

PROJECT REPORT ON
“A STUDY ON EVALUATING WORKPLACE POLICIES AND WORK
ENVIRONMENT ON EMPLOYEES JOB SATISFACTION WITH SPECIAL
REFERENCE TO NEW MANGLORE PORT AUTHORITY (NMPA), MANGALORE”

SUBMITTED BY
DEEPTHI KUMARI

4AL22BA021

SUBMITTED TO



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfillment of the requirement for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

Mrs. AMRITHA KUMAR KP

Assistant Professor

AIET, Mijar

EXTERNAL GUIDE

Mr. Karthik Salian

Dy. Manager

NMPA, Mangalore



P G DEPARTMENT OF BUSINESS ADMINISTRATION

ALVAS INSTITUTE OF ENGINEERING AND TECHNOLOGY

SHOBHAVANA CAMPUS MIJAR, MOOBBIDRI

SEPTEMBER-24



ನವ ಮಂಗಳೂರು ಬಂದರು ಪ್ರಾಧಿಕಾರ
ನವ ಮಂಗಳೂರು ಪತ್ತನ ಪ್ರಾಧಿಕಾರಣ
NEW MANGALORE PORT AUTHORITY
(Fully Solar Powered)

ಭಾರತ ಸರ್ಕಾರ (ಪತ್ತನ, ಪೊತ ಪರಿವಹನ ಔರ ಜಲಮಾರ್ಗ ಮಂತ್ರಾಲಯ)
Govt. of India (Ministry of Ports, Shipping and Waterways)
ಪಣಂಬೂರು ಪಣಂಬೂರು Panambur / ಮಂಗಳೂರು ಮಂಗಳೂರು Mangalore - 575010



No.5/1/TRG/Intern/2024-25

Date: 06.06.2024

CERTIFICATE

This is to certify that **Ms. Deepthi Kumari (USN: 4AL22BA021)** student of **MBA, Alva's Institute of Engg. & Technology, Mijar** has successfully completed her Project Work at **New Mangalore Port Authority** from **23.04.2024 to 06.06.2024**.

During this training period, we found her sincere and hard working.

We wish her all the best in her future endeavor.

Handwritten signature
06/06/2024

Dy. Manager (Corp. Relations & Comm.)

ಽಪ ಪ್ರಬಂಧಕ-ಕಾರ್ಪೊರೇಟ್ ಸಂಬಂಧ ಁವ್ ಸಚಾರ
Dy. Manager Corporate Relations & Communications
ನವ ಮಂಗಳೂರು ಪತ್ತನ ಪ್ರಾಧಿಕಾರಣ
New Mangalore Port Authority
ಪಣಂಬೂರು / Panambur - 575010

ಮೂರವಾಣಿ / ದೂರವಾಣಿ / Phone : 0824 - 2407341, 2887399

आईएसओ 9001:2015, 14001:2015 आईएसओ एवं 450011:2018 आईएसपीएस अनुपालनकर्ता पत्तन
An ISO 9001:2015, 14001:2015 ISO 450011:2018 & ISPS Complaint Port

X NewMngPort

f NewMngPort

@ newmngport

▶ newmngport

https://newmangaloreport.gov.in/



ALVA'S INSTITUTE OF ENGINEERING & TECHNOLOGY

(A Unit of Alva's Education Foundation @ Moodbidri)
Affiliated to Visvesvaraya Technological University, Belagavi
Approved by AICTE, New Delhi & Recognised by Government of Karnataka
Accredited by NBA (CSE & ECE)

Date: 09/09/2024

CERTIFICATE

This is to certify that **Deepthi Kumari** bearing USN 4AL22BA021, is a bonafide student of Master of Business Administration course of Alva's Institute of Engineering and Technology, Moodbidri for the batch 2022-2024 affiliated to Visvesvaraya Technological University, Belagavi. The Project report on "A Study on Evaluating Workplace Policies and Work Environment on Employees Job Satisfaction with Special reference to Mangalore Port Authority (NMPA), Mangalore", is prepared by her under the guidance of Mrs. Anritha Kumar KP, Assistant Professor, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi Karnataka.


Signature of Internal Guide


Signature of HOD


Signature of Principal
PRINCIPAL

Viva - Voce Examination

HOD
PG Dept. of Business Administration
Alva's Institute of Engg. & Technology
Mijar - 574225
Alva's Institute of Engg. & Technology
Mijar. MOODbidri - 574 225, D.K

Signature of Internal Examiner
(Name & Affiliation)

Signature of External Examiner
(Name & Affiliation)

DECLARATION

I, DEEPTHI KUMARI, bearing USN 4AL22BA021 hereby declare that the Project report entitled "A STUDY ON EVALUATING WORKPLACE POLICIES AND WORK ENVIRONMENT ON EMPLOYEES JOB SATISFACTION WITH SPECIAL REFERENCE TO NEW MANGALORE PORT AUTHORITY (NMPA), MANGALORE" prepared by me under the guidance of Mrs. Amritha Kumar KP, Assistant Professor, PG Department of Business Administration, Alvas Institute of Engineering and Technology, Mijar, Moodbidri and external assistance by Mr. Karthik Salian, NMPA Mangalore.

I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a project for a period of six weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Moodbidri

Date: 20/9/2024



Signature of the Student

ACKNOWLEDGEMENT

I would like to take this opportunity to express my sincere gratitude to all those who have helped me throughout this Project. It gives me immense pleasure to acknowledge all those who have encouraged and supported for the successful completion of this work.

I would like to express my sincere thanks to Principal Dr. Peter Fernandes, AIET, Moodbidri. And I express my deep sense of gratitude to my Internal Guide Mrs. Amritha Kumar KP, Professor of MBA Department, for the constant support and encouragement to carry out my report successful without much difficulty. I express my heartfelt thanks for their constant encouragement and support during the entire report.

My profound thanks to Mr.Karthik Salian, who took interest in explaining concepts and imparting necessary inputs pertaining to the Project work, without which it would not have been possible for me to complete this work . I am also very thankful to other executives and staff of the company for their co-operation.

I express my deepest gratitude to my parents and family members for their active role in my professional development without which my higher studies would have been just a dream. Finally, I thank my friends for their valuable suggestions offered to me to complete this study successfully.

TABLE OF CONTENTS

Chapter	Particulars	Page number
1	Introduction	1-13
	Introduction	1-2
	Industry profile	2-3
	Company profile	3-5
	Products profile	5
	Infrastructure facilities	6
	Competitors information	7
	SWOT analysis	7-9
	Future growth and Prospectus	9
	Financial Statement	10-13
2	Conceptual background and Literature Review	14-20
3	Research Design	21-24
4	Analysis and Interpretation	25-51
5	Findings, Conclusion and Suggestions	52-55
	Bibliography	56
	Annexure	57-62

LIST OF TABLES

Table Number	Particulars	Page no
4.1	Table showing Gender	26
4.2	Table showing Total work experience	27
4.3	Table showing Age of respondent	28
4.4	Table showing Department	29
4.5	Table showing satisfaction with employee benefits	30
4.6	Table showing rate job satisfaction	31
4.7	Table showing employee's relationship with their superior	32
4.8	Table showing supervisor accepts suggestion and ideas from employee	33
4.9	Table showing Employees are getting credit for their efforts in the organization	34
4.10	Table showing employees are satisfied with the canteen facilities	35
4.11	Table showing employees are satisfied with their salary	36
4.12	Table showing employees believe that training will enhance their satisfaction level	37
4.13	Table showing employees have had opportunities to learn new skills and talent	38
4.14	Table showing balance between professional life and personal life	39
4.15	Table showing you might experiences stress at work	40

4.16	Tale showing you may adjust your working hours	41
4.17	Table showing feel satisfied with organizations environment	42
4.18	Table showing are you increased your leadership quality after getting any training in the company	43
4.19	Table showing met the deadlines on work targets	44
4.20	Table showing social security measures meet your expectation	45
4.21	Table showing whether you are satisfied with the disciplinary procedure	46
4.22	Table showing employees are satisfied with their bonus	47

LIST OF GRAPHS

Graph Number	Particulars	Page no
4.1	Chart showing Gender	26
4.2	Chart showing total work experience	27
4.3	Chart showing age of respondent	28
4.4	Chart showing department	29
4.5	Chart showing satisfaction with employee benefits	30
4.6	Chart showing rate job satisfaction	31
4.7	Chart showing employee's relationship with their superior	32
4.8	chart showing supervisor accepts suggestion and ideas from employee	33
4.9	Chart showing Employees are getting credit for their efforts in the organization	34
4.10	Chart showing employees are satisfied with the canteen facilities	35
4.11	Chart showing employees are satisfied with their salary	36
4.12	Chart showing employees believe that training will enhance their satisfaction level	37
4.13	Chart showing employees have had opportunities to learn new skills and talent	38
4.14	Chart showing balance between professional life and personal life	39
4.15	Chart showing you might experiences stress at work	40

4.16	Chart showing you may adjust your working hours	41
4.17	Chart showing feel satisfied with organizations environment	42
4.18	Chart showing are you increased your leadership quality after getting any training in the company	43
4.19	Chart showing met the deadlines on work targets	44
4.20	Chart showing social security measures meet your expectation	45
4.21	Chart showing whether you are satisfied with the disciplinary procedure	46
4.22	Table showing employees are satisfied with their bonus	47

Executive summary

In an institute we learn about the theoretical concepts. But in the present-day scenario, environment surrounding the business is complex and dynamic. The industries are so much diversified and specialized that it requires us to be nourished with knowledge and skills in the respective field of our specialisation. Exposure is the key and it gives the practical knowledge.

For this reason, VTU designed a scheme under which the students of MBA have to undertake the “Project work” for the period of 6 weeks. I have written a report about company’s knowledge and analysis of the problem. This report has been written in simple language including the five chapters.

Project on “A Study on Evaluating Workplace policies and Work Environment on Employees Job Satisfaction with special Mangalore port Authority (NMPA), Mangalore”

There are five chapters in this report. The introduction and history of NMPA are covered in the first chapter. The conceptual backdrop and literature review of the subject under study are presented in the second chapter. The third chapter, on research design, includes the problem statement, justification for the investigation, goals, parameters, research approach, and study limits. The examination and interpretation of the data gathered in questionnaire and personal interview are covered in the fourth chapter. The study's findings, conclusions, and recommendations are covered in the fifth chapter. After that, there is a bibliography that lists the several websites that were used to gather secondary data and the literature study for the project. The Annexure includes the questionnaire used for the study.