CHAPTER - IV

ANALYSIS AND INTERPRETATION OF DATA
CHAPTER – IV

4.1 Introduction

4.2 Analysis about motivational factors in SSP
4.1 INTRODUCTION

The present study discusses the motivational factors in Salem Steel Plant, a public sector undertaking owned by the central government.

For this study primary data are collected and used for testing the hypotheses.

For this study, Eight Hypotheses have been framed and the chi-square test is applied for the purpose of analysis and interpretation of Data.

GENERAL INFORMATION ABOUT THE RESPONDENTS:

Table No.4.1

TABLE SHOWING THE AGE OF THE RESPONDENTS

<table>
<thead>
<tr>
<th>Age group</th>
<th>Number of respondents</th>
<th>Percentage(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 25 years</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>25-40 years</td>
<td>50</td>
<td>37.04</td>
</tr>
<tr>
<td>40-50 years</td>
<td>60</td>
<td>44.44</td>
</tr>
<tr>
<td>Above 50 years</td>
<td>25</td>
<td>18.52</td>
</tr>
<tr>
<td>Total</td>
<td>135</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data
From the above diagram, it is clear that out of 135 sample of employees, there is no respondents in the below 25 years age group, 37.04% of the employees fall between the age group of 25-40 years, 44.44% of the employees are between the age group 40-50 years and 18.52% of the employees are above the age of 50 years.

**Table No.4.2**

**TABLE SHOWING THE YEARS OF SERVICE OF THE RESPONDENTS**

<table>
<thead>
<tr>
<th>Years of service</th>
<th>Number of respondent</th>
<th>Percentage(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>5-10 years</td>
<td>30</td>
<td>22.22</td>
</tr>
<tr>
<td>10-20 years</td>
<td>35</td>
<td>25.93</td>
</tr>
<tr>
<td>Above 20 years</td>
<td>70</td>
<td>51.85</td>
</tr>
<tr>
<td>Total</td>
<td>135</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data
Diagram 4.2

Diagram showing years of service of the respondents

From the above diagram, it is clear that out of the 135 samples of employees, none of the employees are below 5 years of service, 22.22% of the employees are between 5-10 years of service, 25.93% fall under 10-20 years of service and 51.85% of the sample employees are from the above 20 years of service.
Table 4.3

TABLE SHOWING THE EDUCATIONAL QUALIFICATION OF RESPONDENTS

<table>
<thead>
<tr>
<th>Educational level</th>
<th>Number of respondents</th>
<th>Percentage(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-graduate/ Professional</td>
<td>48</td>
<td>35.56</td>
</tr>
<tr>
<td>Degree/Diploma</td>
<td>29</td>
<td>21.48</td>
</tr>
<tr>
<td>+2 / SSLC</td>
<td>50</td>
<td>37.04</td>
</tr>
<tr>
<td>Below SSLC</td>
<td>8</td>
<td>5.92</td>
</tr>
<tr>
<td>Total</td>
<td>135</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data

Diagram 4.3

Diagram showing the Educational Qualification of Respondents
The above diagram explains the educational qualification of 135 samples of employees. Out of the sample, 35.56% have Post-graduation / Professional Qualifications. 21.48% are Degree/Diploma holders. 37.04 have +2 / SSLC Certificates. 5.92% of employees are below SSLC.

4.2 ANALYSIS ABOUT MOTIVATIONAL FACTORS IN SSP

1. NULL HYPOTHESIS – 1

The level of satisfaction about the scale of Pay/Wage amount is not significantly associated with different categories of employees of SSP.

Table 4.4

TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO PRESENT SCALE OF PAY/WAGE AMOUNT.

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>Executives</th>
<th>Non - Executives</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Works</td>
<td>Non-works</td>
<td></td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>9(45)</td>
<td>4(44.44)</td>
<td>25(18.52)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11(55)</td>
<td>5(55.56)</td>
<td>98(72.59)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>-</td>
<td>-</td>
<td>11(8.89)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>135(100)</td>
</tr>
</tbody>
</table>

Source: Primary Data

(Figures in the bracket represent percentages)

Chi-square Value: 19.318 Significant at 5% level = 12.592
1. AMONG 20 EXECUTIVES (WORKS):

9 (45%) respondents are highly satisfied with respect to the present scale of pay/wage amount. 11 (55%) respondents are satisfied with the existing amount. No employees are dissatisfied with the existing amount of pay. So majority 11 (55%) employees are satisfied with the existing scale of pay/wage amount.

2. AMONG 9 EXECUTIVES (NON-WORKS):

4 (44.44%) respondents are highly satisfied and 5 (55.56%) respondents are satisfied and no respondent is dissatisfied with the existing scale of pay/wage amount. So majority 5 (55.56%) respondents are satisfied with the present scale of pay/wage amount paid by SSP.

3. AMONG 84 NON-EXECUTIVES (WORKS):

9 (10.71%) respondents are highly satisfied and 65 (77.38%) respondents are satisfied and 1 (4.55%) respondent is dissatisfied with respect to the present scale of pay/wage amount.

So, majority of 65 (77.38%) respondents are satisfied with respect to the existing scale of pay/wage amount.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

4 (18.18%) respondents are highly satisfied and 17 (77.27%) respondents are satisfied and 11 (8.89%) respondents are dissatisfied with the existing scale of pay/wage mount.
So, majority 17(77.27%) respondents are satisfied with the existing scale of pay/wage amount paid by SSP.

5. Out of 135 samples of employees in SSP, 98(72.59%) respondents are satisfied. Thus, there is a significant relationship with respect to the existing scale of pay/wage amount provided by SSP.

NULL HYPOTHESIS-1

The level of satisfaction of employees with respect to the existing scale of pay/wage amount is not significantly associated with different categories of employees of SSP.

INFERENEC:

The calculated value 19.318 is greater than the table value at 5% level (12.592). So, the chi-square value is 42.747, which is significant at 5% (12.592) in SSP.

The Null Hypothesis is rejected. Hence, it is found that the level of satisfaction with respect to the existing scale of pay/wage is significantly related with different categories of employees of SSP.

RESULT:

It shows that existing scale of pay/wage amount is satisfied by majority of employees in SSP.
2. NULL HYPOTHESIS-2

The level of satisfaction of the employees with respect to existing incentive system followed by SSP is not significantly associated with different categories of employees of SSP.

Table-4.5

TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO EXISTING INCENTIVE SYSTEM FOLLOWED BY SSP

| Level of satisfaction | Executives | | Non-Executives | | Total |
|-----------------------|------------|----------------|----------------|----------------|
|                       | Works      | Non-works     | Works          | Non-works      |        |
| Highly satisfied      | 4(20)      | 4(44.44)      | 7(8.33)        | 3(13.64)       | 18(13.33) |
| Satisfied             | 14(70)     | 5(55.56)      | 44(52.38)      | 11(50.00)      | 74(54.81) |
| Dissatisfied          | 2(10)      | -              | 3.3(39.29)     | 8(36.36)       | 43(31.85) |
| Total                 | 20         | 9              | 84             | 22             | 135(100)  |

(Figures in the bracket represent percentages)

Chi-square value: 17.268  
Significant at 5% level: 12.592

1. OUT OF 20 EXECUTIVES (WORKS):

4(20%) respondents are highly satisfied with respect to the existing incentive system. 14 (70%) respondents are satisfied with the existing incentive system. 2(10%) employees are dissatisfied.

So majority 14(70%) employees are satisfied with the existing incentive system followed by SSP.
2. AMONG 9 EXECUTIVES (NON-WORKS):

4 (44.44%) respondents are highly satisfied with respect to the existing incentive system and 5 (55.56%) respondents are satisfied and no respondent is dissatisfied with the existing incentive system following by SSP. So majority of 5 (55.56%) are satisfied with the incentive system.

3. AMONG 84 NON-EXECUTIVES (WORKS):

7 (8.33%) respondents are highly satisfied and 44 (52.38%) respondents are satisfied with respect to the existing incentive system followed by SSP. 33 (39.29%) respondents are dissatisfied.

So, majority 44 (52.38%) respondents are satisfied with respect to the existing incentive system followed by SSP.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

3 (13.64%) respondents are highly satisfied with respect to the existing incentive system followed by SSP. 11 (50%) respondents are satisfied. 81 (36.36%) respondents are dissatisfied with respect to the incentive system.

So, majority of 11 (50%) respondents are satisfied with respect to the incentive systems followed by SSP.

5. Out of 135 employees in SSP, 74 (54.81%) are satisfied. Thus there is a significant relation with respect to the existing incentive system followed by SSP.
NULL HYPOTHESIS - 2

The level of satisfaction of employees with respect to the existing incentive system followed by SSP is not significantly associated with different categories of employees of SSP.

INFERENCE

The calculated value 17.268 is greater than the table value at 5% level (12.592). So, the chi-square value is 17.268, which is significant at 5% level (12.592).

The Null Hypothesis is rejected. Hence, it is found that the level of satisfaction with respect to the existing incentive system followed by SSP is significantly related with different categories of employees.

RESULT:

It shows that existing incentive system followed by SSP is satisfied by majority of employees in SSP.

3. NULL HYPOTHESIS – 3

The level of satisfaction about the existing promotion policy is not significantly associated with different categories of employees of SSP.
### Table-4. 6

**TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFIED WITH RESPECT TO PROMOTION POLICY IN THE SSP**

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVES</th>
<th></th>
<th></th>
<th></th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work</td>
<td>Non-works</td>
<td>Works</td>
<td>Non-works</td>
<td></td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>7(35)</td>
<td>5(55.56)</td>
<td>1(1.19)</td>
<td>6(27.27)</td>
<td>19(14.07)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>11(55)</td>
<td>4(44.44)</td>
<td>62(73.81)</td>
<td>11(50)</td>
<td>88(65.19)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2(10)</td>
<td>-</td>
<td>21(25)</td>
<td>5(22.73)</td>
<td>28(20.74)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>84</td>
<td>22</td>
<td>135(100)</td>
</tr>
</tbody>
</table>

Source: Primary Data

(Figures in the bracket represent percentage)

Chi-square value: 35.765  
Significant at 5% level: 12.592

1. **AMONG 20 EXECUTIVES (WORKS):**

7(35%) respondents are highly satisfied with the existing promotion policy. 11(55%) are satisfied and 2(10%) are dissatisfied with respect to the promotion policy.

So, majority 11(55%) respondents are satisfied with the existing promotion policy.
2. AMONG 9 EXECUTIVES (NON-WORKS):

5 (55.56%) respondents are highly satisfied with respect to the existing promotion policy and 4 (44.44%) respondents are satisfied. No respondents are dissatisfied with the existing promotion policy of SSP.

So, majority 5 (55.56%) respondents are satisfied with the promotion policy.

3. AMONG 84 NON-EXECUTIVES (WORKS):

1 (1.19%) respondents are highly satisfied and 62 (73.81%) respondents are satisfied with respect to the existing promotion policy. 21 (25%) respondents are dissatisfied.

So, majority 62 (73.81%) respondents are satisfied with respect to the existing promotion policy.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

6 (27/27%) respondents are highly satisfied with respect to the existing promotion policy. 11 (50%) respondents are satisfied and 5 (22.73%) are dissatisfied with the promotion policy of SSP.

So, majority 11 (56%) respondents are satisfied with respect to the existing promotion policy.

5. Out of 135 employees in SSP, 88 (65.19%) are satisfied. Thus, there is a significant association with respect to the existing promotion policy of SSP.
NULL HYPOTHESIS – 3

The level of satisfaction of employees with respect to the existing promotion policy is not significantly associated with different categories of employees of SSP.

INFERENCE:

The calculated value 35.765 is greater than the table value at 5% level 12.592. So, the chi-square value is 35.765, which is significant at 5% (12.592) in SSP.

The Null hypothesis is rejected for SSP. Hence, it is found that the level of satisfaction with respect to the existing promotion policy is significantly related with different categories of employees of SSP.

RESULT:

It shows that existing promotion policy is satisfied by majority of employees in SSP.

4. ALTERNATIVE HYPOTHESIS-4

The level of satisfaction with respect to training facilities is not significantly associated with different categories of employees in SSP.
### Table 4.7

**TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO THE TRAINING FACILITIES PROVIDED BY SSP**

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVES</th>
<th>NON-EXECUTIVES</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Works</td>
<td>Non-works</td>
<td>Works</td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>4(20)</td>
<td>4(44.44)</td>
<td>12(14.29)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12(60)</td>
<td>5(55.56)</td>
<td>54(64.29)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4(20)</td>
<td>-</td>
<td>18(21.42)</td>
</tr>
<tr>
<td>Total</td>
<td>2</td>
<td>9</td>
<td>84</td>
</tr>
</tbody>
</table>

Source: Primary Data

(Figures in the bracket represent percentages)

Chi-square Value: 10.157  
Significant at 5% level: 12.592

1. AMONG 20 EXECUTIVES (WORKS):

4(20%) respondents are highly satisfied with the training facilities provided by SSP. 12 (60%) respondents are satisfied and 4(20%) respondents are dissatisfied with the training facilities.

So, majority 12 (60%) respondents are satisfied with the training facilities provided by SSP.
2. AMONG 9 EXECUTIVES (NON-WORKS):

4 (44.44%) respondents are highly satisfied. 5 (55.56%) respondents are satisfied and no respondents are dissatisfied with the training facilities.

So, majority 5(55.56%) respondents are satisfied with the training facilities provided by SSP.

3. AMONG 84 NON-EXECUTIVES (WORKS):

12 (14.29%) respondents are highly satisfied and 54 (64.29%) are satisfied with the training facilities provided by SSP. 18 (21.42%) respondents are dissatisfied.

So, majority 54 (64.29%) respondents are satisfied with the training facilities provided by SSP.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

2 (9.09%) respondents are highly satisfied with the training facilities. 19 (86.36%) respondents are satisfied and 1 (4.55%) respondents are dissatisfied with respect to the training facilities provided by SSP.

So, majority of 19(86.36%) respondents are satisfied with the training facilities.

5. Out of 135 employees in SSP, 90(66.67%) are satisfied with the training facilities provided by SSP.
NULL HYPOTHESIS - 4

The level of satisfaction with respect to training facilities is not significantly associated with different categories of employees in SSP.

INFERENCE:

The calculated chi-square value (10.157), which is less than 5% level (12.592).

So, the alternative hypothesis is accepted. Hence it is found that the level of satisfaction with respect to the training facilities provided by SSP is significantly associated with different sections of employees.

RESULT:

It shows that training facility provided by the SSP is satisfactory.

5. NULL HYPOTHESIS – 5

The level of satisfaction of the employees with respect to the employees counselling scheme followed by SSP is not significantly associated with different categories of employees.
Table 4.8
TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO THE EMPLOYEES COUNSELLING SCHEME FOLLOWED BY SSP.

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVES</th>
<th>NON-EXECUTIVES</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Works</td>
<td>Non-works</td>
<td>Works</td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>2(10)</td>
<td>3(33.33)</td>
<td>8(9.52)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>15(75)</td>
<td>5(55.56)</td>
<td>45(53.57)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3(15)</td>
<td>1(11.11)</td>
<td>31(36.91)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>84</td>
</tr>
</tbody>
</table>

Source: Primary Data
(Figures in the bracket represents percentages)

Chi-square value : 13.844  Significant at 5% level : 12.592

1. AMONG 20 EXECUTIVES (WORKS):

2(10%) respondents are highly satisfied with the employees counselling scheme followed by SSP. 15(75%) respondents are satisfied and 3(15%) respondents are dissatisfied with the employees counselling scheme.

So, majority 15(75%) respondents are satisfied with the employees counselling scheme followed by SSP.
2. AMONG 9 EXECUTIVES (NON-WORKS):

3 (33.33%) respondents are highly satisfied. 5 (55.56%) respondents are satisfied with the employees counselling scheme followed by SSP. 1 (11.11%) respondents are dissatisfied.

So, majority 5 (55.56%) respondents are satisfied with the employees counselling scheme following by SSP.

3. AMONG 84 NON-EXECUTIVES (WORKS):

8 (9.52%) respondents are highly satisfied with the employees counselling scheme followed by SSP. 45 (53.57%) respondents are satisfied and 31 (36.91%) respondents are dissatisfied with the employees counselling scheme.

So, majority 45 (53.57%) respondents are satisfied with the employees counselling scheme following by SSP.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

3 (13.64%) respondents are highly satisfied and 17 (77.25%) respondents are satisfied with the employees counselling scheme followed by SSP. 2 (9.09%) respondents are dissatisfied with the scheme.

So, majority of 17 (77.27%) respondents are satisfied with the employees counselling scheme followed by SSP.

5. Out of 135 samples of employees in SSP, 82 (60.74%) respondents are satisfied with the employees counselling scheme followed by SSP.
NULL HYPOTHESIS - 5

The level of satisfaction of the employee with respect to the employees counselling scheme followed by SSP is not significantly associated with different categories of employees.

INFERENCE:

The calculated value of chi-square is 13.844, which is greater than the table value at 5% level 12.592. So, the chi-square value 13.844, which is significant at 5% (12.592).

The Null Hypothesis is rejected. Hence, it is found that the level of satisfaction with respect to the employees counselling scheme followed by SSP is significantly associated with different categories of employees.

RESULT:

It shows that employees counselling scheme is satisfied by the majority of employees in SSP.

6. ALTERNATIVE HYPOTHESIS-6

The level of satisfaction of the employees with respect to existing statutory welfare measures provided by SSP is significantly associated with different categories of employees.
Table 4.9

**TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO EXISTING STATUTORY WELFARE MEASURES PROVIDED BY SSP.**

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVES</th>
<th>Non-EXECUTIVES</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Works</td>
<td>Non-works</td>
<td>Work</td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>6(30)</td>
<td>4(44.44)</td>
<td>9(10.71)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>13(65)</td>
<td>5(55.56)</td>
<td>68(80.95)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1(5)</td>
<td>-</td>
<td>7(8.34)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>84</td>
</tr>
</tbody>
</table>

Source: Primary Date

(Figures in the bracket represent percentages)

Chi-square Value: 10.691  Significant 5% level: 12.592

1. AMONG 20 EXECUTIVES (WORKS):

6(30%) respondents are highly satisfied with the statutory measures. 13(65%) respondents are satisfied and 1 (5%) respondents are dissatisfied with the statutory welfare measures undertaken by SSP.

So, majority 13(65%) respondents are satisfied with the statutory welfare measures undertaken by SSP.
2. AMONG 9 EXECUTIVES (NON-WORKS):

4 (44.44%) respondents are highly satisfied. 5 (55.56%) respondents are satisfied with the statutory welfare measures and none of the respondents are dissatisfied.

So, majority 5 (55.56%) respondents are satisfied with the statutory welfare measures.

3. AMONG 84 NON-EXECUTIVES (WORKS):

9 (10.71%) respondents are highly satisfied and 68 (80.95%) respondents are satisfied with the statutory welfare measures and 7 (8.34%) respondents are dissatisfied.

So, majority 68 (80.95%) respondents are satisfied with the statutory welfare measures undertaken by SSP.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

3 (13.64%) respondents are highly satisfied with the statutory measures. 18 (81.82%) respondents are satisfied and 1 (4.54%) respondent is dissatisfied with the statutory welfare measures undertaken by SSP.

So, majority 18 (8.182%) respondents are satisfied with the statutory welfare measures.

5. Out of 135 samples of employees, 104 (77.04%) respondents are satisfied with the statutory welfare measures provided by SSP.
NULL HYPOTHESIS-6

The level of satisfaction about Statutory Welfare Measures is not significantly associated with different categories of employees in SSP.

INFERENCE:

The calculated chi-square value (10.691), is less than 5% level (12.592).

So, the alternative hypothesis is accepted. Hence it is found that the level of satisfaction with respect to the Statutory Welfare Measures provided by SSP is significantly associated with different categories of employees

RESULT:

It shows that Statutory Welfare Measures provided by SSP is satisfactory.

7. NULL HYPOTHESIS-7

The level of satisfaction with respect to the existing Non-statutory Welfare facilities is not significantly associated with different categories of employees.
### Table 4.10

**TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO THE NON-STATUTORY WELFARE FACILITIES PROVIDED BY SSP.**

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVES Works</th>
<th>Non-works</th>
<th>NON-EXECUTIVES Works</th>
<th>Non-works</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly satisfied</td>
<td>6(30)</td>
<td>4(44.44)</td>
<td>5(5.95)</td>
<td>4(18.18)</td>
<td>19(44.07)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>13((65)</td>
<td>5(55.56)</td>
<td>64(76.19)</td>
<td>17(77.27)</td>
<td>99(73.33)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1(5)</td>
<td>-</td>
<td>15(17.86)</td>
<td>1(4.55)</td>
<td>17(12.60)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>84</td>
<td>22</td>
<td>135(100)</td>
</tr>
</tbody>
</table>

Source: Primary Data

(Figures in the bracket represent percentages)

Chi-square Value: 19.461  
Significant at 5% level: 12.592

1. **AMONG 20 EXECUTIVES (WORKS):**

6(30%) respondents are highly satisfied, 13(65%) respondents are satisfied and 1(5%) respondent is dissatisfied with the existing Non-statutory Welfare facilities provided by SSP.

So, majority 13(65%) respondents are satisfied with the existing Non-statutory Welfare facilities.
2. AMONG 9 EXECUTIVES (NON-WORKS):

4 (44.44%) respondents are highly satisfied with the Non-statutory Welfare facilities. 5 (55.56%) respondents are satisfied and none of the respondents are dissatisfied with the Non-statutory Welfare facilities.

3. AMONG 84 NON-EXECUTIVES (WORKS):

5 (5.95%) respondents are highly satisfied. 64 (76.19%) respondents are satisfied with the existing Non-statutory Welfare facilities. 15 (17.86%) respondents are dissatisfied.

So, majority of 64 (76.19%) respondents are satisfied with the Non-statutory Welfare facilities in SSP.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS)

4 (18.18%) respondents are highly satisfied and 17 (77.27%) respondents are satisfied with the Non-statutory Welfare facilities in SSP. 1 (4.55%) respondents are dissatisfied.

So, majority 17 (77.27%) respondents are satisfied with respect to the Non-statutory Welfare facilities provided by SSP.

5. Out of 135 sample of employees, 99 (73.33%) respondents are satisfied with the Non-statutory Welfare facilities provided by SSP.
NULL HYPOTHESIS-7

The level of satisfaction with respect to the existing Non-statutory Welfare facilities is not significantly associated with different categories of employees.

INFERENCE:

The calculated value is 19.461, which is greater than the table value at 5% level 12.592. So, the chi-square value 19.461, which is significant at 5% (12.592).

The Null Hypothesis is rejected. Hence, it is found that the level of satisfaction with respect to the Non-statutory Welfare facilities provided in SSP.

RESULT:

It shows that the Non-statutory Welfare facilities provided by SSP are satisfied by the majority of employees in SSP.

8. NULL HYPOTHESIS-8

The level of satisfaction with respect to the Grievance Redressal procedure is not significantly associated with different categories of employees.
### Table 4.11

**TABLE SHOWING THE CATEGORY-WISE EMPLOYEES SATISFACTION WITH RESPECT TO THE GRIEVANCE REDRESSAL PROCEDURE IN THE SSP**

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>EXECUTIVE</th>
<th>NON-EXECUTIVES</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Works</td>
<td>Non-works</td>
<td>Works</td>
</tr>
<tr>
<td>Highly satisfied</td>
<td>4(20)</td>
<td>2(22.22)</td>
<td>5(5.95)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>12(60)</td>
<td>7(77.78)</td>
<td>52(61.90)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4(20)</td>
<td>-</td>
<td>27(32.15)</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>9</td>
<td>84</td>
</tr>
</tbody>
</table>

Source: Primary Data

(Figures in the bracket represent percentages)

Chi-square Value: 12.679  
Significant at 5% level: 12.592

1. **AMONG 20 EXECUTIVES (WORKS):**

4 (20%) respondents are highly satisfied, 12(60%) respondents are satisfied and 4(20%) respondents are dissatisfied with the Grievance Redressal procedure.

So, majority 12 (60%) respondents are satisfied with the Grievance Redressal procedure.
2. AMONG 9 EXECUTIVIES (NON-WORKS):

2 (22.23%) respondents are highly satisfied with the Grievance Redressal procedure. 7 (77.78%) respondents are satisfied and none of the respondents are dissatisfied with the Grievance Redressal procedure.

So, majority 7 (77.78%) respondents are satisfied with the Grievance Redressal procedure.

3. AMONG 84 NON-EXECUTIVES (WORKS):

5 (5.95%) respondents are highly satisfied. 52 (61.90%) respondents are satisfied with the Grievance Redressal procedure. 27 (32.15%) respondents are dissatisfied.

So, majority 52 (61.90%) respondents are satisfied with the Grievance Redressal procedure.

4. AMONG 22 NON-EXECUTIVES (NON-WORKS):

None of the respondents are highly satisfied with the grievance redressal procedure. 17 (77.27%) respondents are satisfied and 5 (22.73%) respondents are dissatisfied.

So, majority 17 (77.27%) respondents are satisfied with the Grievance Redressal procedure followed by SSP.

5. Out of 135 sample of employees 88 (65.19%) respondents are satisfied with the Grievance Redressal procedure followed by SSP.
NULL-HYPOTHESIS – 8

The level of satisfaction with respect to the Grievance Redressal Procedure is not significantly associated with different categories of employees.

INFERENCE:

The calculated value is 12.679, which is greater than the table value at 5% level 12.592. So, the chi-square value 12.592, which is significant at 5% (12.592).

The Null Hypothesis is rejected. Hence, it is found that the level of satisfaction with respect to the Grievance Redressal Procedure followed by SSP.

RESULT:

It shows that the Grievance Redressal Procedure is satisfied by the majority of employees in SSP.
**Table No.12**

CONSOLIDATED STATEMENT SHOWING THE RESULT OF HYPOTHESES

<table>
<thead>
<tr>
<th>HYPOTHESES</th>
<th>RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. NYLL HYPOTHESIS-1</strong></td>
<td></td>
</tr>
<tr>
<td>The level of satisfaction about the scale of</td>
<td></td>
</tr>
<tr>
<td>pay/wage amount is not significantly associated</td>
<td></td>
</tr>
<tr>
<td>with different categories of employees of SSP.</td>
<td>Rejected</td>
</tr>
<tr>
<td><strong>2. NULL HYPOTHESIS – 2:</strong></td>
<td></td>
</tr>
<tr>
<td>The level of satisfaction of the employees with</td>
<td></td>
</tr>
<tr>
<td>respect to existing incentive system followed by SSP is not significantly associated with different categories of employees of SSP</td>
<td>Rejected</td>
</tr>
<tr>
<td><strong>3. NULL HYPOTHESIS-3</strong></td>
<td></td>
</tr>
<tr>
<td>The level of satisfaction about the existing promotion policy is not significantly associated with different categories of employees of SSP</td>
<td>Rejected</td>
</tr>
<tr>
<td><strong>4. ALTERNATIVE HYPOTHESIS-4</strong></td>
<td></td>
</tr>
<tr>
<td>The level of satisfaction of the employees with respect to training facilities provided by SSP is significantly associated with different categories of employees of SSP</td>
<td>Accepted</td>
</tr>
<tr>
<td></td>
<td>NULL HYPOTHESIS-5</td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
</tr>
<tr>
<td>6</td>
<td>ALTERNATIVE HYPOTHESIS-6</td>
</tr>
<tr>
<td>7</td>
<td>NULL HYPOTHESIS-7</td>
</tr>
<tr>
<td>8</td>
<td>NULL HYPOTHESIS-8</td>
</tr>
</tbody>
</table>