

**“A STUDY ON JOB SATISFACTION AND ITS IMPACT ON EMPLOYEE
PERFORMANCE WITH SPECIAL REFERENCE TO CHETAN UDYOG TVS
SAGARA”**

Submitted by

Ranjitha O

USN:4AL19MBA57

Submitted To



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfilment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

Mr Johnson Fernandes

Assistance professor of MBA

AIET

EXTERNAL GUIDE

Mr Guru Kagodu (manager)

Chetan Udyog TVS showroom

Sagara



**PG DEPARTMENT OF BUSINESS ADMINISTRATION ALVAS INSTITUTE OF
ENGINEERING AND TECHNOLOGY**

SHOBHAVANA CAMPUS, MIJAR, MOODBIDRI

2019-2021



CHETAN UDYOG TVS SHOWROOM SAGARA

Sagara (tq)shimoga(d)

www.chetanUdyog.com.

Ph: 9342436115


CERTIFICATE

This is certify that Mrs. RANJITHA O student of MBA from Alvas institute of engineering and Technology ,Airport bearing USN number 4A119MBA57 has successfully completed her internship at Chetan Udyog TVS Showroom sagara branch for 45 days.

During this period she was been found to be keen in her learning, hardworking displayed her good conduct and character.

Date:12/7/2021

Place : Sagar


CHETAN UDYOG
Authorized Main Dealer
TVS Motor Company
B.H Road, SAGAR - 577 601
9342436115



ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

A Unit of Alva's Education Foundation (A)

(Affiliated to Visvesvaraya Technological University, Belagavi)

Approved by AICTE, New Delhi & Recognized by Government of Karnataka

Shobhavani Campus, Mijar, Moodbidri - 574 225, Mangalore D.K. Karnataka 575009

Phone - 08258-242724 (O), 242725 (R), Telefax-08258-242725

Email - principalaiet06@gmail.com Web www.aiet.org.in

AIET/MBAID/80

20 July 2021

CERTIFICATE

This is to certify that **RANJITHA O** bearing USN **4AL19MBA57**, is a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belagavi. The project report titled "**A STUDY ON JOB SATISFACTION AND ITS IMPACT ON EMPLOYEE PERFORMANCE WITH SPECIAL REFERENCE TO CHETAN UDYOG TVS, SAGARA**" is prepared by her under the guidance of Mr. Johnson Fernandes, Assistant 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. Johnson Fernandes
Internal Guide


Dr. Claret Mendonca
HOD


Dr. Peter Fernandes
Principal
PRINCIPAL

**Alva's Institute of Engg. & Technology,
Mijar, MOODIBERI - 574 225, D.K**

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

Viva-Voce Examination

Date:

Signature of Internal Examiner
Name & affiliation

Signature of External Examiner
Name & affiliation

DECLARATION

I, Ranjith O hereby declare that the Project report entitled "A study on job satisfaction and its impact on Employee Performance with reference to Chetan Udyog TVS showroom prepared by me under the guidance of Asst Prof. Johnson Fernandes faculty of MBA

Department Alva's Institute of Engineering and Technology and External assistance by Mr. guru kagodu (manager Chetan Udyog Samara). 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, Belgaum.

I have undergone a summer project for a period of 6 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: Mijar

Date: 15/5/2021

Ranjitha.O

Signature of Student

ACKNOWLEDGEMENT

Completion of task in an effective and efficient way within the period of given time, the assistance and hard work of many people are complementary. There is a pleasure to acknowledge to those many people are complementary. There is a pleasure to acknowledge to those many people whose timely support went a long way in the completion of project report.

Firstly, thank almighty god for showing his blessings and keeping me in good health throughout the tenure of the project.

I am extremely grateful to my research guide Prof Johnson Fernandes, MBA Department, for his regular supervision and valuable suggestions.

I am thankful to Mr. Guru kagodu (manager Chetan Udyog) for granting permission in this covid pandemic and providing requisite information regarding this project.

It's my privilege to thank our principal Dr. Peter Fernandes for giving me the opportunity to take up this project. At the outset I would like to acknowledge my gratitude to Mrs. Claret Mendonca Dean of Department of Business Administration, Alva's Institute of Engineering and Technology, Mijar, Moodbidri.

Finally, there are heart full of thanks to my parents and family members for the continuous encouragement and blessings and also my friends for their support to finish my project successfully.

Ranjitha O

USN:4AL19MBA57

TABLE OF CONTENTS

Chapter no	Contents	Page no
	Executive summary	
01	Introduction	
	1.1 Introduction about the project	1-2
	1.2 Industry profile	3-4
	1.3 Company profile	4-6
	1.4 Mission and vision	6-7
	1.5 Quality policy	7-8
	1.6 Product and service profile	8-9
	1.7 Infrastructure facilities	9
	1.8 Competitors	10
	1.9 Swot analysis	11-12
	1.10 Financial statement	13-16
02	Conceptual background and literature review	
	2.1 Theoretical background of study	17-19
	2.2 Literature review	19-22
03	Research design	
	3.1 Introduction	24
	3.2 Need for the study	24
	3.3 Objectives	24
	3.4 Scope of the study	24
	3.5 Research methodology	25
	3.6 Limitation of the study	25
	3.7 Chapter scheme	26

04	Data analysis and interpretation	27-44
05	Finding conclusion and suggestions 5.1 Findings 5.2 Suggestions 5.3 Conclusion	45 46 47
	Bibliography	48
	Annexure	49-50

List of Tables

Table no	Title of the table	27
4.1	Table showing the age group	28
4.2	Table showing the Gender	29
4.3	Table showing the Qualification	30
4.4	Table showing the Designation	31
4.5	Table showing the Areas	32
4.6	Table showing the annual income	33
4.7	Table showing the work experience	34
4.8	Table showing the job security	35
4.9	Table showing the Working environment	36

4.10	Table showing the Career development	37
4.11	Table showing the Leadership styles	38
4.12	Table showing the Individual role and decision making	39
4.13	Table showing the Engagement at work	40
4.14	Table showing the Relationship with boss	41
4.15	Table showing Working condition and comfortable	42
4.16	Table showing the Reward and recognition	43
4.17	Table showing the Job role and responsibilities	44

List of charts

Charts no	Table showing the Title of the chart	Page no
4.1	Table showing the Age group	38
4.2	Table showing the Gender	39
4.3	Table showing the Qualification	40
4.4	Table showing the Designation	41
4.5	Table showing the Areas	42
4.6	Table showing the Annual income	43

4.7	Table showing the Work experience	44
4.8	Table showing the Job security	45
4.9	Table showing the Working environment	46
4.10	Table showing the Career development	47
4.11	Table showing the Leadership styles	48
4.12	Table showing the Individual role and decision making	49
4.13	Table showing the Engagement at work	50
4.14	Table showing the Relationship with boss	51
4.15	Table showing the Working condition and comfortable	52
4.16	Table showing the Reward and recognition	53
4.17	Table showing the Job role and responsibilities	54

Executive summary

The main objective of this study is to gain the knowledge of the industrial training. A project titled by a study on job satisfaction and its impact on employee performance at Chetan Udyog TVS showroom Sagara. This study main intention is to understand the job satisfaction and its impact on the employee performance personal growth, employees at work place and growth of an organization. The primary information was obtained from questionnaire which consists of open- end questions and close end questions and company proof are used as a resource of secondary data. This study used the simple analytical methods like pie charts, bar char is used to examine the data collected.

In first chapter, more detailed information about industry profile, company profile, promoters, vision, mission quality policy, competitors, SWOT analysis and financial statement has given. Second chapter includes theoretical background research gap and literature review. Third chapter includes research design, statement of the problem, need, objective, scope, research methodology, limitation, chapter scheme. Fourth chapter includes analysis of interpretation of data, and charts, chapter fifth includes findings, suggestions and conclusion.