

A Study on Effectiveness of Staff Contentment Improvement at Food and Inns, “Authors”

S.KHATHIJA BEE ., BBA ., MBA

Master of Business Administration

School of Management

C.Abdul Hakeem college of Engineering and technology

R . JEEVITHA ., BBA ., MBA

Master of Business Administration

School of Management

C.Abdul Hakeem college of Engineering and technology

ABSTRACT:

This study aims to obtain empirical evidence that good Flair Management will improve employee performance to be optimal, consistent employee retention, consistent employee retention will increase optimal employee performance, and consistent employee retention will increase optimal employee performance at PT. Panamas Ecbatana Distrindo Malang. The research approach is explanatory research. Data were collected with a survey method that uses questionnaires. The population of the research was counted as 96 person result of the research showed that good talent management will produce optimum employee performance good talent management will deliver consistent employee retention consistent employee retention will engender optimum. Employee performance; and good talent management can produce employee performance through consistent employee retention. Theoretically, the usefulness of this research is to contribute to the fields of Human Resource Management, Talent Management, Employee Retention, and Employee Performance

INTRODUCTION:

Economic theories state that in the normal course of business, resources will be stripped away by competing firms and new entrants to an industry. Consequently it would behave organizations to focus efforts toward maintaining and new entrants to an industry. Consequently it would behave organizations to focus efforts toward maintaining those resources that provide competitive advantage. An organization should be cognizant of the benefits of the resources it controls. By benefits means resources that could be utilized to generate profits for the organization. A Resource as those things that contribute to the strength or weakness of an organization. Contentment is one of the competitive advantages which help organization to grow internally and externally

STATEMENT OF THE PROBLEM:

- There certain problems that are addressed by this study and those are that organizations sometimes had a laid-back hand.
- The proposed study is being limited to food and inns
- The Staff contentment is on decline stage and there is deepening disengagement among employees today because of senior management support and poor human resources policies, lack of recognition and advancement.
- The result of study could be importance in terms of implications for selection, placement, evaluation and training of worker at all levels

SCOPE OF THE STUDY:

- To measure the connection of staffs (or) employees towards their work, team, and organization
- To collect open and honest feedback between employees and staff.
- The study will helps the organization in meeting its future needs.
- The study will helps to the organization to identify their present working environment.

OBJECTIVES OF THE STUDY:

- To identify the level of Supervisor support to the employees.
- To study about the level of Team work in an organization.
- To identify the impact of existing Reward and Recognition level of the organization.
- To study about the employee's attributes while decision making.
- To identify the assessing growth potential of business

RESEARCH METHODOLOGY:

Research is defined as the creation of new knowledge and/or the use of existing knowledge in a new and creative way so as to generate new concepts, methodologies and understandings. This could include synthesis and analysis of previous research to the extent that it leads to new and creative outcomes.

LIMITATION OF THE STUDY:

- The survey was held only with a sample of 125 employees from the organization.
- Due to few reasons the researcher, I couldn't get the true information from the employees of Food and Inns.
- This study is restricted to Food and inns only.

- In the process of respondents have expressed difficulty in answering the schedule
- Sub-staff personnel have been excluded from the study as it is assumed that they lack comprehensive view to respond

REVIEW OF LITERATURE:

WALTERS T. NGWA (2019) had conducted research on “Employee contentment” and the study looks at how profit-sharing influences employee commitment. To begin with, even though compensation system is not one-size-fits-all for every company, it'll be interesting to investigate the impact of performance appraisal on employee effectiveness in service businesses. Employee tasks are more routine, with less creativity and innovation. Group work is less likely, while an increased levels of specialization and job distinction is more likely. It is critical to do study in this area with the goal of determining the most effective compensation system for service businesses

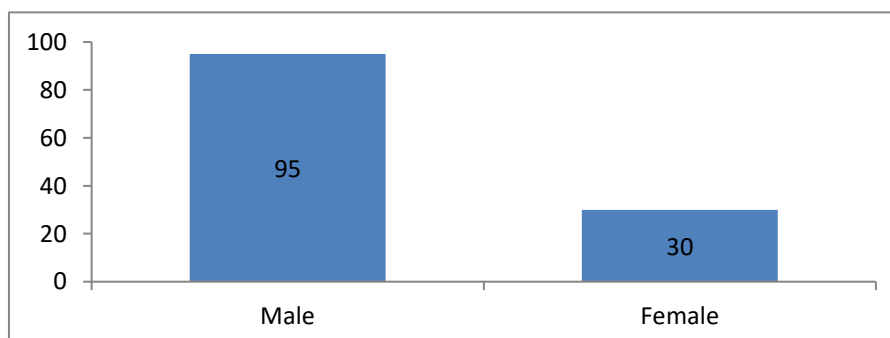
ARUN KUMAR, P (2019) has conducted research on this study states how reward influences on the organizational performance in recruitment, retention, good corporate culture. It was found through this research that employee's rewards and recognition is having a positive impact on their employees. Monetary and non-monetary has its own impact on the motivational and satisfaction level of employees. Most employee choose monetary rewards as a primary option as what was found in this research. And when given an option of non-monetary rewards employees prefer gift vouchers, then family tour packages.

DATA ANALYSIS AND INTERPRETATION

GENDER OF THE RESPONDENTS

S.NO	GENDER	Number of respondents	Percentage
1	Male	95	76
2	Female	30	24
	Total	125	100

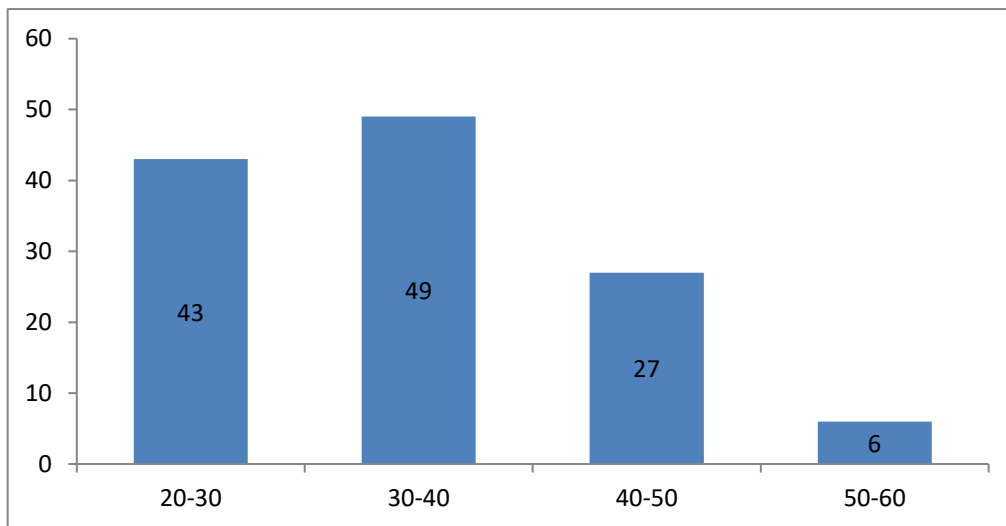
Chart No.4.1 Gender of the respondents



AGE OF THE RESPONDENTS

S.NO	AGE	Number of respondents	Percentage
1	20-30	43	34.30
2	30-40	49	39.20
3	40-50	27	21.60
4	50-60	6	4.80
	Total	125	100

AGE OF THE RESPONDENTS



INTEPRETATION

From the above data it is clear that a of 39.2% of employees belong to the age group of 30-40, 34.4% of employees belong to the age group of 40-50, and the 4.8% of employees belong to the age group of 50-60.

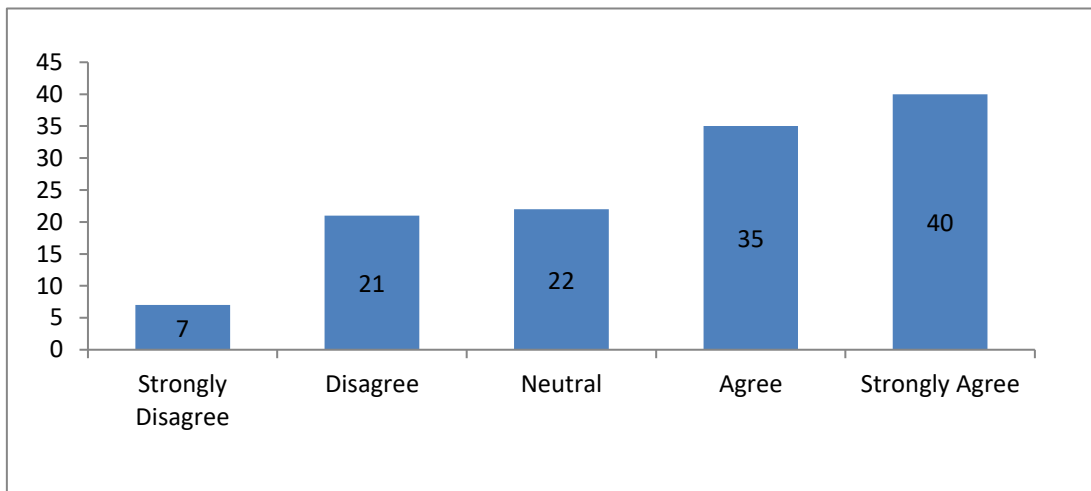
INTEPRETATION

From the above data, it is inferred that 76% of employees are male respondent, 24% of employees are the female respondent from food and inns.

MY DEPARTMENT ENCOURAGES TEAM WORK

S.No	My Department encourages team work	Number of Respondents	Percentage
1	Strongly Disagree	7	5.60
2	Disagree	21	16.80
3	Neutral	22	17.60
4	Agree	35	28.00
5	Strongly Agree	40	32.00
	Total	125	100

Chart no.4.14 My Department encourages team work



INTEPRETATION

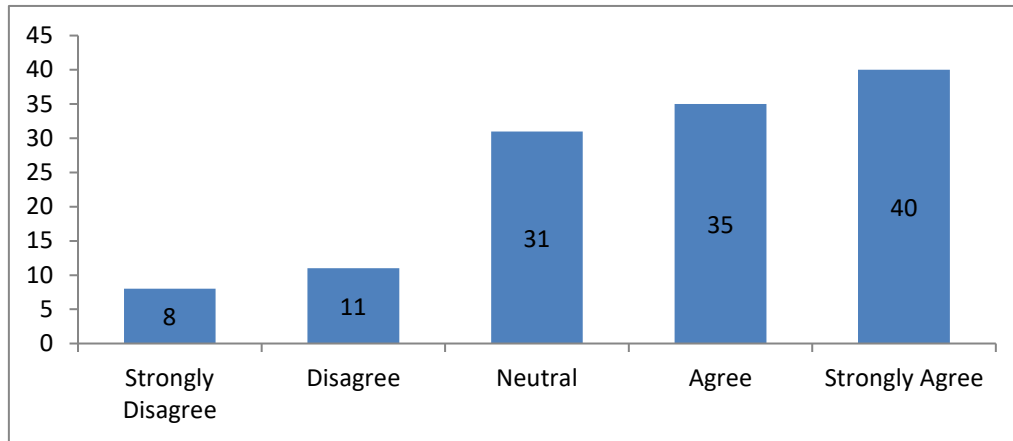
From the above data, it is inferred that 32% of employees are strongly agree to the statement that their department encourages team work, 28% of employees are agree with the statement, 17.6% of employees are Neutral, 16.8% of employees are disagree and 5.6% of employees are strongly disagree with the statement.

WORKING IN MY TEAM INSPIRES ME TO DO MY BEST

S.No	Working in My Team is Inspiring	Number of Respondents	Percentage
1	Strongly Disagree	8	6.40
2	Disagree	11	8.80
3	Neutral	31	24.80
4	Agree	35	28.00

5	Strongly Agree	40	32.00
	Total	125	100

WORKING IN MY TEAM INSPIRES TO DO MY BEST



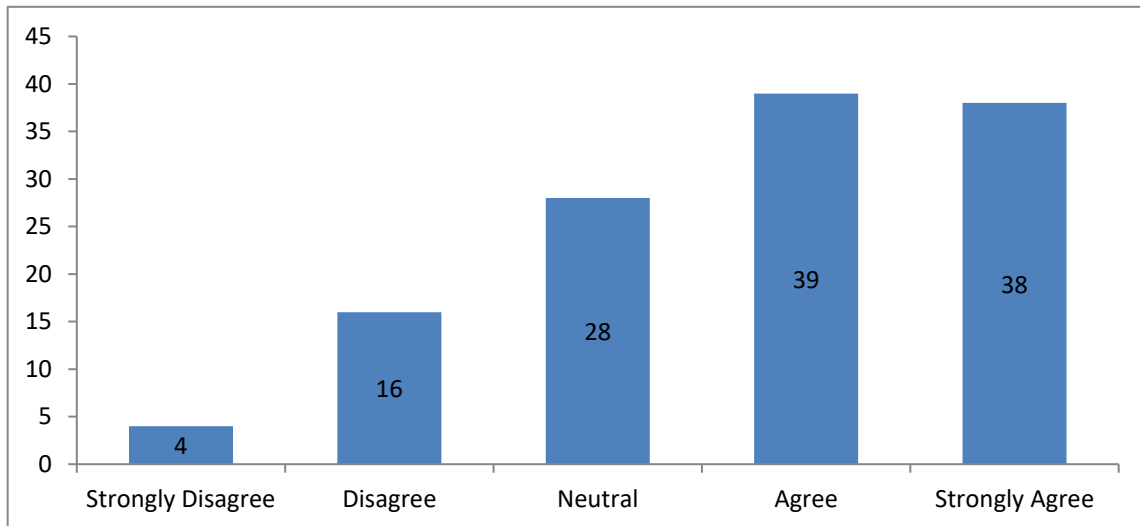
INTEPRETATION

From the above data, it is inferred that 32% of employees are strongly agree to the statement that their team inspires them to do their best, 28% of employees are agree with the statement, 24% of employees are Neutral, 8.8% of employees are disagree and 6.4% of employees are strongly disagree with the statement.

4.16 SUFFICIENT EFFORTS IS MADE TO GET THE OPINION AND IDEAS OF EMPLOYEES

S.No	Efforts is made to get the opinions	Number of Respondents	Percentage
1	Strongly Disagree	4	3.20
2	Disagree	16	12.80
3	Neutral	28	22.40
4	Agree	39	31.20
5	Strongly Agree	38	30.40
	Total	125	100

SUFFICIENT EFFORT IS MADE TO GET THE OPINIONS AND IDEAS



INTEPRETATION

From the above data, it is inferred that 31.2% of employees are agree with the statement that sufficient effort is made to get the opinion and ideas of employees, 30.4% of employees are strongly agree with the statement, 22.4% of employees are Neutral, 12.8% of employees are disagree and 3.2% of employees are strongly disagree with the statement.

ONE-WAY ANOVA CLASSIFICATION

4.28 AGE AND SUPERVISOR RECOGNIZING POTENTIAL AMONGST EMPLOYEES

Null Hypothesis:

There is no significant difference between age of the respondents and supervisor recognizing potential amongst employees.

Alternative Hypothesis:

There is significant difference between age of the respondents and supervisor recognizing potential amongst employees.

Descriptive

Recognizing potential

Age	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for mean		Minimum	maximum
					Lower Bound	Upper Bound		
20-30	43	1.473	.861	.139	1.190	1.756	1	3
30-40	49	2.000	.000	.000	2.000	2.000	2	2

40-50	27	3.400	.828	.213	2.941	3.858	3	5
50-60	6	4.625	.517	.182	4.192	5.057	4	5
Total	125	2.300	1.127	.1029	2.096	2.503	1	5

ANOVA

Potential amongst employees

Description	Sum of Squares	Df	Mean Squares	F	Sig
Between Groups	112.251	5	28.063	82.858	<.001
Within Groups	38.949	120	339		
Total	151.200	125			

RESULT

P=0.001

P>0.05

INFERENCE

From the above result it shows that the P value is 0.001 which is less than 0.05 at 5% level of significance. Hence Alternative Hypothesis is accepted. Therefore there is significance difference between the age of the respondents and supervisor recognizing potential amongst employees.

Chi-Square Tests

Description	Rate your level job specific skills relevant to your role				Total
	Good	Fair	Poor	Excellent	
Experience Below5years	10	0	0	0	10
6years-10 years	30	20	0	0	50
11years-20 years	0	20	5	0	25
Above20	0	0	10	5	15
Total	40	40	15	5	100

Description	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	114.444 ^a	9	.000
Likelihood Ratio	122.061	9	.000
Linear-by-Linear Association	69.417	1	.000
N valid Cases	100		

Chi-Square Tests

a.9cells (56.3%) have expected count less than 5. The minimum expected count is .50.

INTERPRETATION

HO: There is no significant difference between the experience of there dependent and level of job specification.

H1: There is a significant difference between the experience and level of job.

RESULT

Value=0.000($p>0.05$) Hence Null hypothesis is accepted. There for ether is no significant difference between experience and level of job specification.

SUGGESTIONS:

- More certified training should be given to the employee to boost their effectiveness and efficiency
- The company should know which talent management element can have greatest impact on the business and therefore provide a better basis for prioritization and implementation
- Workers should be regularly motivated to give their participation in management and management should also promote workers participation in management
- The company improve their training practices
- Can do better in the reemployed support service
- Can do better in their employee support service

CONCLUSION:

Talent management in an organization aims at ensuring employee recruitment, training and development, performance reviews and their compensation. Working towards enhancing a good talent management system in the organization ensures these components of human resource contribute to the success of the organization. The advantages that the components bring to the organization also outweigh the disadvantages considering organizations benefit from these approaches. These ensure the organization attracts highly qualified employees and finds it easy to retain them and hence improving their human resource element. Talent management enhances reviews that prove vital in developing employees. They reveal employee weaknesses and result in the development of training needs and programs that will improve the skills of the employees hence maintaining their talents. Employee talents also develop and change with changes in the organization need hence increasing and improving their ability to executed heir roles. Therefore, the application of talent management proves an ideal approach in employee development and improving the performance of each personnel

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