



**AMITY  
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**A**

**PROJECT REPORT**

**ON**

**“TITLE OF THE PROJECT”**

**UNDER SUPERVISION OF:**

.....

**SUBMITTED BY**

**NAME** : .....

**ENROLLMENT NO.** : .....

**A dissertation submitted in partial fulfillment of the requirements of**

.....

**At the**

**Amity Center for ASODL**

**Amity University, Online**

**YEAR**

## CERTIFICATE

I, ..... certify that the Project Report entitled “.....” is an Original one and has not been submitted earlier either to **AMITY UNIVERSITY**, New Delhi or to any other institution for fulfillment of the requirement of a course of Management Programme.

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## ACKNOWLEDGEMENT

With Candor and Pleasure I take opportunity to express my sincere thanks and obligation to my esteemed guide ..... It is because of his able and mature guidance and co operation without which it would not have been possible for me to complete my project.

Finally, I gratefully acknowledge the support, encouragement & patience of my family, and as always, nothing in my life would be possible without God, Thank You!

.....  
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## DECLARATION

I hereby declare that this project work titled “.....” is my original work and no part of it has been submitted for any other degree purpose or published in any other from till date.

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## TABLE OF CONTENTS

| CHAPTER | CONTENTS                                  | PAGE NO |
|---------|---|---------|
|         | Certificate                               | 2       |
|         | Acknowledgement                           | 3       |
|         | Declaration                               | 4       |
| 1.      | Introduction to the study                 | 7       |
|         | Company Overview                          | 26      |
| 2.      | Theoretical Perspective                   | 32      |
| 3.      | Objectives and Scope of the study         | 52      |
| 4.      | Research Methodology                      | 53      |
| 5.      | Data Analysis and Interpretation          | 56      |
| 6.      | Findings and Recommendations of the study | 82      |
| 7.      | Conclusion                                | 89      |
| 8.      | Limitations of the study                  | 90      |
|         | References                                | 91      |
|         | Appendix                                  | 95      |
|         | Questionnaire                             | 96      |

# **TITLE OF THE PROJECT**

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# CHAPTER – 1

## INTRODUCTION TO THE STUDY

Job satisfaction or employee satisfaction has been defined in many different ways. Some believe it is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Others believe it is not as simplistic as this definition suggests and instead that multidimensional psychological responses to one's job are involved. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction).

The concept of job satisfaction has been developed in many ways by many different researchers and practitioners. One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" (p. 1304). Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job or not. It is assessed at both the global level (whether or not the individual is satisfied with the job overall), or at the facet level (whether or not the individual is satisfied with different aspects of the job).

## **COMPANY OVERVIEW**

Deloitte Touche Tohmatsu Limited, commonly referred to as Deloitte, is a multinational professional services network with offices in over 150 countries and territories around the world. Deloitte is one of the Big Four accounting organizations and the largest professional services network in the world by revenue and number of professionals, with headquarters in London, England.

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## **CHAPTER – 2**

### **THEORETICAL PERSPECTIVE**

This study of the literature available on and around the topic selected by the researcher. Literature was arranged in chronological order to understand the flow of development of forensic accounting as a subject. Entire focus was on financial statement frauds and the contribution by researchers in the field. Few most relevant and important research papers have been noted in detail with special reference to research methodology followed and the findings of the research. In case of other research papers and reports, key findings have been noted. Researcher has begun with the chapter by giving the meaning of few key concepts relevant to the research topic.

Job satisfaction is a multifaceted construct with a variety of definitions and related concepts, which has been studied in a variety of disciplines for many years to now. Many theories and articles of interest to managers, social psychologist, and scholars, focus on job satisfaction because most people spend their life-time for work, and understanding of the factors that increase satisfaction is important to improve the well-being of individuals in this facet of the living (Gruneberg,2015).

In a literature review, Lu, While, and Barriball (2015) mentioned the traditional model of job satisfaction focuses on all the feelings about job of an individual. However, what makes a job satisfying or dissatisfying does not depend only on the nature of the job, but also on the expectations that individuals have of what their job should provide Maslow (2015 cited in Huber, 2015) arranged human needs along a five level hierarchy from physiological needs, safety and security, belonging, esteem to self-actualization. In Maslow's pyramid, needs at the lower levels must be fulfilled before those rise to a higher level. According to Maslow's

theory, some researchers have approached on job satisfaction from the perspective of need fulfillment (Regis & Porto, 2015; Worf,2015). Job satisfaction as a match between what individuals perceive they need and what rewards they perceive they receive from their jobs (Huber, 2015). However, overtime, Maslow's theory has diminished in value. In the current trend, the approach of job satisfaction focuses on cognitive process rather than on basic needs in the studies (Huber, 2015; Spector,2015).

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## **CHAPTER - 3**

### **OBJECTIVES AND SCOPE OF THE STUDY**

#### **OBJECTIVES:**

- The main objective of the study is to assess the job satisfaction of the employees of Deloitte.
- To identify and study the factors affecting the job satisfaction levels of the employees in the organization.

#### **SCOPE:**

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## CHAPTER –4

### RESEARCH METHODOLOGY

#### **METHODOLOGY ADOPTED:-**

**RESEARCH DESIGN:-**The research design was used in this study is both ‘Descriptive’ and ‘exploratory’.

#### **DATA COLLECTION METHODS:**

##### **PRIMARY DATA:**

##### **SECONDARY DATA:**

**SAMPLING SIZE 50**

#### **STASTICAL TOOLS**

MS-EXCEL was used to prepare pie- charts and graphs and MS-WORD was used to prepare or write the whole project report.

#### **METHOD USE TO PRESENT DATA:**

**Data Analysis & Interpretation** – Classification & tabulation transforms the raw data was collected through questionnaire in to useful information by organizing and compiling the bits of data contained in each questionnaire i.e., observation and responses are converted in to understandable and orderly statistics are used to organize and analyze the data:

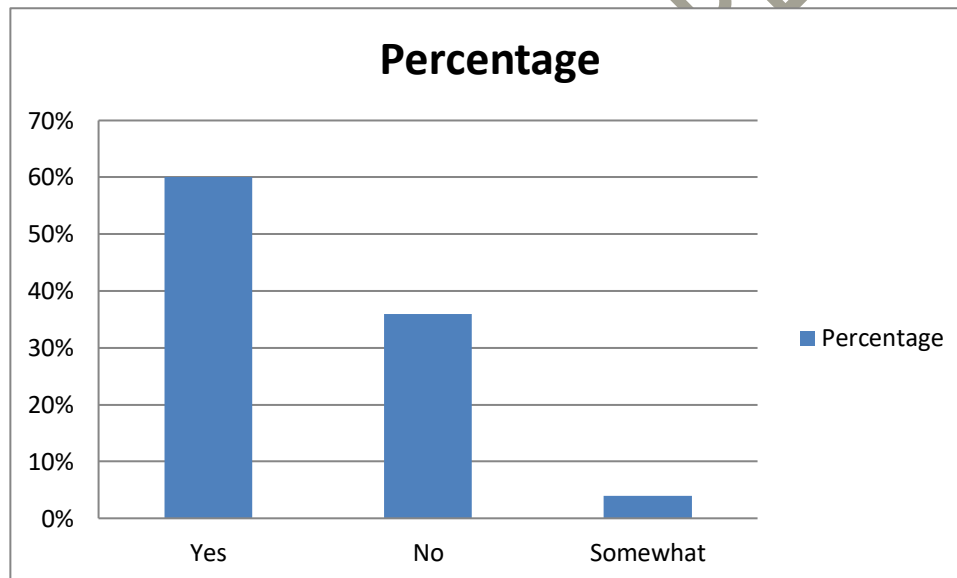
- ◆ Simple tabulation of data using tally marks.
- ◆ Calculating the percentage of the responses.
- ◆ Formula used = (no. of responses / total responses) \* 100

## CHAPTER –5

### DATA ANALYSIS AND INTERPRETATION

Q1.You are satisfied with you current job

| <i>Criteria</i> | <i>Frequency</i> | <i>Percentage</i> |
|-----------------|------------------|-------------------|
| <b>Yes</b>      | 30               | 60%               |
| <b>No</b>       | 18               | 36%               |
| <b>Somewhat</b> | 2                | 4%                |

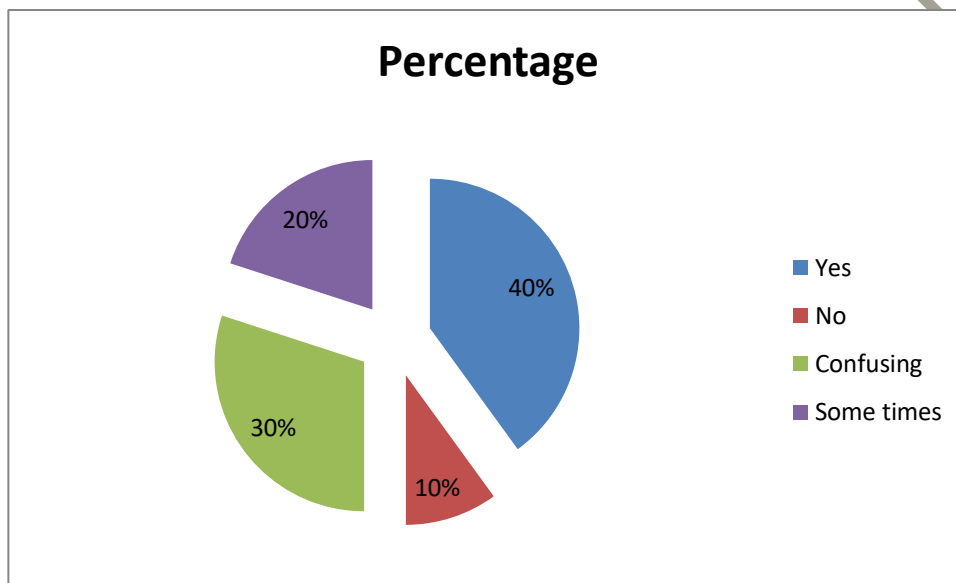


**Analysis:**

In above graph 60% of the respondents are satisfied with current job, 36% of the respondents are not satisfied with current job while left 4% of the respondents can't say about this.

**Q2.The job description is clear**

| <i>Criteria</i>   | <i>Frequency</i> | <i>Percentage</i> |
|-------------------|------------------|-------------------|
| <b>Yes</b>        | 20               | 40%               |
| <b>No</b>         | 5                | 10%               |
| <b>Confusing</b>  | 15               | 30%               |
| <b>Some times</b> | 10               | 20%               |

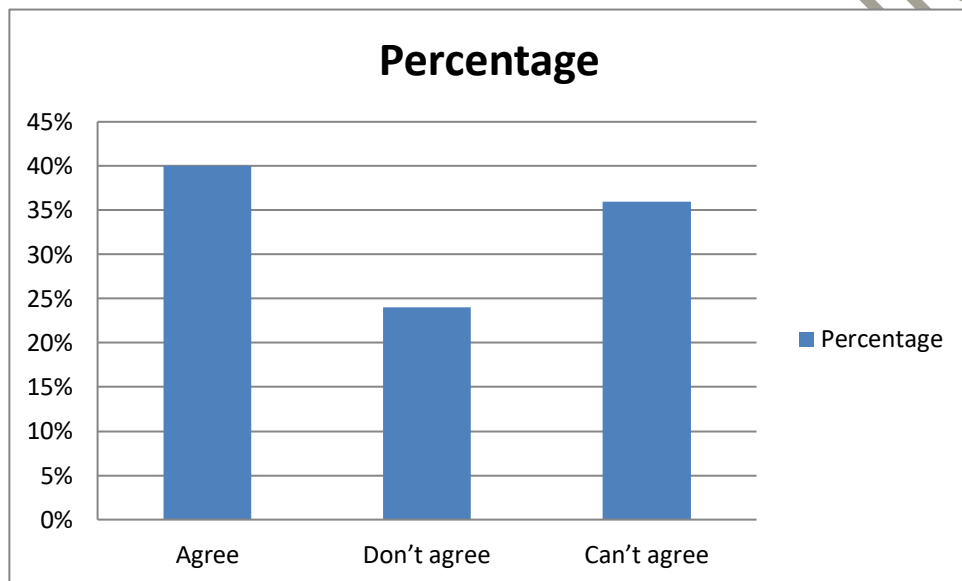


**Analysis:**

As per shown in pie-graph 40% of the people said yes job description is clear, 10% of the people said no job description is not clear, 30% of the people said job description is confusing left 20% of the people said sometimes.

### Q3. Employees are satisfied with the work culture

| <i>Criteria</i>    | <i>Frequency</i> | <i>Percentage</i> |
|--------------------|------------------|-------------------|
| <b>Agree</b>       | 20               | 40%               |
| <b>Don't agree</b> | 12               | 24%               |
| <b>Can't agree</b> | 18               | 36%               |

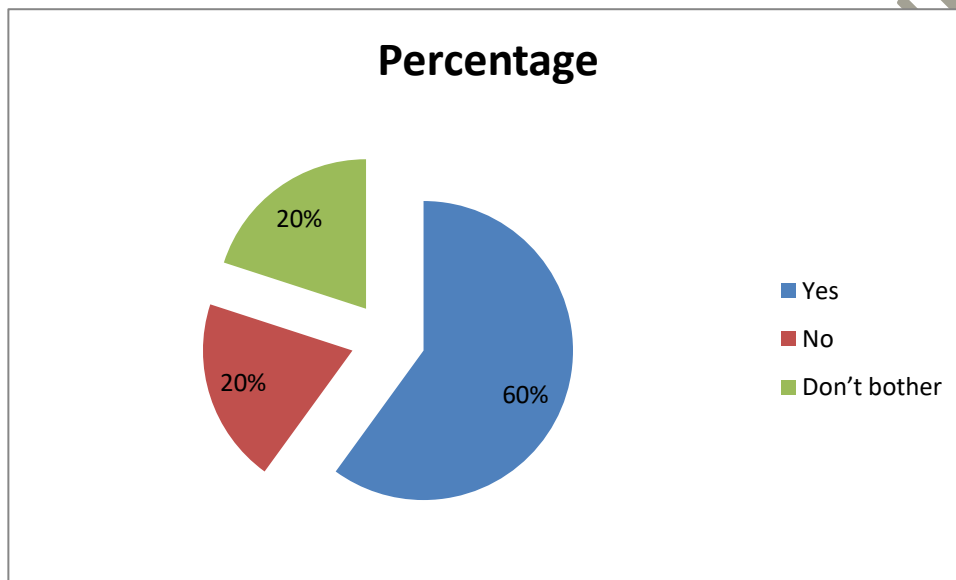


#### Analysis:

In above graph 40% of the respondents are agree with that the employees are satisfied with the work culture, 24% of the respondents don't agree with that the employees are satisfied with the work culture and 36% of the respondents can't agree with Employees are satisfied with the work culture.

#### Q4. Management is neutral and unbiased towards its employees

| <i>Criteria</i>     | <i>Frequency</i> | <i>Percentage</i> |
|---------------------|------------------|-------------------|
| <b>Yes</b>          | 30               | 60%               |
| <b>No</b>           | 10               | 20%               |
| <b>Don't bother</b> | 10               | 20%               |



#### **Analysis:**

60% of the respondents said yes Management is neutral and unbiased towards its employees, 20% of the respondents said Management is not neutral and unbiased towards its employees while left 20% of the respondents said don't bother about this.



## CHAPTER –6

### FINDINGS AND RECOMMENDATIONS

#### **Findings:**

- 60% of the respondents are satisfied with current job, 36% of the respondents are not satisfied with current job while left 4% of the respondents can't say about this.
- 40% of the people said yes job description is clear, 10% of the people said no job description is not clear, 30% of the people said job description is confusing left 20% of the people said sometimes.
- 40% of the respondents are agree with that the employees are satisfied with the work culture, 24% of the respondents don't agree with that the employees are satisfied with the work culture and 36% of the respondents can't agree with Employees are satisfied with the work culture.

## **Recommendations:**

Suggestions for improving the Job Satisfaction of employees working in organizations are divided into two groups:

### **Organizational Level**

- The study infers that interventions should be carried out in order to increase the level of Job Satisfaction among employees working in Private Insurance Companies. The following can be done for improving the level of satisfaction at organizational level.
- It is suggested that working environment as a factor affecting job satisfaction can be enriched by providing employees with proper healthy workplace & required equipments.

### **Individual Level**

- Provision of stress reliving games and events because it is a target and pressure oriented job so, it is important for the employees to remain stress free, prioritize their work in the best possible manner as well as create a fit between their personal and professional life.
- Careful planning and prioritization of work will help to balance both professional and personal life of employees and help them to face challenging assignments.

## **CHAPTER –7**

### **CONCLUSION**

Most of the employees feel that Deloitte is an organization and offers them a lot to learn, they feel proud to be associated with such a prestigious organization but lot of them complained about salary, which they feel, is less as compared to other similar organizations. Facilities like sufficient light, presence of eating area, presence of resting area and free transportation are being provided to all the employees.

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## CHAPTER – 8

### LIMITATIONS OF THE STUDY

The limitations which are evident part of research are summarized in the following points:

- The basic limitation of the study conducted is that the area covered is limited to Noida.
- The resistance of respondents for answering for questionnaire may be another problem. It was also felt while collecting the information that few of the employees were reluctant in disclosing the information.
- The time lag between questionnaire sending and actual response from employees may be large that affects actual decision making and analysis.

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# APPENDIX

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## QUESTIONNAIRE

**DEAR RESPONDENTS,**

I am ....., a student of ..... I am underlying a project named “.....”. So by filling this questionnaire please help me in completing my research project.

**Name** : .....

**Age** : .....

**Address** : .....

**Contact No** : .....

**Designation** : .....

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