

A Study on Employee Morale At TVS Training And Services Chennai

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Abstract- *The main focus of the studies to measure the level of employee morale at TVS training and service Chennai. This project emphasizes the importance of morale among the work force in the achieving gains in human performance and productivity.*

primary data collection was done through structured questionnaire. Secondary was collected from company records and internet. research design used in the study was descriptive research study. satisfied sampling method was followed. Conclusions were drawn based on the analysis of the data collected from the employees in various grades. statistical tools applied are sample percentage and chi-square, nova, regression.

The steps for improving morale in the organisation are identified. the level of individual and group morale are identified in the organisation.

I. INTRODUCTION

Mood is an extremely important part in the overall success of any com When the work conditions is void of desire to do something/reason for doing something, the employee inspiration from which to build. The skills and experience to change the attitudes of your excitement and excitement/preparation. This change will be seen in increased the whole structures.

Prof. Mee, However, holds the view that "good employee mood is the mental of the people, or of the group, which enables an employee to that the maximum happiness of his drives happens at the same time as the of the goals with those of the company, and assistants his own wants to those of the company".

Person's mood is related with knowing one's own expectations and living up to them. If one is clear of his own needs and how to make happy them most of the time, his mood is mood is height. Person's mood is a single person's toward life. While group mood reflects the general export de corps of a total group of personalities.

II. REVIV OF LITERATURE

Riley (2009)²⁴ conducted a study in a non- profit agency (ACHIEVE) to check the problems of high employee turnover. The objectives of the study were to find out the causes that leads to maintain or terminate employment and what strategies were implemented by ACHIEVE to improve employee retention rates. Data for this study was collected from 287 employees. The researcher concluded that employee satisfaction and employee retention is a multifaceted problem and measured relationship, personal growth and system maintenance to curve the problem of high employee turnover.

Djati and Adiwijaya (2010)²⁵ conducted a study to find out the relationship between employee morale and organizational commitment towards Organizational Citizenship Behavior (OCB) and OCB towards service quality performances. Data was collected from 133 respondents taken from administrative staff of 5 private universities in Surabaya – Indonesia. The researchers concluded that there was positive and significant relationship between employee morale and organizational commitment towards OCB and OCB towards service quality performance of employees.

Kube et al. (2011)²⁷ conducted a field experiment to check whether employee's performance was affected by wage cuts or wage raise. Data was collected from library to be catalogued and task was to enter description of books into an electronic data base. Data was collected in three phases in the year 2006, 2008 and 2011. The researchers concluded that wage cuts had a detrimental and persistent impact on performance whereas wage raise did not result in any productivity gains.

III. RESEARCH METHODOLOGY

RESEARCH

Research is defining and redefining problems, formulating hypothesis or suggested solutions; organizing and evaluating data; making deduction's and reaching

conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

RESEARCH DESIGN

The research design used in the study was descriptive research design. It includes surveys and fact-finding requires of different kinds. The major purpose of description research designs, as it exists at present. The main characteristic of this method is that the researcher has no control over the variable, he can report only what has happened or what is happening.

Sample Collection

The sample was collected in TVS from 100 employees.

IV. OBJECTIVES OF THE STUDY

Primary objective:

- To study on employee morale in TVS Training and service

Secondary objective:

- To identify the moral level of the staffs of TVS Training and service
- To find out the attributes that influence their morale

V. SCOPE OF THE STUDY

The top management can use the information received/got through the study in the following areas:

1. To identify the bad results or effects in the existing system.
2. To improve participative management ways of doing things.
3. To improve the opportunities for improvement and self development
4. To provide showing the ability to create interesting new things job to the workers.
5. To improve participative management ways of doing things.

VI. LIMITATIONS OF THE STUDY

- Due to the time restriction the study is made only among 252 people who responded
- There is a chance of personal bias which affects the original data.

- Cannot able to get exact information because some of the workers are slow and unwilling to share the information.
- most of the workers were busy with their tight work and they don't want to be disturbed
There is a chance of personal bias which affects the original data

VII. RESEARCH METHODOLOGY:

Research is a carefully investigation or especially through search for new facts in any branch knowledge. A study on employee morale in TVS Training and service Chennai. This part explain the methodology used in this study. The methodology includes data and sources of data, sample size, area of the study and framework of analysis. The study is based on primary and secondary data. Primary data have been collected from 100 respondents through a questionnaire covering different groups of peoples in thanjavur city. The secondary data have been collected from various books, magazine, journals, news papers and websites.

RESEARCH HYPOTHESIS:

Ho There is a no significant relationship between the gender and satisfaction level towards job satisfaction with present job

TOOLS USED FOR ANALYSIS:

This part of study is mainly focused on verifying main objectives of the study. Research used SIMPLE PERCENTAGE ANALYSIS, CHI-SQUARE, CORRELATION, REGRESSION AND ONE WAY ANOVA as statistical tool for analysis of data.

(i) CHI SQUARE TEST:

HYPOTHESIS 1:

RELATIONSHIP BETWEEN THE GENDER AND SATISFACTION LEVEL TOWARDS JOB SATISFACTION WITH PRESENT JOB:

STATISTICAL INFERENCE:

C.V=43.14

T.V=9.488

C.V>T.V

SIGNIFICANT

HO (NULL HYPOTHESIS):

There is a significant relationship between gender of the respondents and satisfaction level towards job satisfaction with present job.

HA (ALTERNATIVE HYPOTHESIS):

There is a no significant relationship between gender of the respondents and satisfaction level towards job satisfaction with present job.

$$\begin{aligned} \text{DEGREES OF FREEDOM} &= (r-1)(c-1) \\ &= (5-1)(2-1) \\ &= (4)(1) \\ &= 4 \end{aligned}$$

4 at 5% Level of Significance.

$$C.V < T.V$$

Hence, the Null Hypothesis is rejected, Alternative Hypothesis is accepted.

RESULT:

There is no significant relationship between the gender and satisfaction level towards job satisfaction with present job. Null hypothesis is rejected and the alternative hypothesis is accepted.

(ii) ANOVA:**NULL HYPOTHESIS:**

There is no significant ANOVA between gender and the satisfaction level towards job satisfaction with present job.

CONCLUSION:

Calculate F value is 31.306 and F critical value 3.88 so calculate value is more than the table value so null is rejected.

(iii) CORRELATION:

Calculation value is 0.9050 and so I concluded that there is no significant correlation between rate statement and Employee Morel for progress of the company.

VIII. FINDING AND SUGGESTION**FINDING:**

- 71% of the respondents belong to male.
- 75% of the respondents belong to the age 21-31
- 48% of the respondents belong to the Diploma
- 75% of the respondents belong to the monthly income.
- 56% of the respondents belong to the unmarried
- 68% respondents are satisfied about the present job
- 68% respondents are satisfied about the perceive the morale in the company

- 46% respondents are Highly satisfied about the chances for promotion are in the company
- 40% respondent are satisfied about the recognition in the organization
- 44% respondents are satisfied about the promotion with the organization
- 46% respondents are satisfied about the bonus
- 40% respondent are satisfied about the work place stress
- 42% respondent are satisfied about the workload
- 44% respondents are Highly satisfied about the accomplishment
- 38% respondents are satisfied about the respected in work place
- 40% respondents are satisfied about the supervisors
- 42% respondents are Highly satisfied appreciate your quality work
- 40% respondents are neutral about the superior and co-workers
- 36% respondents are neutral about the idea to your superiors
- 36% respondents are satisfied about the employee welfare
- 32% respondents are satisfied about the policies are feasible
- 40% respondents are Highly satisfied about the policies and administrative
- 56% respondents are satisfied about the job responsibilities

SUGGESTION:

- It can be humbly suggested that, Job security can be provide for workers.
- It can be suggested that, the loan facilities can be provided for workers .
- Creating opportunities that will enable the workers to participate in

IX. CONCLUSION

The researcher conducted a study in forming in TVS TRAINING AND SERVICE forming in order to assess the level of moral in the organization. The researcher should analyze various conditions like researcher collected the data through questionnaire method and interpreted the data by different tables and diagrams. On the analysis the researcher has found the level of moral among the worker, satisfactory level of welfare measures, satisfactory level of management policy, satisfactory level of income, promotion & incentives, working condition and welfare measures. Finally the researcher gave suggestion to improve morale.

One of the most common reasons given for good morale of work is job security and wages. Thus a transport facilities and canteen facilities should contribute to improve morale. Thus morale can be improved to a full extent productivity.

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