

# **EMPLOYEE SATISFACTION SURVEY REPORT**

**Duration-** 31 Days (01/03/2019-31/03/2019)

**Conducted at-** PRASA

**Conducted by-** SHREYA PAUL, Intern At PRASA

(IBS ICFAI BUSINESS SCHOOL, GURGAON, BATCH-2018-20)

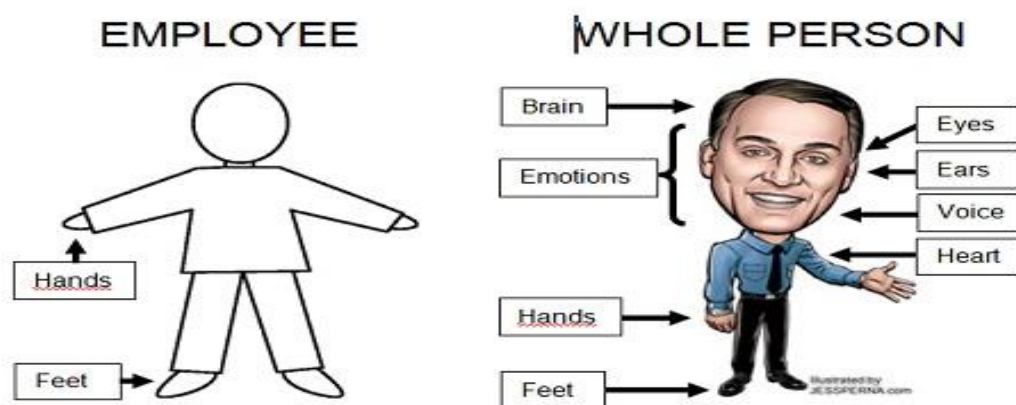
# Fostering Employee Satisfaction-

Employee Satisfaction relates to a strong sense of connection with the organization and passion for one's job.

There is no doubt that job satisfaction is a standout amongst all the frames of mind.

50% of the candidates say they wouldn't work for a company with a bad reputation - even for a pay increase & 92% would consider leaving their current jobs if offered another role with a company that had an excellent corporate reputation.

- (*Betterteam Blog 2017 & Corporate Responsibility Magazine, September 2015*)



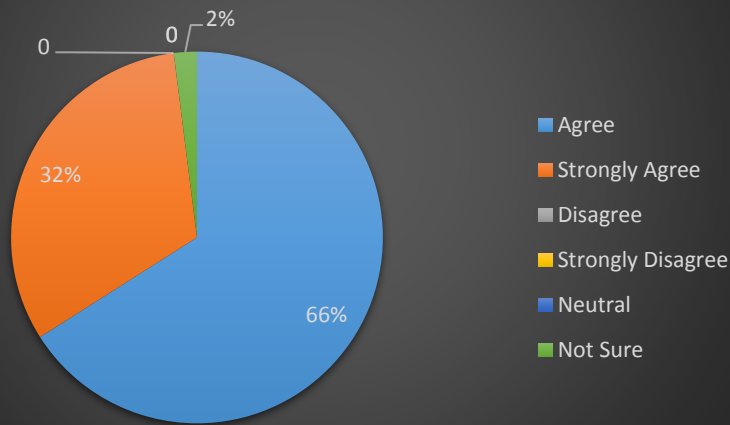
Employees who believe that management is concerned about them as a whole person - not just an employee - are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.  
— **Anne M. Mulcahy**

Bearing this driving factor in mind, an employee satisfaction survey had been conducted in PRASA by-Shreya Paul (IBS ICFAI BUSINESS SCHOOL, Gurgaon, Batch-2018-20). The duration for the survey was 31 days, i.e. 1<sup>st</sup> March to 31<sup>st</sup> March. The fundamental purpose of the survey was to understand and bolster all the motivating factors which drove the employees at PRASA to work diligently and to take a shot at all those elements which made them feel dissatisfied and demotivated.

The survey was conducted in all the departments and at all levels, where the employees were not only approached to fill the responses anonymously but were also asked to provide suggestions and feedback to incline PRASA's policy towards the welfare of all its employees.

According to the survey held, 66% of the employees in the organization concurred that they

**I am extremely satisfied with my current job profile and the kind of work that I do**

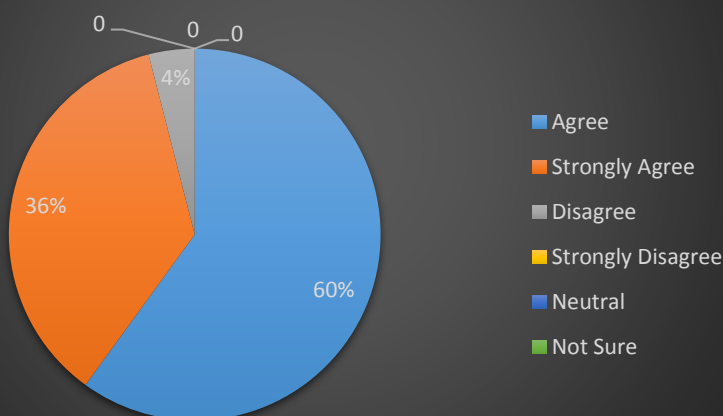


were extremely satisfied with their current job profile and the sort of work they did and 32% of the employees unequivocally agreed with the equivalent.

Although none of the employees disagreed to this context still 2% of them were not sure about the same as they were new to the

organization. The survey says, that the employees were contented because of the roles and responsibilities that were comprehensibly communicated to them right at the time of their joining.

**My job role is perfectly aligned to meet the business needs of my organization**



In addition to this, the employees also felt that their current job role was perfectly aligned to meet the business requirements of the association, which was an inspirational factor that drove them to come to work because they felt eminent and esteemed to be a part of the organization. 60% of

the employees concurred and 36% strongly agreed in this regard.

You can't expect your employees to exceed the expectations of your customers if you don't exceed the employee's expectations of management.



Howard Schultz  
Starbucks

**Verbatim of some of the employees (Anonymous)-**

***"I'M VERY SATISFIED WITH MY JOB ROLE BECAUSE IT IS DIRECTLY ALIGNED TO THE NEEDS OF THE ORGANIZATION AND SO I FEEL HIGHLY MOTIVATED AND VALUED AT THE SAME TIME."***

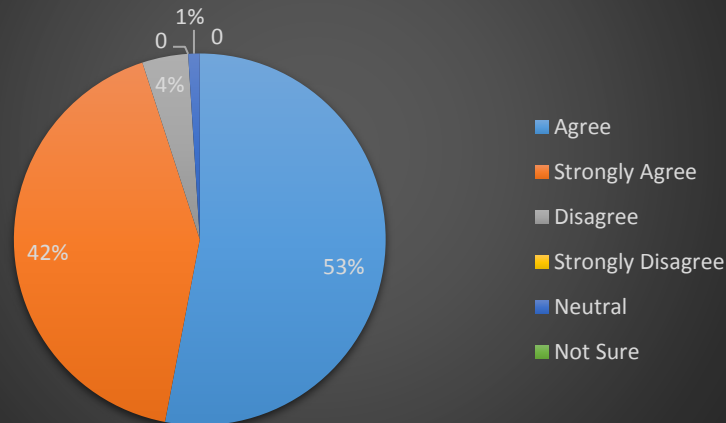
***"PRASA IS A GOOD ORGANIZATION TO WORK WITH."***

***"PRASA IS A GOOD COMPANY. I AM HAPPY WORKING WITH THIS ORGANIZATION. MY PREVIOUS EXPERIENCE HAS HELPED ME IN BEING PART OF DIFFERENT DEPARTMENTS. STAFFS ARE HELPFUL AS WELL."***

***"FULLY SATISFIED WITH PRASA."***

***"PRASA IS A GOOD PLACE TO WORK, A HEALTHY AND SECURED WORKPLACE."***

### The communication between me and my immediate supervisor is extremely clear and healthy

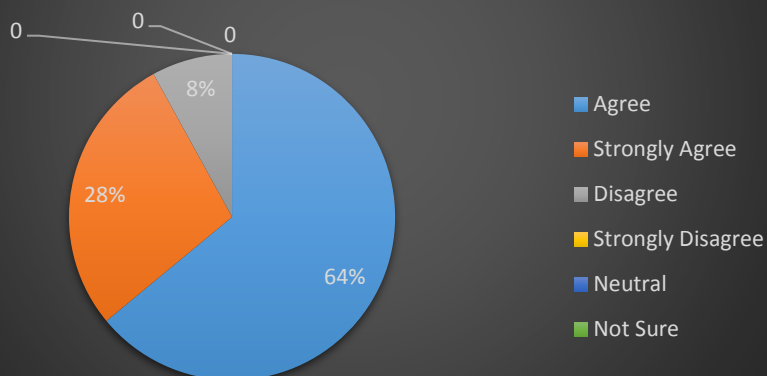


The employees of PRASA were profoundly contented for a significant purpose that they could collaborate really well with their immediate supervisors. They felt that they could not only receive feedback from their supervisor but could also share their honest thoughts with him/her.

42% empathetically concurred that their communication with their immediate supervisor was extremely clear and healthy and 53% agreed on the equivalent.

Motivated employees are required for the smooth functioning and development of the organization. So, it is the responsibility of the supervisor to ensure that his/her employees

### There is a constant level of motivation from the supervisor and manager during crunch delivery period

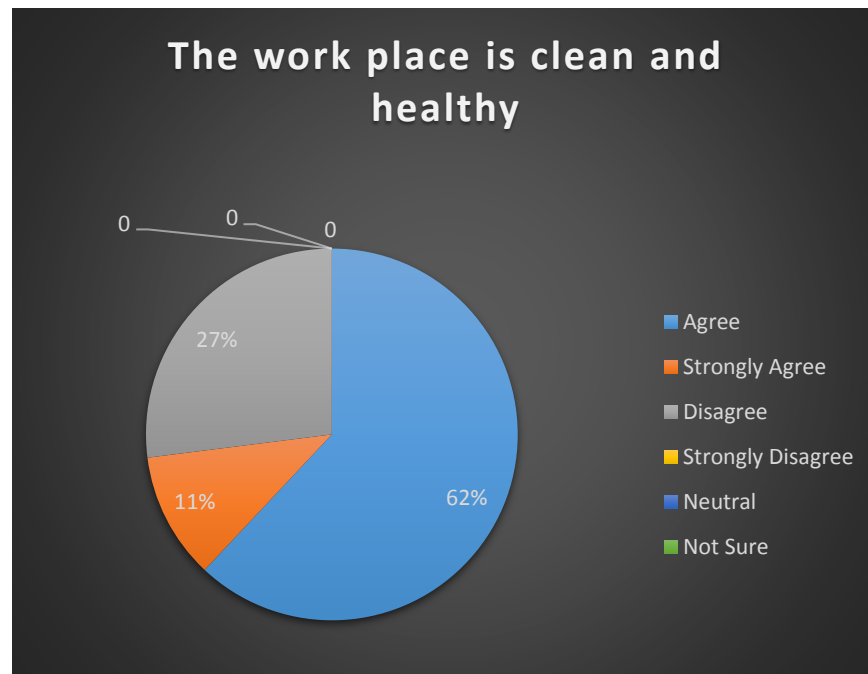


are motivated enough to contribute and enhance the company's productivity and profitability by keeping them engaged and providing feedback, conducting a one-to-one session, reward, recognition, etc. In PRASA, albeit the employees adhere to the customary

hierarchical structure, they also believe in open cross-organizational communication, collaboration and, teamwork.

The review thus demonstrated that there is a consistent level of motivation in PRASA throughout the year. In fact, 64% agreed and 28% empathetically agreed that they were

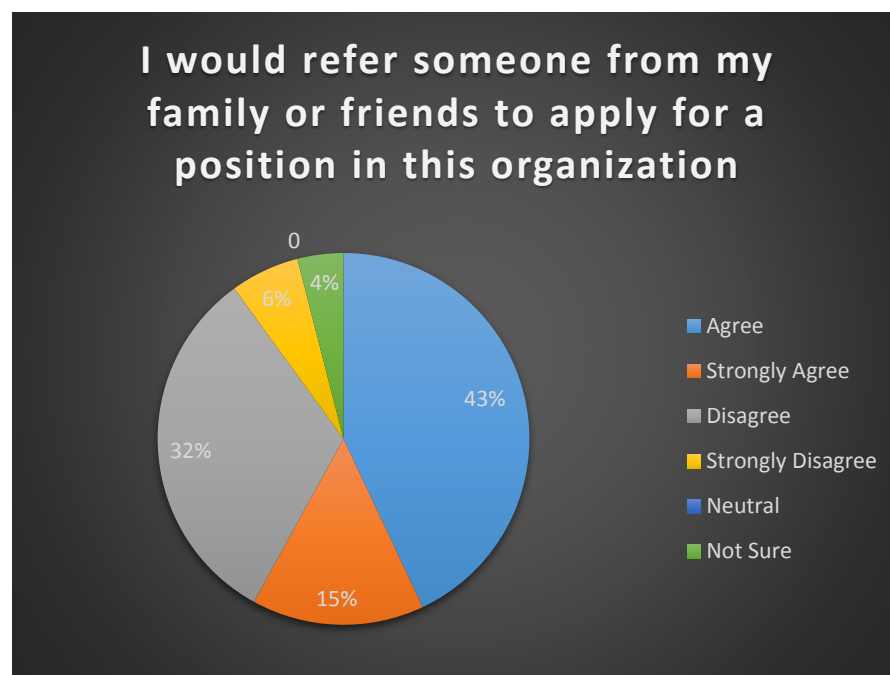
continuously motivated even during the crunch period. The remaining 8% disagreed to this context because they felt that they did not have any specific season of work pressure. It is unbiased all through.



A workplace is viewed as the second home by most of the employees as they spend more than 8 hours on an average almost every day in their workplace. So it is imperative for the employer to ensure that the working environment is safe, stable and sound which enables the employees to be progressively

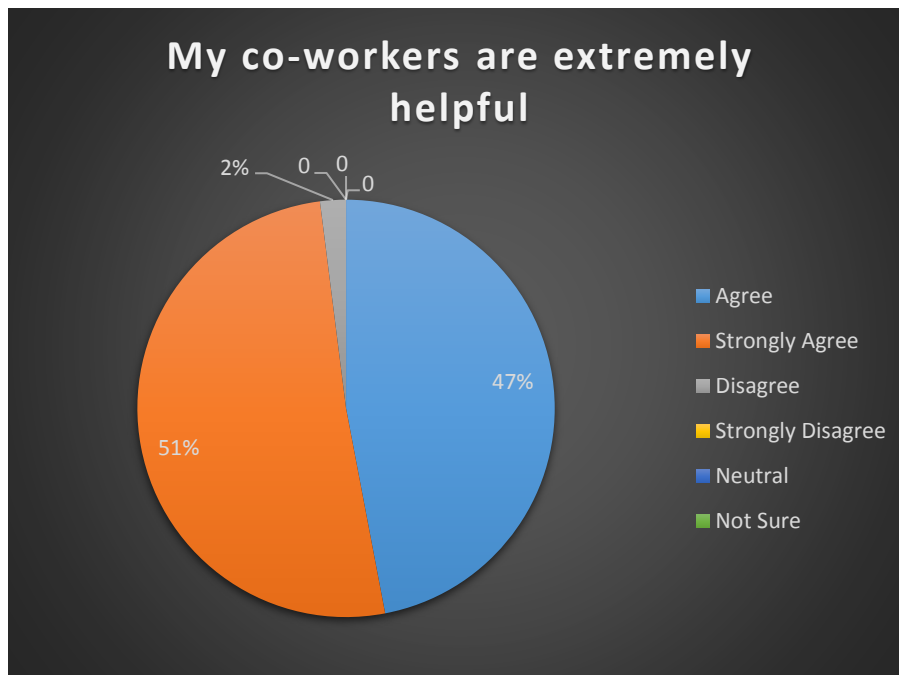
gainful, proficient, and in particular, cheerful.

In PRASA, 62% of the employees agreed and 11% strongly agreed that the workplace is clean and healthy. Remaining 27% disagreed on the equivalent.



According to the survey conducted in PRASA, 43% agreed and 15% strongly agreed that they would prefer someone from their family or friends to apply for a position in this organization. The remaining employees did not agree or they were not sure because they

apparently did not want anyone from their family or friends to work with them in the same organization.

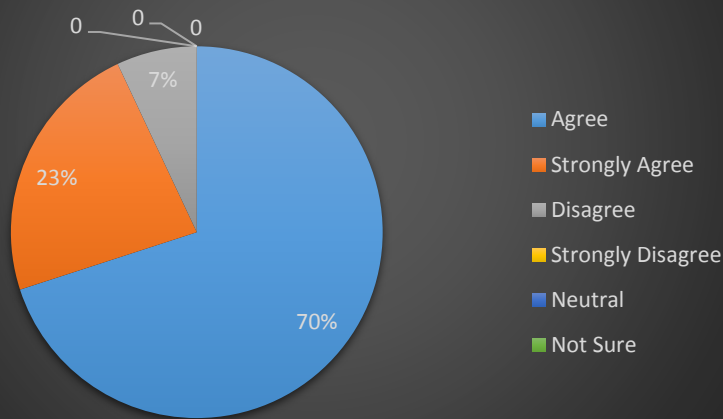


It is essential for every company to allow all the employees with an opportunity to assemble quality relationships with their co-workers. This could be executed through casual social-affairs among the employees away from work, as well as

by empowering employee cooperation. This is because most of the full- time representatives spend a higher number of their waking hours with their colleagues than they do with their spouses and families.

The survey demonstrated that at PRASA the relation among all the employees was incredibly healthy. In fact, 51% strongly concurred and 47% agreed that their co-workers were extremely helpful.

### The job role was clearly mentioned during the time of my recruitment process



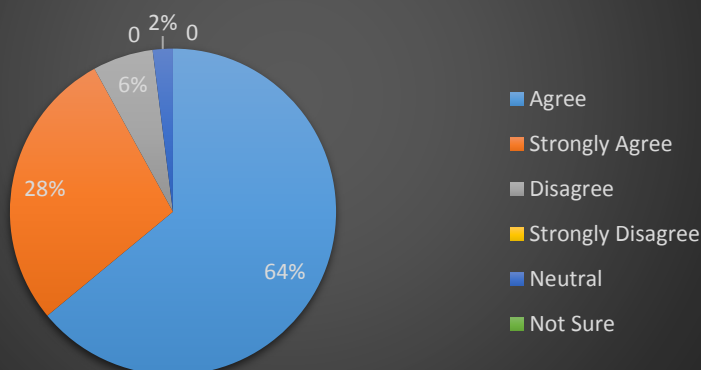
In smooth functioning of any organization, each and every employee is interested to understand his/her role clearly and what the organization expects from them. It is an extraordinary path for an employee to truly understand what the administration needs them to do, in what ways they would be

assessed in the organization, and on what all aspects their performance appraisal would depend upon.

At PRASA, 70% agreed and 23% strongly agreed that their job role was clearly mentioned during the time of their recruitment process.

Motivation does not just originate from consistent input and correspondence from the

### My co-workers are constantly prepared for any sort of communication which is required for self-development

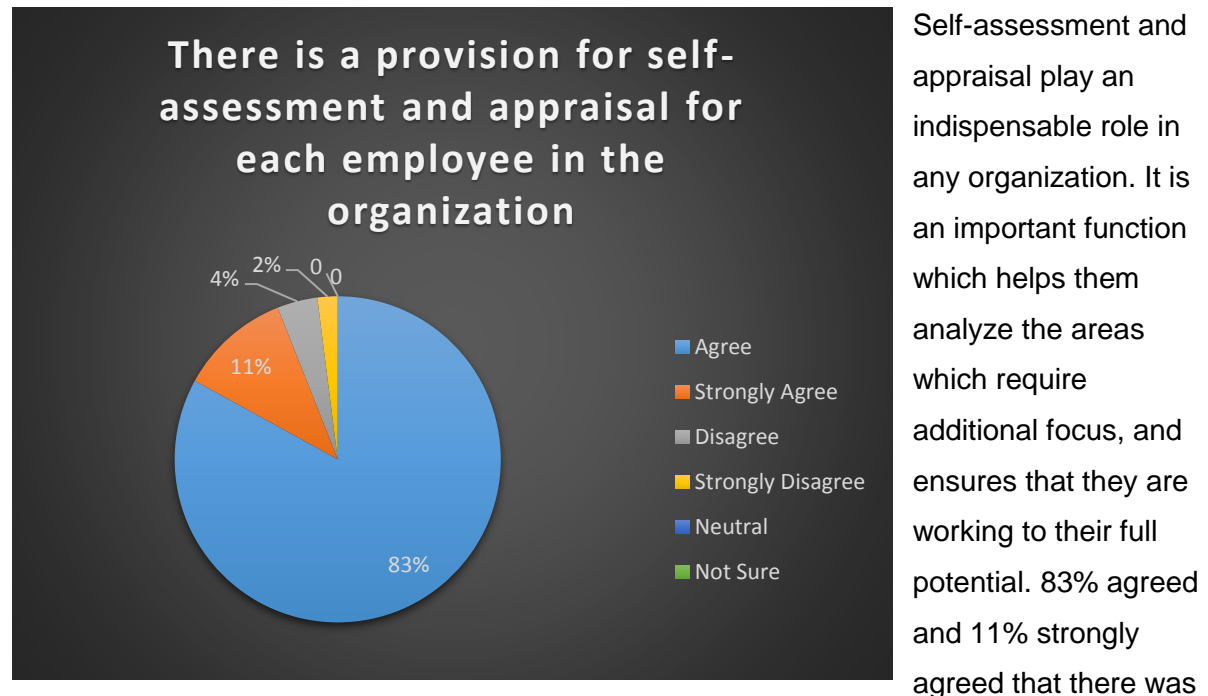


supervisor but also from the co-workers when they are set up for any sort of communication which is required for self-development.

According to the survey conducted in PRASA, 64% agreed and 28% strongly agreed that their colleagues were



constantly prepared for any sort of communication which was required for self-development. Remaining ratio felt that their co-workers were not prepared for the equivalent.



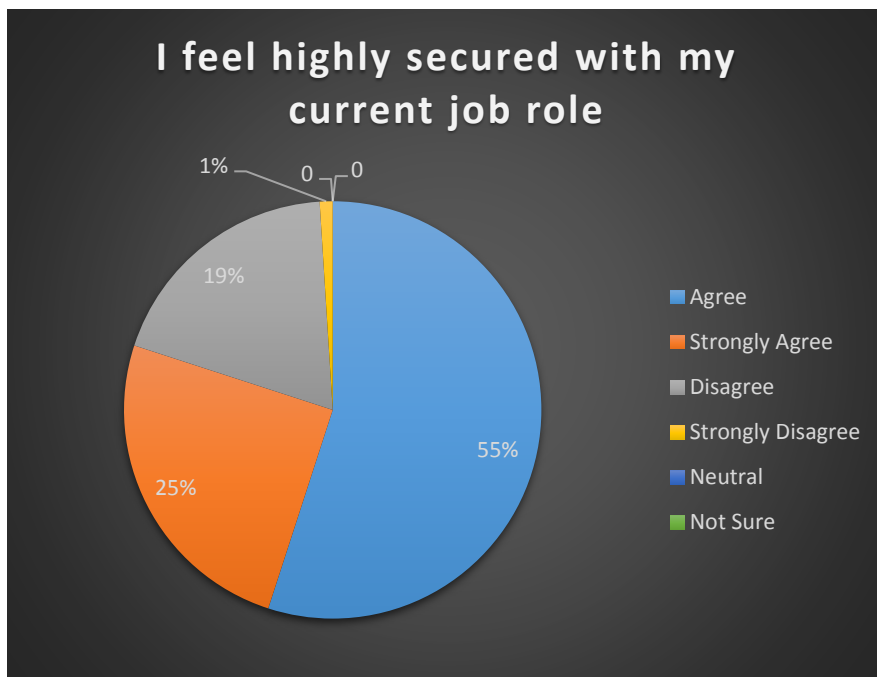
a provision for self-assessment and appraisal for each employee in the organization. Remaining 4% and 2% disagreed and strongly disagreed because they were yet to fill their first self-assessment and appraisal form.

## ***“Job security, not salary, is the draw for employees in India: STUDY”***

***- M Saraswathy: Business Standard***

According to the India findings of the [2012 Global Workforce Study](#) by Towers Watson, Indian job seekers look for security while choosing a company for employment, trailed by career advancement opportunities.

It is exceptionally pivotal on the part of a manager to make sure that his/her employees feel

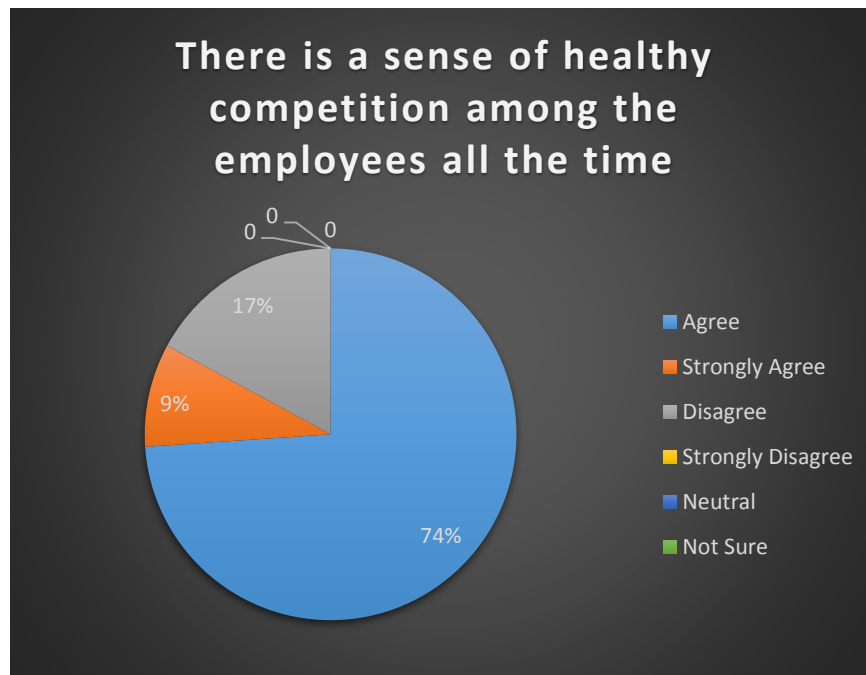


secure and esteemed as a part of the organization. Because, if an individual is constantly stressed about the security of his/her job, it would definitely influence his/her efficiency, therefore, hampering the direct or indirect revenue generation of the company. So it is at the prerogative of

the employer to make his/her employees feel safe, stable, and secure about their job.

The study conducted at PRASA uncovered that 55% agreed and 25% strongly concurred that they felt highly secured with their job and role. In contrast, 19% disagreed and 1% strongly disagreed on the same. They said that they had the fear of being relieved from the organization due to technological advancements.

It is never wrong to instill some friendly and healthy competition among all the employees in



order to stimulate better performance.

Let us assume an

example of an athlete.

An athlete is believed to

be self- motivated, who

wants to win as well as

help his team in

accomplishing shared

objectives. So is the

situation with the

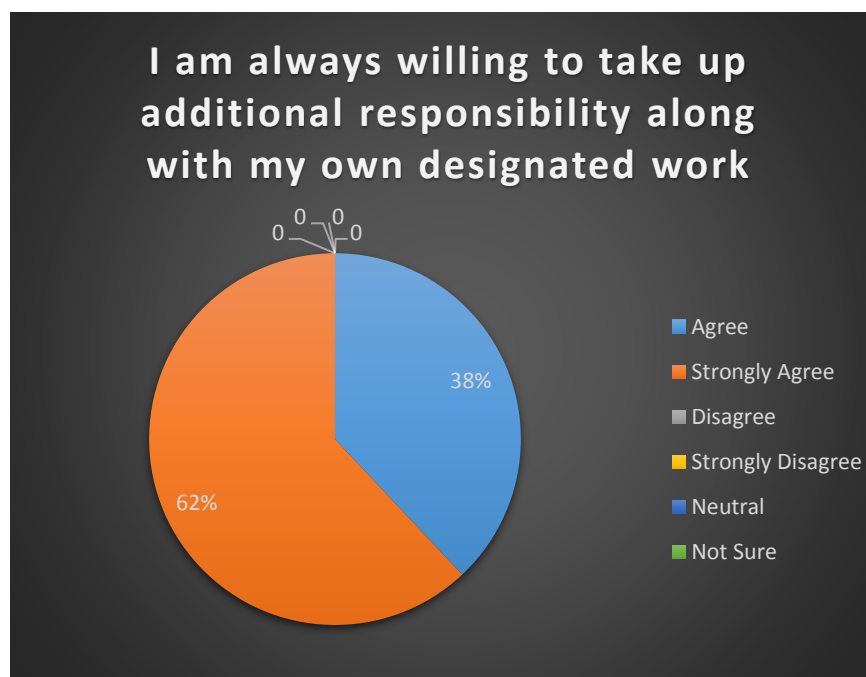
employees of an

organization. S/He

should be self-inspired

to that degree that, he wants to win as well as work towards the goals set by the organization by stimulating healthy competition.

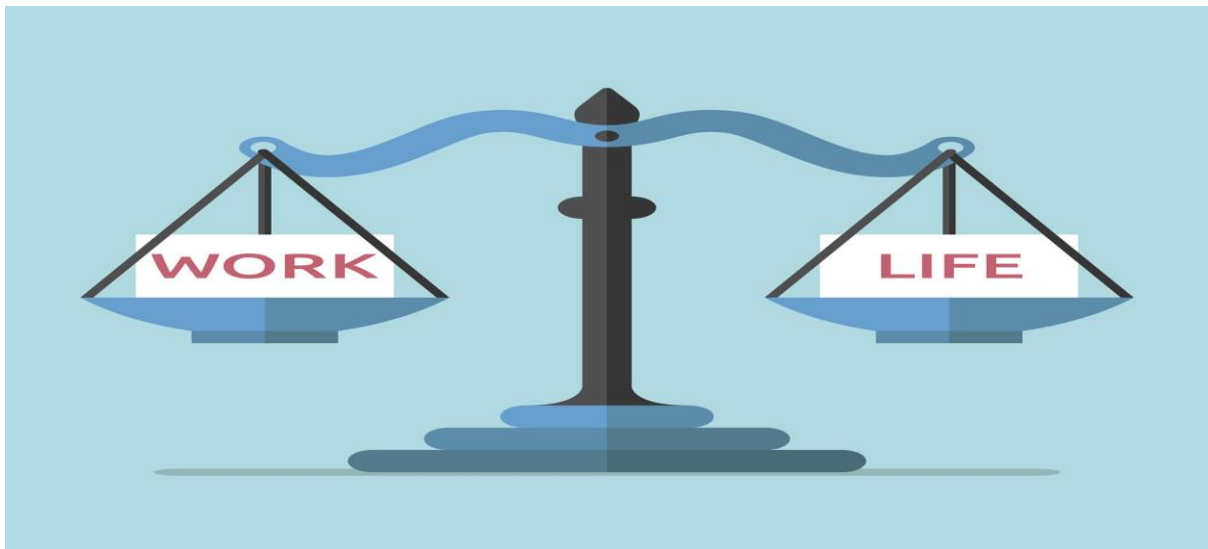
While conducting the study, the primary intent was to fathom whether a sense of healthy competition genuinely prevailed in PRASA. 74% agreed and 9% strongly agreed to the same. 17% disagreed, who felt there was no competitiveness associated with their assigned roles.



Taking up an additional responsibility which does not fit an individual's own designated work could turn up to be a brilliant source of learning for them.

62% strongly agreed and 38% agreed that they were always willing to take up additional responsibility

along with their own designated work.



Maintaining healthy and functional professional life is vital for an individual, likewise, personal life is also required to be balanced. To foster harmony between personal life and professional life, it is essential to ensure physical health and prosperity of every employee: as an old

aphorism says, "Healthy body, Healthy mind".

In PRASA, 70% agreed and 23% strongly agreed that they were able to maintain a balance between their personal as well as professional life. 6% disagreed and 1% strongly disagreed that they could not maintain a work-life balance.



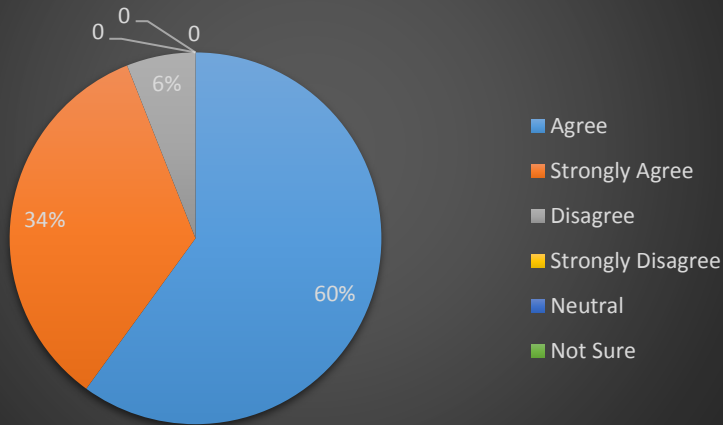
Keeping up a sound and deferential relationship with one's manager does not only improve their morale and efficiency but can also elevate the career of an employee. If a good relationship with the supervisor is maintained, it is likely that the employee will be more satisfied with the job as well as the

workplace.

In PRASA, 57% of the employees concurred, and 43% strongly agreed that their relationship with their manager was extremely good.

As more than half of the employees of PRASA agreed that their relationship with their

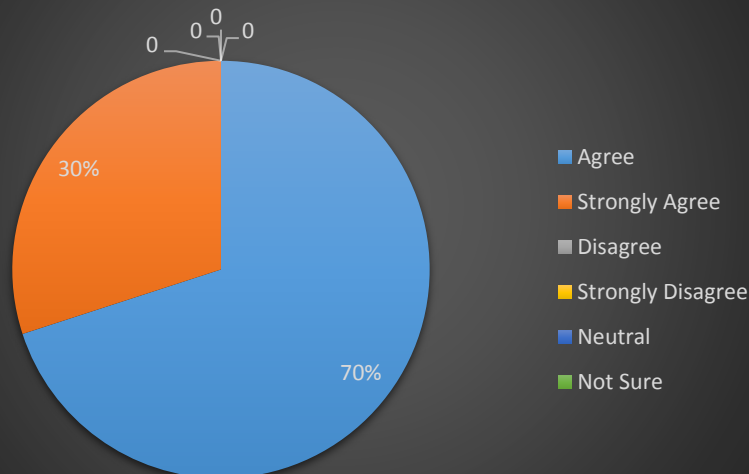
**I feel that I can share my honest thoughts & give as well as take feedback from my manager**



manager was extremely good and thus, 60% agreed and 34% strongly agreed that they could honestly share their thoughts and give as well as take feedback from their manager. Remaining 6% disagreed as they revealed that they were not so comfortable with their supervisor in

person.

**I was very comfortable with the interviewer during my interview**



In any organization, interviews involve individual style. However, a lot more could be accomplished out of an interview if the candidate feels relaxed.

In PRASA, 70% of the employees agreed and 30% strongly agreed that they were very comfortable with the

interviewer during their interview.

Retirement planning is very pivotal for any individual in order to have a monetarily

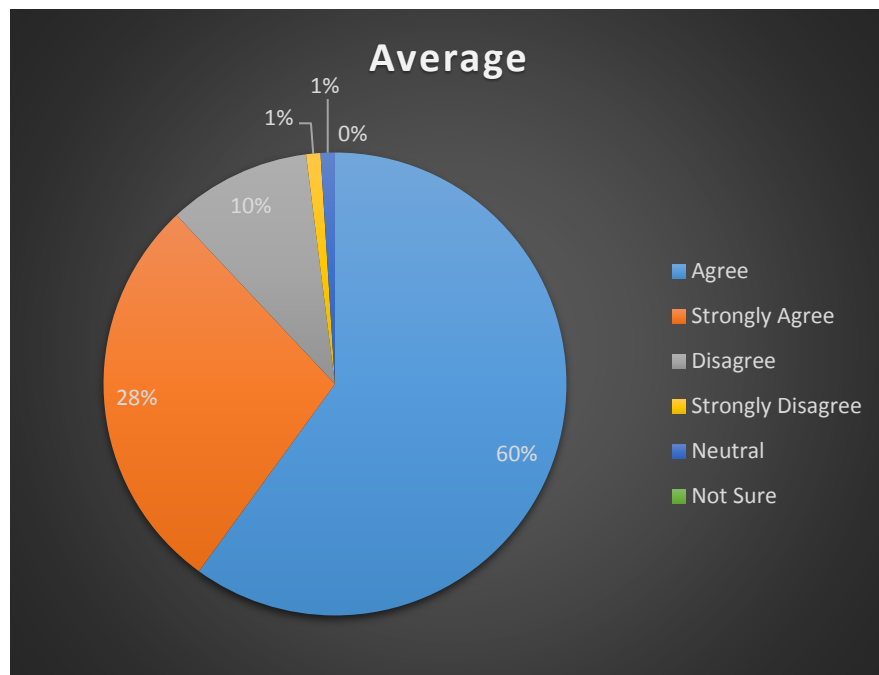


autonomous life after retirement because we are so engrossed in our day to day exercises that we almost neglect to plan for life after retirement.

In PRASA, 43% disagreed regarding the retirement policy as even the first employee is yet to retire from the organization. The

remaining ratio wasn't really aware of any such policy.

On further discussion with the director, he added, "PRASA's first employee is yet to retire but we would address the matter with our team and do the needful before an employee retires from the organization."



Thus, the responses of the survey were exceedingly positive. On an average 60% concurred and 28% equivocally concurred on all the questions. 10% of the employees were not really contented and the rest of the proportion was not sure about most of it.