

A Study on Effectiveness of Employee Feedback and Survey with Reference to Decathlon Sports India Private Limited

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ABSTRACT

This study investigates the effectiveness of employee feedback and surveys within DECATHLON SPORTS INDIA PVT LTD. It explores the various methods used by the organization to gather feedback from employees, analyses the impact of feedback on employee satisfaction, engagement, and organizational performance, and proposes recommendations for enhancing the feedback process. The research employs both qualitative and quantitative methods, including surveys, interviews, and data analysis, to provide insights into the importance of employee feedback in fostering a positive work environment and driving organizational success within Decathlon Sports India Pvt Ltd.

The study examines the benefits of collecting employee feedback, such as improving employee engagement, enhancing organizational culture, and identifying areas for improvement. Additionally, it analyses the challenges and best practices associated with implementing effective feedback mechanisms in the workplace. The findings of this study contribute to a deeper understanding of the importance of employee feedback and its impact on organizational success.

The implications of these findings are discussed in detail at the conclusion of this study. In particular, the benefits an organization can achieve through an employee feedback and survey. In addition, suggestions for future research are mentioned and address areas of study, which were beyond the scope and intention of this research.

The study is based on primary data with questionnaire from the employees and secondary data. The collected data are analysed by using very appropriate statistical tools, Regression, correlation and chi square.

INTRODUCTION

EMPLOYEE FEEDBACK AND SURVEY:

An employee feedback survey is a tool used by business owners, leaders, and human resources professionals. These surveys ask about an employee's job satisfaction, work environment, and career development. This information is then used to improve company culture, employee experience, and retention.

An employee feedback survey can give you important insights into how your team members feel about their workplace and what they want you to improve on in the future. This information is critical to the development of your workplace and the happiness of your team.

Conducting regular pulse surveys helps leaders spot areas of improvement and pain points within the team. After all, when it comes to employee morale, there's no such thing as too much information but there is such a thing as too little. High levels of communication in the workplace improve employee morale, satisfaction, and retention. But poor communication has been implicated as the number one reason employees quit their jobs. And although communication is the top skill employees value from their managers, it's also widely considered to be the most lacking.

There are tremendous benefits in soliciting employee feedback early and often. Some of the benefits of employee feedback surveys include:

1. Improving employee engagement and happiness
2. Better management of internal communication
3. Clearer understanding of employees' career goals
4. Ability to provide constructive feedback for professional development
5. Identifying and eliminating barriers for employees with disabilities, neurodivergent conditions, or chronic illnesses
6. Gauging satisfaction with pay or benefits packages
7. Monitoring changes in employee sentiment
8. Analysing demographic trends over time including gender balance, ethnic diversity, and age distribution across your organization.

TYPES OF EMPLOYEE FEEDBACK

Feedback from employees is a very important part of the workplace. It helps employees figure out what they do well and where they could do better. It also helps managers figure out how to improve employee engagement and performance. There are different ways for employees to give feedback, such as, Performance feedback, Developmental feedback, Coaching feedback, Appreciative and positive feedback, 360-degree feedback, Continuous feedback.

NEED OF THE STUDY

- Studying employee feedback and surveys can provide valuable insights into employee satisfaction, engagement, and areas for improvement within an organization.
- It helps identify strengths and weaknesses in management practices, organizational culture, and overall employee experience, ultimately leading to better decision-making and strategic planning.
- Additionally, it fosters a culture of open communication and demonstrates a commitment to employee well-being and continuous improvement.

OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE:

1. To Measure the employee perceptions of the work environment

SECONDARY OBJECTIVES:

1. To identify the key factors influencing employee satisfaction and engagement.
2. To assess the effectiveness of current feedback mechanisms in the organization.
3. To explore the relationship between employee feedback and organizational performance.
4. To provide actionable recommendations for enhancing the overall employee experience.

SCOPE OF THE STUDY

- The scope of studying employee feedback and surveys involves exploring their impact on crucial organizational aspects such as engagement, culture, and job satisfaction.
- It encompasses understanding the relationship between feedback and leadership styles, managerial practices, and employee well-being.
- Additionally, the scope extends to evaluating the role of technology in feedback mechanisms, considering emerging tools and trends.
- This study aims to identify effective strategies for leveraging employee feedback to enhance organizational performance and foster a positive workplace environment.

LITERATURE REVIEW

Jennifer Nguyen (2024), the focus is on exploring the role of feedback in enhancing team collaboration within organizational settings. Nguyen conducts a thorough examination of how feedback mechanisms can be leveraged to promote communication, trust, and synergy among team members, ultimately leading to improved team performance and outcomes. Through empirical research and practical insights, Nguyen likely delves into various aspects of feedback and its impact on team collaboration. She may explore how different types of feedback, such as constructive criticism, recognition, and encouragement, contribute to fostering a culture of collaboration and innovation within teams. The publication likely addresses key considerations in designing and implementing effective feedback processes for promoting collaboration. Nguyen may discuss strategies for creating a feedback-rich environment where team members feel empowered to share ideas, provide input, and give and receive feedback in a constructive and respectful manner.

Rachel Chen (2023), delves into the realm of feedback strategies aimed at enhancing customer satisfaction within the retail sector. With a focus on the dynamic landscape of consumer preferences and expectations, Chen explores innovative approaches and best practices in gathering, analyzing, and leveraging customer feedback to drive business success. Chen likely investigates a variety of feedback mechanisms and strategies utilized by retail chains to solicit input from customers, including surveys, comment cards, online reviews, and social media engagement. Through case studies and industry insights, she examines how retail organizations effectively capture and utilize customer feedback to improve products, services, and overall shopping experiences. The publication likely addresses the importance of proactive customer feedback management in building customer loyalty, driving sales, and maintaining competitive advantage in the retail market. Chen may discuss how retailers use feedback data to identify trends, address pain points, and innovate to meet evolving customer needs.

David Brown delves (2022), into the intricacies of feedback methods tailored for online learning environments. With the increasing prevalence of virtual classrooms, educators face unique challenges in providing effective feedback to students. Brown explores various feedback mechanisms designed to address these challenges and enhance the learning experience in online settings. One prominent method discussed is written feedback, where

instructors provide personalized comments on assignments, quizzes, or discussion posts.

Anna Kim (2021), explores the nuanced landscape of feedback preferences among millennials in the workplace. With a focus on the unique characteristics and values of the millennial generation, Kim delves into how millennials perceive, receive, and respond to feedback in professional settings. Kim likely conducts empirical research and surveys to identify common themes and trends in millennial employees' feedback preferences. She may examine factors such as communication styles, technology use, and work culture to understand how these elements influence millennials' attitudes towards feedback. The publication likely addresses various aspects of feedback preferences among millennials, including their preferences for frequency, format, and delivery of feedback.

Lucas Martinez (2021), the focus is on exploring feedback mechanisms designed to improve user experience within mobile applications. Martinez conducts a comprehensive examination of how feedback systems can be optimized to enhance user satisfaction and engagement in the increasingly competitive mobile app market. Through empirical research and practical insights, Martinez likely delves into the various feedback mechanisms employed in mobile applications to gather user input and address their needs and preferences. He may explore strategies for soliciting feedback from users, such as in-app surveys, ratings and reviews, feedback forms, and user testing sessions.

Ahmed Ali (2020), the focus is on conducting a longitudinal study to explore the impact of feedback on employee performance over time. Ali meticulously examines how feedback processes influence employee behaviors, productivity, and job satisfaction in the long term within organizational contexts. Through longitudinal research methods and statistical analysis, Ali likely investigates the sustained effects of feedback on employee performance outcomes. He may explore how feedback interventions implemented at different stages of employment impact employee engagement, skill development, and career progression over extended periods. The publication likely addresses key factors influencing the effectiveness of feedback in driving long-term improvements in employee performance. Ali may discuss the importance of feedback quality, timeliness, and consistency, as well as the role of managerial support, organizational culture, and individual differences in shaping employee responses to feedback over time.

Nguyen, T. & Patel.P(2020), "Feedback Systems in Agile Organizations: Adapting Feedback Practices to investigate the challenges and strategies associated with implementing effective feedback mechanisms within agile organizations. Through a mixed-methods approach, including interviews, surveys, and case studies, they uncover the complexities of feedback exchange in agile teams and provide practical recommendations for fostering a culture of continuous improvement and collaboration. By addressing the unique dynamics of feedback in agile contexts, the study contributes valuable insights to organizational theory and practice, aiming to enhance performance and agility in modern workplaces. Key findings from the study shed light on the challenges faced by agile teams in giving and receiving feedback, as well as the factors that influence the effectiveness of feedback processes. These findings are supported by real-world examples and empirical evidence gathered from agile practitioners. Additionally, the study identifies successful feedback practices adopted by agile organizations and examines their impact on team performance and organizational outcomes.

Wilson and carter (2020), In "Employee Feedback Systems and their Impact on Employee Retention" The author investigate the correlation between the implementation of employee feedback systems and its effect on employee retention within organizations. Through thorough empirical research, the study aims to elucidate how the establishment of robust feedback mechanisms influences employee engagement, satisfaction, and ultimately, their propensity to remain with the company long-term. By shedding light on this crucial relationship, the research

provides valuable insights for organizations seeking to enhance their retention strategies and cultivate a workplace culture conducive to employee loyalty and longevity.

Kimberly Taylor (2019), the focus is on conducting a comparative study of feedback practices in leadership development across various industries. Taylor meticulously examines how feedback is utilized to foster leadership growth, effectiveness, and organizational success in different professional contexts. Through empirical research and comparative analysis, Taylor likely explores the commonalities and differences in feedback practices among leaders across diverse industries. She may investigate how factors such as organizational culture, leadership styles, and industry-specific challenges influence feedback dynamics and leadership development initiatives. The publication likely delves into various feedback mechanisms and strategies employed in leadership development programs across different industries. Taylor may discuss approaches such as 360-degree feedback assessments, coaching and mentoring programs, performance evaluations, and peer feedback exchanges.

RESEARCH METHODOLOGY

Meaning of Research:

Research refers to a search for knowledge. It can also be given as a scientific and systematic search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. The Advanced Learner's Dictionary of current English lays down the meaning of research as "a careful investigation or inquiry especially through search for new facts in any branch of knowledge." Some people consider research as a movement from the known to the unknown. It is actually a voyage of discovery.

Primary data are collected from the employees of "DECATHLON SPORTS INDIA PVT LTD." by circulating a structured questionnaire among them.

Population:

The Employees of "DECATHLON SPORTS INDIA PVT LTD.

Chennai constitutes the work place of the study. The employees of the company are 400, and it forms the work place for the present study.

Sample size:

Number of the sampling units selected from the population is called the size of the sample. Sample of 200 respondents were obtained from the population.

STATISTICAL TOOLS:

SPSS (STATISTICAL PACKAGE FOR SOCIAL SCIENCE):

The following statistical tools were used in this study:

- Simple Percentage
- Correlation
- ANOVA
- Regression
- Chi- square

Type of research design:

Descriptive research design is used.

Percentage analysis:

In case Percentage refers to a special kind of ratio. Percentage is used in making comparison between two or more series of data. In this study, the number of people who responded in a particular manner is interpreted in the form of percentages.

Percentage = (No of respondents/Total no of respondents) *100

Correlation:

Correlation analysis is made to determine the degree of relationship between two or more variables. It does not talk about cause-and-effect relationship. The values of coefficient of correlation lies between +1 to -1. When $r = +1$, it means there is a perfect positive correlation, between the variables. When $r = -1$, it means there is a perfect negative correlation between the variables. When $r = 0$, it means no relationship between the 2 variables.

REGRESSION

Linear regression is a statistical procedure for calculating the value of a dependent variable from an independent variable. Linear regression measures the association between two variables. It is a modelling technique where a dependent variable is predicted based on one or more independent variables. Linear regression analysis is the most widely used of all statistical techniques.

$$Y=mX+b$$

Where,

Y=Dependent variable

X= Independent variable

m=Slope; b=y-intercept (point where line crosses y-axis at x=0)

DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

TABLE SHOWING SATIFACTION OF COMPANY CULTURE AND VALUES					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY DISSATISFIED	38	19.0	19.0	19.0
	SATISFIED	74	37.0	37.0	56.0
	VERY SATISFIED	88	44.0	44.0	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The survey includes responses from 200 individuals.
- Very Dissatisfied: 38 respondents, accounting for 19% of the total, indicating they are very dissatisfied with the company culture and values.
- Satisfied: 74 respondents, making up 37% of the total, implying they are satisfied with the company culture and values.
- Very Satisfied: 88 respondents, representing 44% of the total, indicating they are very satisfied with the company culture and values.
- In summary, among the respondents, 19% were very dissatisfied, 37% were satisfied, and 44% were very satisfied with the company culture and values.

CHART SHOWING SATIFACTION OF COMPANY CULTURE AND VALUES

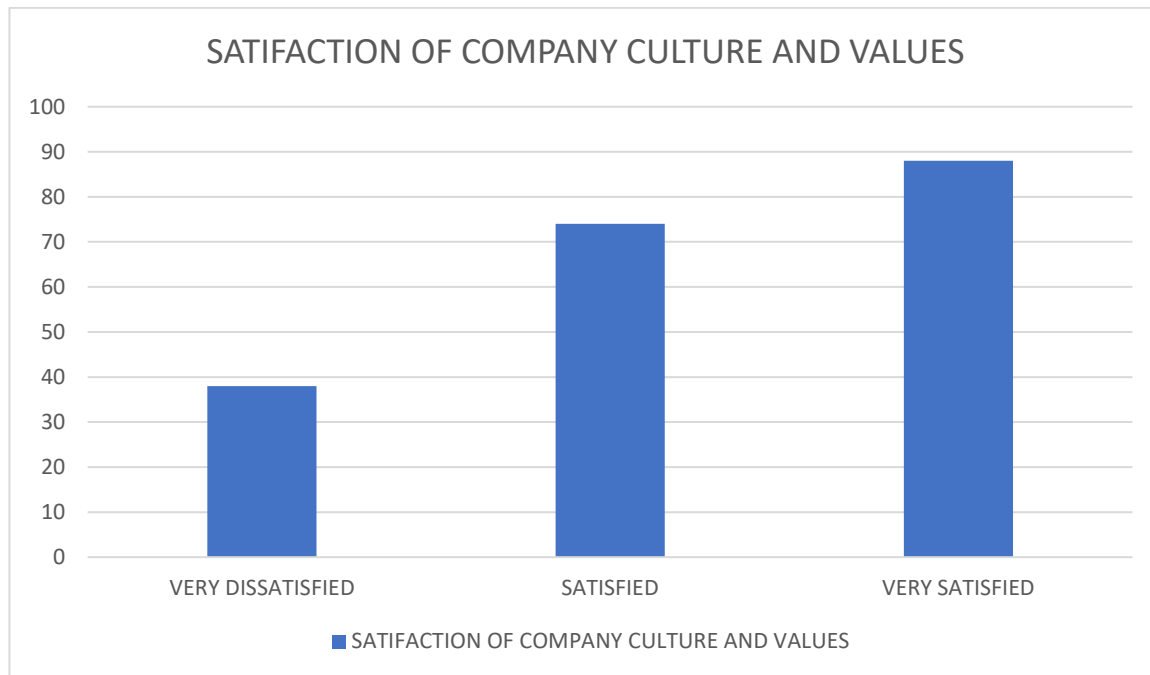


TABLE SHOWING FREQUENCY OF WORK PERFORMANCE FEEDBACK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DAILY	28	14.0	14.0	14.0
	WEEKLY	105	52.5	52.5	66.5
	MONTHLY	67	33.5	33.5	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The data is based on responses from 200 individuals.
- Daily: 28 respondents, constituting 14% of the total, reported receiving feedback on their work performance daily.
- Weekly: 105 respondents, making up 52.5% of the total, stated they receive feedback on a weekly basis.
- Monthly: 67 respondents, representing 33.5% of the total, reported receiving feedback on their work performance monthly.
- In summary, the distribution of work performance feedback frequency among respondents was as follows: 14% received feedback daily, 52.5% received feedback weekly, and 33.5% received feedback monthly.

CHART SHOWING FREQUENCY OF WORK PERFORMANCE FEEDBACK

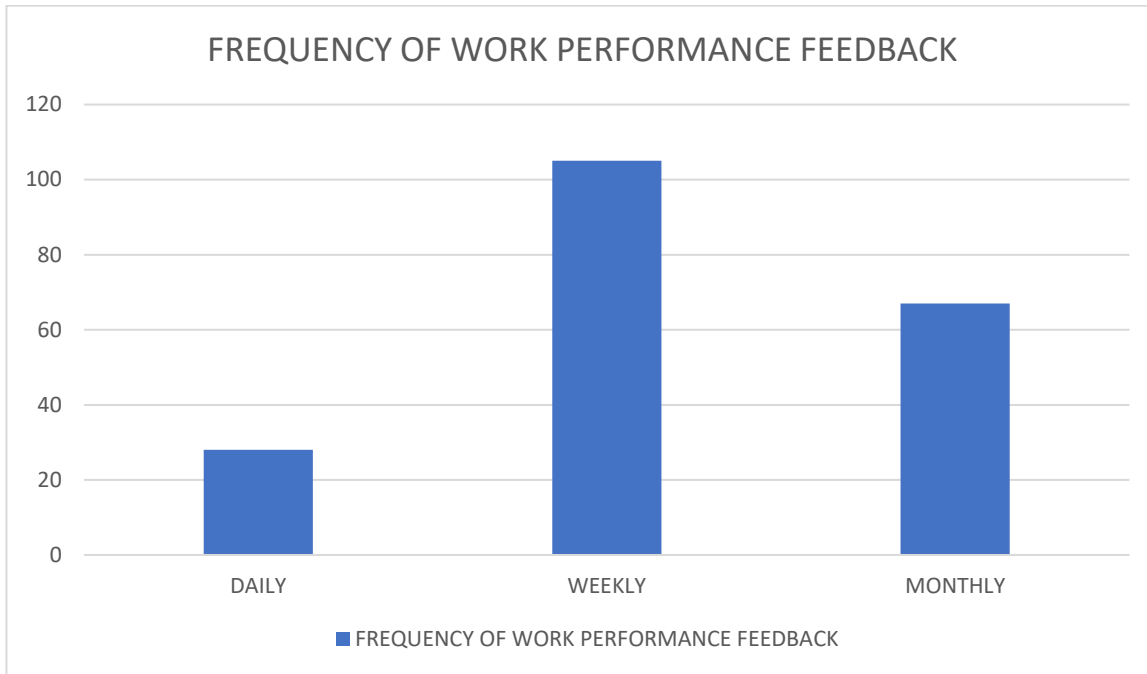


TABLE SHOWING PROMPTNESS OF ISSUE RESOLUTION FOLLOWING FEEDBACK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SLOWLY ADDRESSED	46	23.0	23.0	23.0
	MODERATELY PROMPTLY ADDRESSED	154	77.0	77.0	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The survey collected responses from 200 individuals.
- Slowly Addressed: 46 respondents, constituting 23% of the total, indicating that they perceive issues are addressed slowly following feedback.
- Moderately Promptly Addressed: 154 respondents, making up 77% of the total, implying that they believe issues are addressed moderately promptly following feedback.
- In summary, 23% of respondents felt that issues were slowly addressed following feedback, while the majority (77%) perceived that issues were addressed moderately promptly following feedback.

CHART SHOWING PROMPTNESS OF ISSUE RESOLUTION FOLLOWING FEEDBACK

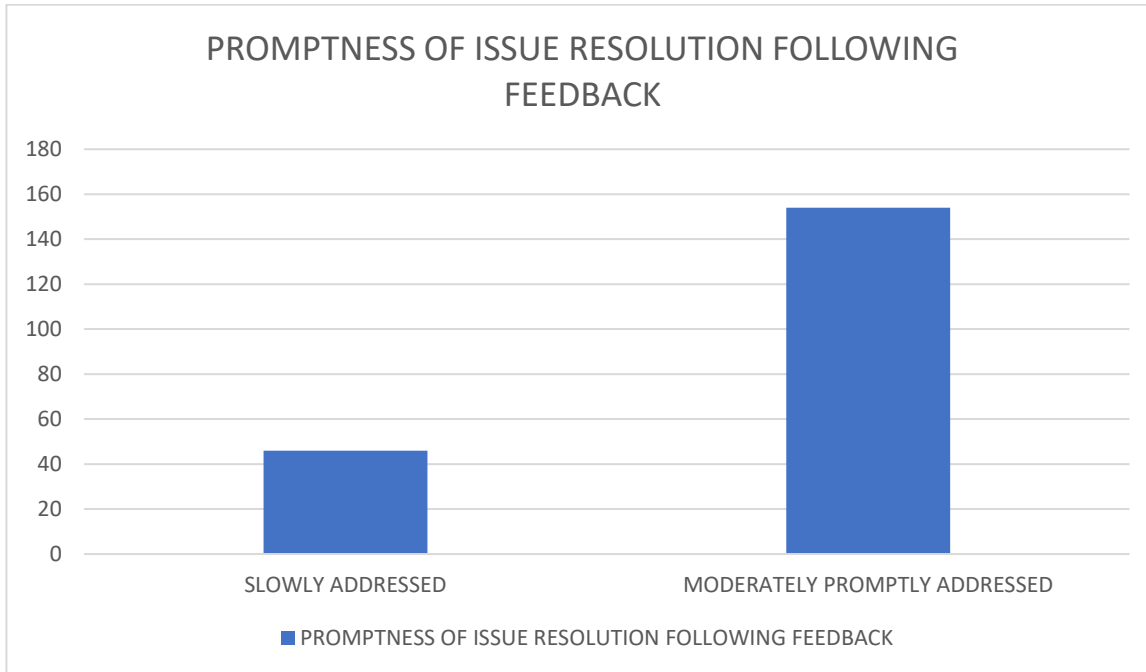


TABLE SHOWING IMPACT OF FEEDBACK DRIVEN INITIATIVES ON ORGANISATIONAL PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, SIGNIFICANTLY	106	53.0	53.0	53.0
	YES, TO SOME EXTENT	27	13.5	13.5	66.5
	NO, NOT REALLY	67	33.5	33.5	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The survey involved responses from 200 individuals.
- Yes, significantly: 106 respondents, constituting 53% of the total, indicated that feedback-driven initiatives have significantly impacted organizational performance.
- Yes, to Some Extent: 27 respondents, making up 13.5% of the total, acknowledged that feedback-driven initiatives have had some impact on organizational performance.
- No, Not Really: 67 respondents, representing 33.5% of the total, expressed that feedback-driven initiatives have not really impacted organizational performance.
- In summary, a majority of respondents (53%) believe that feedback-driven initiatives have significantly impacted organizational performance, while a smaller portion (13.5%) acknowledge some extent of impact.

However, a notable portion (33.5%) indicated that such initiatives have not really affected organizational performance.

CHART SHOWING IMPACT OF FEEDBACK DRIVEN INITIATIVES ON ORGANISATIONAL PERFORMANCE

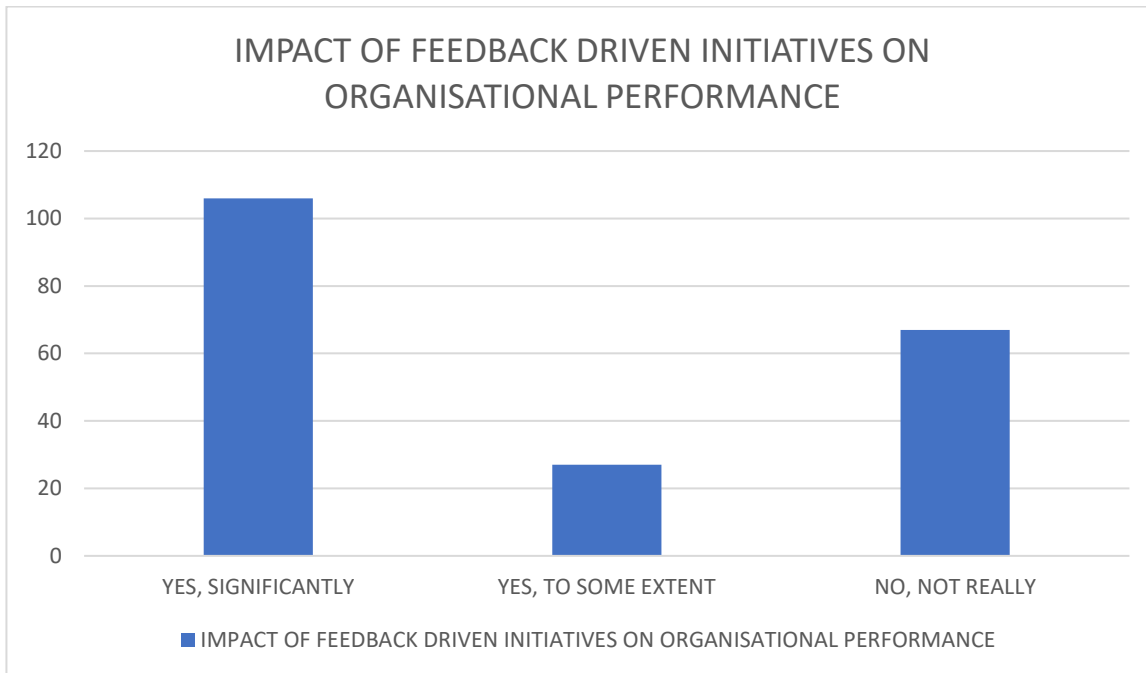


TABLE SHOWING LEVEL OF ENGAGEMENT WITH TASKS AND PROJECTS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	HIGHLY ENGAGED	105	52.5	52.5	52.5
	ENGAGED	57	28.5	28.5	81.0
	NOT VERY ENGAGED	38	19.0	19.0	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The survey gathered responses from 200 individuals.
- Highly Engaged: 105 respondents, constituting 52.5% of the total, indicating that they are highly engaged with tasks and projects.
- Engaged: 57 respondents, making up 28.5% of the total, suggesting they are moderately engaged with tasks and projects.
- Not Very Engaged: 38 respondents, representing 19% of the total, indicating they are not very engaged with tasks and projects.

- In summary, the majority of respondents (52.5%) reported being highly engaged, followed by 28.5% who reported being engaged, and 19% who reported not being very engaged with tasks and projects

CHART SHOWING LEVEL OF ENGAGEMENT WITH TASKS AND PROJECTS

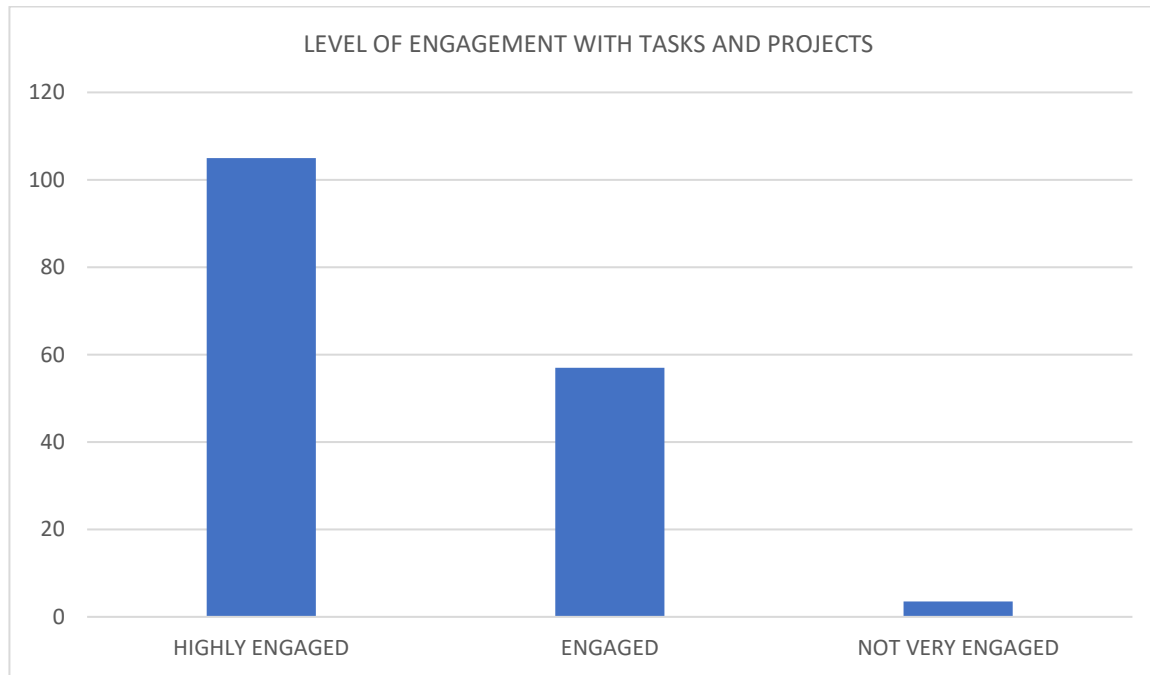


TABLE SHOWING TRANSPARENT LOOP BETWEEN EMPLOYEES AND LEADERSHIP

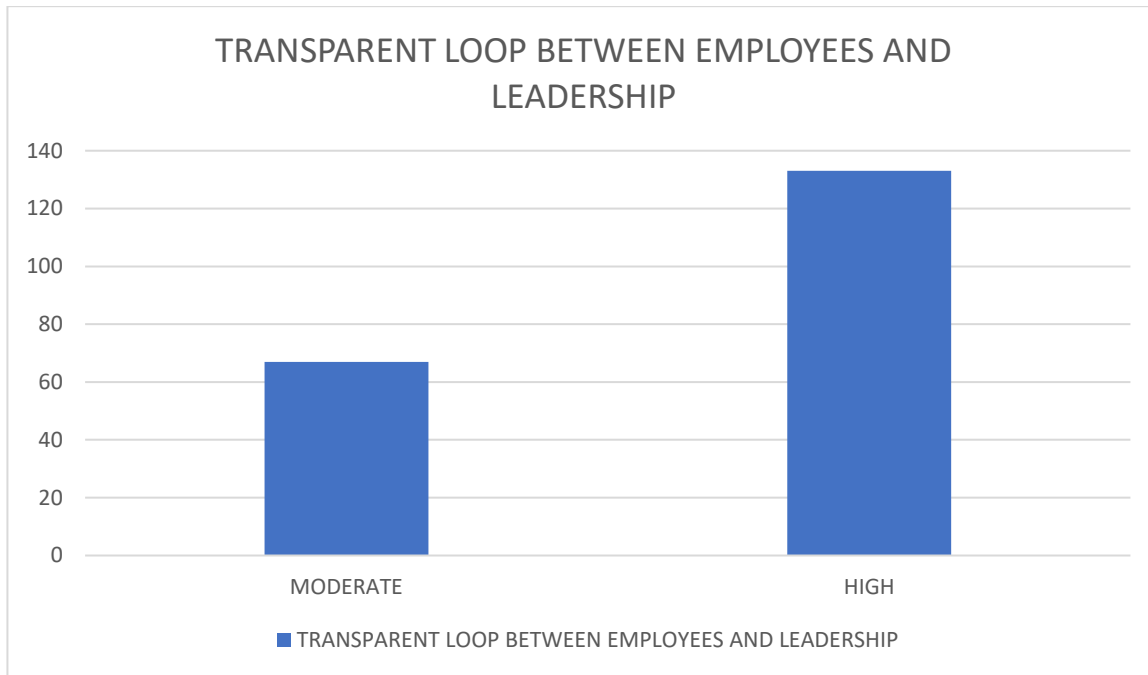
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MODERATE	67	33.5	33.5	33.5
	HIGH	133	66.5	66.5	100.0
	Total	200	100.0	100.0	

Interpretation:

- Total Respondents: The survey collected responses from 200 individuals.
- Moderate: 67 respondents, constituting 33.5% of the total, believe there is a moderate level of transparency between employees and leadership.
- High: 133 respondents, making up 66.5% of the total, perceive a high level of transparency between employees and leadership.

- In summary, the majority of respondents (66.5%) indicated a high level of transparency between employees and leadership, while the remaining 33.5% perceived the transparency to be at a moderate level.

CHART SHOWING TRANSPARENT LOOP BETWEEN EMPLOYEES AND LEADERSHIP



CHI-SQUARE DIFFERENCE BETWEEN JOB SATISFACTION LEVEL AND AGE OF THE RESPONDENTS

NULL HYPOTHESIS (H0):

There is no significant association between employee age and job satisfaction levels.

Alternative Hypothesis (H1):

There is a significant association between employee age and job satisfaction levels.

STATISTICAL TEST:

Chi-square was used the above hypothesis.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
AGE OF THE RESPONDENT * JOB SATISFACTION RATE	200	100.0%	0	0.0%	200	100.0%

AGE OF THE RESPONDENT * JOB SATISFACTION RATE Crosstabulation							
			JOB SATISFACTION RATE				
			Extremely dissatisfie d	Neutral	Satisfied	Extremely satisfied	
AGE OF THE RESPONDENT	20- 30	Count	28	55	0	61	144
		Expected Count	20.2	39.6	40.3	43.9	144.0
	30- 40	Count	0	0	56	0	56
		Expected Count	7.8	15.4	15.7	17.1	56.0
Total		Count	28	55	56	61	200
		Expected Count	28.0	55.0	56.0	61.0	200.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	200.000 ^a	3	.000
Likelihood Ratio	237.181	3	.000
Linear-by-Linear Association	6.974	1	.008
N of Valid Cases	200		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.84.			

INTERPRETATION:

Here the significance was occurring and has a value 0.000 is less than 0.05. Hence H0 is accepted.

RESULT:

There is no significant association between employee age and job satisfaction levels.

CORRELATION BETWEEN FREQUENCY OF CONSTRUCTIVE FEEDBACK AND EMPLOYEE ENGAGEMENT LEVELS**NULL HYPOTHESIS (H0):**

There is no significant correlation between the frequency of constructive feedback and employee engagement levels.

ALTERNATIVE HYPOTHESIS (H1):

There is a significant positive correlation between the frequency of constructive feedback and employee engagement levels.

STATISTICAL TEST:

Correlation was used the above hypothesis.

Correlations			
		FREQUENCY OF WORK PERFORMANCE FEEDBACK	LEVEL OF ENGAGEMENT WITH TASKS AND PROJECTS
FREQUENCY OF WORK PERFORMANCE FEEDBACK	Pearson Correlation	1	.549**
	Sig. (2-tailed)		.000
	N	200	200
LEVEL OF ENGAGEMENT WITH TASKS AND PROJECTS	Pearson Correlation	.549**	1
	Sig. (2-tailed)	.000	
	N	200	200
**. Correlation is significant at the 0.01 level (2-tailed).			

INTERPRETATION:

Here the significance was occurring and has a value 0.000 is less than 0.05. Hence H0 is accepted.

RESULT:

There is no significant association between employee age and job satisfaction levels.

REGRESSION DIFFERENCE BETWEEN TRAINING AND DEVELOPMENT OPPORTUNITIES AND THE OVERALL PERCEIVED EMPLOYEE EXPERIENCE

NULL HYPOTHESIS (H₀):

There is no significant relationship between training and development opportunities and the overall perceived employee experience.

ALTERNATIVE HYPOTHESIS (H₁):

Training and development opportunities significantly influence the overall perceived employee experience.

STATISTICAL TEST:

Regression was used the above hypothesis.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	52.505	1	52.505	150.283	.000 ^b
	Residual	69.175	198	.349		
	Total	121.680	199			
a. Dependent Variable: EXPERIENCE OF THE EMPLOYEE						
b. Predictors: (Constant), SATISFACTION OF TRAINING AND DEVELOPMENT OPPORTUNITIES PROVIDED						

INTERPRETATION:

Here the significance was occurring and has a value 0.000 is less than 0.05. Hence H₀ is accepted.

RESULT:

There is no significant relationship between training and development opportunities and the overall perceived employee experience.

ONE-WAY ANOVA DIFFERENCE BETWEEN EFFECTIVENESS OF ORGANIZATIONAL COMMUNICATION CHANGES BASED ON EMPLOYEE FEEDBACK AND EDUCATIONAL QUALIFICATIONS.

NULL HYPOTHESIS (H₀):

There is no significant difference in the perceived effectiveness of organizational communication changes based on employee feedback across different levels of educational qualifications.

ALTERNATIVE HYPOTHESIS (H₁):

There is a significant difference in the perceived effectiveness of organizational communication changes based on employee feedback across different levels of educational qualifications.

STATISTICAL TEST:

One-way ANOVA was used the above hypothesis.

ANOVA					
EFFECTIVENESS OF ORGANISATIONAL COMMUNICATION CHANGES BASED ON EMPLOYEE FEEDBACK					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	98.237	1	98.237	486.486	.000
Within Groups	39.983	198	.202		
Total	138.220	199			

INTERPRETATION:

Here the significance was occurring and has a value 0.000 is less than 0.05. Hence H₀ is accepted.

RESULT:

There is no significant difference in the perceived effectiveness of organizational communication changes based on employee feedback across different levels of educational qualifications

FINDINGS

1. The majority of respondent positions were Store Leaders (33.5%), followed by Team Leaders (30.5%), Omni Sports Leaders (22%), and Operation Managers (14%).
2. The majority of respondents (30.5%) reported being extremely satisfied with their job, followed by those who were satisfied (28%), neutral (27.5%), and extremely dissatisfied (14%).
3. The majority of respondents (56%) disagreed that their current job responsibilities align with their skills and expertise, while 44% remained neutral on the matter.
4. 52.5% of respondents reported being satisfied with the communication within their team, while 47.5% expressed dissatisfaction.
5. 69.5% of respondents reported receiving constructive feedback from their team leaders sometimes, while 30.5% indicated they often receive such feedback.
6. The majority of respondents (53%) rated the comfort and ergonomics of their workspace as good, followed by 28% rating it as very good, and 19% rating it as fair.
7. 67% of respondents reported being satisfied with their current compensation package, while 14% expressed a very high level of satisfaction. Additionally, 19% remained neutral on the matter.
8. 58% of respondents expressed satisfaction with the opportunities for career growth within the organization, while 27.5% remained neutral, and 14.5% expressed dissatisfaction.
9. The majority of respondents (44%) were very satisfied with the company culture and values, followed by those who were satisfied (37%) and very dissatisfied (19%).
10. 52.5% of respondents reported being highly engaged with tasks and projects, followed by 28.5% who reported being engaged, and 19% who reported not being very engaged.
11. The majority of respondents (66.5%) indicated a high level of transparency between employees and leadership, while the remaining 33.5% perceived the transparency to be at a moderate level.
12. 44.5% of respondents found organizational communication changes to be very effective based on employee feedback, followed by 28% finding them moderately effective, and 27.5% finding them slightly effective.

SUGGESTIONS

The findings of the employee feedback and survey study highlight several key areas where organizational improvements can be made to enhance employee satisfaction and overall effectiveness. It is evident that there is a significant disconnect between job responsibilities and employees' perceived alignment with their skills and expertise, indicating a need for role realignment or further training initiatives. Additionally, while communication within teams is generally satisfactory, there is room for improvement, particularly in providing more frequent and constructive feedback to employees. Ensuring a comfortable and ergonomic workspace is crucial for employee well-being and productivity, as indicated by the majority of respondents rating it positively. Furthermore, maintaining competitive compensation packages, fostering opportunities for career growth, and reinforcing a

positive company culture are essential for employee satisfaction and retention. Transparency between employees and leadership, coupled with effective communication strategies during organizational changes, can further enhance trust and morale within the organization. Finally, prioritizing feedback clarity and confidentiality mechanisms is vital for fostering an environment where employees feel valued and empowered to provide honest feedback. Overall, addressing these areas identified in the study can lead to a more engaged, satisfied, and productive workforce.

CONCLUSION

The employee feedback and survey used in Decathlon sports India pvt Ltd are good. The findings reveal a nuanced landscape within the organization. While there are areas of strength, such as high satisfaction with company culture, compensation, and transparency between employees and leadership, there are also notable areas for improvement. These include enhancing communication effectiveness, ensuring alignment of job responsibilities with employee skills, and fostering higher levels of engagement. Emphasizing clarity in feedback, nurturing openness, and trust, and maintaining confidentiality in feedback processes are crucial for cultivating a culture of constructive communication. Addressing these aspects could lead to greater employee satisfaction, improved organizational performance, and a more positive work environment overall.

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