

**A STUDY ON EMPLOYEE SATISFACTION WITH REFERENCE
TO DAKSHINA KANNADA MILK UNION LIMITED
MANGALORE**

Submitted By

MS. RAKSHA KAVA

USN: 4AL18MBA56

Submitted To



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELGAUM

In partial fulfilment of the requirements of MBA Degree

Internal Guide

Prof. Abhijeeth Bekalkar

Department Of MBA

AIET, MIJAR

External Guide

Sathish Shetty

HR Manager

KMF Mangalore



**DEPARTMENT OF BUSINESS ADMINISTRATION
VAS INSTITUTE OF
ENGINEERING AND TECHNOLOGY MIJAR**

2018 - 2020



ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

A Unit of Alva's Education Foundation (R)

(Affiliated to Visvesvaraya Technological University, Belagavi

Approved by AICTE, New Delhi & Recognised by Government of Karnataka)

Shobhavana Campus, Mijar, Moodbidri - 574 225, Mangalore, D.K., Karnataka State.

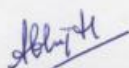
Phone : 08258-262724 (O), 262725 (P), Telefax:08258-262726

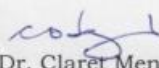
Email : principalaiet08@gmail.com, Web:www.aiet.org.in

24 June 2020

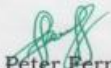
CERTIFICATE

This is to certify that Raksha Kava bearing USN 4AL18MBA56, is a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belgavi. The project report on "A Study on Employee satisfaction with reference to Dakshina Kannada Milk Union Limited Mangalore" is prepared by her under the guidance of Mr. Abhijeeth Bekalkar, Asst. Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.


Mr. Abhijeeth Bekalkar
Signature of Internal Guide


Dr. Claret Mendonca
Signature of HOD

DEAN
Dept. of Business Administration
Alva's Institute of Engg. & Technology
MIJAR - 574 225


Dr. Peter Fernandes
Signature of Principal
PRINCIPAL
Alva's Institute of Engg. & Technology,
Mijar, MOODBIDRI - 574 225, D.K.



DKMU

ದಕ್ಷಿಣ ಕನ್ನಡ ಸಹಕಾರಿ ಹಾಲು ಉತ್ಪಾದಕರ ಒಕ್ಕೂಟ ನಿಯಮಿತ, ಮಂಗಳೂರು - 575 005

Dakshina Kannada Co-operative Milk Producers' Union Limited

REG.NO.J.R.M./1/JMC/86-87 DT.8-5-86



No: DKMU/ADMN/8938 /2019-20


Date: 17.02.2020

CERTIFICATE

This is to certify that Ms.Raksha Kava, USN:4AL18MBA56 student of Alva's Institute of Engineering and Technology, Mijar undertaken Project work on "A Study on Employee Satisfaction " with reference to Dakshina Kannada Milk Union Limited, Mangalore from 03.01.2020 to 17.02.2020.

During the Project Work training, She has done the work sincerely. Her conduct is good.

We wish her bright future.


MANAGING DIRECTOR
D.K. CO-OP. MILK PRODUCER'S UNION LTD.,
MANGALORE

By

ಕುಲಶೇಖರ, ಮಂಗಳೂರು - 575 005

KULSHEKAR, MANGALORE - 575 005

Phone : 2230029 Fax : 2230029 E-mail : mddkmu@gmail.com

Fax : 0824 - 2230029

E-mail : mddkmu@gmail.com

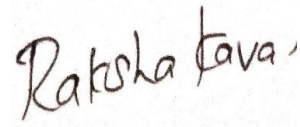
DECLARATION

I **RAKSHA KAVA** hereby declare that the project report entitled A Study on **“EMPLOYEE SATISFCTION WITH REFERENCE TO DAKSHINA KANNADA MILK UNION LIMITED, MANGALORE”** prepared by me under the guidance of Abhijeeth Bekalkar faculty of MBA Department Alvas Institute Of Engineering And Technology and external assistance by Mr Sathish Shetty (HR) Dakshina Kannada Milk Union. I also declare that this project work is towards the partial fulfilment of the University

Regulations for the award of degree of Masters Of Business Administration by Visvesvaraya Technological University Belgaum. I have undergone a summer project for 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 /Institutions

Place: Mijar

Date: 2/07/2020



Signature of a Student

ACKNOWLEDGEMENT

First and Foremost, I wish my sincere gratitude towards all those who have been helpful to me in getting this mighty task to a successful end.

I Acknowledge my fullest gratitude to my faculty guide Prof Abhijeeth Bekalkar, Department of Business Administration, for his regular supervision and valuable suggestions.

I would like to thank Mr. Sathish Shetty (HR) for helping me to complete my project in an esteemed organization

It Is my privilege to thank our principal Dr. Peter Fernandes for giving me the opportunity to take up this project. And my profound gratitude to all the faculty members of the Department of Business Administration, Alva's Institute of Engineering and Technology, MIJAR.

Raksha Kava

TABLE OF CONTENTS

Chapter NO	Contents	Page No
1	Introduction	1-8
2	Conceptual Background And Literature Review	9-17
3	Research Design	18-20
4	Data Analysis And Interpretation	21-48
5	Findings , Suggestions And Conclusions	49-50
	Bibliography	51
	Annexure	52-55

List Of Tables

Table Number	Particulals	Page No
4.1	Gender of Employees	21
4.2	Age of Employees	22
4.3	Years been there in company	23
4.4	Education qualification of Employees	24
4.5	Working hour is satisfactory	25
4.6	Good career prospects for employees	26
4.7	Satisfied with benefits offered	27
4.8	Appreciation and Rewards if the desired work and targets are accomplished	28
4.9	Satisfaction regarding safety provided	29
4.10	Overall Satisfaction with the Job	30
4.11	Opinion About Working Environment	31
4.12	Provides Good Medical Facilities for employees	32
4.13	Management Involves Employees In Taking Decisions	33
4.14	Satisfied by Canteen Facilities provided	34
4.15	Company Values Your Talent	35
4.16	Secure You Feel In Your Current Job	36
4.17	Satisfied with Company Culture	37
4.18	Tools And Technologies You need to do your job well	38
4.19	Satisfied with Job Responsibilities	39
4.20	Satisfied with Infrastructure Facilities Provided	40

4.21	Satisfied with Wages Paid	41
4.22	Often Training Programme Is Held	42
4.23	Supervisors Listen To Opinions And Suggestions	43
4.24	Satisfactory Level Of Leave Provided	44
4.25	Management understanding regrading needs and wants of employees	45
4.26	Superior gives Feedback to Employees after completion of task and work	46
4.27	Factors Influence you the most	47
4.28	Satisfied with level of trust manager shows towards the team	48

List of Graphs

Graph Number	Particulars	Page No
4.1	Gender of Employees	21
4.2	Age of Employees	22
4.3	Years been there in company	23
4.4	Education qualification of Employees	24
4.5	Working hour is satisfactory	25
4.6	Good career prospects for employees	26
4.7	Satisfied with benefits offered	27
4.8	Appreciation and Rewards if the desired work and targets are accomplished	28
4.9	Satisfaction regarding safety provided	29
4.10	Overall Satisfaction with the Job	30
4.11	Opinion About Working Environment	31
4.12	Provides Good Medical Facilities for employees	32
4.13	Management Involves Employees In Taking Decisions	33
4.14	Satisfied by Canteen Facilities provided	34
4.15	Company Values Your Talent	35
4.16	Secure You Feel In Your Current Job	36
4.17	Satisfied with Company Culture	37
4.18	Tools And Technologies You need to do your job well	38
4.19	Satisfied with Job Responsibilities	39
4.20	Satisfied with Infrastructure Facilities Provided	40

4.21	Satisfied with Wages Paid	41
4.22	Often Training Programme Is Held	42
4.23	Supervisors Listen To Opinions And Suggestions	43
4.24	Satisfactory Level Of Leave Provided	44
4.25	Management understanding regrading needs and wants of employees	45
4.26	Superior gives Feedback to Employees after completion of task and work	46
4.27	Factors Influence you the most	47
4.28	Satisfied with level of trust manager shows towards the team	48

EXECUTIVE SUMMARY

The study was done in the KMF (Karnataka Milk Federation) Kulshekar Mangalore on a topic of Employee Satisfaction was carried under the support of company HR and Employee. And the most relevant purpose of study is to give the clear cut idea about ways and means followed in the study which was done in the period of six weeks as per VTU guidelines and in the overall project I have gained knowledge and experience. And here the Primary Data is collected through Data is collected through Questionnaire and an Secondary Data is collected through Websites, Magazines, Annual Reports, Company Documents and the main objective of the study is to understand how satisfied employees are in the organisation about the facilities provided to them in an organisation.

The Employee Satisfaction plays an important role in an organisation. The Study of Employee Satisfaction provides theoretical as well as practical knowledge of employee participation in management. The firm as well as provided that clear information of the company history, records etc. Organisation helps to knowing the working practice of the firm and knowing the various strategies of their competitors. Under this study I obtained clear cut information regarding work process management design and also done by SWOT analysis.

