

FINAL YEAR INTERNSHIP REPORT

On

SPINTLY INDIA PRIVATE LIMITED



17th January-07th May 2022

Submitted in partial fulfilment of requirements for the award of the Degree of
Masters of Business Administration (MBA) Part-2

Submitted by

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Roll No.- 2053

Batch 2020-2022

Under the mentorship of

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ACKNOWLEDGMENT

I am heartily thankful to all the people who spared their valuable time and helped me immensely in this report. There are many people behind the making of this report; without their help and guidance, this report would never have been made possible.

First, I would like to express my sincere thanks to **Ms Joann Fernandes** (HR manager of Spintly India Private Limited) and Goa Business School for giving me this opportunity.

I am incredibly thankful to my mentor **Professor Nirmala Rajanala**, for giving me proper guidance and cooperation in making this report more meaningful. Finally, I am grateful to my parents and friends for their support and valuable help.

DECLARATION

I, **VAIBHAV TIWARI** Roll No **2053**, hereby declare that this report is entitled **FINAL YEAR INTERNSHIP REPORT ON SPINTLY INDIA PRIVATE LIMITED**.

Has been prepared by me towards the partial fulfilment of the requirement for the award of the Master of Business Administration (MBA) Degree under the guidance of **Prof. Nirmala Rajanala** also declares that this project report is my original work and has not been previously submitted for the award of any Degree, Diploma, Fellowship, or other similar titles.

VAIBHAV TIWARI

Roll No. 2053

INTERNSHIP COMPLETION CERTIFICATE



Spintly India Private Limited | Spintly Pvt. Ltd. | Spintly India Pvt. Ltd. | Spintly India Pvt. Ltd.

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TO WHOM IT MAY CONCERN

This is to certify that Mr. Vaibhav Tiwari, a final year student of Masters of Business Administration, Goa Business School, Goa University, was an intern with us and has completed his final year internship with us from 17th January 2022 to 7th May 2022 at Spintly India Pvt. Ltd., Fatorda, Goa.

During the period of his internship with us he showed great initiative and talent. He was found punctual, hardworking and inquisitive.

We hereby certify his work satisfactory to the best of our knowledge and wish him every success in life.

For,
Spintly India Pvt. Ltd..



Joann C. Fernandes
HR Manager
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TABLE OF CONTENT

S.no	Title	Page no.
1.	Industry information	1
2.	About the company	2
3.	Organisation chart of Spintly	3
4.	Products and services of Spintly	4
5.	Competitors of Spintly	5
6.	SWOT analysis	6-7
7.	PESTEL analysis	7-8
8.	Poter's five forces model	9-10
9.	VRIN/VRIO analysis	11-12
10.	Conclusion- Problem statement	12
11.	Introduction to the employee satisfaction	13-15
12.	Literature review	16-17
13.	Research Gap	17
14.	Statement of the problem	17
15.	Research Questions	17
16.	Research Objectives	18
17.	Research Methodology	18
19.	Research Hypothesis	18
20.	Appendix	19-22
21.	Data analysis and interpretation	23-32
22.	Hypothesis Testing	32
23.	Data findings	33
24.	Learning derived	34-35
25.	Recommendation to the company	36
26.	Conclusion	36
27.	Reference	36

INDUSTRY INFORMATION

The information technology industry in India

Information Technology (IT), a knowledge-based industry, has the tremendous potential to become an engine of accelerated economic growth, productivity improvement for all economic sectors, and efficient governance.

It enhances access to information, protects consumers, provides access to government services, makes skill formation and training more effective, improves delivery of health services, and promotes transparency.

It provides tremendous employment potential and linkages between the government and the people at the rural and urban levels. Investment in knowledge-based industries will determine the status of the country's dominant position in the world economy in the next two decades.

The IT sector has helped the domestic economy integrate with the world economy. It has made a significant impact on the lives of many people. It has also helped people settle in far-flung topographies to connect with the rest of the world.

It has given birth to e-governance practices, as a result of which people get easy access via e-health, e-education, e-ticketing etc., to the various governmental services.

Now, almost everything can be done online, whether it's shopping, ticketing, filing Income Tax returns etc.

Though 2014 and 2020 were full of challenges and uncertainties, the IT sector achieved a double-digit growth rate and attained revenues of USD 108 billion in the fiscal year. The industry amounted to 8% of India's GDP and registered 138,000 new hires in 2020.

Its timely transition to remote working environments assisted in maintaining the industry's growth amid coronavirus pandemics. The Indian software product industry is anticipated to reach US\$ 100 billion or contribute 10% to the nation's GDP by 2025.

ABOUT THE COMPANY

SPINTLY INDIA PRIVATE LIMITED

ABOUT SPINTLY

Spintly develops a smart access control system that allows easy and secure entry to your modern workplace area. It will enable you to unleash the power of your smartphone by converting it into a smart access card. Spintly-Smart Access is very easy to install, adapt and use. Spintly uses a fully wireless back-end system eliminating the need for wired Weigand standard.

Spintly has developed the world's first fully wireless access control system, allowing access control readers to communicate with each other over a wireless mesh technology.

COMPANY PROFILE

Website- <https://spintly.com/>

Industries- IT Services and IT Consulting

Parent company- Mrinq technologies

Company size- 60-65 employees

Headquarters- MARGAO, South Goa

Company type- Private Limited Company

Founded- 2019

founders- Rohin Parkar and Malcolm Dsouza

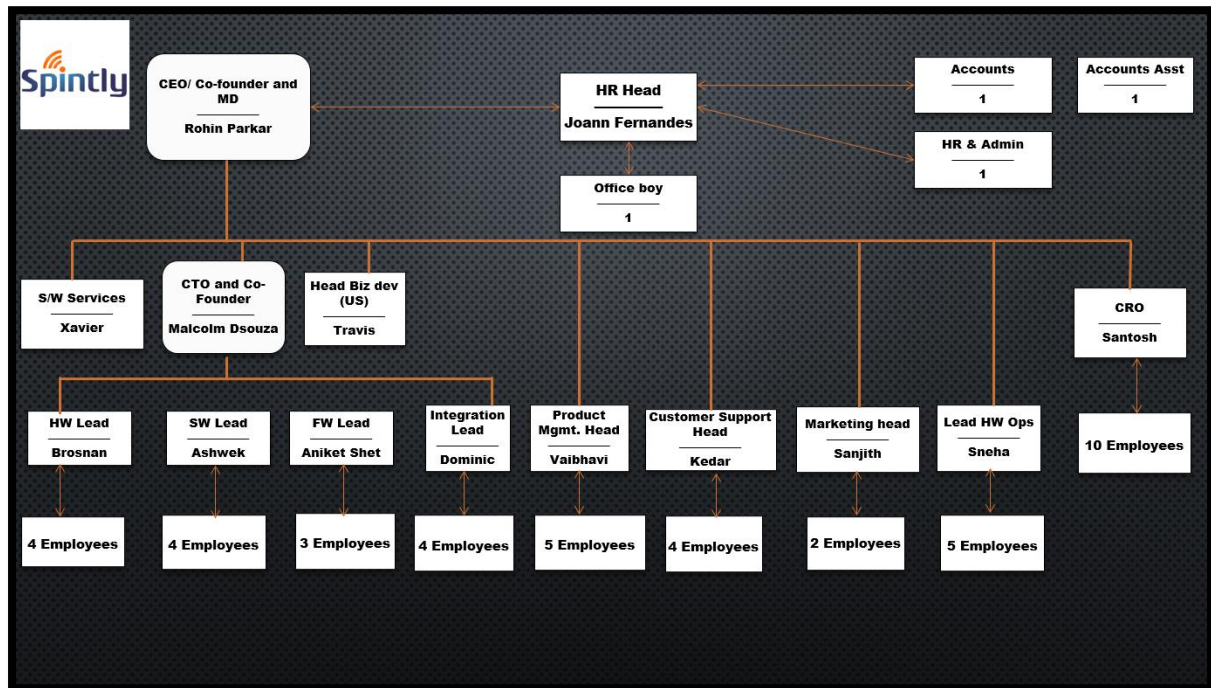
Current status of Spintly India Private Limited - Active.

Specialities- BLE, Bluetooth, Smart access, IoT, Cloud, access control, mesh, visitor management, contactless access, smartphone-based access, and Touch-less access.

Mission- Free the world of the clutter of cables and wires.

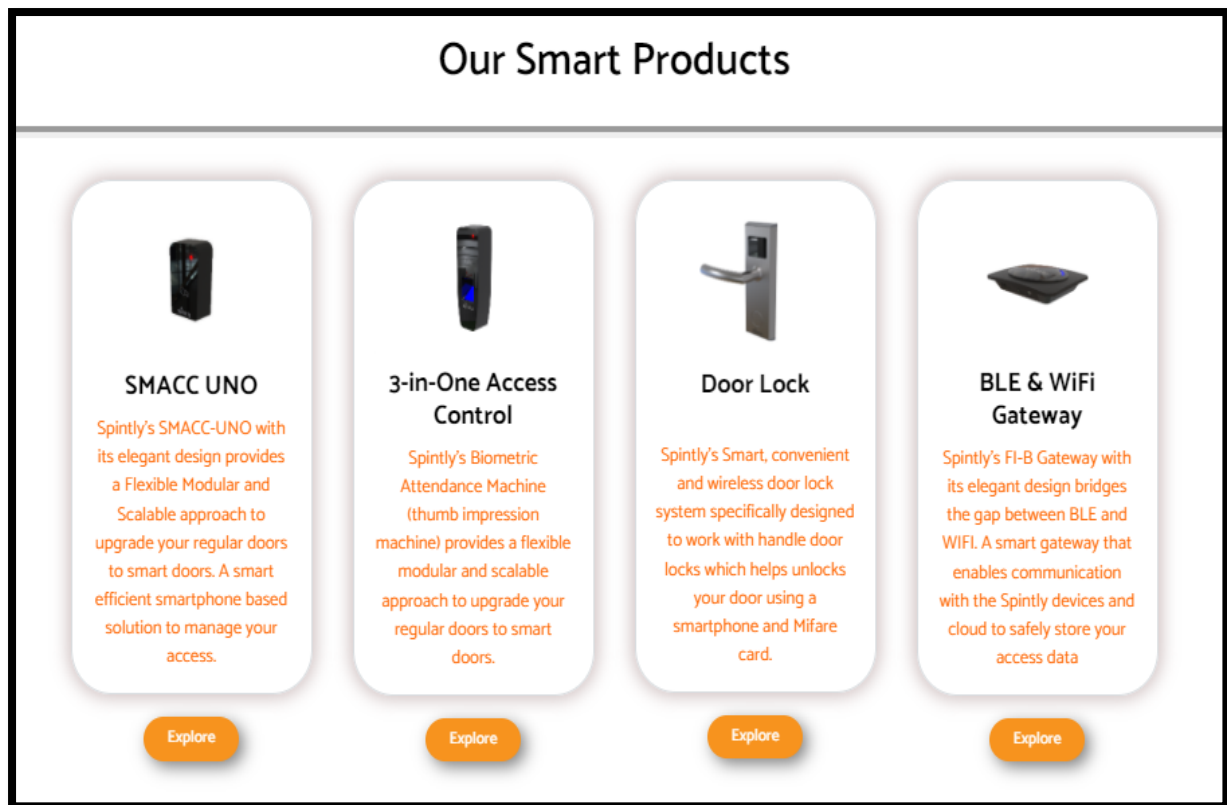
Vision- Build a brand synonymous with Simplifying things.

ORGANIZATION CHART OF SPINTLY



PRODUCTS OF SPINTLY

Spintly makes hardware devices like wireless smart locks, readers and edge Gateways, which communicate with the Spintly cloud platforms, bringing affordable access control to every door. Spintly also offers cloud-based software modules for Access control, Time and Attendance and contactless Visitor management.



Picture source- <https://spintly.com/>

Clients of Spintly

OYO, Larsen & Toubro, P&G, My Gate, Simply-guest, and various manufacturing and hospitality companies.

SERVICES OF SPINTLY

Spintly offers a very effective contactless access control solution suitable for this use case. Spintly offers SaaS-based physical security solutions to its clients.

Spintly enable touch-free smartphone-based access to users and easy management of user access permissions through a cloud-based software offering.

Spintly offers a variety of software solutions, such as a Time and Attendance system, Wireless Access Control for large and small businesses, and Contactless Visitor Management. Spintly readers support various credentials like NFC Card, Fingerprint & Smartphones.

COMPETITORS OF SPINTLY

Top Competitors of Spintly India Pvt Ltd are:

1. Matrix COSEC
2. Secureeye
3. Open path
4. Kisi
5. Honeywell Security.
6. HID-Global.
7. BNB Security and Automation
8. AMAG Technology, Inc.

SWOT ANALYSIS

What is a swot analysis?

Answer- SWOT (strengths, weaknesses, opportunities, and threats) analysis is a method for identifying and analysing internal strengths and weaknesses and external opportunities and threats that shape current and future operations and help develop strategic goals.

SWOT ANALYSIS OF SPINTLY

1. Strengths

- Spintly solely takes charge of its hardware, software, products, customisation and services.
- Spintly is an adaptable company according to the market needs.
- Spintly has its own in house IoT platform for intelligent access control. (An IoT platform manages the connectivity of the devices and allows developers to build new mobile software applications.)
- Experienced founder with work experience of 15 years from companies like Nokia Broadcom.
- Spintly has its branches in the USA.
- Spintly has a Successful track record of developing new products – product innovation.
- Patent Brands and Product

2. Weaknesses

- Spintly has limited success in the primary outside market as the main office is in Goa, India.
- Less experienced employees. Because it's a start-up company.
- Relatively small HR department due to which the recruitment process takes a lot of time.
- Employees are not satisfied with the company's holiday and leave policy.
- Too much workload for Technical and business department.
- Late approval.

3. Opportunities

- Plans to expand their business all over the globe in the next coming years.

4. Threats

- New technologies developed by the competitor or market disruptor could be a severe threat to the industry in the medium to long term future.

PESTLE ANALYSIS

What is pestle analysis?

Answer- A PESTLE analysis is used to gain a macro picture of an industry environment. PESTLE stands for Political, Economic, Social, Technological, Legal and Environmental factors. It allows a company to form an impression of the factors that might impact a new business or industry.

PESTLE ANALYSIS OF SPINTLY

1. Political

- With the help of the Goa Government's start-up Goa policy, which provided the founders with financial incentives, the founders were able to open their start-up company.

2. Economic

- Spintly's Estimate Annual Revenue is around \$100K-5.0M.
- Spintly's Funding is \$876.5K (In the year 2021)
- Spintly raised \$250,000 in a Pre-Series A round from Goa-based venture accelerator Saltwater Venture Sparks and early-stage angel investors in the US. It had earlier raised \$100,000 from US-based angels. (In the year 2020)
- Spintly is chasing a global scale. It wants to become one of the leading players in the access control market, projected to reach \$12.1 billion by 2024.

3. Social

- Spintly has stringent culture when it comes to their recruitment process.
- They hire candidates based on their skills and passion for the job.
- They have a very open culture in the company.

4. Technological

- Spintly makes smart Access Control and Attendance Management Solutions.
- Spintly develops fully wireless cloud-based access control systems that allow users to unlock doors with their smartphones or wearable devices without

carrying keys or key cards. These systems allow users to control doors, gates, locks, elevators, and access barriers through a simple smartphone app.

5. Legal

- Spintly has all rights reserved for their products and services regarding legality.
- Spintly make the employees sign the NDA form when joining the company.

6. Environmental

- Spintly makes wireless products that do less or no harm to the environment.

POTER's FIVE FORCES MODEL

Bargaining Power of Buyers: In this industry as massive as Information Technology, "buyers" refers to almost everyone globally. While there are countries behind technologically, most locations in the world have access to computers, the internet, etc. Given many buyers, it is safe to say that the customers control the IT industry.

There are so many choices for buyers (many firms in this industry) and minimal switching costs, so customers aren't typically "locked in" to one firm. Also, because many IT sales come from companies that make large purchases, those companies are powerful and essential to the IT firms (who often provide incentives to these businesses to convince them to utilise their products over competitors). Customers are sensitive to price, but IT products and services are necessary to the success of companies, so they are willing to spend a lot of money to get a good product. There are typically many interactions between buyers and IT companies because of the need for training to use products, constantly upgraded technology and an abundance of advertising.

Bargaining Power of Suppliers: Although companies like Intel and AMD are a part of the IT industry, I will be classifying those companies as suppliers to the IT industry's firms for this project. The inputs in this industry are pretty standard, with differences being speed, memory etc.

Though the inputs are standard, new companies find it difficult (not impossible) to enter this industry as a supplier because of the existing relationships between current suppliers and IT firms, the ever-changing and improving technologies of the world and the intense rivalry between existing players.

IT firms are significant to suppliers because they are their primary customers, but suppliers are even more important to buyers (IT firms). Suppliers are not "locked" into deals with specific firms (contracts exempt). Still, most of the relationships between the firms and suppliers in this industry are well established, and these suppliers would most likely not want to end their relationships with firms in the first place.

The threat of New Entrants: The IT industry is relatively attractive to newcomers because of its rapid growth and appealing customer base. At the same time, the sector is unattractive to newcomers because of the cost advantage large-scale incumbents possess, the significant amount of capital a new firm would need, and the major established brands already in the

industry. Any newcomer in this industry can expect a strong retaliation from existing players, which is a significant reason this industry is not attractive.

The best way for a new entrant in this field to be successful would be if they had a brand-new idea for a product or service; the lack of differentiation in the industry is one thing a newcomer could exploit. Overall, the IT industry isn't overly attractive, but it is routine and profitable enough that many people try and enter it. Many new firms try to enter this industry, but they rarely give established names a real run for their money.

Threat from Substitutes: There is not much threat from substitutes to the IT industry, mainly because there aren't proper substitutes. We live in a digital age, so we rely on IT to run our lives and businesses. An example of a replacement would be a scientific calculator, but to compare the two is a stretch. Nothing can replace all those computers do for us as a society.

Rivalry Among Existing Players: The IT industry is known for its rapid growth, effectiveness and competition. Many new entrants are not successful mainly because of the intense rivalry between existing players. Large companies in this industry benefit from economies of scale, which is valuable and something they try very hard not to lose. Products in this industry are well branded and have a solid customer base. Market share is unevenly distributed among existing players, who are often in various kinds of legal and advertising battles with one another.

VRIN/ VRIO Analysis of Spintly

What is VRIN/VRIO analysis?

The VRIN/VRIO analysis is a strategic tool used to assess and analyse a company's resources and determine its competitive wage and competitiveness. The strategic tool facilitates the identification of a long-term competitive advantage for the company by evaluating the company's internal resources and capabilities and thus helping the business identify its core competencies to develop a sustainable long-term competitive advantage. The VRIN/VRIO analysis evaluates resources and competencies based on the characteristics of:

1. Valuable
2. Rare
3. Inimitable
4. Non-substitutable/organization

Capabilities	Valuable	Rare	Inimitable	Non substitutable/organisation
One of the most recognised Access control IT Firm.	✓		✓	☒
Technology- Various Access Control Devices	✓	✓	☒	✓
Employee training programs & employee Satisfaction.	☒	✓	☒	✓
Diversified Products and Services.	✓	✓	☒	☒
We are serving clients internationally.	✓	✓	✓	✓

Valuable: Spintly is a valuable associate to larger firms that need to execute due diligence. It has a knowledgeable and experienced team who provides the clients with all the products and solutions

Rare: Spintly is a leading Global market access control company that provides various access control products and solutions to International Clientele. It is the only firm in Goa that offers a wide range of products and services, making it rare.

Inimitable: It is hard to copy as one needs a professional, experienced and knowledgeable team to make the products. Also, they have patented their products.

Non-substitutable: It is substitutable as the customers/clients have a choice to approach individuals with specific skill sets or perform the task on their own.

CONCLUSION

PROBLEM STATEMENT

The problems I came across while doing my internship at Spintly.

Problem 1- The HR department at Spintly faces a significant challenge in the recruitment and selection process. As the HR department is relatively small, only two people are handling all the recruitment aspects of the company. The result is that the recruitment process is time-consuming and difficult.

Problem 2- Employees at Spintly are not happy with the company's leave and holiday policies.

Problem 3- Another problem is a lack of motivation in the Spintly administration department.

INTRODUCTION TO THE EMPLOYEE SATISFACTION

Employee satisfaction refers to how one feels or thinks about them. It can be influenced by various factors, e.g., quality of one's relationships with their supervisor, quality of the physical environment in which they work, degree of fulfilment in their work etc.

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

There are three generally accepted dimensions of job satisfaction.

- First, job satisfaction is an emotional response to a job situation. It cannot be seen; it can only be inferred.
- Second, job satisfaction is often determined by how well outcomes meet or exceed expectations. For example, suppose organisational participants feel that they are working harder than others in the department but are receiving fewer rewards. In that case, they will probably have a negative attitude toward the work, the boss or their co-workers. They will be dissatisfied. On the other hand, if they feel they are being treated very well and paid equitably, they are likely to affect the job positively. They will feel satisfied with their work.
- Third, job satisfaction represents several related attitudes.

Factors determining employee satisfaction

- Factors affecting jobs are the main factors of job satisfaction, which may be challenging work, reward systems, working conditions, colleagues, learning and personality. Autonomy and significance are challenging tasks that provide the most satisfaction for employees. Many people feel bored if a job is too routine and straightforward, but many employees also enjoy regular and direct employment.
- Job characteristics play a vital role in job satisfaction. Fairly rewarded employees, equal pay for equal work, promotion avenues, etc., are satisfaction factors.
- Money is a necessity for employees who have unfulfilled basic needs, i.e., they require more awards and recognition.
- Fairness in promotion, the unbiased attitude of management, responsibilities and social status are the factors that are said to be providing satisfaction to employees.

- Working conditions influence employees' level of satisfaction. Under conducive working conditions, people prefer to work hard, while in an adverse atmosphere, people avoid work. Besides the physical requirements of the job, workplace conditions also include the interpersonal relationships within an organisation. The physical conditions, for example, are light, temperature, willingness, etc. A clerk working under normal conditions likes to work hard in an air-conditioned atmosphere with computer facilities. It increases the working capacity of the employee.
- The relationships between employees and managers have an essential bearing on job satisfaction.
- Employees feel more satisfied if their higher authority is sympathetic, friendly, and willing to help them. Employees feel satisfied when their views are listened to and regarded by their higher authorities
- Personal attitude and perceptions determine employee satisfaction and should be considered when motivating people to achieve job satisfaction.
- Feedback from the job itself and autonomy are two major job-related motivational factors. According to a recent study, career development was most significant to both younger and older employees.
- Supervision is another moderately important factor in job satisfaction. There seem to be two dimensions of supervisory style that affect job satisfaction. One is employee centeredness, measured by the degree to which a supervisor takes a personal interest and cares about the employee. Employees frequently check how they are doing, for example. It also involves providing advice and assistance to the individual and communicating with the associate personally and officially. The other dimension is participation or influence, as illustrated by managers who allow their people to participate in decisions that affect their jobs. In most cases, this approach leads to higher job satisfaction.
- Friendly, cooperative co-workers or team members are a modest source of job satisfaction for individual employees. The group, especially a "tight" team, serves as a source of support, comfort, advice, and assistance to the individual member.

Outcomes of employee satisfaction

To society as a whole and from an individual employee's standpoint, job satisfaction in and of itself is a desirable outcome. It is imperative to determine how job satisfaction relates to the outcome's variables. For example, if job satisfaction is high, will the employee perform better and the organisation be more effective? If job satisfaction is low, will there be performance problems and ineffectiveness? The following sections examine the most relevant of these.

Satisfaction and performance:

Most assume a positive relationship; the research indicates no strong linkage between satisfaction and performance. Conceptual, methodological, and empirical analyses have questioned and argued against these results. There is a relationship between happiness and performance. This relationship may even be more complex than others in organisational behaviour. For example, there seem to be many possible-moderating variables, the most prominent of which is the reward. If people receive tips they feel are equitable, they will be satisfied, likely resulting in more significant performance effort.

Satisfaction and turnover:

Research has uncovered a moderately negative relationship between happiness and turnover than satisfaction and performance. High job satisfaction will not, in and of itself, keep turnover low, but it does seem to help. On the other hand, there will likely be high turnover if considerable job dissatisfaction occurs. Other variables enter into an employee's decision to quit besides job satisfaction. For example, age tenure in the organisation, and commitments to the organisation, may play a role. Some people cannot see themselves working anywhere else, so they remain regardless of how dissatisfied they feel. Another factor is the general economy. Typically, there will be an increase in turnover as people look for better opportunities with other organisations.

Satisfaction and absenteeism:

Research has only demonstrated a weak negative relationship between satisfaction and absenteeism. As with turnover, many variables enter into the decision to stay home besides satisfaction with the job. For example, moderating variables such as how people feel about their jobs are significant. For example, research among state governments. Employees have found those who felt appreciated had lower absenteeism than did who did not feel this way. Additionally, it is imperative to remember that although job satisfaction will not necessarily result in absenteeism, low job satisfaction is more likely to cause absenteeism.

LITERATURE REVIEW

It has been observed that the well-being of employees, their satisfaction level, and their engagement directly impact the success of organisations. There is no doubt that a higher level of employee satisfaction leads to a lower employee turnover rate. It is because dissatisfied employees tend to perform lower than their capabilities, resulting in high turnover; they leave their jobs relatively quickly and stop recommending your company as an employer. Whereas satisfied employees tend to contribute more to organisational productivity, they commit to customer satisfaction. Earlier surveys related to Employee satisfaction give employees a chance to raise a voice and allow them to pinpoint the problematic areas, leading to increased satisfaction levels, developing and reviewing Employee management and optimising corporate communications. The Present Research is done at Spintly with particular reference to many more surveys that were also done on the same topics but in different industries and organisations.

Maslow (1954 cited in Huber, 2006) arranged human needs along a five-level hierarchy from physiological needs, safety and security, belonging, esteem to self-actualisation. In Maslow's pyramid, conditions at the lower levels must be fulfilled before rising to a higher level. According to Maslow's theory, some researchers have approached job satisfaction as need fulfilment (Regis & Porto, 2006; Worf, 1970).

Job satisfaction matches what individuals perceive they need and what rewards they receive from their jobs (Huber, 2006). However, over time, Maslow's theory has diminished in value. In the current trend, the approach to job satisfaction focuses on cognitive processes rather than on basic needs the studies (Huber, 2006; Spector, 1997).

Another approach proposed by Herzberg (Herzberg et al., 1959; cited in Huber, 2006) is based on Maslow's theory. Herzberg and colleagues built Herzberg's motivation-hygiene theory of job satisfaction. The approach proposed two different categories of needs: intrinsic (motivators).

The theory postulates that job satisfaction and/or dissatisfaction function as two need systems. Intrinsic factors are related to the job itself. Intrinsic factors seem to influence positively on job satisfaction. The motivators include advancement, growth and development, responsibility for work, challenge, recognition, and promotion. In other words, extrinsic factors are closely related to the environment and condition of the work.

Including supervision, company policy and administration, working condition and interpersonal relation (Lephalale, Ehlers, & Oosthuizen, 2008; Shimizu et al., 2005). This theory has dominated the study of job satisfaction and has become a basis for developing job satisfaction assessments (Lu et al., 2005). In summary, some previous theories have proposed many factors that contribute to job satisfaction, such as Maslow's hierarchy of needs and the set of Herzberg's. This study will measure job satisfaction in Spintly, including motivators, which is related to Herzberg's theory.

Research Gap

This study examines Employee Job satisfaction level and their effects on the employees of Spintly India Pvt. Ltd.; here, only one company, Spintly India Pvt. Ltd. It will be studied as a whole.

Statement of the problem

This research attempts to understand if employees are fully satisfied with their work to be motivated to work effectively.

Research questions

1. What is the reason for conducting an employee satisfaction survey?
2. What Are the Factors affecting Job Satisfaction in the company?
3. What impact does an employee satisfaction survey have on company employees?

Research Objectives

1. To study the job satisfaction levels among the employees of Spintly.
2. To conduct an employee satisfaction survey.
3. To study the various factors affecting employee satisfaction.
4. To analyse the current satisfaction level of the employees in the company.
5. To know whether the organisation takes employees' suggestions.
6. To know examine the importance of employees to their work and their satisfaction.

Research Methodology

Design of the study: Survey Research is a descriptive study design.

Methods of data collection:

Data Period: 4 months

Primary data: The data is collected from employees of Spintly using a Google form questionnaire

Secondary data: The information is collected from Employees, articles, company records and websites.

Sample size: A sample size of 41 respondents is considered out of 80. Because the other half of employees are out of Goa office.

Tools and Techniques: Structured questionnaire is prepared.

Research Hypothesis

H0: There is no significant relation between the designations and employee satisfaction.

H1: There is a significant relation between the designations and employee satisfaction.

H0: There is no significant relation between experience and pay structures.

H1: There is a significant relation between experience and pay structures.

Limitations of the Research

Like any other research, this research is also limited to sample size. Employees of this sector were unwilling to provide the necessary information and their internal policy due to confidentiality and heavy workload. This study focuses on a few independent variables. We have chosen only the Goa office for this research, which is insufficient to get the overall scenario of employee job satisfaction.

APPENDIX

Questionnaire for Employee Satisfaction Survey at Spintly Conducted Via Google Form

This survey aims to determine the satisfaction level of employees working at Spintly India Private Limited. Based on the questions given below, we will get a report of satisfied/unsatisfied employees and shall make improvements accordingly.

1. Gender:
2. Age:
3. Dept:

4. How long have you been working for this organisation?
 - 0-6 months
 - 7-12 months
 - 1-1.5 years
 - 1.6-2 years
 - 3-4 years

5. Considering your complete employment experience with Spintly, how likely would you be to recommend us to a friend or family member to join us? Rate from 0 Very Unlikely to 10 Very Likely.

6. How purposeful do you find your work to be?
 - Extremely purposeful
 - Very purposeful
 - Moderately purposeful
 - Slightly purposeful
 - Not purposeful at all

7. How demanding is your job?
 - Extremely demanding
 - Very demanding
 - Moderately demanding
 - Slightly demanding
 - Not demanding at all

8. How often do you feel stressed?

- Extremely often
- Very often
- Moderately often
- Slightly often
- Not at all

Reason behind why you are stressed?

9. Are you satisfied with the compensation (salary, allowance etc.) provided to you by the organisation? Rate from 0 Not at all well paid to 5 Extremely well paid.

10. How often are your co-workers' suggestions at work taken seriously?

- Always
- Very often
- Somewhat often
- Less Often
- Never

11. How realistic are your manager's expectations at work?

- Extremely realistic
- Very realistic
- Moderately realistic
- Slightly realistic
- Not realistic at all

12. How often do you feel that the tasks assigned to you by your manager make you grow professionally?

- Extremely often
- Very often
- Moderately often
- Slightly often
- Not at all

13. My organisation offers ample career growth opportunities to you? 1 Strongly Disagree to 5 Strongly Agree.

14. Do you think you are supervised well by your manager? 1 Strongly Disagree to 5 Strongly Agree.

15. Do you trust the leadership and management of the company? 0 Strong disagree to Strongly agree.

16. How satisfied are you with your non-monetary employee benefits at the workplace? 0 Extremely dissatisfied to 5 Extremely satisfied.

17. How proud do you feel of the brand you work with?

- Extremely proud
- Very proud
- Moderately proud
- Slightly proud
- Not proud at all

18. How likely are you to change your current job?

- Extremely likely
- Very likely
- Moderately likely
- Slightly likely
- Not likely at all

19. Do you feel encouraged to share new ideas related to work with your teammates and manager?

- Yes
- No
- I am not sure

20. Do you have enough resources to perform well at your work?

- Yes
- Neutral
- No

21. How satisfied are you with the level of transparency in your department?

- Extremely satisfied
- Very much satisfied
- Moderately satisfied
- Slightly satisfied
- Not satisfied at all

23. Do you have a clear path to career development?

- Yes
- No
- I am not sure

24. Enlist three things you are highly dissatisfied with about this organisation?

25. What are the three things you would like to suggest to improve the organisation's functionality?

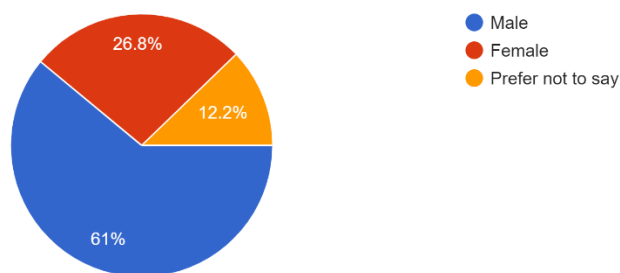
26. What are the suggestions you would recommend to the organisation?

DATA ANALYSIS AND INTERPRETATION

Google form link for the survey.

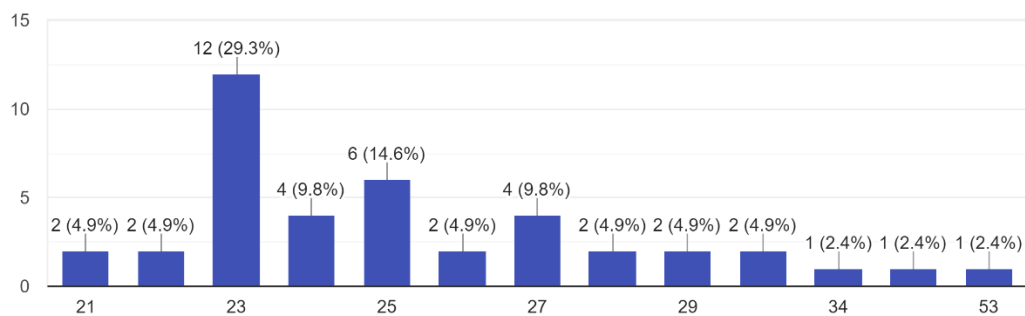
https://docs.google.com/forms/d/1HuPe6QEaebxU5GeaOQBoeZG3BJ2uV_zwHjSF6FKG5RI/viewanalytics

Gender
41 responses



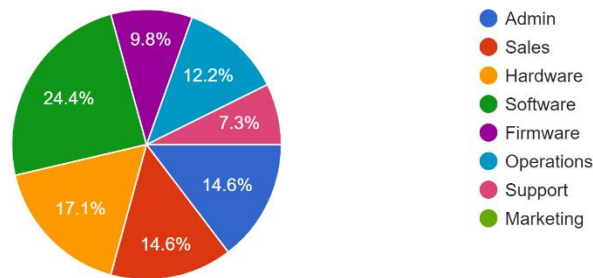
Analysis: Spintly India Pvt Ltd Goa office conducted the employee satisfaction survey. This survey consists of 25 questions answered by 41 respondents.

Age
41 responses



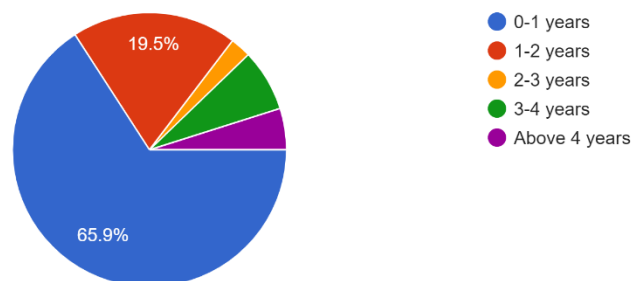
Analysis: Respondents Age: 21-53

Department
41 responses



Analysis: There are a total of 8 Departments in the organisation, which are: Admin (Administration) department (14.6% responses), Sales department (14.6% responses), Hardware department (17.1% responses), Software department (24.4% responses), Firmware department (9.8% responses), Operations department (12.2% responses), Support department (7.3% responses) and Marketing department (24.4% responses).

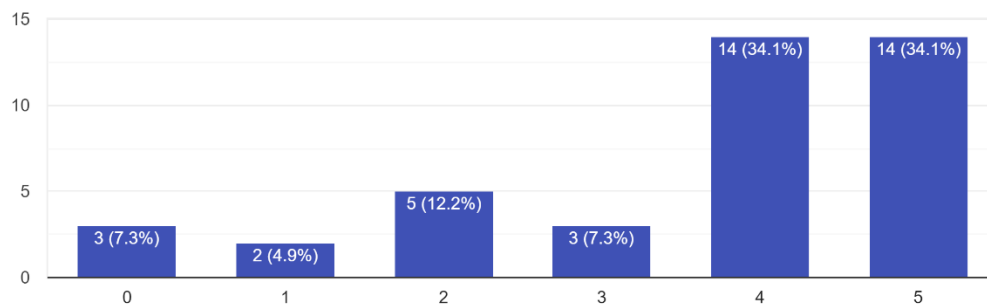
How long have you been working for this organization?
41 responses



Analysis: There are 19.5 who are 1-2 years working. And 65.9% who are 0-1 year working. This means Spintly is having more freshers and less experienced in the company.

Considering your complete employment experience with Spintly, how likely are you to recommend us to a friend or family member to join us? 0 Very Unlikely to 5 Very Likely .

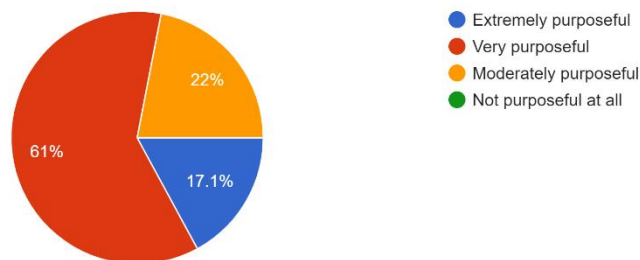
41 responses



Analysis: 14 (34.1%) Respondents are very likely to recommend this company to friends or family. And 3 respondents are Unlikely to recommend this company to their friends or family.

How purposeful do you find your work to be?

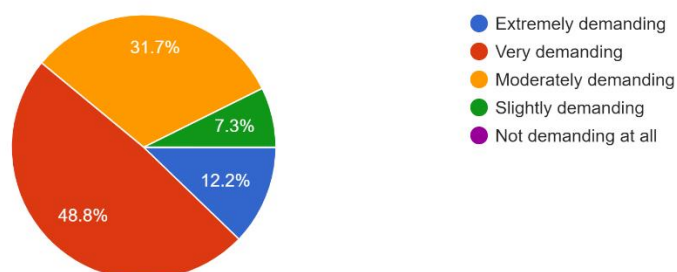
41 responses



Analysis: 61% of respondents find their work very purposeful, 17.1% of respondents find it Extremely purposeful, and 22% of respondents find it moderately purposeful.

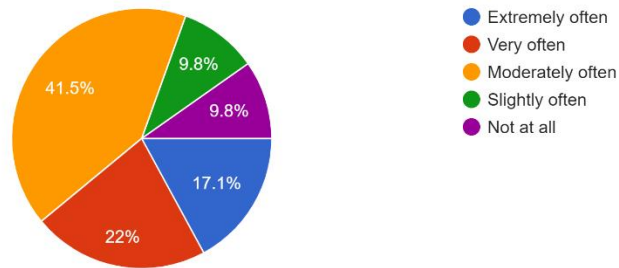
How demanding is your job?

41 responses



How often do you feel stressed?

41 responses

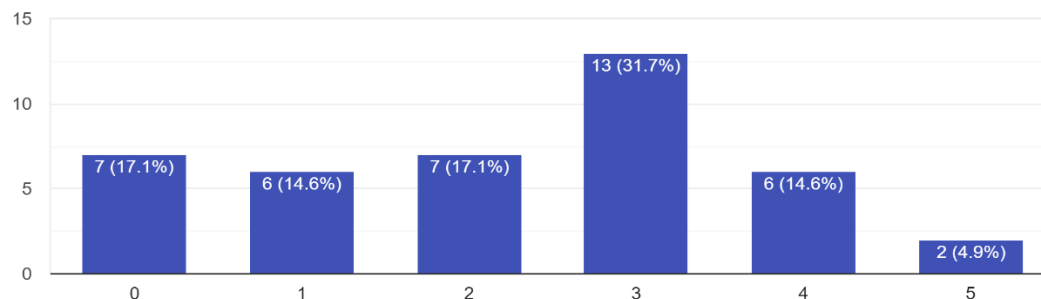


The reason behind why you are stressed? Some common responses were:

- Less Manpower.
- No appreciation, too much work, no reasonable working hours.
- Working beyond 9 hours daily and too much work with less help.
- Salary comes after the 10th of every month.

Are you satisfied with the compensation (salary, allowance etc.) provided to you by the organization? 0 Not at all well paid to 5 Extremely well paid.

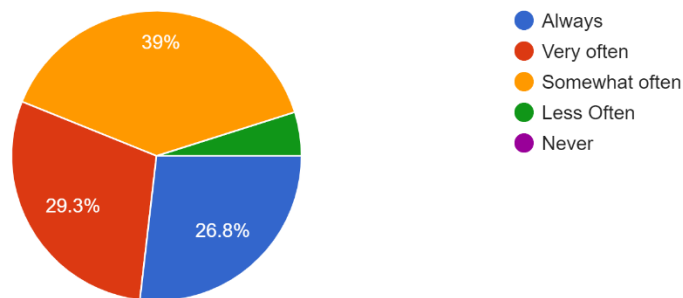
41 responses



Analysis: 13 (31.7%) respondents are exceptionally well paid with the compensation provided here. And 7 (17.1%) are not at all well paid.

Do you feel your co-workers' suggestions at work are taken seriously?

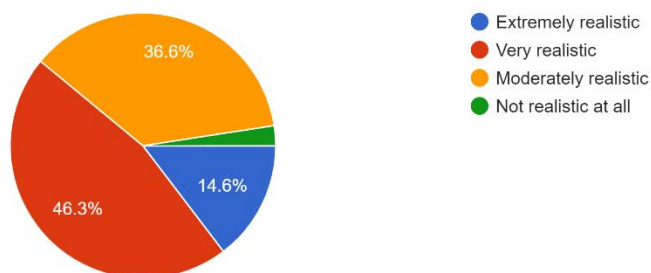
41 responses



Analysis: 39% of respondents somewhat often feel that their co-worker's suggestions at work are taken seriously, 29.3% of respondents often feel the same, and 26.8% always think that their co-worker's requests at work are taken seriously.

How realistic are your manager's expectations at work?

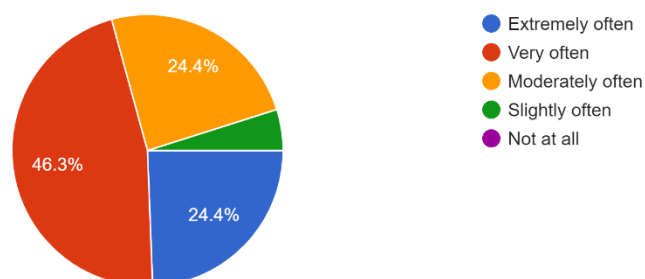
41 responses



Analysis: 46.3% of respondents find it very realistic, 36.6% find it moderately realistic, and 14.6% find it highly realistic.

How often do you feel that the tasks assigned to you by your manager make you grow professionally?

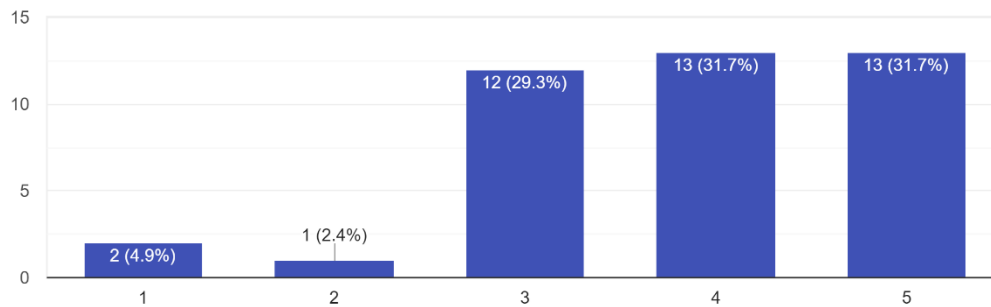
41 responses



Analysis: here, 46.3% find very often that the task assigned by their managers makes them grow professionally. 24.4% find it extremely often, and 24.4% find it moderately often.

My organization offers ample career growth opportunities to you? 1 Strongly Disagree to 5 Strongly Agree.

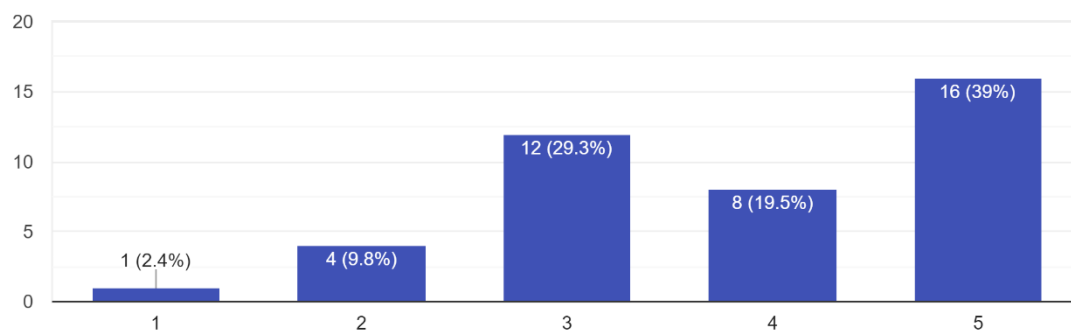
41 responses



Analysis: 13 (31.7%) respondents strongly agree, and 2 (4.9%) respondents strongly disagree that the organisation doesn't offer them ample career growth opportunities.

Do you think you are supervised well by your manager? 1 Strongly Disagree to 5 Strongly Agree

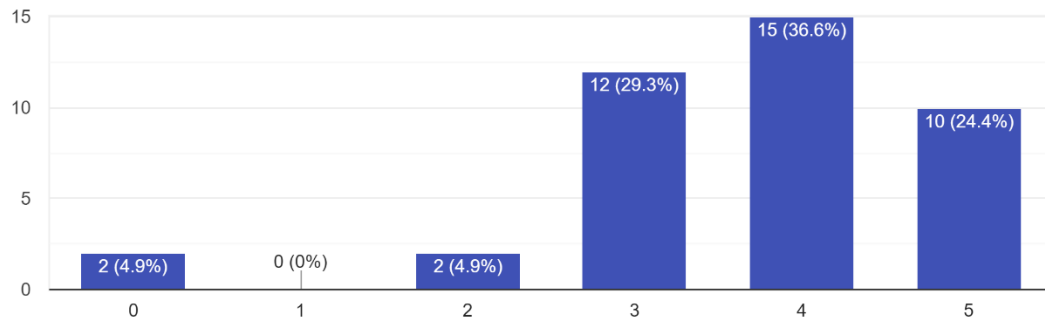
41 responses



Analysis: 1(2.4%) respondents strongly disagree, and 16(39%) respondents strongly agree.

Do you trust the leadership and management of the company ? 0 Strong disagree to Strongly agree.

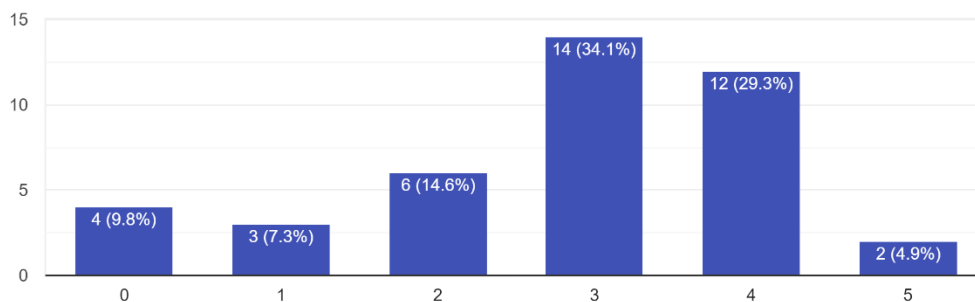
41 responses



Analysis: 15 (36.6%) strongly agree here, and 2(4.9%) strongly disagree.

How satisfied are you with your non-monetary employee benefits at the workplace? 0 Extremely dissatisfied to 5 Extremely satisfied.

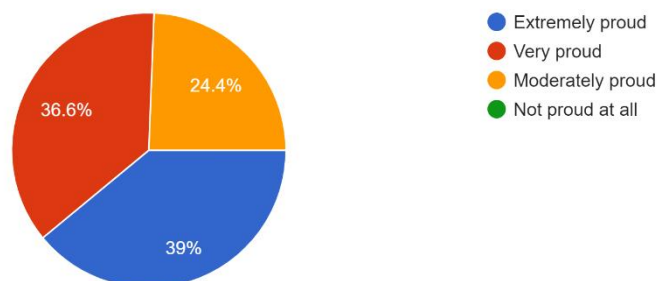
41 responses



Analysis: 14(34.1%) extremely satisfied and 4(9.8%) extremely dissatisfied.

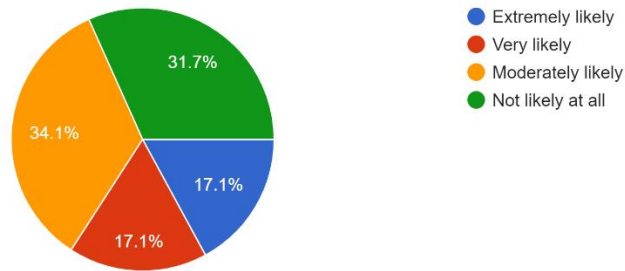
How proud do you feel of the brand you work with?

41 responses



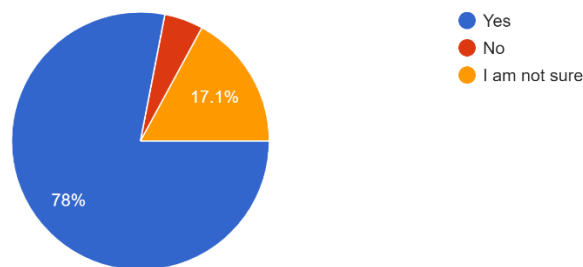
Analysis: 39% of respondents are extremely proud here, 36.6% are very proud, and 24.4% are moderately proud of their brand.

How likely are you to change your current job?
41 responses



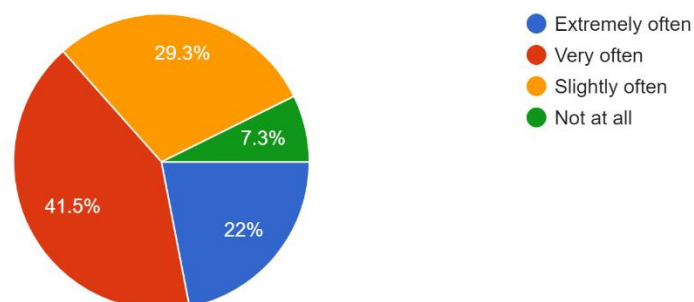
Analysis: 34.1% of respondents are moderately likely here, and 31.7% are Not likely to change their current job.

Do you feel encouraged to share new ideas related to work with your teammates and manager?
41 responses



Analysis: 78% of employees are encouraged to share new ideas with their teammates and manager. 17.1% are not sure.

Do you have enough resources to perform well at your work?
41 responses

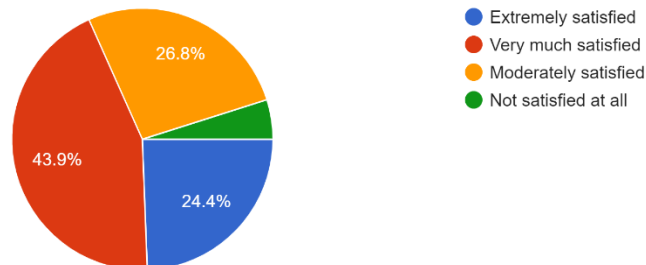


Analysis: here, 41.5% very often feel to have enough resources to perform their work well, and 29.3% slightly often feel to have enough resources to perform their work well. And 22%

extremely often feel to have enough resources to perform their job well. And 7.3% do not think to have enough resources to perform their work well.

How satisfied are you with the level of transparency in your department?

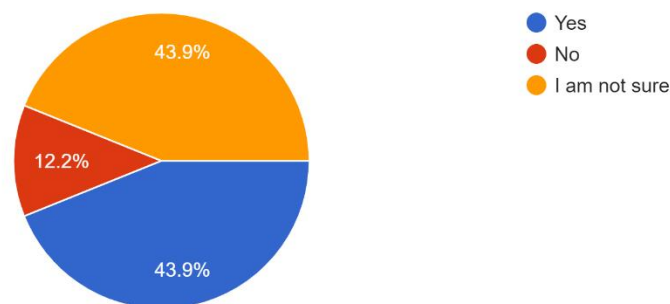
41 responses



Analysis: 43.9% of respondents are very much satisfied with the level of transparency in their department. And 26.8% are moderately satisfied. And 24.4% are extremely satisfied.

Do you have a clear path to career development?

41 responses



Analysis: here 43.9% are not sure to have clear path to their career development. And 43.9% are sure to have clear path to their career development. 12.2% don't have clear path to their career development.

List three things you are highly satisfied with this organisation?

Most common answers to this question were:

- Friendly Employees
- Cleanness

List three things you are highly dissatisfied with this organisation?

Most common answers to this question were:

- Late approval from management.

- workload and low Salary
- Less public Holidays
- No proper Feedback system.

What are the suggestions you would recommend to the organisation?

Most common answers to this question were:

- Proper feedback system should be implemented.
- Allowance for working beyond 9 hours a day and working Saturdays.
- More leaves to be made available for employees
- Transport facility
- Convert discretionary holidays to compulsory.
- LTA Allowance should be given.

Hypothesis Testing

The data analysis tool used to test this survey's hypothesis is **Anova single Factor** in Ms Excel.



Hypothesis testing
for survey.xlsx

DATA FINDINGS

From this survey conducted by the company and me, I came to know that:

- There are 19.5 who are 1-2 years working. And 65.9% who are 0-1 year working. This means Spintly is having more freshers and less experienced in the company.
- 14 (34.1%) Respondents are very likely to recommend this company to friends or family. And 3 respondents are Unlikely to recommend this company to their friends or family.
- 61% of respondents find their work very purposeful, 17.1% of respondents find it Extremely purposeful, and 22% of respondents find it moderately purposeful.

The reason behind why you are stressed? Some common responses were:

- Less Manpower.
- No appreciation, too much work, no reasonable working hours.
- Working beyond 9 hours daily and too much work with less help.
- Salary comes after the 10th of every month.
- 13 (31.7%) of respondents are exceptionally well paid with the compensation provided here. And 7 (17.1%) are not at all well paid.
- 39% of respondents somewhat often feel that their co-workers' suggestions at work are taken seriously, 29.3% of respondents often feel the same, and 26.8% always think their co-workers' requests are taken seriously.
- 46.3% of respondents find it very realistic, 36.6% find it moderately realistic, and 14.6% find incredibly realistic.
- here 46.3% finds very often that the task assigned by their managers to them make them grow professionally. 24.4% finds extremely often and 24.4% finds moderately often.
- here 13 (31.7%) respondents strongly agree and 2 (4.9%) respondents strongly disagree that the organisation doesn't offer them ample career growth opportunities.
- here 1(2.4%) respondent strongly disagree and 16(39%) respondents strongly agree.
- here 15 (36.6%) strongly agree and 2(4.9%) strongly disagree.
- here 14(34.1%) extremely satisfied and 4(9.8%) extremely dissatisfied.
- here 39% of respondents are extremely proud and 36.6% are very proud and 24.4% and moderately proud of the brand they work with.
- here 34.1% of respondents are moderately likely and 31.7% are Not likely at all likes to change their current job.

- 78% of employees are encouraged to share new ideas with their teammates and manager. 17.1% are not sure.
- here 41.5% very often feels to have enough resources to perform their work well and 29.3% are slightly often feels to have enough resources to perform their work well. And
- 22% extremely often feels to have enough resources to perform their work well. And 7.3% not at all feels to have enough resources to perform their work well.
- 43.9% of respondents are very much satisfied with the level of transparency in their department. And 26.8% are moderately satisfied. And 24.4% are extremely satisfied.
- here 43.9% are not sure to have clear path to their career development. And 43.9% are sure to have clear path to their career development. 12.2% don't have clear path to their career development.

Employees are highly satisfied with:

- Friendly Employees
- Cleanness

Employees are highly dissatisfied with:

- Late approval from management.
- workload and low Salary
- Less public Holidays
- No proper Feedback system.

LEARNING DERIVED

Key Learning from the Internship and Projects are as follows:

- I learned how to operate virtual HR services during the pandemic time for 1st few months.
- Email Etiquette.
- Work ethics
- Online job posting and resume screening and shortlisting.
- Policymaking for the company.
- Website designing
- Canva editing and designing.
- Survey questionnaires
- Teamwork
- Event hosting and organizing.
- I learned how to Onboard new employees into the company virtually through google meet.

WORK DONE BY ME FOR THE COMPANY

- I created Employee Internal website for the company.
- Helped the company to be organized and hosted a corporate event the company called All Hands Meet.
- I made International Travel Policy for the company, which also got implemented.
- I conducted Employee Satisfaction Survey in the company.
- Created job descriptions for various job posts and posted them on different job portals.
- Created Canva post for job posts and certificates for employees on Canva for Employee of the month and various other events.
- Filing of important documents.
- Data entry of details of new joiners and old employees into the company database.

RECOMMENDATION TO THE COMPANY

The suggestions I would recommend to the organisation?

- Have a Proper feedback system which should be implemented.
- Allowance for working beyond 10-11 hours should be considered.
- More leaves to be made available for employees
- Spintly should try to update their holiday and leave polices and give more compulsory holidays for public holidays.
- LTA Allowance should be given who come from another state.

CONCLUSION

A HEALTHY AND HAPPY TEAM IS THE SEED OF SUSTAINABILITY IN THE ORGANISATION.

As the world moves faster and competition becomes more intense due to globalization, human talent will determine which organizations will be successful in the future. Training helps to achieve this aim. Training is an effective tool in the hands of an organization.

Company leadership should focus on supporting their employees. It should give sufficient opportunities to improve employees' skills.

REFERENCE

- Company's Website
- Employees working in the company.
- Google Scholar
- Articles
- Company's social media handles.