benefits**

In the above Clustered column chart, we can see no one is highly satisfied with the other benefits offered by the company. Whereas a decent portion of employees are satisfied with the same. Moreover, a large portion of employee have neutral view about the other benefits offered by the organization. On the other hand, there is also a small portion of employees dissatisfied and a small minority of employees are highly dissatisfied with the same. Which makes this factor an area of concern.

- **Annual pay raise**

In the above Clustered column chart, we can see no one is highly satisfied with the annual pay raise offered by the company. Whereas a small minority of employees are satisfied with the same. Moreover, a large portion of employee have neutral view about the annual pay raise offered by the organization. On the other hand, there is also a decent portion of employees dissatisfied and a small minority of employees are highly dissatisfied with the same. Which makes this factor an area of concern.



In the above Clustered column chart, we can see how Satisfied and dissatisfied employees are with the following:

- **The process used to determine promotion.**

In the above Clustered column chart, we can see no one is highly satisfied with the process used to determine promotion by the company. Whereas a small minority of employees are satisfied with the same. Moreover, a decent portion of employee have neutral view about the process used to determine promotion by the organization. On the other hand, there is also a large portion of employees dissatisfied and a small minority of employees are highly dissatisfied with the same. Which makes this factor an area of concern.

- **Personal recognition.**

In the above Clustered column chart, we can see only one employee is highly satisfied with the personal recognition factor in the company. Whereas a portion of employees are satisfied with the same. Moreover, a majority of employee have neutral view about personal recognition factor in the organization. On a positive side, there is a small minority of the employees, which are dissatisfied and no one is highly dissatisfied with the same.

- **Job security.**

In the above Clustered column chart, we can see there is a small minority of employees, which are highly satisfied with the job security factor in the company. Whereas a small portion of employees are satisfied with the same. Moreover, a large portion of employee have neutral view about the job security factor in the organization. On the other hand, there is a small portion of employees, which are dissatisfied and a small minority of employees are highly dissatisfied with the same. Which makes this factor an area of concern.

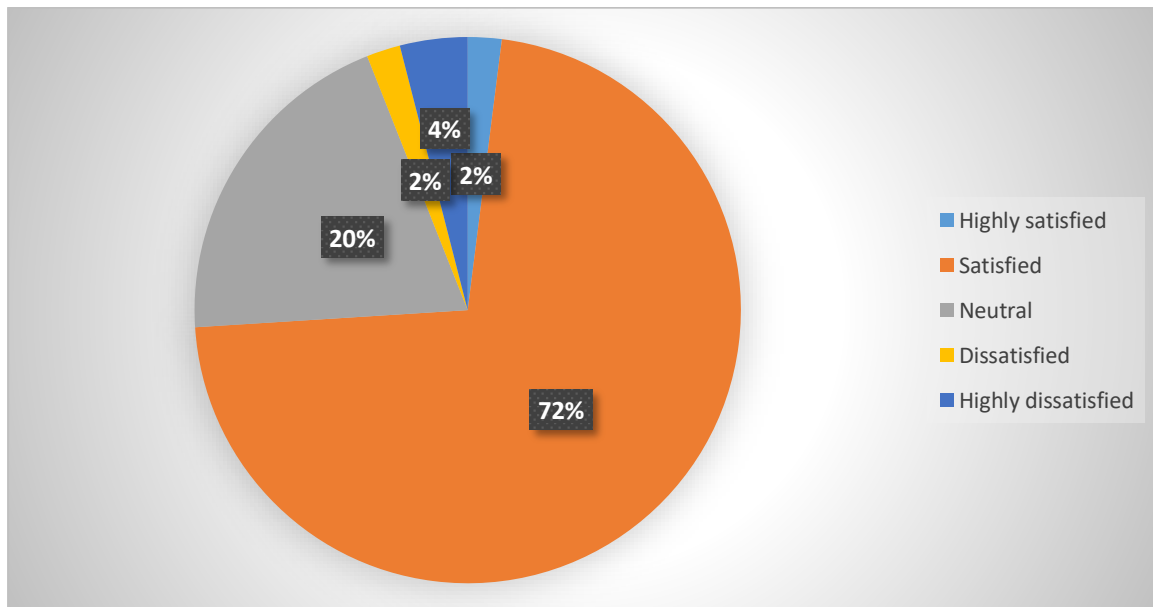
- **Leave structure.**

In the above Clustered column chart, we can see a small minority of employee, which are highly satisfied with the leave structure in the company. Whereas a large majority of employees are satisfied with the same. Moreover, a small portion of employee have neutral view about the leave structure in the organization. On a positive side, there is a small minority of the employees, which are dissatisfied and no one is highly dissatisfied with the same.

- **Grievance management system.**

In the above Clustered column chart, we can see a small portion of employee are highly satisfied with the grievance management system in the company. Whereas a decent portion of employees are satisfied with the same. Moreover, a majority of employee have neutral view about the grievance management system in the organization. On a positive side, there is a small minority of the employees, which are dissatisfied and only one employee is highly dissatisfied with the same.

Overall, how satisfied are you working for The Company?



In the above pie chart, we can see that 2% of the employees are highly satisfied working with the company. Whereas 72% of the employees are satisfied with the same. Moreover, 20% of the employees have neutral view, and on the other hand, 2% of the employees are dissatisfied and 4% of the employees are highly dissatisfied working with the company.

Which of the above factors most strongly affects your satisfaction level at workplace & Why?

- The process used to determine promotion.
- Basic pay.
- Medical benefits.
- Job securities.

Above-mentioned are some of the major factors, which strongly affects the satisfaction level the employees working at Esteem Industries Pvt. Ltd.

**Hypothetically, if you were to quit tomorrow, what would your reason be?
(Answer in one sentence)**

- Better salary.
- Better prospects.
- Job security.
- Professional growth.
- Government job.
- Retirement.

Hypothesis test

- H0: There is no relation between Satisfaction level and working years.
H1: There is relation between Satisfaction level and working years.

Significance level: 0.05

Employee Satisfaction level*Working years (cross tabulation)						
		Working Years				Total
		Less than a year	1-3 years	4-6 years	More than 6 years	
Satisfaction Level	Highly satisfied	0	0	0	2	2
	Satisfied	4	6	6	56	72
	Neutral	0	0	5	15	20
	Dissatisfied	0	0	0	2	2
	Highly Dissatisfied	0	2	0	2	4
Total		4	8	11	77	100

Expected	less than a year	1-3 years	4-6 years	more than 6 years
Highly satisfied	0.08	0.16	0.22	1.54
Satisfied	2.88	5.76	7.92	55.44
Neutral	0.8	1.6	2.2	15.4
Dissatisfied	0.08	0.16	0.22	1.54
Highly satisfied	0.16	0.32	0.44	3.08

chi square calculated	17.88419913
degrees of freedom:	12
chi square critical:	21.03

Since the critical value is greater than the calculated value. There we accept our null hypothesis.

Findings

The data collected and analyzed in earlier heading I found the following:

The employees of Esteem industries Pvt. Ltd. are very much satisfied working in the organization the major factors influencing the satisfaction level in the positive way are-

- Work environment.
- Working hours.
- Convenience of travelling.
- Work life balance.
- Leave structure.
- Bonus pay offered by the organization.
- Relationship between superior and sub-ordinates.

On the other hand, a small percentage of employees are dissatisfied. The factors influencing are considered as an area of concern which should be taken in to consideration as it might lead to increase in dissatisfaction affecting the productivity of employees. The factors, which are considered as an area of concern are-

- Hygiene maintenance.
- Basic pay offered by the organization.
- Medical benefits and other benefits offered by the organization.
- Annual pay raise.
- The process to determine promotion.

Conclusion

To conclude with the research study conducted at “Esteem Industries Pvt. Ltd.”. The entire period of 16 weeks that I spent there was full of learning, new experiences, and vast knowledge.

As per the survey, it is observed that there many satisfied employees but there are some factors, which are area of concern, which is causing dissatisfaction among the employees. This small percentage of dissatisfied employees might increase if the area of concern is not taken care of.

As per the survey results it was identified that employees are not satisfied because of the factors like medical benefits, annual pay raise offered by the organization and the process used to determine promotion. These factors was considered the source of dissatisfaction and area of concern. Which was concluded after analysing the data.

This project helped me in experiencing the employee’s different expectations from the company. The total 16 weeks of my internship has led me understand the importance of employee satisfaction and gave me a glimpse of human resource management in a highly competitive industry involved in international business.

Overall, it was a great experience working with the “Esteem Industries Pvt. Ltd.”.

Recommendation to the company

Based on above findings and my experiences in the organization during the period of my internship the few possible issues, which are affecting employee satisfaction are:

- **Hygiene maintenance**

As the part of covid-19 protocol sanitizers and sinks has been installed at the main entrance of the company but the hygiene issue, which the employees face is regarded to the toilets in the organization. As I feel this is something basic, I would like to recommend that the cleaning staff should be assigned to clean the toilets at least 2 times a day.

- **Medical benefits and other benefits offered by the organization**

Esteem industries Pvt. Ltd. Offers free health check twice a year for the workers and employees exposed and involved in production and other activities, which involve contact with the chemicals and once a year for other employees of the organization. The issue with this is that the contract has been signed with an organization to conduct this medical camps are not doing their work properly. Therefore, I would like to recommend that this contract should be revised to get better services for the employees.

- **Basic pay offered by the organization.**

The organization is following the minimum basic pay as per government because of which the new recruits are not satisfied. What plays as an advantage for Esteem industries private limited is that there are no big organization in the locality to compete with the organization for new recruits and the employees, which consider convenience of travelling as priority, stick with the organization. Which makes their excess to talent limited. There for I would like to recommend that the organization should raise their basic pay for new recruits by 10% to be competitive in the talent acquisition market.

Learning derived

Esteem industries Private Limited has given me the insight of corporate world specifically in terms of human resource management. How to manage different problems in different situations and figure out its solutions. During my internship, I learned how important employee satisfaction is and saw a clear image of Maslow's hierarchy of needs theory.

It has helped me to inculcate leadership qualities and has thought me the strength of teamwork. It has also helped me in learning few management skills, improving my communication skills and also gaining self-confidence, it has made me familiar with different software's being used in this Industry.

Major learnings, which I can take from this internship, is actual experience in corporate email communication. Registering of employees under ESIC and PF guidelines to be followed and required criteria.

It has made me aware about the different stages of the working process of Human resources department. I learned a lot from my mentor in Esteem industries Pvt. Ltd. during my Internship. The conversation through emails with my superiors is also an important learning moment for me during my Internship. Overall, it has turned me into a more responsible person.

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ANNEXURE

Employee Satisfaction Survey Questionnaire

Gender -

Age –

Department-

1. How many years have you been with the company?

☐ Less than a year

☐ 1-3 Years

☐ 4-6 Years

☐ More than 6 Years

2. Do you believe that there is an opportunity for individual career growth and development within the company?

☐ Agree

☐ Neutral

☐ Disagree

3. Do you enjoy our company's culture?

☐ Yes

☐ No

4. Will you be working for the same organization in the next 5 years?

☐ Yes

☐ No

5. What are the factors, which motivates you to work at Esteem Industries Pvt. Ltd.?

6. How satisfied are you with the following?

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Working condition					
Physical work space					
Training and development					
Safety measures					
Work-life balance					
Hygiene maintenance					

7. To what extent do you agree with the following statement: I would recommend this company as a good place to work?

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

8. Please indicate the extent to which you agree with the following statements.

Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I feel like I am a part of The Company					
I work in an atmosphere where there is respect and co-operation.					
I deal with a manageable workload.					
I enjoy being member of the team.					
My supervisor promotes an atmosphere of teamwork.					
Responsibilities are shared fairly among the team members.					
There is free flow of communication between employees & managers in the Company					

9. Overall, how satisfied are you working in your department?

- ☐ Highly satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly dissatisfied

10. Please indicate the extent to which you agree with the following statements:

Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
My job gives me the opportunity to learn.					
I have the tools and resources I need to do my job					
I receive the right amount of recognition for my work.					
The morale in my department is high.					

11. How easy it is to get help from your superiors?

- ☐ Extremely easy
☐ Somewhat easy
☐ Not at all easy

12. Does your Superior treat the employee fairly and equally?

- ☐ Yes ☐ No

13. Do you feel you are rewarded for your dedication and commitment towards the work?

- ☐ Yes ☐ No

14. Do you feel valued at work?

- ☐ Yes ☐ No

15. Do you feel connected to your co-workers?

- ☐ Yes ☐ No

16. Level of satisfaction of working with superiors and subordinates?

- ☐ Highly satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly dissatisfied

17. How satisfied are you with the following?

Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Working hours.					
Basic pay.					
Bonuses.					
Medical benefits.					
Other benefits offered by The Company.					
Annual pay raise.					
The process used to determine promotions.					
Personal recognition.					
Job security.					
Leave structure.					
Grievance management system.					

18. Overall, how satisfied are you working for The Company?

☐ Highly satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Highly dissatisfied

19. Which of the above factors most strongly affects your satisfaction level at workplace & Why?

20. Hypothetically, if you were to quit tomorrow, what would your reason be?

(Answer in one sentence)
