



EMPLOYEE'S SATISFACTION IN GROUP AND AS INDIVIDUAL OF CAPTAIN CERAMIC PVT. LTD.

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ABSTRACT:

Captain Ceramic was started in 2001 by J. D. Chaniyara in Morbi. Captain Ceramic have been an integral part of mankind since time immemorial. They have been a witness to history being unfolded and have lived to tell the tale. Captain Ceramic have survived the rise and fall of civilizations and with each upheaval have added a new dimension to their properties. Floor tiles as a product segment have grown to a sizeable chunk today at 340 million square meters production per annum. However, the potential seems to be great, particularly as the housing sector, retail, IT & BPO sectors have been witnessing an unprecedented boom in recent times. Over the years the company has built a solid customer base and a reputation both for itself and its products. To an extent they have been responsible for changing ceramic tiles from a mere commodity to a branded product. Also, by this report I have learned various aspects regarding the employee's various dimensions towards their job. I have also learned how it is important for the management to make their staff satisfied.

INDUSTRIAL OVERVIEW:

Floor tiles as a product segment have grown to a sizeable chunk today at 340 millionsquare meters production per annum. However, the potential seems to be great, particularly as the housing sector, retail, IT & BPO sectors have been witnessing an unprecedented boom in recent times. The color tiles sector has been clocking a robust growth of 12-15% consistently

over the last few years. Today, India figures in the top 5 countries in the world manufacturing color floor tiles.

The key drivers for the color tiles in India are the boom in housing sector coupled by government policies fueling strong growth in housing sector. The retail boom in the Indian economy has also influenced the demand for higher end products. Overall, the bullish growth estimates in the Indian economy have significantly influenced the growth of the Indian Ceramic tile industry.

The main product segments are the Wall tile, Floor tile, Vitrified tile and Porcelain tile segments. The market shares are 35%, 53% and 12% respectively for Wall, Floor & Vitrified/Marble. The tiles are available in a wide variety of designs, textures and surface effects. They cater to tastes as varied from rustics to contemporary marble designs in super glossy mirror finishes.

The investments in the last five years are approx. Rs 2000 crores. The industry also enjoys the unique distinction of being highly indigenous with an abundance of raw materials, technical skills, infrastructural facilities despite being fairly capital intensive. A total of over 5,50,000 people are employed in the sector. Out of this, 50,000 people are directly employed and 5,00,000 are indirectly associated. The potential is huge considering the per capita consumption of ceramic tiles in India. Currently it is at 0.30 square meters per person in comparison to over 2 square meters per person for like countries like China, Brazil and Malaysia. As a foreign exchange earner or a global player, Indian Tile industry has captured the attention of the world in the ceramic tiles segment. India is projected to figure in the top 3 countries manufacturing color tiles by 2010. This however is subject to policies favorable for the tile industry to compete with international players on an even ground.

Apart from their decorative looks, Color floor Tiles are primarily hygiene products and that is how our broad spectrum of consumers view the product. This is fairly evident from its varied usage from bathrooms and kitchens in average Indian households to medical centers, labs, milk booths, schools, public conveniences, shopping malls and numerous other centers; which dot our day-to-day life. A ceramic tile is basically a "utility product" and that remains our promotional slogan. Popular housing projects are increasingly switching over to Color Tiles moving away from the traditional use mosaic and even granite or marble, owing to several factors viz. ease in laying ability, versatility, low price and hygiene.

Nevertheless, this decorative aspect of a floor Tiles has forever been in the forefront. Heavy churning out of bolder and colorful designs by the industry are testament to the fact that most households regard a color tile as an "adornment" for an otherwise "drab look" of their age-old floorings or an unfurnished wall.

COMPANY OVERVIEW:

HISTORY:

Captain Ceramic was started in 2001 by J. D. Chaniyara in Morbi. Captain Ceramic have been an integral part of mankind since time immemorial. They have been a witness to history being unfolded and have lived to tell the tale. Captain Ceramic have survived the rise and fall of civilizations and with each upheaval have added a new dimension to their properties.

Today they are an integrated part of modern living combining the winning qualities of beauty and value for money.

Over the years the company has built a solid customer base and a reputation both for itself and its products. To an extent they have been responsible for changing ceramic tiles from a mere commodity to a branded product.

Since its inception in the year 2001, Captain Ceramic Pvt Ltd has embraced growth with an accelerated pace. Under the tireless leadership of its CEO, Mr. J. D. Patel with his extensive experience, the company has made its mark as an accomplished manufacturer and supplier of Ceramic floor tiles. Our success is founded on customer satisfaction through the timely and swift delivery of optimum quality products.

INFRASTRUCTURE:

Captain Ceramic is a professionally handled unit with state-of-the-art machinery. In accordance to this process both designing of a product and the manufacturing process is computer generated. Captain Ceramic employee base consists of skilled artisans and craftsmen who are proficient in designing a striking range of wall tiles.

QUALITY ASSURANCE:

Delivering optimum quality products has been a specialty of the company ever since its inception. We offer an array of captain ceramic pvt. Ltd. With a guarantee of optimum quality and exceptional designs. The product that we offer are customized to meet the market specifications and requirements.

NETWORK:

Captain Ceramic continued efforts over the years have enabled us to build a well recognized business network in India. The presence of this network has helped us in the efficient distribution and timely delivery of our products to our clients, we are one of reliable decorative Ceramic Floor tiles manufacturers and suppliers in India.

MANAGEMENT:

The managing team of Captain Ceramic Pvt.Ltd.is as follows: -

Director	Mr. J. D. Chaniyara
General Manager	Mr. Vinay Patel
Production Manager	Jeel Patel
Personnel Manager	Mr. Bhavan Chaniyara
Finance Manager	Mr. Rahul Chaniyara
Marketing Manager	Mr. Nitesh Prakash

OVERVIEW OF DEPARTMENT:

MARKETING DEPARTMENT:

CHANNEL OF DISTRIBUTION:

Distribution means to distribute, spread out or disseminate. We can define formally distribution channel as the set of marketing institutions participating in the marketing activities involved in the movement or the flow of goods & services from primary producers to the ultimate consumers. Channels of distribution indicate flow or move from producer to consumer.

ADVERTISEMENT:

In modern concept of marketing advertisement plays an important role. Advertisement is useful when the new product is launched in the market. Advertisement plays a tremendous role in everybody's life. Messrs Levis, Thompson has said in his informative book, Culture & Environment that "Advertisers do not spend millions a year on advertisement for nothing...."

There are many advertising Medias like mural advertising, press advertising, film advertising, radio advertising, television advertisements, etc. There are various methods of advertising like news paper, magazine, pamphlets, etc. Many a times an advertisement becomes very costly for an industry.

Captain Ceramic Pvt Ltd gives advertisement through magazines, newspapers, and local cable channel media. They also advertise by paint on wall, hoardings etc. Through advertising they can increase their sales hence, profit will be automatically increased.

FINANCE DEPARTMENT:

INTRODUCTION:

Finance is the "Life & Blood" of every business. It is rightly termed as science of Money. The Finance is required at each & every stage of doing business. Right from the purchase of materials to the selling of final product. Finance is really essential part of the business unit. The ambitious plans of an industrial undertaking will remain mere dreams until adequate finance is not available.

Finance Management is concerned with planning, controlling & administration of funds used in the business. The firms need finance for the production as well as it is equally important for the continuation of personnel and marketing dept. a business falls if it is not able to manage & utilize the financial resources properly. The scope of financial mgt is very wide & not mere restricted to raise capital but covers other aspects of financing like assessing needs capital budgeting, etc. Thus, finance is an Integral part of any business house without which a business cannot run smoothly. It is rightly said "A businessmen borrows money to make money."

FINANCIAL PLANNING:

Financial plan provides a vivid picture of inflow & outflow of money sources of funds & uses of funds. It deals naturally with the function of finance or the financial system of the firm. It includes the determination of the firm's goal, policies & procedures in the financial sphere.

Financial plan can be formulated for the two different time period.

- 1) Short Term Planning.
- 2) Long Term Planning.

In Captain Ceramic Pvt Ltd Long Term Financial Planning is done to develop following things: -

- 1) Smooth Operating of the firm.
- 2) To plan for the working capital to meet day to day transactions of the company.
- 3) For the payment of salary, wages to the workers, bonus, etc.
- 4) If any Long-term Investment in future required.

HUMAN RESOURCE DEPARTMENT:

WAGES & SALARY ADMINISTRATION:

“Wage & Salary Administration refers to the establishment & implementation of sound policies & practices of employees.” The basic purpose of wage & salary administration is to establish & maintain an equitable wage & salary structure.

Wages & salaries can be defined as the regular payment to the employees for the work performed by them. The best candidate can be maintained in the firm by paying attractive salaries. There are three types of systems by which wages are fixed. They are as follows

- 1) Time Wage System.
- 2) Piece Wage System.

Time wages are paid according to the time of work whereas piece wage would be paid according to the number of pieces produced.

In Captain Ceramic Pvt.Ltd. wage system is used. The wages are provided according to different work done by the employees. Usually, they are given wage around 8000 Rs. The Head of Operators (electronic engineer) are given 30,000-35,000 Rs. as salary.

OTHER EMPLOYEE WELFARE ACTIVITY:

In Captain Ceramic, they are doing plenty of activities for the employee/ workers benefit:

- They are taking care of employees residential. So, they are giving them a worker's Quarters in their premises. It's quite beneficial for the workers who are coming from the outside of the city or country.
- They are providing transportation facilities.
- They are also providing mess and lodge facility.
- They are providing schooling for all workers' children.

- They are also giving bonus in festivals like Diwali and Janmashtami. They are arranging fist for all their staff twice or thrives in a year.

PRODUCTION DEPARTMENT:

INTRODUCTION:

Production is the basic activity of all industrial units. All other activities revolve around this activity. The end product of the production activity is the creation of goods & services for the satisfaction of human wants. The basic inputs of production process are men, machine, plant, services & methods. The products of the mine, sea farm & forest are used as a raw material on which the processing is done to create or enhance to form utility.

Production involves step by step conversion of one form of material into another to create or enhance the utility of products & services. According to the Economists Production is an activity through which the form utility is created or enhanced. Production Department is handled by Jeel Patel.

Production Head in does the following:

- 1) Make sure that they produce a product which functions as expected, i.e., Product with right quality.
- 2) Produce the product in correct Quantity.
- 3) Products & commodities avail at right time to right person.
- 4) Production cost management.

Overview: - "Employee Satisfaction

Introduction:

Employee satisfaction means different things to different people. While we believe that employee satisfaction is necessary for high performance studies in the past have not supported this belief.

In general people most often associate satisfaction with happiness and comfort. Satisfaction means you will find casual relationship to organizational performance our research by identifying the principal elements of fulfillment, empowerment and engagements.

Importance

1. Importance of employee satisfaction for organization

- Enhance employee retention.
- Increase productivity.
- Increase customer satisfaction
- Reduce turnover, recruiting, and training costs.
- Enhance customer satisfaction and loyalty.
- More energetic employees.

- Improve teamwork.
- Higher quality products and/or services due to more competent, energized employees.

2. Importance of employee satisfaction for employee:

- Employees will believe that the organization will be satisfying in the long run
- They will care about the quality of their work.
- They will create and deliver superior value to the customer.
- They are more committed to the organization.
- Their works are more productive

REVIEW OF LITERATURE:

Morge (1953) in his study on the Job satisfaction of the employees of white-collar jobs found that fifty-five male teachers were satisfied with their job with oppose to thirty five percent female employees who were not satisfied with their job. This study highlighted the relationship between gender and job satisfaction and concluded that satisfaction is affected by gender.

Gardon (1955) in his research on the Job satisfaction of the workers of industrial concern and human needs industries found that if person's individual needs are satisfied then their job satisfaction increases; thereby reflecting a positive relation with the job satisfaction.

Bidwel and Charles (1956) studied on the Job satisfaction and school management and concluded that effective education is necessary to develop good image of the school and that teachers "Job satisfaction increased by perfect management.

Rajgopal (1965) in his study explored the relationship between satisfaction and productivity of textile mills workers belonging to high and low productive mills. Six mills, three high and three low (Productivity was indexed in terms of operative hours per unit of Production for the past three years) were chosen for the study. 75 workers each from high Productive and low Productive mills were chosen for the study. They were asked to indicate their degree of satisfaction/dissatisfaction on a 5-point scale ranging from extreme satisfaction to extreme dissatisfaction on thirty items representing seven aspects of work (i.e., salary, job, management, working condition, welfare facilities, coworkers, and union management relations). The results highlighted that high productive mill workers were significantly more satisfied with five of the seven aspect excluding job and coworkers.

Kapoor and Rao (1969) had examined the age and attitude towards officers in understanding the Job satisfaction of 146 female employees. His research highlighted that female employee and married female employee having more than twenty-five years of age always oppose against injustice and struggle against management too.

Jawa (1971) collected data on 70 semi-skilled workers in his study on anxiety and job satisfaction. On the basis of the anxiety scale filled by the respondents and their scores, anxiety was divided into three groups of high, average and low anxiety. In addition to this a satisfaction questionnaire was also filled by the respondents. The results indicate a trend of increasing satisfaction with decreasing anxiety level.

Smith, Scott and Hulin (1977) selected 4000 managers of the 145 company for the sample

of the study on Job satisfaction of professional employees of the company. It was found out through this research that satisfaction increases with the age. Thus, indicating a positive relation of Job satisfaction with the age.

Wiggins & Bowman (2000) studied the relationship among career experience, life satisfaction, and organizational factors for managers. The study was conducted in healthcare organizations. Nine domains of important job skills, knowledge, and abilities necessary for success as healthcare managers were identified in a two stage Delphi analysis of American College of Healthcare Executives (ACHE) members. Cost/finance, leadership, professional staff interactions, healthcare delivery concepts, accessibility, ethics, quality/risk management, technology, and marketing were the nine domains.

INTRODUCTION OF TOPIC:

Employee Satisfaction's in group and as individual:

Employee satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures meaning that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace. As per Vroom "Employee Satisfaction is a positive orientation of an individual towards a work role which he is presently occupying"

Employee satisfaction, while generally a positive in organization, can also be a bad luck if mediocre employees stay because they are satisfied with your work environment.

Many experts believe that one of the best ways to maintain employee satisfaction is to make workers feel like part of a family or team. Holding office events, such as parties or group outings, can help build close bonds among workers. Many companies also participate in team-building retreats that are designed to strengthen the working relationship of the employees in a non-work-related setting. Camping trips, paintball wars and guided backpacking trips are versions of this type of team-building strategy, with which many employers have found success.

Of course, few workers will not experience a boost in morale after receive more money. Raises and bonuses can seriously affect employee satisfaction, and should be given when possible. Yet money cannot solve all morale issues, and if a company with widespread problems for workers cannot improve their overall environment, a bon us may be quickly forgotten as the daily stress of an unpleasant job continues to mount.

If possible, provide amenities to your workers to improve morale. Make certain they have a comfortable, clean break room with basic necessities such as running water. Keep facilities such as bathrooms clean and stocked with supplies. While an air of professionalism is necessary for most businesses, allowing workers to keep family photos or small trinkets on their desk can make them feel more comfortable and nested at their workstation. Basic considerations like these can improve employee satisfaction, as workers will feel well cared for by their employers.

Satisfaction = what employee expects, what they get, time, background of the employee- social, economic, cultural

RESEARCH METHODOLOGY:

Research methodology, being the most important part of the study, should get extra attention. Besides this, all efforts have been put to apply appropriate methodology suitable for each type of study. Marketing research is the systematic gathering, recording, and analyzing of data about problem relating to the marketing of goods and services.

Research is a process of knowing new fact and verifying old ones by the application of scientific method. Research as per common man refers to search for knowledge. Some people consider research as a movement, a movement from unknown to known. It is systematic search or information on a systematic topic.

“The term research is to describe an entire collection of information about a particular subject.” “A careful; investigation or inquiry through search for new fact in any branch of knowledge”

Systematized efforts to gain new knowledge”

Statement of Problem:

The present research is to know the effectiveness of the distribution channel of the Captain Ceramic Pvt. Ltd.

Here the Research Problem is to find out the essence of human resource of the industry. How the human resource is concern in all the aspect of the industry works and the development of the industry. How top management have to manage the human resource of their industry to achieve the organization goal and meet their all criteria.

Objectives of Research:

The main objective behind this research is to extend the knowledge of the company regarding their staff's satisfaction in group and as individual and satisfaction level towards the job. Of coeerce, after all it is the duty of the H.R. Department to satisfied their employees by various things attached with them. Here, the Company can check out whether the employees are truly satisfied or not? Are they lacking somewhere? And what are the corrective actions should be taken that they can make their employees be satisfied.

- To study the job satisfaction level of the employee in group and as individual in the company
- To find out, which are the most important factors that give more satisfaction to employee?
- To find out whether the employees are rewarded fairly or not.
- To measure weather the employee, feel secured about their job or not?
- To find out effect of work in group and work as a individual in the organization

“**Captain Ceramic Pvt.Ltd**” believes that their employees are on their huge strength and real assets;and that is why they are always caring for their employees and by this research they are supposed to make corrective actions if it requires.

SCOPE OF STUDY:

The study has the scope of including the most important organ of the organization that is the employees. The study is providing information to better understand how employee think and feel as contributing member of the organization with an accurate picture of the attitude, management will be able to create an action plan with specific solution that address any area of concerns or in need of improvement.

Research Design

Research	Objective Research
Data Source	Primary Data
Research Method	Survey Method
Research Technique	Questionnaire
Type of Questionnaire	Structured
Type of Questions	Closed ended
No of Questions	15
Sample Size	50
Place	Morbi

Research design:

Generally, there are basic three types of research design, Exploratory, descriptive and Casual research. Here we have taken Descriptive Research Design and the reason behind it is as follows: The Descriptive Research Design is used when the researcher is interested in knowing the characteristics of certain group. Here we are interested in knowing the proportion of employees in a given population have behaved in a particular manner making projection of things.

Data collection method:

Whatever information data and data I gathered mainly I received from two sources primary and secondary data.

Primary Data:

I received most of the information from primary data. I asked many information and question to the employees and they gave me many types of information.

Other information I received from manager of different department.

I used questionnaire method for survey of the data

Secondary Data:

Some information I also received from the secondary data. There are two types of the secondary data.

Internal Sources

Annual report
 Print mutual

External Sources

Websites

Population list

Library books

Sampling Process:

1. Specifying the Sampling Method:

It indicates how the sample unit are selected. We have selected random sampling method. The Project last 6 week and cover all the topics related to the employee satisfaction.

2. Sample size:

In this case population and sample both are well defined for the Captain Ceramic Pvt. Ltd. as per the convenience also this can be arranged in order as per our wish which would be easily assessable.

3. Selecting the sample:

So far as our research is concerned, we have taken sample size 40 employees of 655 population of Captain Ceramic Pvt. Ltd.

LIMITATIONS OF THE STUDY:

The main short coming of the project was that the generalization has been made Based on a restricted sample only.

Some of the employees are not ready to give the true picture or scenario prevalent in the company due to fear of management.

The total respondents for the study are 50, where the Officer & Staff Cadre Employees are larger in number so it might not present the true picture on the study Undertaken. Some employees did not pay interest in this research because they were so busy in Their work.

RESEARCH HYPOTHESIS:

Ho: the employees are significantly not satisfied with the job at Captain Ceramic

H1: the employees are significantly satisfied with the job at Captain Ceramic

1) Are you satisfied with the amount of responsibility you have in your job?

	Highly Satisfied	Satisfied	Average	Dis satisfied	Highly dis satisfied	Total
No. of respondent	24	13	0	63	0	100
Percentage of respondents	24%	13%	0%	63%	0%	100%

TESTING OF HYPOTHESIS:

CHI-SQUARE TEST (χ^2)

INTRODUCTION OF CHI-SQUARE TEST:

The chi-square test is an important test amongst the several tests of significance developed by statisticians. Chi-square, symbolically written as χ^2 (pronounced as Chi-square), is a statistical measure used in the context of sampling analysis for comparing a variance to a theoretical variance. As a non-parametric* test, it "can be used to determine if categorical data shows dependency or the two classic actions are independent. it can also be used to make comparisons between theoretical populations and actual data when categories are used." Thus, the chi-square test is applicable in large number of problems. The test is, in fact, a technique through the use of which it is possible for all researchers to

1. Test the goodness of fit;
2. test the significance of association between two attributes, and
3. Test the homogeneity or the significance of population variance.

CHARACTERISTICS OF χ^2 TEST.

- (i) This test is based on frequencies and not on the parameters like mean and standard deviation.
- (ii) The test is used for testing the hypothesis and not useful for estimation.
- (iii) This test possesses the additive property as has already been explained.
- (iv) This test can also be applied to a complex contingency table with several classes and as such is a very useful test in research work.

1) Testing Hypotheses with Chi Square test

STEP 1 H_0 : the employees are significantly not satisfied with the job at Captain Ceramic

H_1 : the employees are significantly satisfied with the job at Captain Ceramic

ALONE

Observed Frequency

		Highly satisfied	Satisfied	Average	Dis-satisfied	Highly dis-satisfied	Total
Gender	Male	22	46	18	5	0	91
	Female	1	1	5	2	0	9
	Total	23	47	23	7	0	100

Expected Frequency

		Highly satisfied	Satisfied	Average	Dis-satisfied	Highly dis-satisfied	Total
Gender	Male	$(23*91)/100=20.93$	$(47*91)/100=42.77$	$(23*91)/100=20.93$	$(7*91)/100=6.37$	$(0*91)/100=0$	91
	Female	$(9*23)/100=2.07$	$(9*47)/100=4.23$	$(9*23)/100=2.07$	$(9*7)/100=0.63$	$(9*0)/100=0$	9
		23	47	23	7	0	100

Calculation value

	O	E	O-E	(O-E)²	(O-E)²/E
Male					
Highly satisfied	22	20.93	1.07	1.1449	0.0547
Satisfied	46	42.77	3.23	10.4329	0.2439
Average	18	20.93	-2.93		
Dissatisfied	5	6.37	-1.37	1.8769	0.2946
Highly dissatisfied	0	0	0	0	0
Female					
Highly satisfied	1	2.07	-1.07	1.1449	0.5530
Satisfied	1	4.23	-3.23	10.4329	2.4664
Average	5	2.07	2.93	8.5849	4.1473
Dissatisfied	2	0.63	1.37	1.8769	2.9792
Highly dis-satisfied	0	0	0	0	0
Total			0		10.7391

DOF=(c-1) (r-1)
 = (5-1) (2-1)
 =4*1=4
 Tabular value =9.488

Value of Chi/square at 5% degree of freedom is 9.49 and chi/square value is 10.739, thus null hypothesis is rejected.

So that the employees are significantly satisfied with the job at Captain Ceramic

GROUP:

Observed Frequency:

		Highly satisfied	Satisfied	Average	Dis-satisfied	Highly dis-satisfied	Total
Gender	Male	8	19	43	18	3	91
	Female	2	5	1	0	1	9
		10	24	44	18	4	100

Expected Frequency

		Highly satisfied	Satisfied	Average	Dis-satisfied	Highly dis-satisfied	Total
Gender	Male	$(10 \cdot 91) / 100 = 9.1$	$(24 \cdot 91) / 100 = 21.84$	$(44 \cdot 91) / 100 = 40.04$	$(18 \cdot 91) / 100 = 16.38$	$(4 \cdot 91) / 100 = 3.64$	91
	Female	$(9 \cdot 10) / 100 = 0.9$	$(9 \cdot 24) / 100 = 2.16$	$(9 \cdot 44) / 100 = 3.96$	$(9 \cdot 18) / 100 = 1.62$	$(9 \cdot 4) / 100 = 0.36$	9
		10	24s	44	18	4	100

Calculation Value

	O	E	O-E	(O-E) ²	(O-E) ² /E
Male					
Highly satisfied	8	9.1	-1.1	1.21	0.1329
Satisfied	19	21.84	-2.84	8.0656	0.3693
Average	43	40.04	2.96	8.7616	0.2188
Dis-satisfied	18	16.38	1.62	2.6244	0.1602
Highly dis-satisfied	3	3.64	-0.64	0.4096	0.1125
Female					
Highly satisfied	2	0.9	1.1	1.21	1.3444
Satisfied	5	2.16	2.84	8.0656	3.7340
Average	1	3.96	-2.96	8.7616	2.2125
Dis-satisfied	0	1.62	-1.62	2.6244	1.62
Highly dis-satisfied	1	0.36	0.64	0.4096	1.1377

Total			0		11.0423
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$$\begin{aligned} \text{DOF} &= (c-1) (r-1) \\ &= (5-1) (2-1) \\ &= 4 * 1 = 4 \\ \text{Tabular value} &= 9.488 \end{aligned}$$

Value of Chi/square at 5% degree of freedom is 9.49 and chi/square value is 11.0423, thus null hypothesis is rejected.

So that the employees are significantly satisfied with the job at Captain Ceramic

RESEARCH FINDINGS:

The Company's policy is favorable towards its employees and it considers its employees as wealth and thinks them as the backbone of company's progress.

The employees are mostly happy to be associated with the company.

The employees of the company feel that their future is secured with the company and the company's future is bright and thus will get advancement opportunities in future.

The working atmosphere is sound in the company and the inter employee relations are also sound.

The Company values their employees and stands by them whenever the employees need their help.

Moreover, the upper-level management is quite efficient and tries to maintain close relationship with the employees.

SUGGESTION:

- Company should improve its promotion activity for global marketing opportunity.
- Many a time company does not consider the suggestion of employee's cause of an upper-level management decision. That's why some employees are not satisfied. So, company should more concentrate on the employee's suggestion.
- The organization should allow employees to participate in all decision-making process.
- Organization should conduct social get together programmers which can help in developing team work, belongingness and interpersonal relations.
- The supervisors / head departments should create a feeling of trust and bonding with two workers as well as subordinates.
- The satisfied with the welfare facility you job
- The employees satisfied with the reward system (monetary & non-monetary) of the organization

CONCLUSION:

At the end of the research, I have found that the employees of the "CAPTAIN CERAMIC PVT.LTD" can be said satisfied by their job, their superiors and the management. They are enjoying their job as the environment created by the company is encouraging for them. The superiors of the company found to be care taker of their employee.

There are few employees who do not like many things in the management and they are neither satisfied with the company neither by their job. The company should try to eliminate their problems and try to handle them with a little more care so that they can be obedient to the company. It is the duty of the H.R. Manager to look after them. Except them the overall conclusion would be in the desk of the company's management as they make their employee satisfied by offering them a valuable job.

"CAPTAIN CERAMIC PVT.LTD" believes that their employees are their real assets and apart from their mastery in products, they desired to make their employees as a core competitive advantage. That is the reason they advised to me to conduct this Research work, so that they could know the point of view of their employees towards the company and their H.R. Policies.

I have tried my best and put my theoretical knowledge in this research work and fortunately my efforts are appraised by the management of the company as it will be a helpful tool for them to lead their dissatisfied employees towards the satisfaction. Also, by this report I have learned various aspects regarding the employee's various dimensions towards their job. I have also learned how it is important for the management to make their staff satisfied.

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