

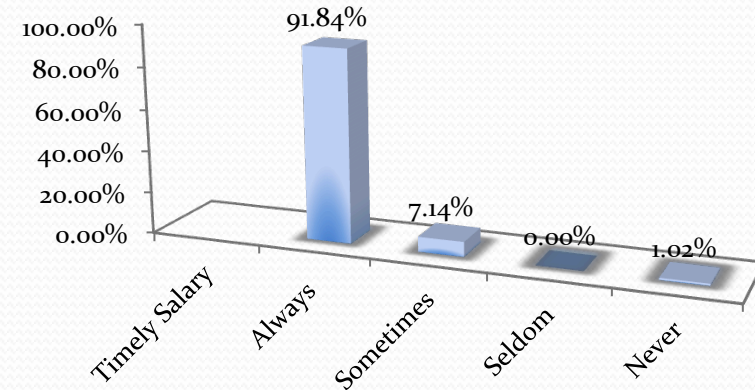
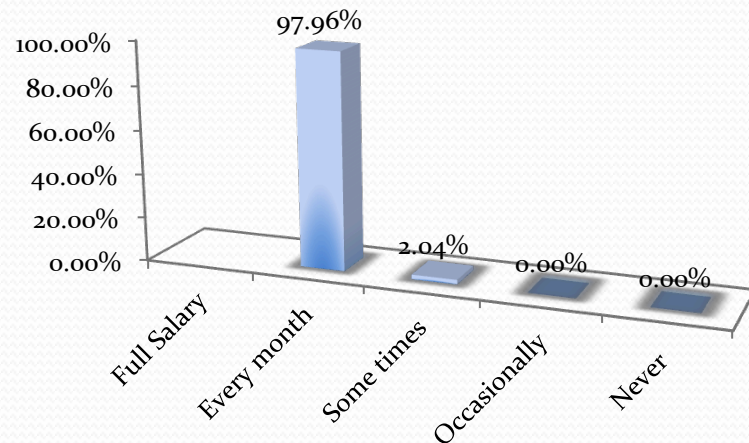
# Employee Satisfaction Survey in CTS

- A field survey was conducted by students of management institute to check the satisfaction level of employees working in CTS Management Services Pvt. Ltd.
- The survey was conducted at New Delhi Railway Station site and other offices from 28<sup>th</sup> of July 2011 to 1<sup>st</sup> August 2011.
- The feedback was obtained in an instrument developed considering various employee satisfaction parameters and measurement was done on a Likert scale.
- The employees types- Janitorial staff + Supervisory Staff + Supporting Staff.
- The sample size- 100

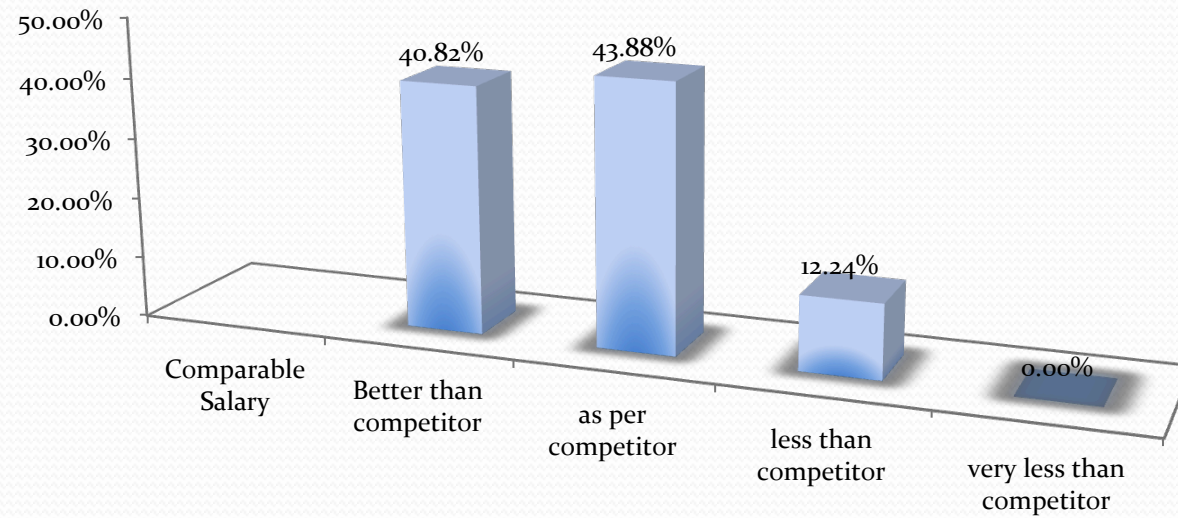
# Results of Survey

**Employees' Response on Salary & Wages**

Full Salary	Every month	Some times	Occasionally	Never
	97.96%	2.04%	0.00%	0.00%
Timely Salary	Always	Sometimes	Seldom	Never
	91.84%	7.14%	0.00%	1.02%
Comparable Salary	Better than competitors	per competitor	less than competitor	very less than competitor
	40.82%	43.88%	12.24%	0.00%



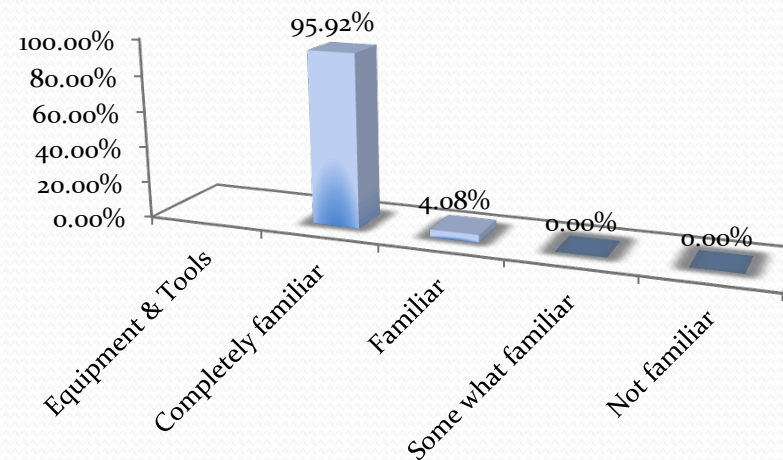
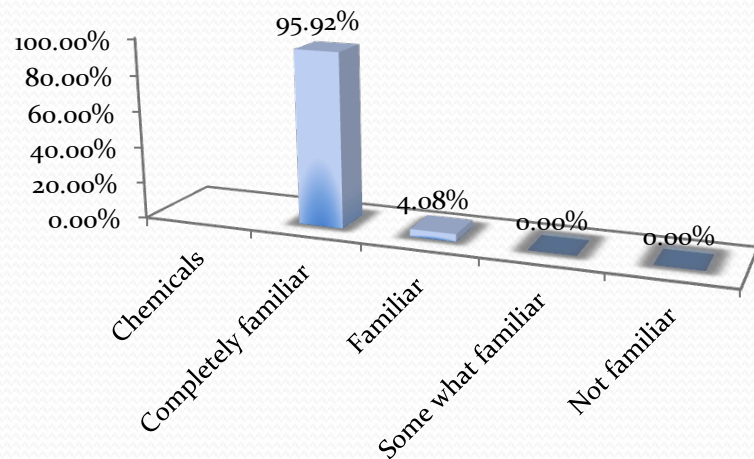
# Results of Survey



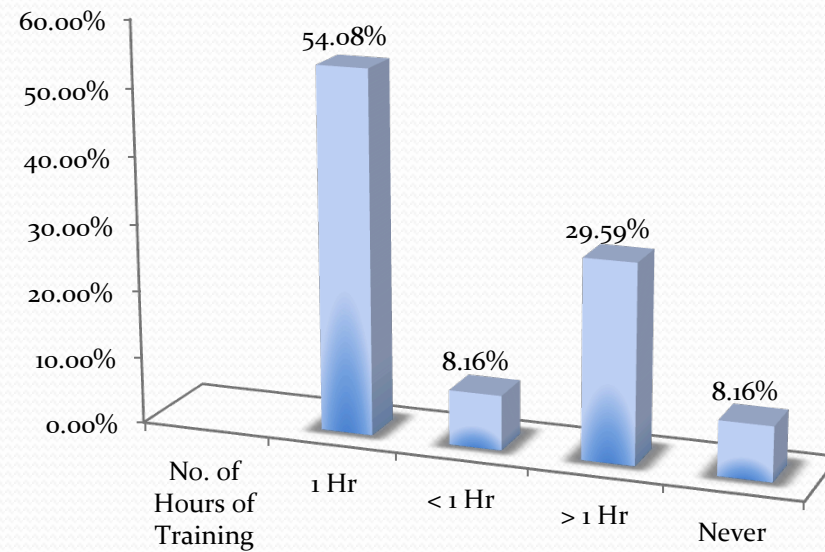
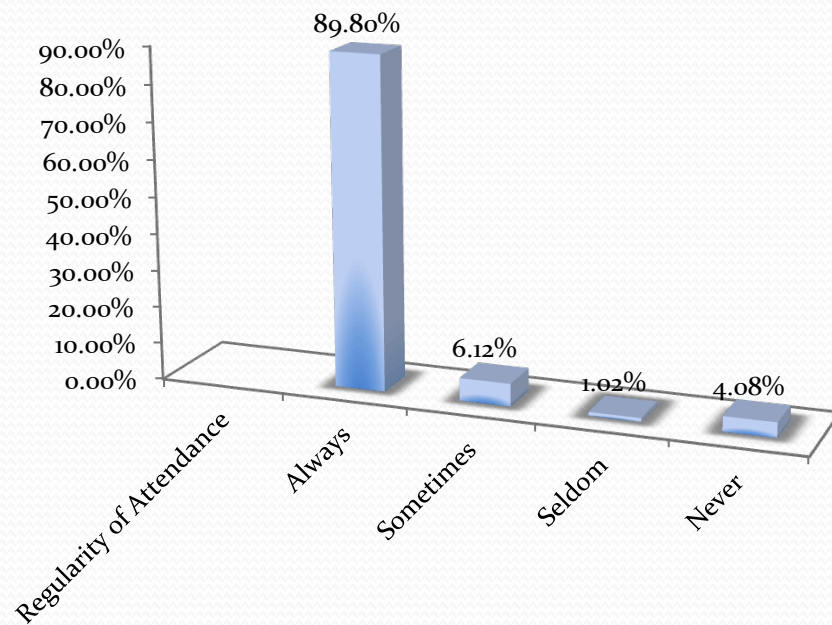
# Results of Survey

**EMPLOYEES' RESPONSES on TRAINING**

<b>Chemicals</b>	Completely familiar	Familiar	Some what familiar	Not familiar
	<b>95.92%</b>	<b>4.08%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Equipment &amp; Tools</b>	Completely familiar	Familiar	Some what familiar	Not familiar
	<b>95.92%</b>	<b>4.08%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>No. of Hours of Training</b>	1 Hr	< 1 Hr	> 1 Hr	Never
	<b>54.08%</b>	<b>8.16%</b>	<b>29.59%</b>	<b>8.16%</b>
<b>Regularity of Attendance</b>	Always	Sometimes	Seldom	Never
	<b>89.80%</b>	<b>6.12%</b>	<b>1.02%</b>	<b>4.08%</b>

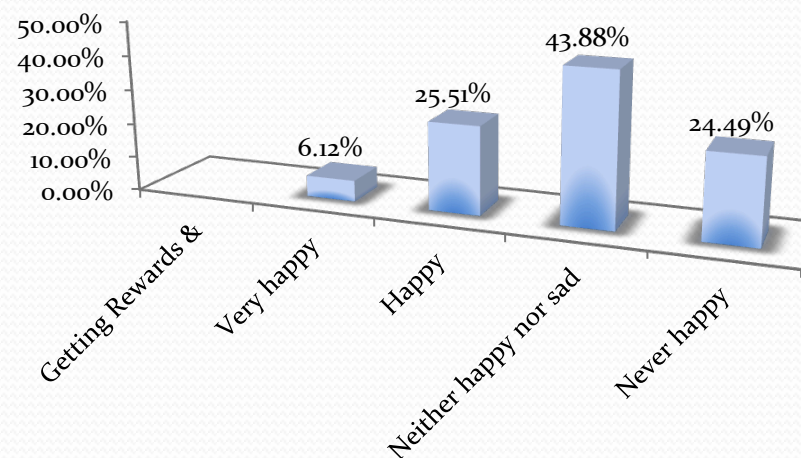
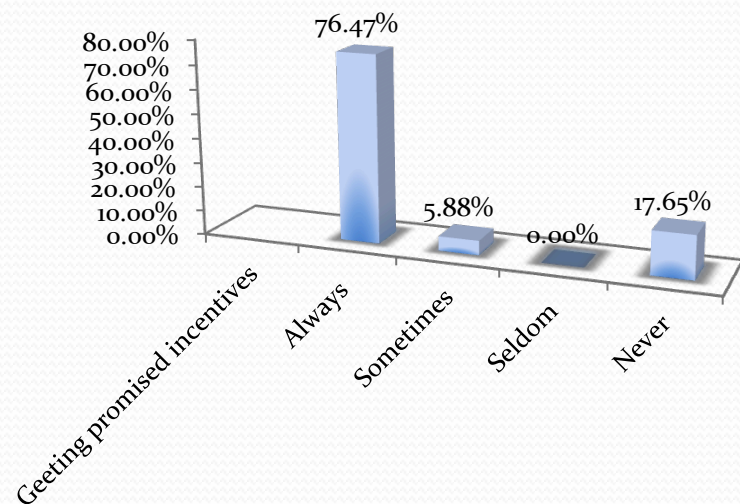


# Results of Survey

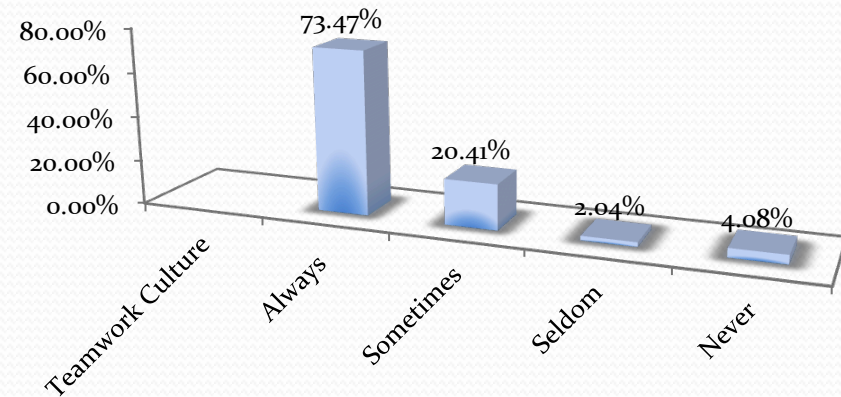
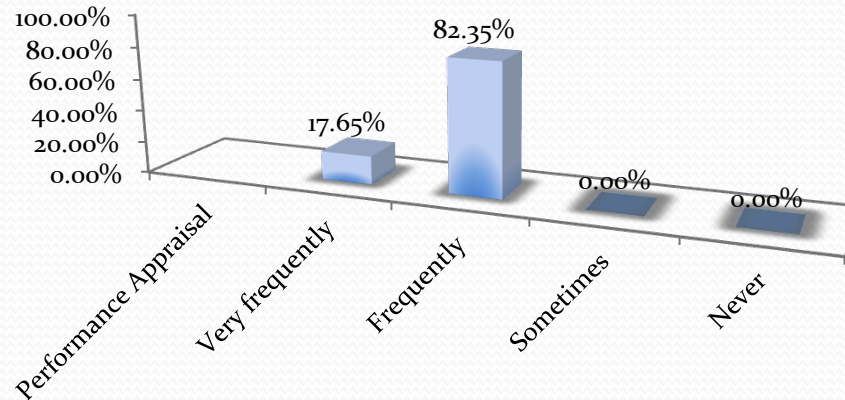
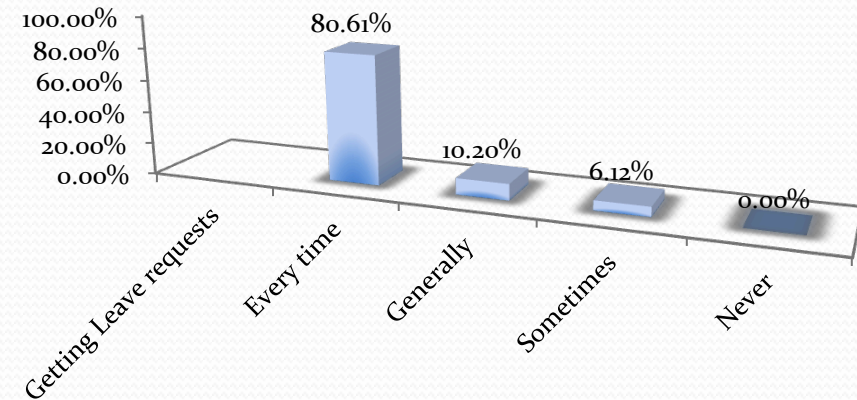
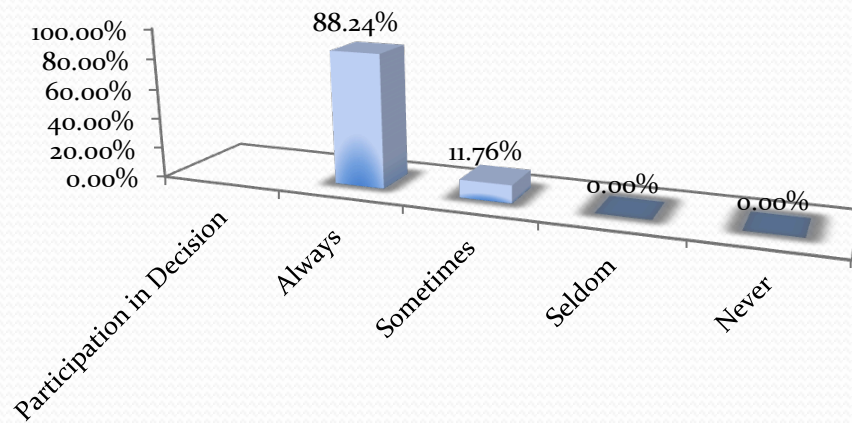


# Results of Survey

Employees' Respose on Motivation				
Geeting promised incentives	Always	Sometimes	Seldom	Never
	<b>76.47%</b>	<b>5.88%</b>	<b>0.00%</b>	<b>17.65%</b>
Getting Rewards & Recognition	Very happy	Happy	Neither happy nor sad	Never happy
	<b>6.12%</b>	<b>25.51%</b>	<b>43.88%</b>	<b>24.49%</b>
Getting Leave requests accepted	Every time	Generally	Sometimes	Never
	<b>80.61%</b>	<b>10.20%</b>	<b>6.12%</b>	<b>0.00%</b>
Participation in Decision	Always	Sometimes	Seldom	Never
	<b>88.24%</b>	<b>11.76%</b>	<b>0.00%</b>	<b>0.00%</b>
Performance Appraisal	Very frequently	Frequently	Sometimes	Never
	<b>17.65%</b>	<b>82.35%</b>	<b>0.00%</b>	<b>0.00%</b>
Teamwork Culture	Always	Sometimes	Seldom	Never
	<b>73.47%</b>	<b>20.41%</b>	<b>2.04%</b>	<b>4.08%</b>



# Results of Survey

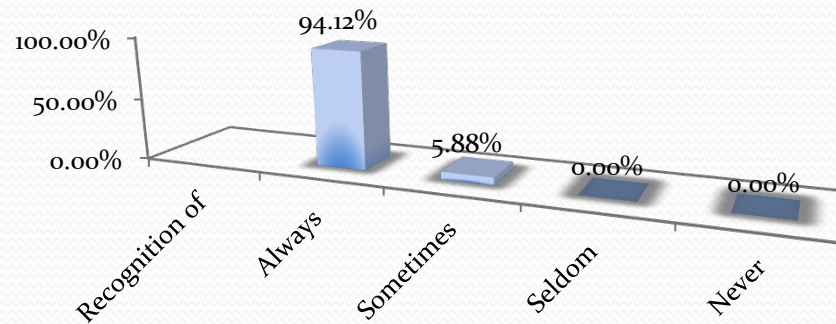
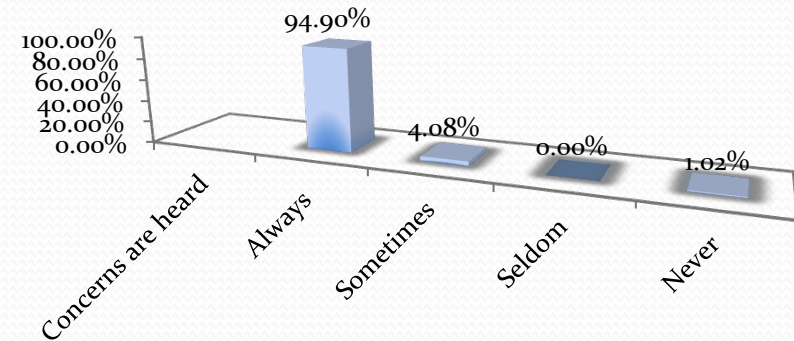
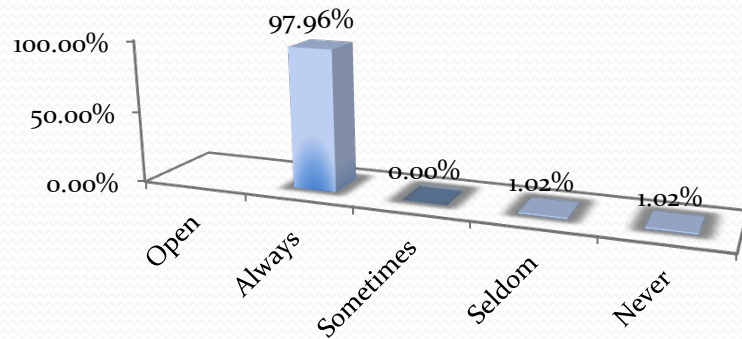




# Results of Survey

**Employees' Responses to Empathy**

	Always	Sometimes	Seldom	Never
<b>Open communication</b>	<b>Always</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>
	97.96%	0.00%	1.02%	1.02%
<b>Concerns are heard by seniors</b>	<b>Always</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>
	94.90%	4.08%	0.00%	1.02%
<b>Recognition of suggestions</b>	<b>Always</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>
	94.12%	5.88%	0.00%	0.00%

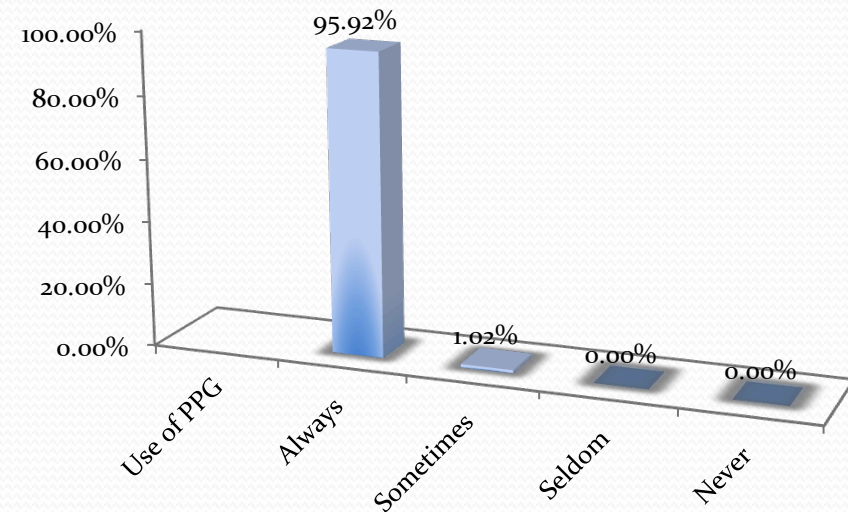
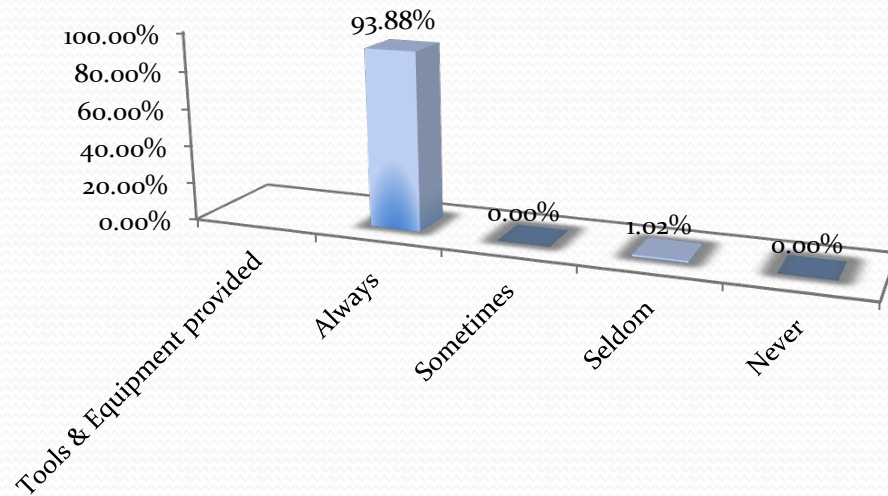




# Results of Survey

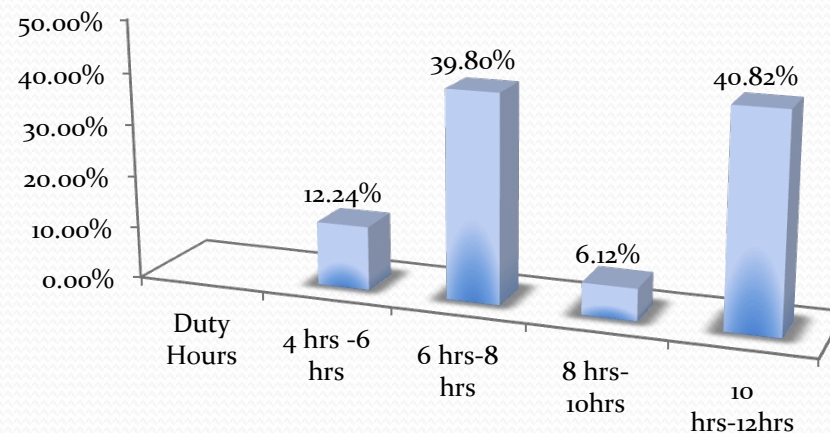
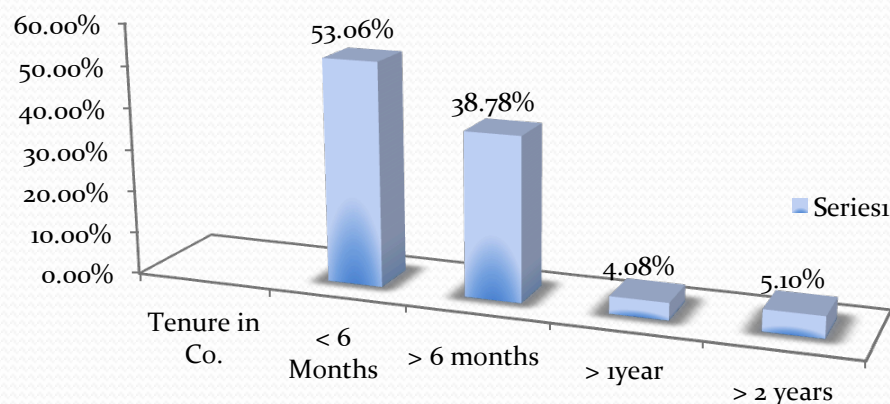
Employees' Response to Safe Work practices

Tools & Equipment provided	Always	Sometimes	Seldom	Never
	93.88%	0.00%	1.02%	0.00%
Use of PPG	Always	Sometimes	Seldom	Never
	95.92%	1.02%	0.00%	0.00%

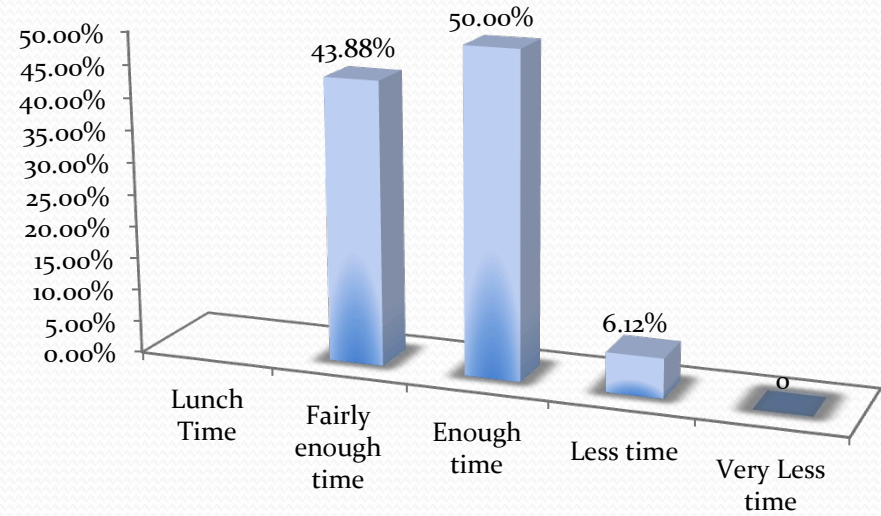
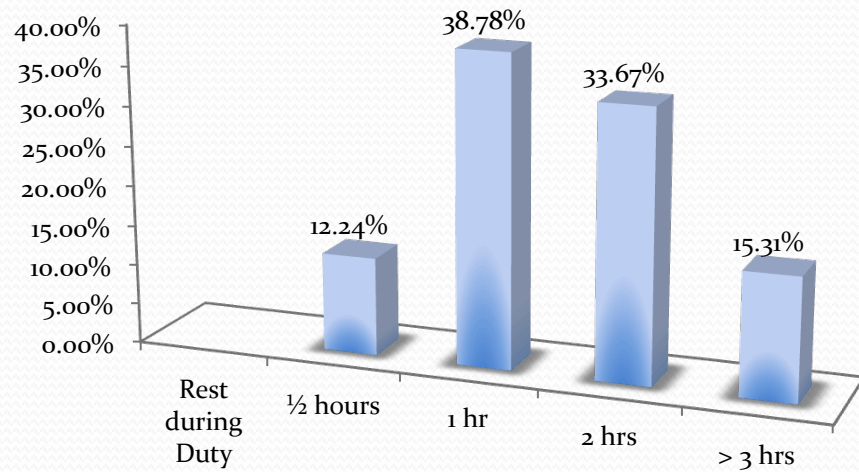


# Results of Survey

EMPLOYEES' RESPONSES on Duty Hours				
Tenure in Co.	< 6 Months	> 6 months	> 1year	> 2 years
	<b>53.06%</b>	<b>38.78%</b>	<b>4.08%</b>	<b>5.10%</b>
Duty Hours	4 hrs -6 hrs	6 hrs-8 hrs	8 hrs- 10hrs	10 hrs-12hrs
	<b>12.24%</b>	<b>39.80%</b>	<b>6.12%</b>	<b>40.82%</b>
Lunch Time	Fairly enough time	Enough time	Less time	Very Less time
	<b>43.88%</b>	<b>50.00%</b>	<b>6.12%</b>	<b>0</b>
Rest during Duty	½ hours	1 hr	2 hrs	> 3 hrs
	<b>12.24%</b>	<b>38.78%</b>	<b>33.67%</b>	<b>15.31%</b>



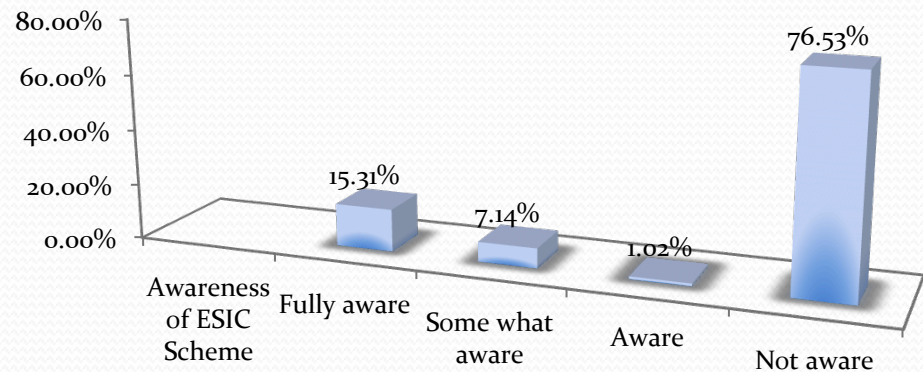
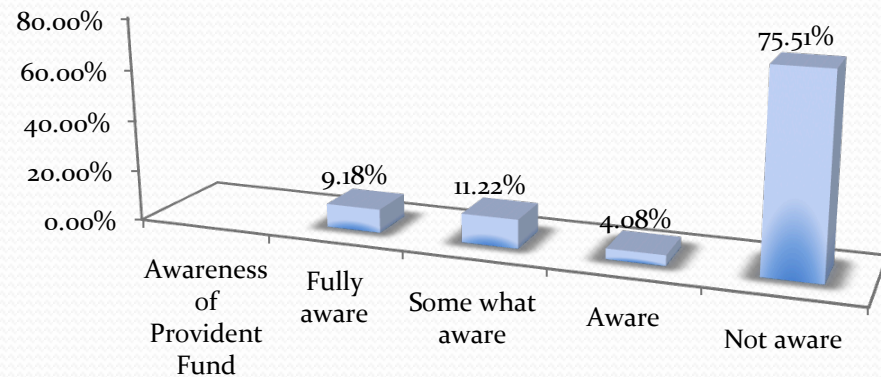
# Results of Survey



# Results of Survey

## Employees Response to Family Welfare Programme

Awareness of Provident Fund	Fully aware	Some what aware	Aware	Not aware
	9.18%	11.22%	4.08%	75.51%
Awareness of ESIC Scheme	Fully aware	Some what aware	Aware	Not aware
	15.31%	7.14%	1.02%	76.53%



# Conclusions

1. Over 90% of the employees are fully satisfied about wages and salaries.
2. Over 80% of employees feel that they are getting comparable or better than competition.
3. Over 85% of employees get adequate rest during duty hours.
4. Over 95% employees are exposed to training and methods for utilization of equipment and tools.
5. Over 75% employees are getting rewards and recognition for their performance excellence.
6. Over 70% employees feel that the company promotes teamwork and participation style of management.
7. Over 95% employees feel that company follows open communication channel and redressal for their concerns.
8. Over 95% employees believe that company practices safety and provides PPGs to their staff.
9. However, only 25% employees are aware of the family welfare scheme such as Provident Funds and ESIC facilities.