

## A Study on Employees Satisfaction with Special Reference to Mivaan Steels Limited

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### Abstract

This study examined employee satisfaction at Mivaan Steels Ltd, focusing on key factors that contribute to a positive work environment. Using a purposive sampling technique, we collected primary responses from employees who had at least one year of service and had attended training programs. A sample of 100 was selected from over 130 employees. The data was meticulously organized and analyzed graphically, with responses categorized under various subheadings. The results revealed high levels of job satisfaction driven by effective communication, regular recognition, and ample opportunities for career growth. Despite high levels of employee satisfaction, there is room for improvement, particularly around proactive discussions about career development and promoting a balanced and inclusive company culture. This information highlights the importance of tangible benefits and intangible factors, such as relationships with co-workers and supervisors.

**Keywords:** Attitude, Alignment, Agility, Focus, Interview, Compensation

### 1. INTRODUCTION

Employee satisfaction is an important term used to describe whether employees are happy and satisfied with their wants and needs being met at work. An important aspect of employee satisfaction is that satisfied employees are expected to perform their duties and contribute in a way that meets the needs of their employer. This broader term is used by the human resources industry to measure how satisfied employees are with a variety of things, such as their jobs, their experiences, and the organizations they work for. Employee satisfaction is an important metric that can help determine the overall health of an organization. As such, many companies conduct regular surveys to measure employee satisfaction and track trends over time. High levels of satisfaction indicate that employees are satisfied with the way they are treated by their employers.

Although the terms employee satisfaction and employee engagement are often used interchangeably, they are not synonymous. Engagement is a factor that influences overall satisfaction and vice versa, but they measure different aspects of the work experience. Satisfaction, which is essential for retention, does not necessarily indicate performance, while engagement, which reflects employees' enthusiasm for their work, is directly related to productivity. Ideally, satisfaction comes from both tangible things like compensation and benefits as well as less tangible factors like connection, recognition, and strong leadership. Organizations that fail to address both aspects can find themselves with a complacent workforce that is willing to do the bare minimum to stay employed, or with highly engaged employees who perform well while looking for new opportunities elsewhere.

Job satisfaction is a measure of how satisfied employees are with their jobs, reflecting the sense of enjoyment or accomplishment a person gets from their work. It is assessed in terms of emotional, cognitive and behavioral

components. In other words, job satisfaction is the extent to which a person feels motivated, satisfied and happy with his or her job.

## 1.1 Company profile

### Overview

Mivaan Steels Limited is a leading company in the steel industry, headquartered in Raipur, Chhattisgarh, India. Established with a vision to meet the growing demand for high quality steel products in the domestic and international markets, Mivaan Steels has carved a prominent position for itself through its commitment towards excellence, innovation and customer satisfaction.

### Mission and Vision

**Mission:** To manufacture high quality steel products that meet and exceed customer expectations through innovation, sustainable practices and a focus on continuous improvement.

**Vision:** To be a global leader in the steel industry, recognized for product quality, technological advancement, and commitment to sustainable development and customer satisfaction.

**Products and Services:** Mivaan Steels offers a wide range of steel products for various sectors including construction, automotive, infrastructure and manufacturing. The product portfolio includes:

**TMT Bars:** High strength thermo-mechanically treated (TMT) bars ensure durability and safety in construction projects.

**Structural Steel:** Beams, profiles, angles and other structural steel products designed to provide solid support for various construction and infrastructure projects.

**Hot Rolled Steel Coils and Plates:** General-purpose steel products used in the manufacturing of automobiles, machinery and equipment.

**Cold Rolled Steel Coils and Plates:** High-precision steel products suitable for applications requiring tight tolerances and superior surface quality.

**Wire Coils:** Steel bars used in the manufacturing of wires, nails and other related products.

### Fabrication Facility:

Mivaan Steels has a state-of-the-art manufacturing facility located in the industrial hub of Raipur. The facility is equipped with the most modern technology and machinery to ensure high production efficiency, superior product quality and compliance with strict safety and environmental standards.

Key features of the manufacturing facility include:

**Modern Rolling Mill:** Advanced rolling mill produces high quality TMT bars and structural steel products.

**Quality Control Laboratory:** Equipped with modern inspection and testing equipment to ensure that all products meet international quality standards.

**Research and Development Center:** Focus on continuous innovation and development of new steel products and processes.

**Sustainability Initiatives:** Mivaan Steels is committed to sustainable and environmentally friendly manufacturing practices. The company has implemented several initiatives to minimize its environmental impact, including:

**Energy Conservation Processes:** Use of energy-efficient technologies and processes to reduce energy consumption.

**Waste Management:** Effective waste management systems to recycle and reuse industrial waste.

**Water Conservation:** Adoption of water conservation measures to minimize water consumption and ensure sustainable water management.

### **Corporate Social Responsibility (CSR):**

Mivaan Steels is actively involved in various CSR initiatives to contribute to the socio-economic development of the communities in which it operates. The main focus areas of the company's CSR activities include:

**Education:** Supporting educational programs and infrastructure development for underprivileged children.

**Health Care:** Organizing medical camps and providing medical assistance to local communities.

**Environment Conservation:** Participating in tree plantation campaigns and other environmental conservation efforts.

### **Market Presence and Expansion:**

Mivaan Steels has a strong presence in the Indian market and is constantly expanding its footprint in the international market. The company's strategic location in Raipur, Chhattisgarh, provides the company with logistical advantages and access to key raw materials.

Future expansion plans include:

**Capacity Expansion:** increasing production capacity to meet growing market demand.

**New Markets:** exploring new markets in Asia, Africa and the Middle East to expand the company's global presence.

**Product Diversification:** introducing new and improved steel products to meet the needs of emerging markets.

## **2. REVIEW OF LITERATURE**

Job satisfaction is a complex issue that has a significant impact on employee motivation, productivity and organizational performance. Aziri (2011) notes that, despite its importance, job satisfaction has not received adequate attention from researchers or managers in some regions. Improving job satisfaction is essential to improving overall organizational performance. The importance of non-wage incentives, embedded in non-statutory social protection schemes, has been emphasized by Gani (1993). This study shows that workers' dissatisfaction often comes from aspects related to the social protection system, significantly affecting their job satisfaction. However, Gani andamp;039;s study did not explore the influence of workplace quality of life aspects or individual, hierarchical variables and the impact of statutory social protection programs statutory and non-statutory effects on workplace satisfaction. Sharan (1980) studied working conditions and job satisfaction, focusing on six main aspects: salary, job security, fringe benefits, promotion prospects, physical atmosphere at the place Working and social relationships with direct superiors. The study found that unfavorable working conditions made work unpleasant for respondents. It is noteworthy that improving wages can significantly improve job satisfaction.

According to Todd, employee welfare includes everything done for the comfort and improvement, intellectual or social, of employees beyond the salary paid, which is not essential to the 'industry' of employees. Employee satisfaction refers to whether employees are happy, satisfied and have their wants and needs met in their work.

Meenakshi Yadav (2020) analyzed welfare measures in the business sector, identifying eight factors that affect employee welfare: loans and salary facilities, education, housing, food subsidies, better working environment, workforce stability and provision of cooperative societies. These welfare measures are essential to maintain good labor relations and long-term efficiency in organizations. Arthur M. Baldonado (2013) studied the motivational needs of Millennial virtual team members using Herzberg’s two-factor theory of motivation. The study found that Millennial workers value both hygiene and motivation, with advancement and personal life being particularly important. This highlights the need for managers to adopt flexible management practices to effectively promote employee satisfaction among Millennials, which is an important driver of quality, customer satisfaction, and productivity. A study by Renzel (2007) examined the role of interpersonal trust (trust in management and coworkers) in influencing employee satisfaction and loyalty. Using structural equation modeling with partial least squares (PLS), the study confirmed a strong association between trust, satisfaction, and employee loyalty. Thus, there are various factors that influence job satisfaction, including working conditions, benefits, interpersonal trust, and management flexibility. Addressing these factors can help improve employee satisfaction, motivation, and organizational performance.

### 3. RESEARCH METHODOLOGY

The problem can be solved systematically by using research techniques. It is a branch of science that studies the best ways to conduct research. Research techniques basically refer to the processes that scientists use to describe, explain and predict events.

#### 3.1 Objective of the study

The objective of the study is to examine the factors influencing employee satisfaction and job performance at Mivaan Steels Ltd, focusing on the impact of working conditions, welfare facilities, interpersonal trust and management flexibility on employee motivation, retention and overall organizational performance.

#### 3.2 Sampling and Data Collection

The study used purposive sampling technique to collect primary responses. The target population of the questionnaire was the employees of Mivaan Steels Ltd. To be eligible, the employees had to have worked in the company for at least one year and participated in training and development programs. From over 130 employees of the organization, a sample of 100 was selected for in-depth analysis.

Demography	Groups	Respondents
Gender	Male	76
	Female	24
Age	Below-20	0
	21-30	15
	31-39	50
	40-49	20
	50-Above	15
	Fresher	1

<b>Experience</b>	1-2	3
	2-4	29
	5-10	46
	Above-10	21
<b>Total Sample Size (n= 100)</b>		

### 3.3 Processing and Organization of Primary Data

The data collected was meticulously arranged and tabulated, with the responses categorized under various sub-headings specified in the questionnaire. The analysis includes the calculation of percentages to facilitate effective interpretation of the data, allowing clear and accurate conclusions to be drawn.

## 4. ANALYSIS AND INTERPRETATION

The study used graphical methods to present and analyze the data presented below.

### 1. Responses on Job Position of employees.

<b>Job Position</b>	Site Manager	15
	Security Supervisor	20
	Security Officer/Guard	47
	Access Control Officer	12
	Patrol Officer	6

Table 2. Responses on different Department which are allotted to employees.

<b>Department</b>	Operations Department	63
	Training and Development Department	26
	Human Resources Department	4
	Finance and Accounting Department	4
	Administration Department	3

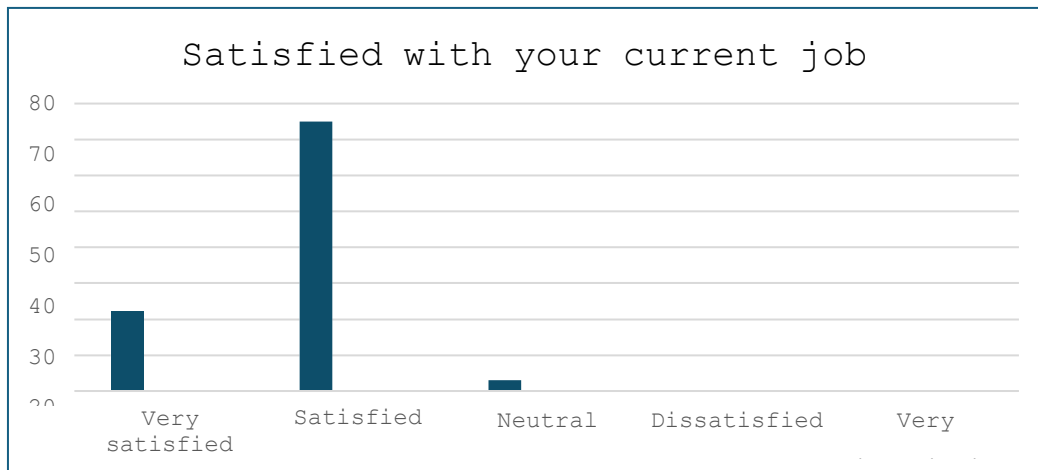


Figure 1. How satisfied are you with your current job?

Figure 1 shows that 75% of employees are satisfied with their job in the organization and 22% of employees feel very satisfied with their current position and the remaining 3% are neutral about their current job.

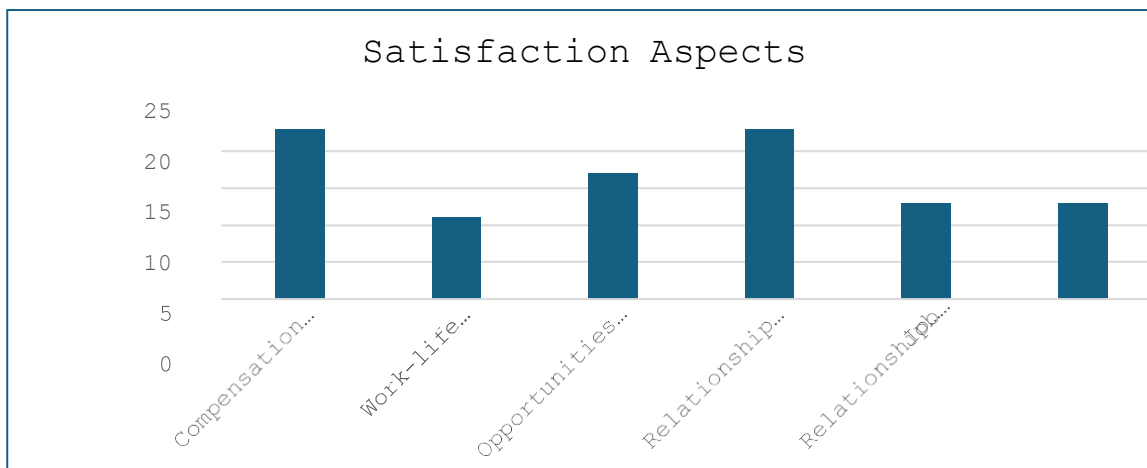


Figure 2. Rate your satisfaction with the following aspects of your job?

Figure 2 shows that 23% of employee satisfaction aspects are compensation and benefits, 11% are satisfied with work-life balance, 17% say that promotion opportunities are aspects that make them satisfied. and 23% are satisfied with their relationships with coworkers, 13 % are satisfied with their relationships with supervisors/managers, and the remaining 13% are satisfied with their job responsibilities.

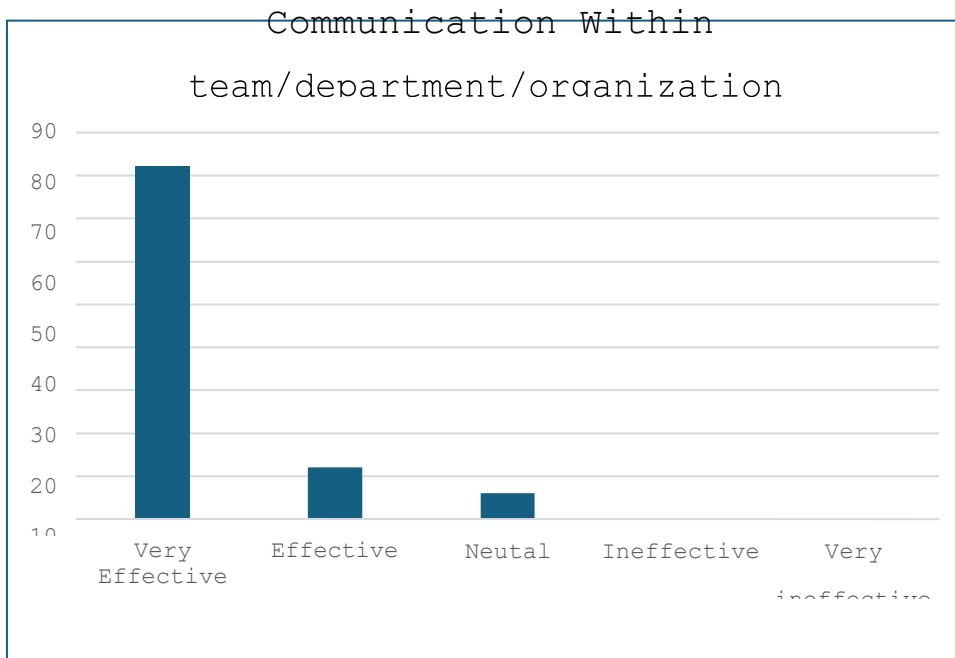
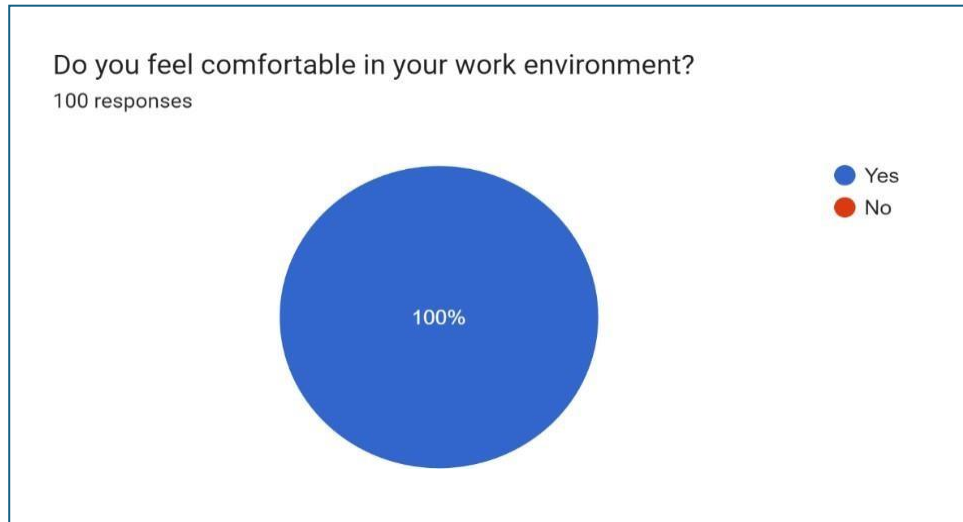


Figure 3. Do you feel comfortable in your work environment

Figure 3 shows that 100% of employees said they felt comfortable in their organization's work environment.

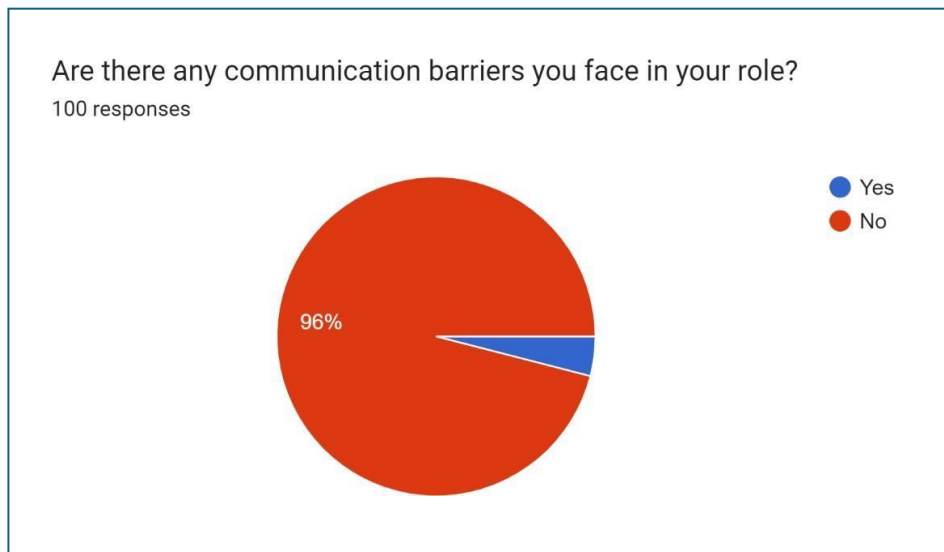


Figure 4. Are there any communication barriers you face in your role?

Figure 4 shows that 96% of employees do not experience communication barriers and only 4% of employees experience communication barriers.

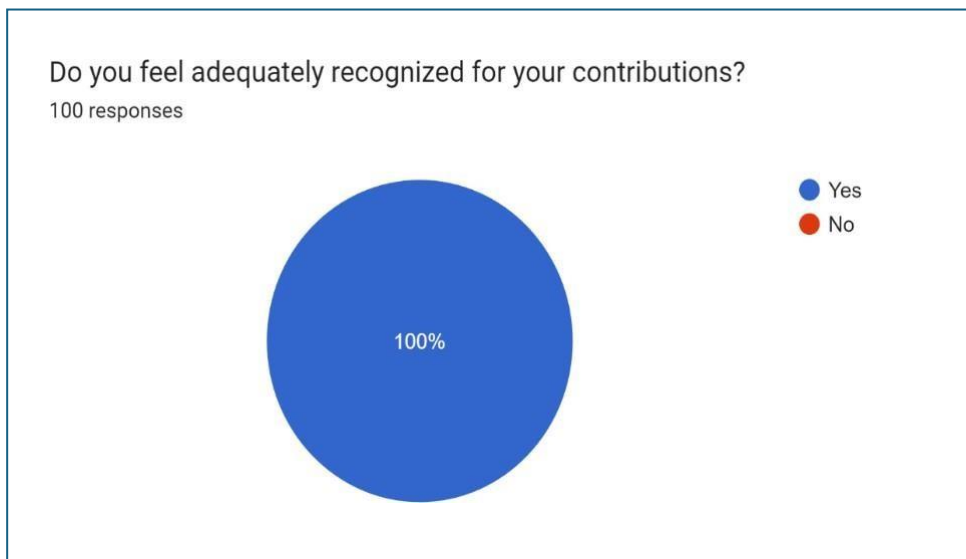


Figure 5. How effective do you find communication within your team/department/organization?

Figure 5 shows that 82% of employees feel they communicate very effectively with their team and 12% of employees feel they communicate effectively within their team and organization and 6% are neutral in communication within their team/ their department/organization.



Figure 6. Do you feel adequately recognized for your contributions?

Figure 6 shows that 100% of employees feel properly recognized for their contributions.



Figure 7. How often do you receive feedback on your work performance?

Figure 7 shows that 9% of employees provide monthly feedback on their performance, 60% provide quarterly feedback on their performance, 30% provide annual feedback on their performance, and the remaining 1% provide daily feedback.

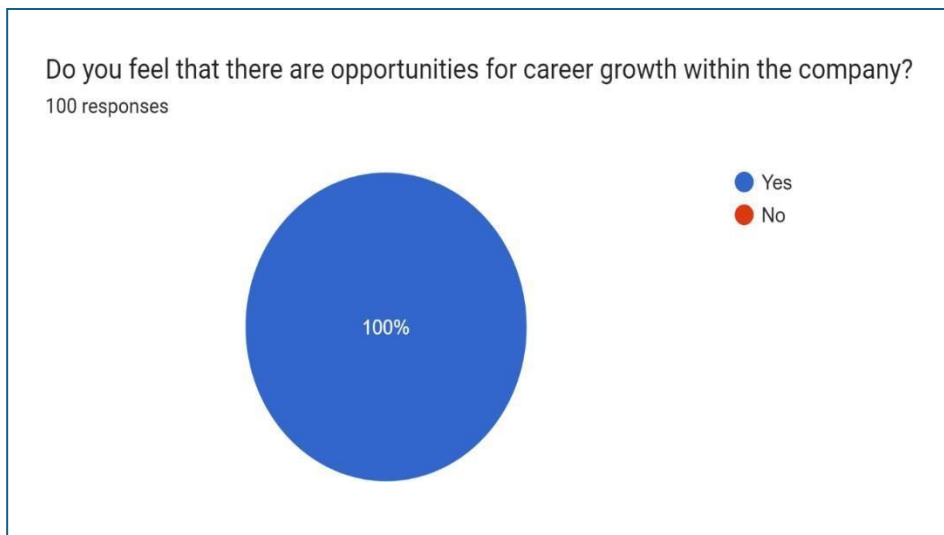


Figure 8. Do you feel that there are opportunities for career growth within the company?

Figure 8 shows that 100% of the opportunities presented lead to career advancement within the company.



Figure 9. Have you discussed your career goals with your manager?

Figure 9 shows that 100% of the opportunities presented lead to career advancement within the company.

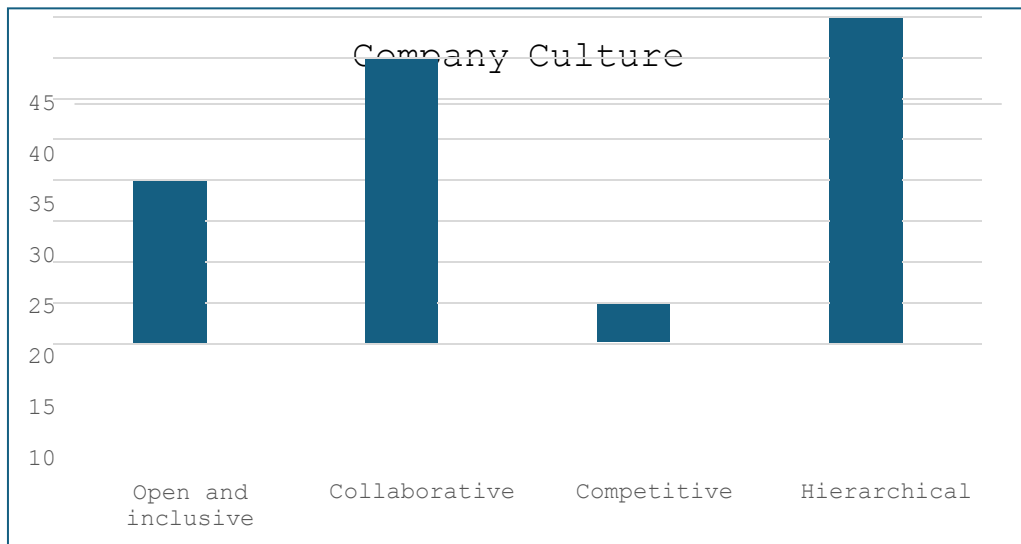


Figure 10. How would you describe the company culture?

Figure 10 shows that 20% of employees believe that the company has an open and inclusive culture and 35% believe that the company has a collaborative work culture and 5% of employees believe that the company culture is competitive, the remaining 40% believe that the company culture is based on hierarchy.

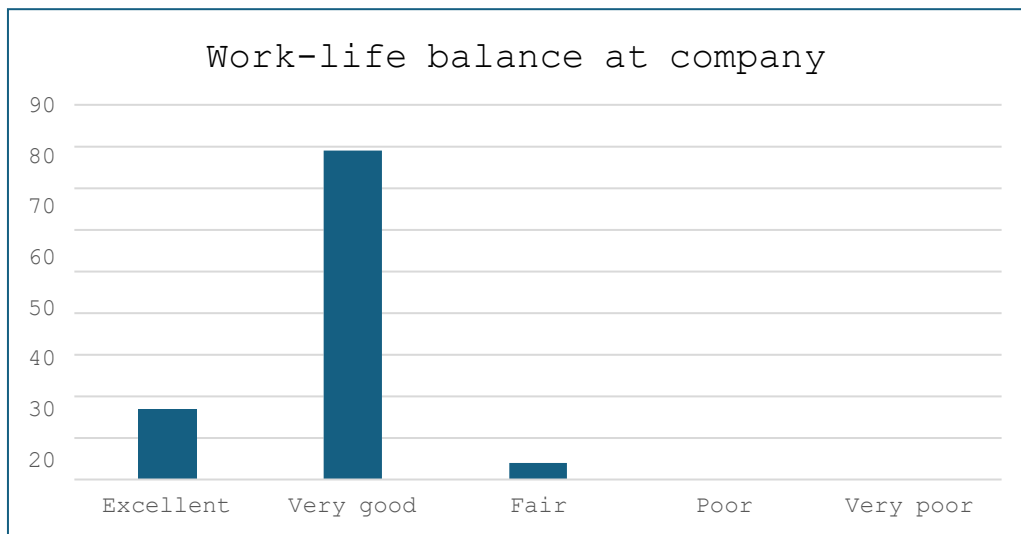


Figure 11. How do you rate work- life balance at Company?

Figure 11 shows that 17% of employees feel that the work-life balance in the company is excellent and 79% of employees feel that their work-life balance in the company is good and only 4% feel that their work-life balance is fair in the company.

## 5. DISCUSSION

The study used a graphical approach to present and analyze the data, meticulously organizing and tabulating the responses collected. This approach provided valuable insights into the locations, service delivery and employee satisfaction levels at Mivaan Steels Limited.

The location distribution among the employees revealed a variety of roles: 15 site managers, 20 security supervisors, 47 security/guards, 12 access control staff and 6 patrolling staff. Further analysis of the employees revealed that 63 were in the operations department, 26 in the training and development department, 4 in the human resources department, 4 in the finance and accounting department and 3 in the administrative department. This distribution highlights the importance of training and activities, which are essential to maintaining high standards of safety and vigilance. Job satisfaction was a key factor in the study: 75% of employees said they were satisfied with their jobs, 22% were very satisfied, and only 3% were neutral. This high level of satisfaction reflects positively on the company's working conditions and employee relations, indicating that most employees find their roles fulfilling and the work environment supportive. A breakdown of satisfaction across different aspects of the job shows that 23% of employees are satisfied with compensation and benefits, 11% with work-life balance, 17% with advancement opportunities, 23% with relationships with co-workers, 13% with relationships with supervisors/managers, and 13% with job responsibilities. This shows that both tangible and intangible factors contribute significantly to overall job satisfaction.

The work environment at Mivaan Steels Limited is very supportive, with 100% of employees agreeing that they feel comfortable. Communication within the organization is also effective, with 96% of employees reporting no

communication barriers and 82% believing that communication within their team, department and organization is very effective. Recognition of contributions is essential to job satisfaction, making all employees feel fully appreciated. Performance feedback is provided regularly, with 9% receiving feedback monthly, 60% quarterly, 30% annually and 1% daily. This regular feedback keeps employees informed about their performance. Career development opportunities are viewed positively, with all employees feeling that there are many opportunities for growth. However, only 70% of employees discuss their career development with their managers, suggesting that more proactive discussions about career development are needed. The company culture is described by 20% of employees as open and inclusive, 35% as collaborative, 5% as competitive and 40% as hierarchical. When it comes to work-life balance, 17% of employees rate it as excellent, 79% as good and 4% as fair.

As a result, Mivaan Steels Ltd maintains high levels of employee satisfaction, supported by a comfortable work environment, effective communication, regular recognition and feedback and ample opportunities for career development. However, there is still room for improvement to facilitate career development discussions and ensure a balanced and inclusive corporate culture.

## 6. SIGNIFICANCE

The implications of this study for Mivaan Steels Ltd are significant. High levels of job satisfaction, as indicated by the results, indicate that a positive work environment enhances employee well-being and productivity. However, the study also highlights areas for attention, such as improving career development discussions and promoting a more balanced and inclusive corporate culture. Taking these aspects into account can further improve employee performance and retention. The focus on performance and training reflects the company's commitment to maintaining high standards, which can be leveraged to attract top talent. Effective communication and recognition systems are already in place, but continued improvement in these areas will ensure long-term employee satisfaction. Overall, the lessons learned from this study can guide strategic decisions aimed at enhancing organizational effectiveness, employee engagement, and long-term success.

## 7. CONCLUSION

The study shows that Mivaan Steels Ltd maintains high levels of employee satisfaction due to a conducive work environment, effective communication, regular recognition and many career development opportunities. Employees across a variety of positions and departments showed significant satisfaction, indicating the company's strong training and operations focus. However, the need for more proactive discussions about career development and efforts to promote a balanced and inclusive company culture is clear. Addressing these areas will not only improve employee retention but also enhance the overall performance of the organization. These findings highlight the importance of tangible benefits and intangible factors, such as relationships with coworkers and supervisors, in achieving job satisfaction. By leveraging this information, companies can make strategic improvements to further enhance employee engagement, satisfaction, and productivity, ensuring long-term success and a positive work culture.

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