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ENGINEERING AND MANAGEMENT (IJRREM)**

**Tamilnadu-636121, India**

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**Scribd impact Factor: 4.7317, Academia Impact Factor: 1.1610**

**ISSN NO (online) : Application No : 19702 RNI –Application No 2017103794**

**“A Study on Employee Confidence with Special Reference to  
Salem Steel Plant, Salem”**

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**ABSTRACT**

This article was carried out the based on study on employee confidence. The main objectives of this research are to identify the how positive uses include measuring employee needs, obtaining consumers' opinions about the goods and services they receive, assessing employees' attitudes about the workplace, determining employee confidence and motivation, assessing turnover intentions, and generating new days of reducing costs and increasing profits of the organization. For this study, the simple random sampling method is to collect the primary data by using structured questionnaire and the data are analyzed by using statistical tools such as percentage method and chi-square test.

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**Keywords: confidence, attitudes, intentions, motivation**

## **CHAPTER -I**

### **1.1 ABOUT THE STUDY**

Employee confidence refers to an attitude of satisfaction with a desire to continue and strive for attaining the objectives of a factory. confidence is purely emotional. It is an attitude of an employee towards his job, his superior and his organization. It is not static thing, but it changes depending on working conditions, superiors, fellow workers pay and so on. confidence may range from very high to very low. High confidence is evident from the positive feelings of employees such as enthusiasm; desire to obey orders, willingness to cooperate with coworkers. Poor or low confidence becomes obvious from the negative feelings of employees such as dissatisfaction, discouragement or dislike of the job. confidence is a fundamental psychological concept. It is not easy to define. Morale is the degree of enthusiasm and willingness with which the members of a group pull together to achieve group goal. It has been defined differently by different authors. Different definition of confidence can be classified into three major approaches. Namely 1) Classical approach 2) Psychological approach 3) Social approach

### **Types of confidence**

#### **I. High confidence**

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It will lead to enthusiasm among the workers for better performance. High confidence is needed a manifestation of the employees strength, dependability pride, confidence and devotion. Some of the advantages of high confidence such as:

1. Willing cooperation towards objectives of the organization.
2. Loyalty to the organization and its leadership.
3. Good Leadership.
4. Sound superior subordinate relations.
5. High degree of employee's interest in their job and organization.
6. Pride in the organization
7. Reduction in absenteeism and labour turnover.
8. Reduction in grievance.
9. Reduction in industrial conflict.
10. Team building.
11. Employee empowerment.

## **II .Low confidence**

Low confidence indicates the presence of mental unrest. The mental unrest not only hampers production but also leads to ill health of the employees. Low confidence exists when doubt in suspicion are common and when individuals are depressed and discouraged i.e., there is a lot of mental tension. Such situation will have the following adverse consequences.

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1. High rates of absenteeism and labour turnover.
2. Decreased quality.
3. Decreased Productivity.
4. Excessive Complaints and Grievances.
5. Frustration among the workers.
6. Lack of discipline.
7. Increase errors, accidents or injuries.

### **MEASUREMENT OF CONFIDENCE**

Confidence is basically a psychological concept. As such the measurement of confidence is a very difficult task to measure it directly. However the following methods are more commonly used to study employee confidence.

#### **1. Observation Method**

Under this method evaluator observes the employees on work and records their behavior, altitude, sentiments and feelings, which have developed in them. The changes in the attitude and behavior of the employee are the indicators of high and low confidence.

#### **2. Attitude Surveys**

In order to overcome the limitation of the above method attitude survey method is being largely employed in modern days. This method includes conducting surveys through

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questionnaires and interviews. This relates what the workers are looking in and what step should be taken to improve their approach towards work.

### **3. Company Records and Reports**

The records and reports relating to Labor turnover, rate of absenteeism, the number of goods rejected, strikes and such other things, which are indicators of the level of confidence.

### **4. Counseling**

Under this method employees are advised to develop better mental health. So that they can imbibe self confidence, understanding and self control. This method is used to find out the causes of dissatisfaction and then to advice the employees by way of remedial measures. The above methods of the measurement of the employees present only the tendencies or the attitude of the employee confidence. The statistical measurement of confidence is not possible because it relates to the inner feelings human beings. We can say that confidence is increasing or decreasing, but can not measured how much it increased or creased.

### **BUILDING OF HIGH CONFIDENCE**

In order to achieve high confidence among the employees the following suggestion may be followed.

#### **1. Two-Way Communication**

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There should be a two-way communication between the management and the workers as if exercises a profound influences on morale. The workers should be kept informed about the organization polices and programmes through conferences, bulletins and informal discussions with the workers.

## **2. Show Concern**

Large or small every business should have names on desks work stations or cubicles to show that a real person with worth works there not just a machine. Next ask their opinion whenever an opportunity arises rather than always telling them what to do or the way to do it. This allows employees to add their own creative thoughts to the work process, which then can lead to more of a feeling of ownership. Finally ask how they are with out wanting to know deeply personal data the boss can easily show on interest in the individual walkers.

## **3. Job Enrichment**

This involves a greater use of the factors which are intended to motive the worker rather than to ensure his continuing satisfaction with the job he performs the idea is to reduce employee discontent by changing or improving a job to ensure that he is better motivated.

## **4. Modifying the work environment**

This involves the use of teams of work groups developing social contacts of the employees the use of music regular rest breaks.



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### **5. Rotation of Jobs**

This is also one of important techniques to increase employee confidence. Job rotation helps to reduce an employee's boredom.

### **6. Incentive System**

There should be a proper incentive system in the organization to ensure monetary and non-monetary rewards of the employees to motivate them.

### **7. Welfare Measures**

Management must provide for employees welfare measures like canteens credit facilities sport clubs, education for their children e.t.c...

### **8. Social Activities**

Management should encourage social group activities by the workers. This will help to develop greater group cohesiveness which can be used by the management for building high confidence.

### **9. Training**

There should be proper training of the employees so that they may do their work efficiently and avoid frustration when the worker are given training they get psychological satisfaction as they feel that management is taking interest in them.

### **10. Workers Participation**

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There should be industrial democracy in the organization management should allow workers participation in management. Whenever a change to be introduced which effects the workers they must be consulted and taken into confidence workers must be allowed to put forward their suggestion and grievance to the top management.

## 11. Offers recognition of the employee efforts

It takes but a few seconds to say "Nice Job" "Well done", "Marked improvement", "You 're' on the right road" or any number of other phrases that communicate to the employee that you care about the job and about them and that you recognize an improvement in productivity. Also, employees can be given performance awards or have their name mentioned at staff meetings, posted on a notice boards or in employee inter office E-mail to say that some one did a note monthly Job. All of these simple modes of painting out individual team or group behaviour serve as very strong methods of improving productivity self worth and morale.

## CHAPTER-II

### 2.1 OBJECTIVE OF THE STUDY

- ◆ To know the level of confidence in employee towards the organization.
- ◆ To find out the various factors leading the employee confidence in the organization.
- ◆ To suggest some measures to increase confidence of the employees in Salem Steel Plant Ltd.,



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- ◆ To find out the impact of confidence in organization.

## 2.2 SCOPE OF THE STUDY

The people are working in organization, the ultimate purpose they want to earn and save family members. So, survey employees have confidence, without confidence the employee could not able to work in organization long period.

## 2.3 LIMITATIONS

- ◆ I have been taken into consideration only permanent employees in Salem Steel Plant Limited.
- ◆ The research has only applicable in Salem Steel Plant Limited.
- ◆ Changes respondents' bias is associated.
- ◆ The study is to taken for the academic purpose.

## CHAPTER-III

### 3.1 RESEARCH METHODOLOGY

The value of any systematic research lies in its methodology which is a way to systematically solve research problems. Methodology helps the investigator to conduct in a prescribed manner. In this chapter, the Research methodology followed for carrying out study is explained.

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## RESEARCH DESIGN

The research used descriptive Research design. Descriptive Research design means fact finding one. The researcher used this research design is to find out the fact of respondents attitude and opinion about stress management.

## SAMPLING PLAN

It is the process of obtaining information about an entire population by examining only a part of it. The item selected from the population is known as the sample. The sampling that is adopted for this study is random sampling.

## SAMPLING SIZE

The researcher has taken 120 sample have been taken for the study from the organization.

## DATA SOURCE

Bother primary as knew as secondary sources how utilizes in this study. A well designed protested questionnaire was used by the researcher to collect the survey information from the respondents. In addition surveying Salem Steel Plant are from the official records and from the website. Articles published in magazines are also utilized as secondary data from the researcher.

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## RESEARCH INSTANT

The researcher has utilized the questionnaire as a format collect the data from the respondents for this research.

## QUESTIONNAIRE DESIGN

The questionnaire used as both open in and close ended.

## STATISTICAL TOOLS APPLIED

The research has used percentage analysis, chi square, in order to make effective presentation tables, pie diagrams, bar diagrams etc.,

## SIMPLE PERCENTAGE METHOD

Percentage refers to a special kind of ratio making comparison between two or more data to describe relationship between the data. Percentage can also be used to compare the relative terms, the distribution of two or more serried of data.

## FORMULA

No. of respondents

$$\text{Simple percentage} = \dots\dots\dots * 100$$

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Total no. of respondents

### CHI SQUARE TEST

The quantity  $\chi^2$  describes the magnitude of discrepancy between theory and observation (i.e.) it can be known whether a given discrepancy between theory and observation can be attributed, to change or whether it results from the inadequacy of the theory to fit the observed facts. The greater value of  $\chi^2$  the greater would be the discrepancy between observed and expected frequencies.

The formula for computing chi-square test is,

$$\chi^2 = \sum \left( \frac{(O_i - E_i)^2}{E_i} \right)$$

Where,

O – Observed frequency

E – Expected frequency

The calculated value of  $\chi^2$  is compared with the table value of  $\chi^2$  for given degree of freedom at specific level of significance it is accepted when the calculated value is lesser than tabulated value and rejected when the calculated value is greater than the table value.

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### 3.2 REVIEW OF LITERATURE

#### Introduction

In any business organization or industry, profit is the prime aim. Profits can be got only when the productivity is high and it is quite evident that, productivity will be high only when employee's morale is high.

When mentoring about employee morale, it is necessary to define it. Morale has been defined in a study conducted by the Michigan University as "The combination of attitudes towards Job Company and immediate supervisor".

Mr. V.Devarajan, B.A., a student of P.S.G. college of Arts & Science, Coimbatore, who did his M.A. in social work in the year 1973, made a "Study on Employees' Morale and job satisfaction in the Cambodia Mills' and has suggested workers' Participation in Management, Production incentive bonus to improved employee morale and his job satisfaction.

Mr. M.Ramakrishnan, a student of Madras School of Social work, who did his post graduation in Social Work in the year 1980, made "Study on morale in the metal Bon India Limited" Madras and has suggested that improved facilities and working conditions will improve the morale of employees.

Mr. S.Prabakar, a student of G.R.D College of science, Coimbatore who did his M.A., in social work in the year 1991, made a "Study on employees morale in the Cambodia Mills",

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has suggested that good working conditions welfare facilities, enhance good morale in the opinion of majority of the respondents inspect of a few negative opinion relating to poor worker's participation in the management, promotion and transfer policies.

Pestonjee & Singh, 1995, Workers morale is significantly related to their education. The higher their education is the lower their morale and vice versa. Income is found to be non-significant factor affecting morale Herzberg, 1965, Herzberg found that is 54% of the studies morale was related to high productivity which is 35%, morale and productivity did not reveal relationship.

In 11% of the studies, high morale was associated with low productivity. Evidence support the view that level of satisfaction was directly related to performance on the job Miller D.C & W.H.Form, 1964, Miller & Form have given four combinations of productivity and morale

#### **CHAPTER-IV**

#### **DATA ANALYSIS AND INTERPRETATION**

#### **CHI - SQUARE TEST**

Aim: To test the relationship between the fellow workers and superior.

Ho; There is no significance relationship between the fellow workers and superiors.



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H1; There is significance relationship between the fellow workers and superiors.

**Observed frequency**

Opinion	Highly satisfied	Highly dissatisfied	Neither satisfied nor satisfied	Dissatisfied	Satisfied	total
Highly satisfied	19	8	4	0	11	42
Highly dissatisfied	5	2	2	4	5	18
Neither satisfied nor satisfied	5	8	3	4	5	25
Dissatisfied	3	2	2	0	3	10
Satisfied	5	3	2	4	11	25
Total	37	23	13	12	35	120

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**Expected frequency**

Opinion	Highly satisfied	Highly dissatisfied	Neither satisfied nor satisfied	Dissatisfied	Satisfied	Total
Highly satisfied	12.95	8.05	4.55	4.2	12.25	42
Highly dissatisfied	5.55	3.45	1.95	1.8	5.25	18
Neither satisfied nor satisfied	7.70	4.79	2.70	2.5	7.29	24.98
Dissatisfied	3.08	1.91	1.08	1	2.91	9.98
Satisfied	7.70	4.79	2.70	2.5	7.29	24.98
Total	36.98	22.09	12.98	12	34.99	119.94

O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
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19	12.95	6.05	36.60	2.85
8	8.05	-0.05	0.00	0.00
4	4.55	-0.55	0.30	0.07
0	4.2	-4.20	17.64	4.20
11	2.25	8.75	76.56	34.03
5	5.55	-0.55	0.30	0.05
2	3.45	-1.45	2.10	0.61
2	1.95	0.05	0.00	0.00
4	1.8	2.20	4.84	2.69
5	5.25	-0.25	0.06	0.01
5	7.7	-2.70	7.29	0.95
8	4.79	3.21	10.30	2.15
3	2.7	0.30	0.09	0.03

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4	3.5	0.50	0.25	0.07
5	7.29	-2.29	5.24	0.72
3	3.08	-0.08	0.01	0.00
2	1.91	0.09	0.01	0.00
2	1.08	0.92	0.85	0.78
0	1	-1.00	1.00	1.00
3	2.91	0.09	0.01	0.00
5	7.7	-2.70	7.29	0.95
3	4.79	-1.79	3.20	0.67
2	2.7	-0.70	0.49	0.18
4	2.5	1.50	2.25	0.90
11	7.29	3.71	13.76	1.89

$$=(R-1) (C-1)$$

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$$= (5-1) (5-1)$$

$$= (4) (4)$$

$$= 16$$

Table value for 16 d.f. at 5% level = 26.29

**Result:H1** is accepted since the calculated value > table value. There is significance relationship between the fellow workers and superior.

## CHAPTER-V

### 5.1. FINDINGS

- 46.66% of the age respondents have above 45 years.
- 89.16% of the respondents are marital status.
- 30.83% of the respondents are ITI qualification.
- 72.5% of the respondents are having an experience which is above 15 years.
- 66.67% of the respondents that above 30,000 income wise.
- 58.33% of the respondents are said about satisfied that the working conditions in work place of the co.,
- 51.67% of the respondents said about satisfied that the relationship with the fellow workers.

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- 60.83% of the respondents said about yes that their employee working hours.
- 45.83% of the respondents opinion that highly satisfied and relationship with the superiors.
- 55.83% of the respondents said about satisfaction the relationship with the other department employees.
- 51.67% of the respondents said about highly satisfied the leaves and holidays provided by the company.
- 52.5% of the respondents said about good system in the company.
- 100% respondents said that yes its the job security in the company.
- 51.67% of the respondents highly satisfied that the safety and welfare measures provided by the company.
- 68.33% of the respondents said about yes that the supervisor appreciate and fulfill the work.
- 80% of the respondents said about yes that the morale is directly influence the production.
- 75.83% of the respondents said that no there are rules & regulation of the company difficult to follow.
- 57.5% of the respondents said about highly satisfied the company takes care of health and security as per company norms.
- 37.5% of the respondents said about neither satisfied nor dissatisfied with the workers participation in management decision.



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## 5.2. SUGGESTIONS

- Management to reduce the work load of employees more beneficiaries.
- It will be more effective if the management take the steps to introduce suggestions and measurable scheme systems for the employees in the company.
- It is better the management recognize the needs of employees and encourages employees special talents.
- If the management given better performance awards to the employees, if will be consider as best and better performance by the company.
- Continuous vigilance and care on the part of management is required for maintaining high morale.
- The organization has to design on effective communication network in which suits the organizational structure.
- The management to pay attention on the issue of job stability and security, as this being a major motivational factor.

## 5.3. CONCLUSION

On the whole, the confidence of employees is very good. But the feeling of management policy, Grievance, redressed procedure and working conditions are the major contributors for good confidence among the employees. Confidence is physical concept. Confidence is not a cause rather the effect or result of many going away. confidence is differs

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**Scribd impact Factor: 4.7317, Academia Impact Factor: 1.1610**

**ISSN NO (online) : Application No : 19702 RNI –Application No 2017103794**

from percent to percent, industry to industry, level of education age, nature of work etc. confidence may be range from very high to low. To conclude employee confidence plays very important role in every organization. Good employee confidence helps to success of the organization.

#### Reference books

1. Personnel Management; C.B.Memoria.
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3. Personnel and Human Management: P.Subba Rao
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