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A STUDY ON REWARDS AND RECOGNITION IN JS FOOD INDIA IN COIMBATORE

Submitted

By

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Abstract:

Reward systems are central to the Human Resource Management function. Their purpose is to attract talented individuals, motivate them and retain those that have a better fit with the organization. Reward systems have a direct impact on the cost side of the organization's financial statement. They are strategic as they influence people's attitudes, behavior and performance .This project helps to analysis the employees mind regarding their job involvement and also know about the rewards and recognition system in the company.This study helps to know about the employees interest towards rewards and recognition and the appraisal system followed by the various level. Data is collected by the method of analysis of data, their interpretation and final summarization.In this study non-probability sampling method is used. The sampling unit study is employees of JS Foods India.and There are 325 employees. Sample size of the study is 150.This project mainly provides information on how employees feel about their job and their organization. Therefore an enquiry has bee made various fact on job. And to measure the extent of rewards and recognition needed by the employees .

Key words: Reward systems, Human Resource Management, recognition system

CHAPTER – 1

INTRODUCTION

1.1 INTRODUCTION ABOUT STUDY

When the organization and employees go in the single path automatically the company will start growing, which will lead to good performance of the employees and in turn company will fulfill employee's expectation. Recognition and rewards play an important role in work unit and agency programs to attract and retain their employees. It is the day-to-day interactions that make employees feel that their contributions are appreciated and that they are recognized for their own unique.

Employees not only want good pay and benefits, they also want to be valued and appreciated for their work, treated fairly and have advanced opportunities. This type of recognition may contribute to high morale in the work environment. So, it's extremely important that managers, who communicate the agency goals to employees, are included in the development of recognition programs.

Expectation of the organization

- Sincerity
- Working capacity
- Punctuality
- Hard work
- Team work
- Target achievement

Expectation of the employees

- Working with the strong team
- Reasonable seller
- Working hours
- Incentives and allowance
- Job security
- Good relationship
- Job reputation

Expectation of the organization and employees

- Creating a good image for the company
- Building a strong team across the universe
- Brand loyalty

- Obtaining more number of customers
- Reducing the stress
- Creating good relationship
- Conflict management

1.2 OBJECTIVES

1. To study on the rewards and recognition towards employees at JS Foods India Private Ltd.
2. To know about the rewards and recognition system in the company and also know about the importance of recognition.
3. To know about the employees interest towards rewards and recognition.
4. To know about the appraisal system followed by the various levels.

1.2 SCOPE OF THE STUDY

In this project" rewards and recognition towards employees at JS Foods India . I mainly cover the human resource management. In future this project can be utilized for the following purpose.

- Good reward system.
- Suitable recognition system to the employees.
- Salary.
- Job security.

This project mainly provides information on how employees feel about their job and their organization. Therefore an enquiry has bee made various fact on job. And to measure the extent of rewards and recognition needed by the employees .

1.4 LIMITATIONS OF THE STUDY

1. It is very difficult to understand the different way of approach from the respondents.
2. There is no proper response from the employees.
3. This study was fully based on respondents view hence here are more chances for human bias.
4. The company function in shift system so all shift employees will not take part in the sample.
5. As the study is very wide and vast all the facts and features regarding the study could not be analyzed and taken into account.

1.5 FIELD OF STUDY

1. Organizations in today's environment seek to determine the reasonable balance between employee commitment and performance of the organization. The rewards and recognition programs serve as the most contingent factor in keeping employees' self-esteem high and passionate.
2. Employees not only want good pay and benefits, they also want to be valued and appreciated for their work, treated fairly and have advanced opportunities. Reward type of recognition may contribute to high morale in the work environment. So, it's extremely important that managers, who communicate the agency goals to employees, are included in the development of recognition programs.
3. Recognition and rewards play an important role in work unit and agency programs to attract and retain their employees. It is the day-to-day interactions that make employees feel that their contributions are appreciated and that they are recognized for their own unique.

1.6 RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. It involves data collection techniques, the method of analysis of data, their interpretation and final summarization

1.6.1 Data sources

The method of data collection used for the study was primary &secondary

➤ **Primary data**

The primary data are collected freshly for the first time. There is several method of collecting primary data. Questionnaire and personal interview method was preferred due to the research problem over other method of data collection

➤ **Secondary data**

The secondary data are those which have been already collected by someone else and which have already passed through the statistical process. Thus data was collected from files of the company, document reports, internet and books.

1.6.2 Research design

In this research the researcher used descriptive research. So the researcher has no control over the variables researcher can only report what has depended or what is happening in the actual environment

1.6.3 Sampling plan

➤ **Sampling design**

A sample design is a definitive plan for a given population. It refers to the techniques or procedure the researcher would adopt in selecting sample. Sample design may done well by the numbers of items to be included in

the sample. In this study non-probability sampling method is used.

➤ **Sampling unit**

The sampling unit study is employees of JS Foods India.

➤ **Sample size**

There are 325 employees. Sample size of the study is 150

Interviews schedule

Questions are framed in such a way that the answers reflect the ideas and thoughts of the respondents towards JS Foods India. For example the interviews schedule includes structured questions. The author has an idea to use interviews schedule to clarify the doubts when the respondents answer the questions for the same of questions the following. Likert scaling techniques was used

S.A → Strongly agree

A → Agree

N → Neither or nor

D → Disagree

S.D → Strongly disagree

1.6.4 Statistical techniques

Simple percentage

Simple percentage analysis refers to a special kind of ratio. Percentage is used to describe relationship.

Percentage = No. of employees/ total no employees * 100

Chi-square

Adjusted to give the total frequency as we find and case of observed distribution.

$$X^2 = \sum (O-E)^2 / E$$

Where,

O = observed frequency

E = expected frequency

Correlation analysis

- Correlation is a statistical tool, which studies the relationship between two variables, and Correlation analysis involves methods and techniques used for studying and measuring the extent of the relationship between two variables.
- The Correlation expresses rate between rates the groups of items but not the individual items.
- If $r = +1$ then correlation is perfect and positive.
If $r = -1$ then correlation is perfect and negative.

Formula: $r = \frac{\sum xy}{\sqrt{\sum x^2} \sqrt{\sum y^2}}$

CHAPTER II REVIEW OF LITERATURE

- **Oosthuizen (2001)** stated that it is among the function of managers to motivate the employees successfully and influence their behavior to achieve greater organizational efficiency.
- **La Motta (1995)** is of the view that performance at job is the result of ability and motivation.
- Ability formulated through education, equipment, training, experience, ease in task and two types of capacities i.e. mental and physical. The performance evaluation and rewards are the factors that proved to be the bonding agents of the performance evaluation programs. According to **Wilson (1994)**, the process of performance management is one among the key elements of total reward system.
- According to **Andrew (2004)**, commitment of all employees is based on rewards and recognition.
- Research by **Eastman (2009)** consistently found that intrinsic motivation is conducive to producing creative work, while extrinsic motivation is unfavorable to producing creative work.
- **Zaraket and Halawi (2017)** investigated "HRM practises and employee performance in the Lebanese banking sector, where salary and benefits have a high significant impact on the employees' performance."Employees in vulnerable positions will perform better in order to keep their high social status."
- **Lawler (2003)** argued that prosperity and survival of the organizations is determined through the human resources how they are treated. Most of organizations have gained the immense progress by fully complying with their business strategy through a well-balanced rewards and recognition programs for employee.
- **Gagne (2009)** suggested a new model of knowledge-sharing motivation which provides suggestion for designing five important human resource management (HRM) practices including staffing, job design, performance and compensation systems, managerial styles and training.
- **Ali and Ahmed (2009)** confirmed that there is a statistically significant relationship between reward and recognition respectively, also motivation and satisfaction. The study revealed that if rewards or recognition offered to employees were to be altered, then there would be a corresponding change in work motivation and satisfaction. The pay package is one of the most obvious and visible expressions of employment relationship,

it is main issue in exchange between employees and employer expressing connection between individual work and performance employing organization itself

CHAPTER-III

INDUSTRY PROFILE

ABOUT THE INDUSTRY

The original potato chip recipe was created by George Crum, the son of an African American father and Native American mother, in Saratoga Springs, New York on August 24, 1853. Fed up with a customer who continued to send his fried potatoes back complaining that they were too thick and soggy, Crum decided to slice the potatoes so thin that they could not be eaten with a fork. As they could not be fried normally in a pan, he decided to stir-fry the potato slices. Against Crum's expectation, the guest was ecstatic about the new chips and they soon became a regular item on the lodge's menu, under the name "Saratoga Chips." They eventually became popular throughout New York and New England. One version of this story identifies Cornelius Vanderbilt as the customer who wanted his potatoes served thinner.

In the 20th century, potato chips spread beyond chef-cooked restaurant fare and began to be mass produced for home consumption; Dayton, Ohio-based Mike-sell's Potato Chip Company, founded in 1910, calls itself the "oldest potato chip company in the United States".^[1] While New England favorite, Tri-Sum Potato Chips, originally founded in 1908 as the Leominster Potato Chip Company, in Leominster, Massachusetts claim to be America's first potato chip.^[2] Chips sold at markets were usually sold in tins or scooped out of storefront glass bins and delivered by horse and wagon. The early potato chip bag was wax paper with the ends ironed or stapled together.

Some companies have also marketed baked potato chips as an alternative with lower fat content. Additionally, some varieties of fat-free chips have been made using artificial, and indigestible, fat substitutes. The success of crisp fried potato chips also gave birth to fried corn chips, with such brands as Fritos,

ABOUT THE COMPANY

Now a day's people mostly prefer packet snacks items. So to fulfill the wants of the consumer JS Foods India was established in the year 1987. In the initial stage JS Foods introduce only 1 kg nenedram chips in the name of A.P.S company after that we have analyze through our R&D department that use to buy quality of products in small pack with lowest price so we change our strategies to produce small packets in 2008. Today JS Foods India needs no introduction in kovai and surrounding area. The quality of the products themselves stands testimony to their identification and JS Foods India has become a necessary product to our customer. Simply because the product range is so wide and backed up by quality of our products.

Our strengths

- Taste
- New flavors
- Quality

- Employees
- Agents
- Loyal customers
- Continuous market analysis and study
- Strong resources and network

Raw material

Raw material is received methodically and its quality is checked items are inspected for its freshness, temperature, color, odor, contamination, infestation satisfactory packing, and expiry date and labeling. All items are bought from well-reputed suppliers who maintain high standard of food, hygiene and requirement specification materials are accepted if they meet the standard acceptance criteria requirement of our establishment.

Our products

| Product | Flavor | Net weight (grams) |
|-------------------|----------------------|--------------------|
| Nendram chips | Plain salt | 20 |
| | Pepper | 20 |
| | Salty core cut | 20 |
| Mixture | Cashew special | 35 |
| | Garlic | 35 |
| | Sweet | 35 |
| | South Indian special | 35 |
| | Pepper | 35 |
| Dhalls and grains | Mong dhall | 35 |
| | Masala special | 35 |
| | Groundnut | 35 |
| | Groundnut and plain | 35 |
| Potato | Pepper | 19 |
| | Tomato | 19 |
| | Puthina | 19 |
| | Plane salted | 19 |
| | Creamy onion | 19 |
| | Thanthuri style | 19 |
| | South Indian special | 19 |
| | Chilly | 19 |
| Tapioca | Soft finger | 40 |
| | Plain salted | 40 |
| Other items | Chinese pakoda | 40 |

Currently our products reach the consumers through 200 agents and 5000 retailers. Our product range is classified under 3 zones contains 8 to 11 districts for better and easy distribution.

To further strengthen our distribution and with a view to contribute to the society we have now identified a new channel to distribute our products with the help of "Women self help Group" by adopting this strategy of distribution

where currently 3000 women are engaged. This number is expected to reach 1 lakh very shortly. After distribution through women self help group we are not only witnessing the increased visibility and sales of our products but also have the satisfaction of providing employment to the needy.

As our products range is very wide and also increasing every day it was felt by the customers that our entire range of products are not available under one roof. We at JS Foods India convert every threat as an opportunity to improve. This has now given birth to creation of “JS FOODS INDIA”. These shops will be of franchise type and will carry the entire range of JS Foods India products and customer who visits these shops will not miss any of the JS Foods India products of his/her choice. It is also planned to deliver from these shops the customer requirement at their doorsteps with maximum discount price.

Vision

- To obtain large number of loyal customers.
- To give more employment opportunities to physically challenged people.

Mission

- To open JS Foods India shops all over the world.

CHAPTER- IV

ANALYSIS AND INTERPRETATION

Table No. 4.1

Table shows the respondents age group

| S.No. | Particulars | No. of respondents | Percentage |
|--------------|--------------------|---------------------------|-------------------|
| 1 | Below 25 years | 52 | 34.7 |
| 2 | 26 to 35 years | 61 | 40.7 |
| 3 | 36 to 45 years | 28 | 18.7 |
| 4 | Above 45 years | 9 | 6.0 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

From the above table it shows that 34.7% of the respondent belongs to the age group of below 25 years, 40.7% of respondents belongs to 26to35 years,18.7% of respondents belongs to 36to45 years, and remaining 6% of respondents belongs to above 45 years.

Chart No. 4.1

Chart shows the respondents age group

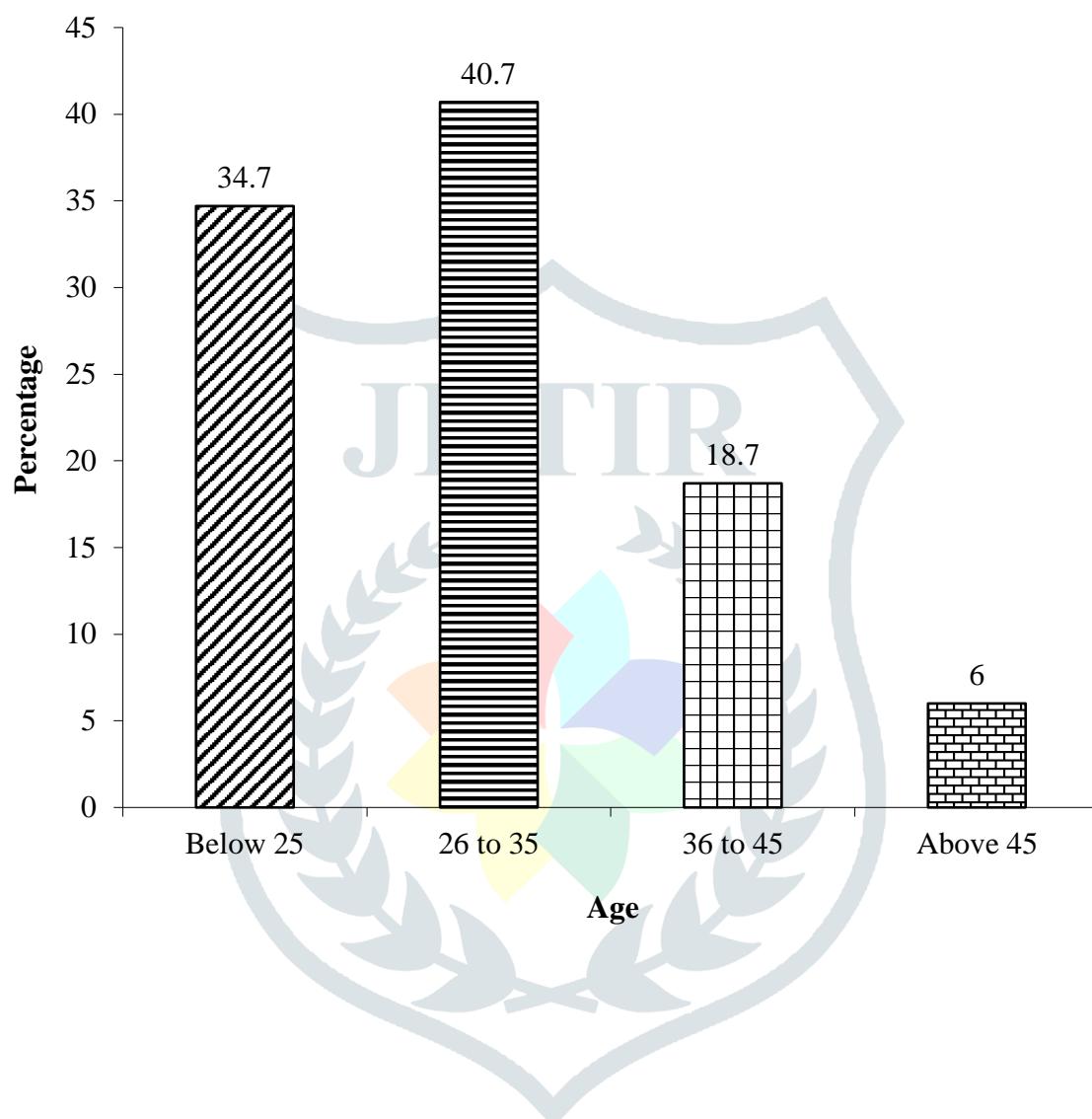


Table No. 4.2

Table showing the importance of recognition in the company

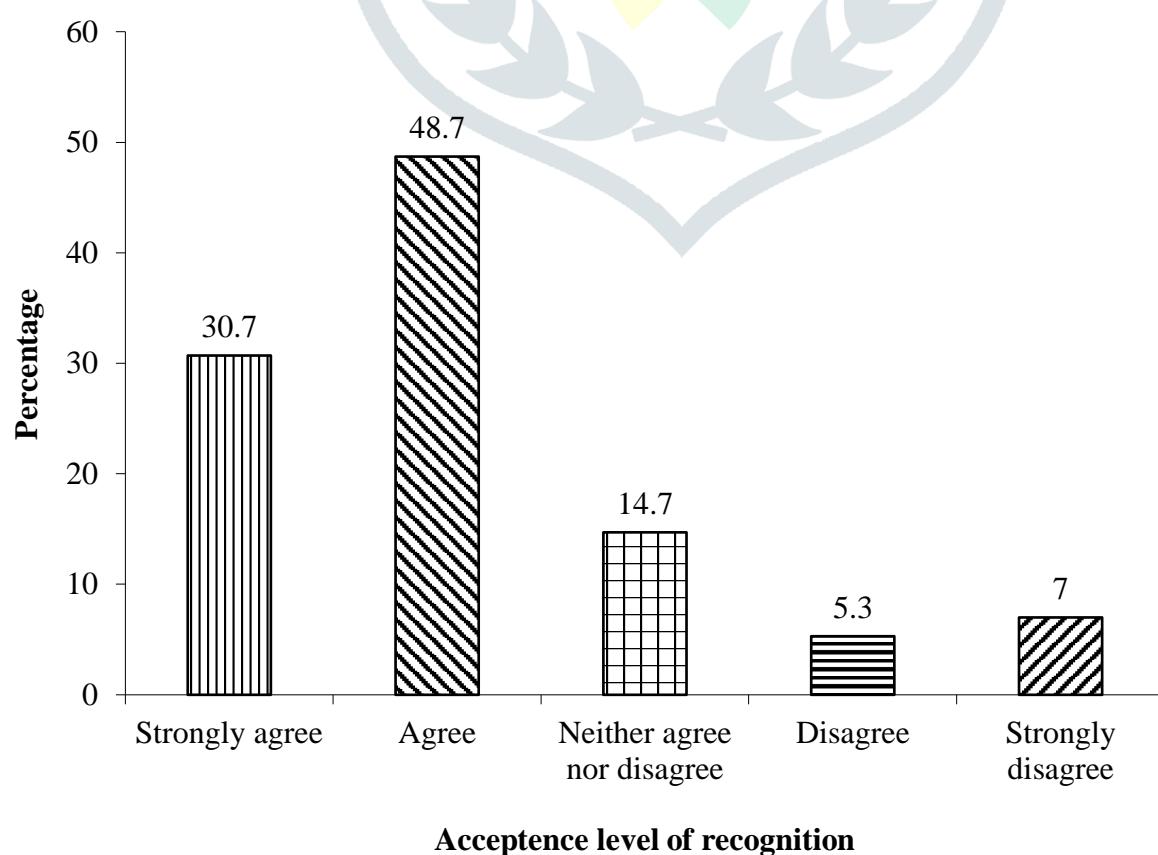
| S.No. | Acceptance level | No. of respondents | Percentage |
|--------------|----------------------------|--------------------|------------|
| 1 | Strongly agree | 46 | 30.7 |
| 2 | Agree | 73 | 48.7 |
| 3 | Neither agree nor disagree | 22 | 14.7 |
| 4 | Disagree | 8 | 5.3 |
| 5 | Strongly disagree | 1 | 7 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 30.7% of the respondents strongly agree that recognition is important, 48.7% of respondents are agree, 14.7% of respondents are neither agree nor disagree, 5.3% of respondents are disagree and 7% of respondents are strongly disagree.

Chart No. 4.2

Chart showing the importance of recognition in the company

CHI-SQUARE TEST – 4.2.1

H_0 = There is no significant relationship between importance of recognition in the company and acceptance level of employees.

H_1 = There is a significant relationship between importance of recognition in the company and acceptance level of employees.

Table shows the importance of recognition in the company

| S.No. | Observed frequency | Expected frequency | O-E | $(O-E)^2$ | $(O-E)^2/E$ |
|-------|--------------------|--------------------|------|----------------------------|-------------|
| 1 | 46 | 30.7 | 15.3 | 234.09 | 7.625 |
| 2 | 73 | 48.7 | 24.3 | 590.49 | 12.125 |
| 3 | 22 | 14.7 | 7.3 | 53.29 | 3.625 |
| 4 | 8 | 5.3 | 2.7 | 7.29 | 1.375 |
| 5 | 1 | 7 | -6 | 36 | 5.143 |
| | | | | $\sum(O-E)^2 / E = 29.893$ | |

$$\text{FORMULA} = \frac{\sum(O-E)^2}{E}$$

$$\text{Degrees of freedom} = (n-1) = (5-1) = 4$$

$$\text{Level of significance} = 5\% (0.05)$$

$$\text{Calculated value} = 29.893$$

$$\text{Table value} = 9.48$$

Interpretation

The table value of chi-square for 4 degrees of freedom at 5 percent level of significance is 9.48. Comparing calculated and table values of chi-square, we find the calculated value is greater than the table value, so there is a significant relationship between company and importance of recognition in the company.

Table No. 4.3

Table shows the paycheck benefits and acknowledgment of employees

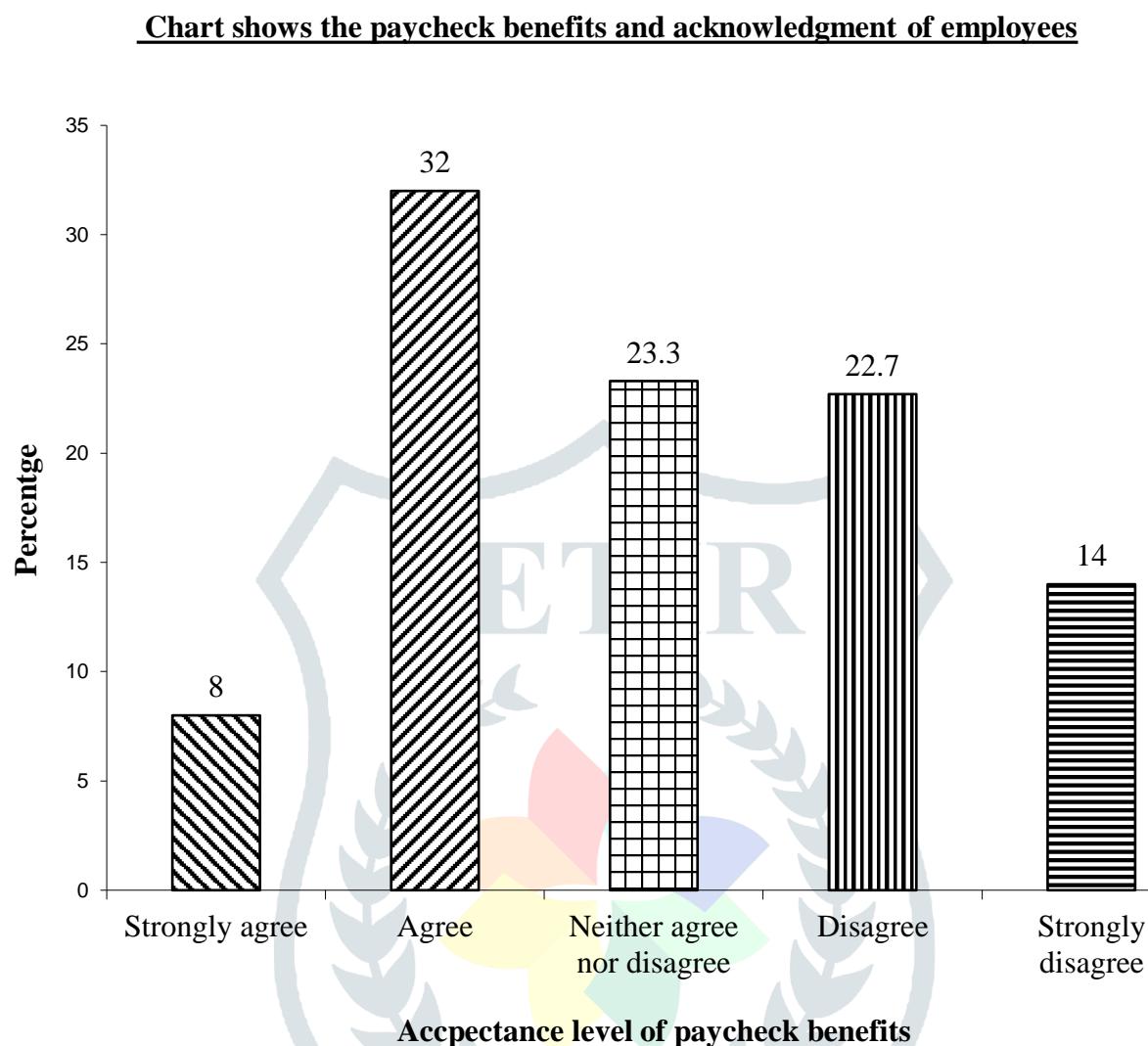
| S.No. | Acceptance level | No. of respondents | Percentage |
|--------------|----------------------------|--------------------|------------|
| 1 | Strongly agree | 12 | 8.0 |
| 2 | Agree | 48 | 32.0 |
| 3 | Neither agree nor disagree | 35 | 23.3 |
| 4 | Disagree | 34 | 22.7 |
| 5 | Strongly disagree | 21 | 14.0 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

The above table shows that 8% of the respondents are strongly agree for their paycheck benefits and acknowledgment, 32% of the respondents are agree, 23.3% of the respondents are neither agree nor disagree, 22.7% of the respondents are disagree and 14% of the respondents are strongly disagree.

Chart No. 4.3

**CHI-SQUARE TEST – 4.3.1**

H_0 = There is no significant relationship between paycheck benefits and acknowledgment of employees and acceptance level of employees.

H_1 = There is a significant relationship between paycheck benefits and acknowledgment of employees and acceptance level of employees.

Table shows the paycheck benefits and acknowledgment of employees

| S.No. | Observed frequency | Expected frequency | O-E | (O-E) ² | (O-E) ² /E |
|-------|--------------------|--------------------|------|-------------------------------|-----------------------|
| 1 | 12 | 8 | 4 | 16 | 2 |
| 2 | 48 | 32 | 16 | 256 | 8 |
| 3 | 35 | 23.3 | 11.7 | 136.89 | 5.875 |
| 4 | 34 | 22.7 | 11.7 | 136.89 | 6.030 |
| 5 | 21 | 14 | 10 | 100 | 7.143 |
| | | | | $\sum (O - E)^2 / E = 29.048$ | |

$$\text{FORMULA} = \frac{\sum (O - E)^2}{E}$$

Degrees of freedom = $(n-1) = (5-1) = 4$

Level of significance = 5% (0.05)

Calculated value = 29.048

Table value = 9.48

Interpretation

The table value of chi-square for 4 degrees of freedom at 5 percent level of significance is 9.48. Comparing calculated and table values of chi-square, we find the calculated value is greater than the table value, so there is a significant relationship between company and paycheck benefits and acknowledgement of employees.

Table No. 4.4

Table shows the adequate opportunity of employees for getting rewards

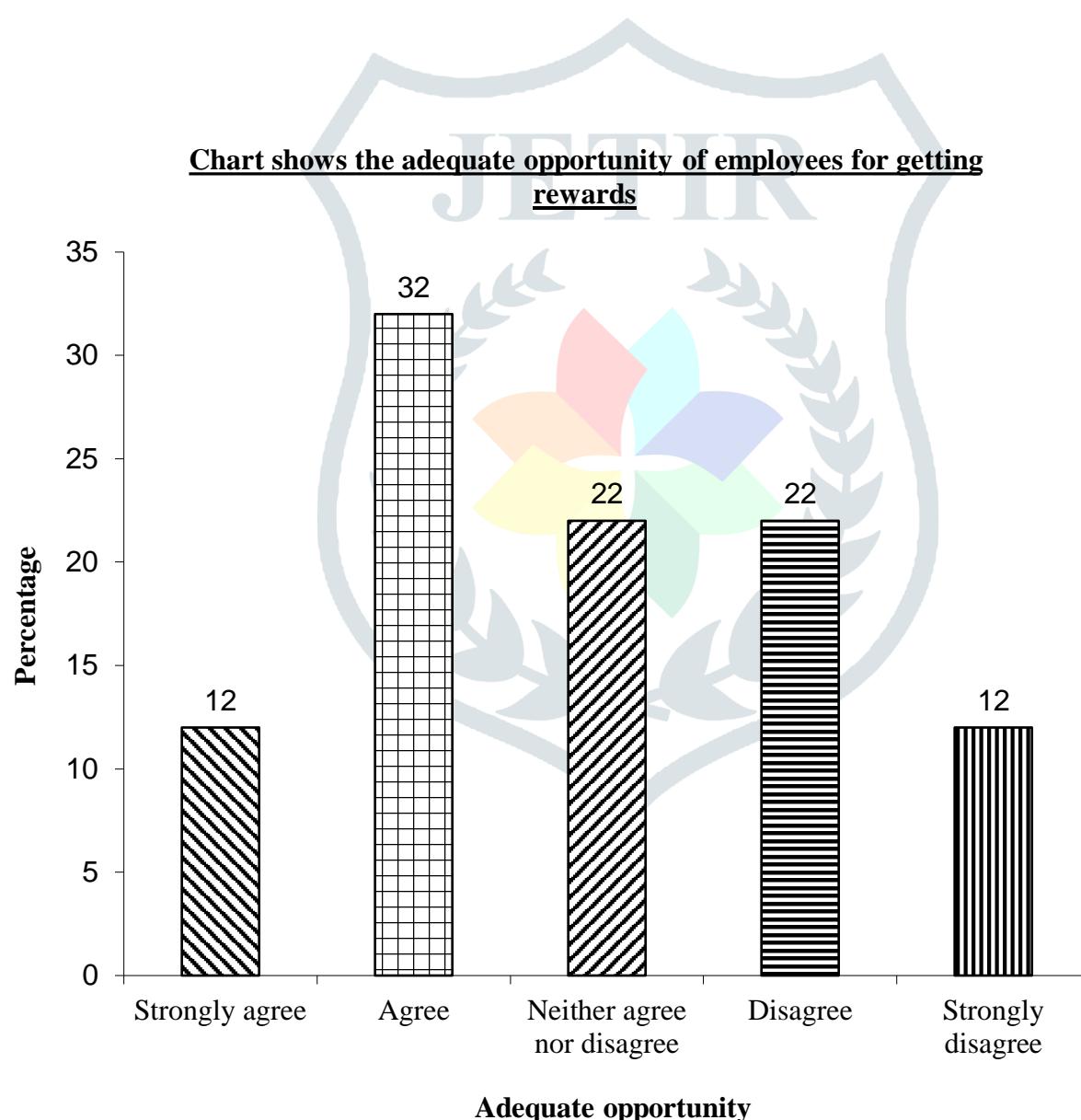
| S.No. | Acceptance level | No. of respondents | Percentage |
|--------------|----------------------------|--------------------|------------|
| 1 | Strongly agree | 18 | 12.0 |
| 2 | Agree | 48 | 32.0 |
| 3 | Neither agree nor disagree | 33 | 22.0 |
| 4 | Disagree | 33 | 22.0 |
| 5 | Strongly disagree | 18 | 12.0 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

From the above table it shows that 12% of the respondents are strongly agree for adequate opportunity of employees for getting rewards, 32% of the respondents are agree, 22% of the respondents are neither agree nor disagree, 22% of the respondents are disagree and 12% of the respondents are strongly disagree.

Chart No. 4.4



CHI-SQUARE TEST – 4.4.1

H_0 = There is no significant relationship between adequate opportunity of employees for getting rewards and acceptance level of employees.

H_1 = There is a significant relationship between adequate opportunity of employees for getting rewards and acceptance level of employees.

Table shows the adequate opportunity of employees for getting rewards

| S.No. | Observed frequency | Expected frequency | O-E | $(O-E)^2$ | $(O-E)^2/E$ |
|-------|--------------------|--------------------|-----|------------------------|-------------|
| 1 | 18 | 30 | -12 | 144 | 4.8 |
| 2 | 48 | 30 | 18 | 324 | 10.8 |
| 3 | 33 | 30 | 3 | 9 | 0.3 |
| 4 | 33 | 30 | 3 | 9 | 0.3 |
| 5 | 18 | 30 | -12 | 144 | 4.8 |
| | | | | $\sum(O-E)^2 / E = 21$ | |

Degrees of freedom = $(n-1) = (5-1) = 4$

Level of significance = 5% (0.05)

Calculated value = 21

Table value = 9.48

Interpretation

The table value of chi-square for 4 degrees of freedom at 5 percent level of significance is 9.48. Comparing calculated and table values of chi-square, we find the calculated value is greater than the table value, so there is a significant relationship between company and employees for getting rewards.

Table No. 4.5

Table showing the employees rewarded above and beyond criteria

| S.No. | Acceptance level | No. of respondents | Percentage |
|--------------|----------------------------|--------------------|------------|
| 1 | Strongly agree | 18 | 12.0 |
| 2 | Agree | 38 | 25.3 |
| 3 | Neither agree nor disagree | 33 | 22.0 |
| 4 | Disagree | 37 | 24.7 |
| 5 | Strongly disagree | 24 | 16.0 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 12% of the respondents are strongly agree for rewards above and beyond criteria, 25.3% of the respondents are agree, 22% of the respondents are neither agree nor disagree, 24.7% of the respondents are disagree and 16% of the respondents are strongly disagree.

Chart No. 4.5

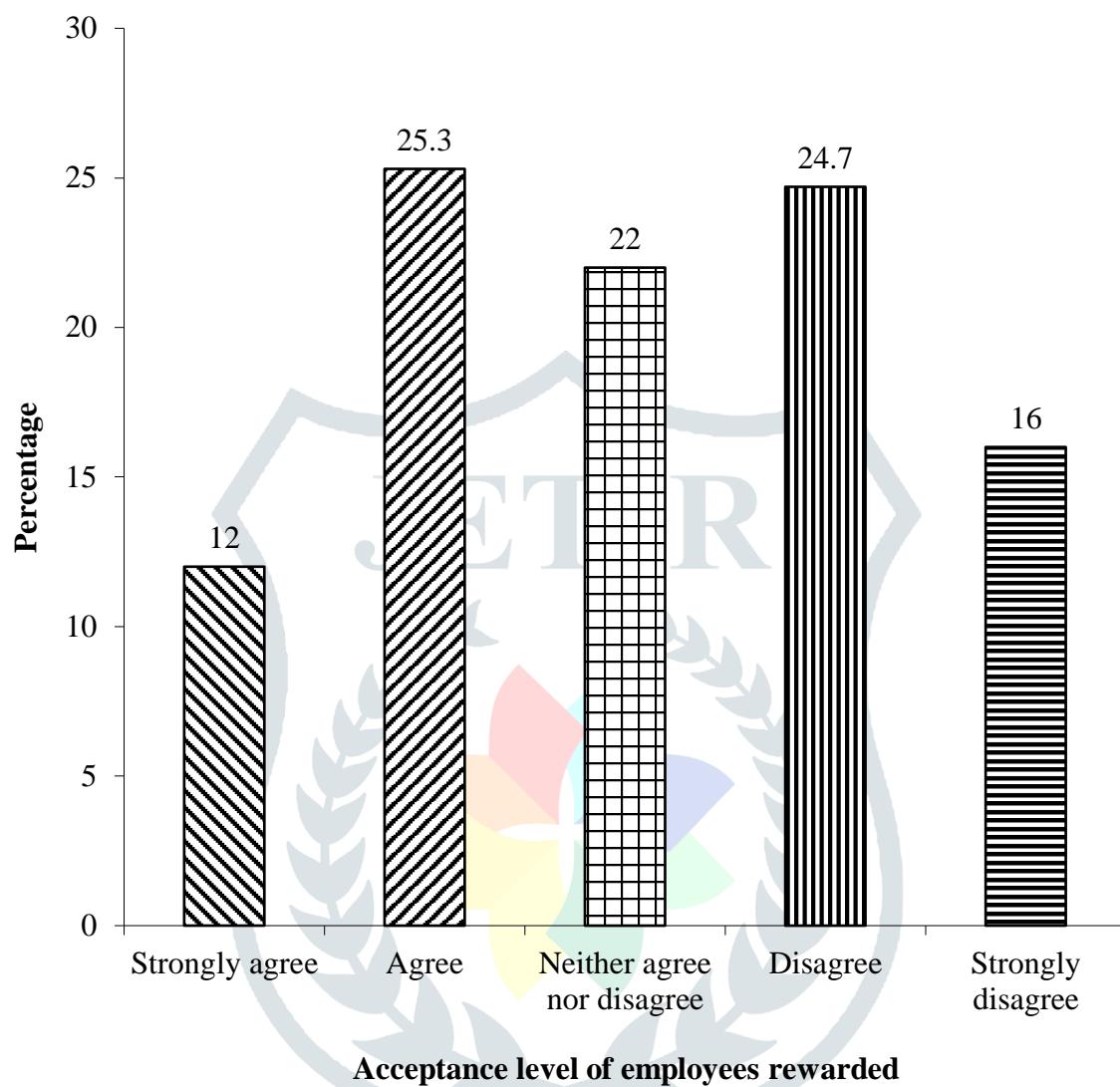
Chart showing the employees rewarded above and beyond criteria

Table No. 4.6

Table shows the recognition of employee's efforts in the company

| S.No. | Particulars | No. of respondents | Percentage |
|--------------|----------------------|--------------------|------------|
| 1 | Extremely important | 64 | 42.7 |
| 2 | Some importance | 59 | 39.3 |
| 3 | Not at all important | 27 | 18.0 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

Table 6 shows that 42.7% of the respondents are extremely important in recognizing employee's efforts in the company, 39.3% of the respondents are some importance and 18% of the respondents are not at all important.

Chart No. 4.6

Chart shows the recognition of employee's efforts in the company

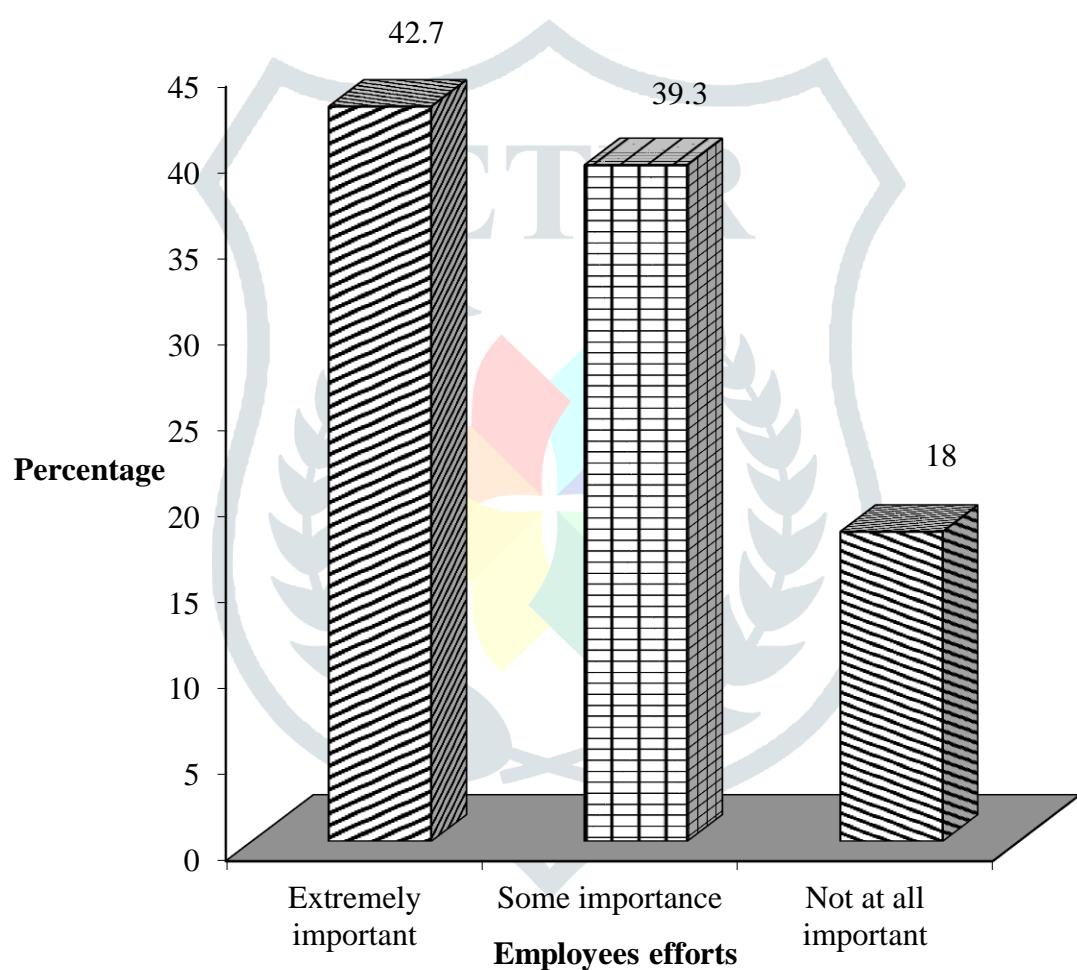


Table No. 4.7
Table shows the accomplishments of team recognition

| S.No. | Particulars | No. of respondents | Percentage |
|--------------|----------------------|--------------------|------------|
| 1 | Extremely important | 34 | 22.7 |
| 2 | Some importance | 46 | 30.7 |
| 3 | Not at all important | 70 | 46.7 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 22.7% of the respondents are extremely important for accomplishments of team recognition, 30.7% of the respondents are some importance and 46.7% of the respondents are not at all important.

Chart No. 4.7

Chart shows the accomplishments of team recognition

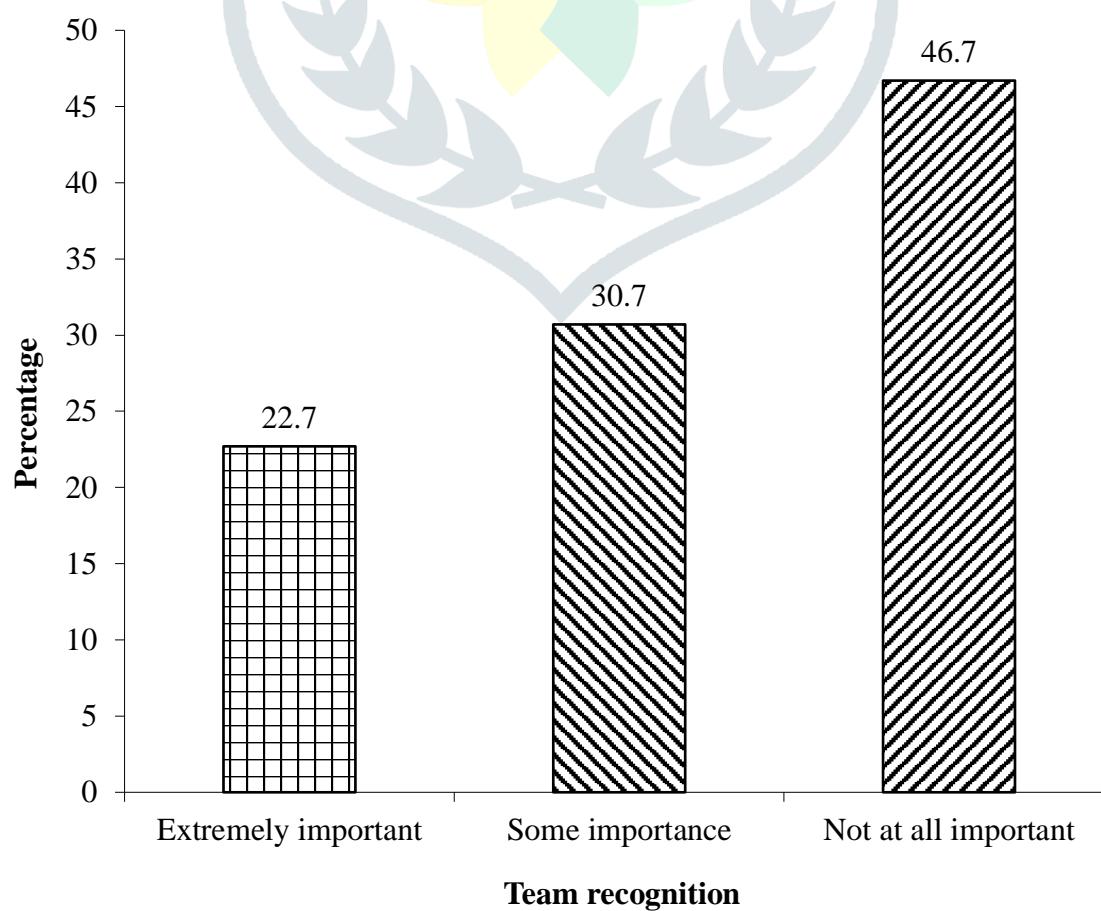


Table No.4.8
Table shows the appreciation of employee's work

| S.No. | Particulars | No. of respondents | Percentage |
|--------------|----------------------|--------------------|------------|
| 1 | Extremely important | 63 | 42.0 |
| 2 | Some importance | 55 | 36.7 |
| 3 | Not at all important | 32 | 21.3 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 42% of the respondents are extremely important for appreciating employee's work, 36.7% of the respondents are some importance and 21.3% of the respondents are not at all important.

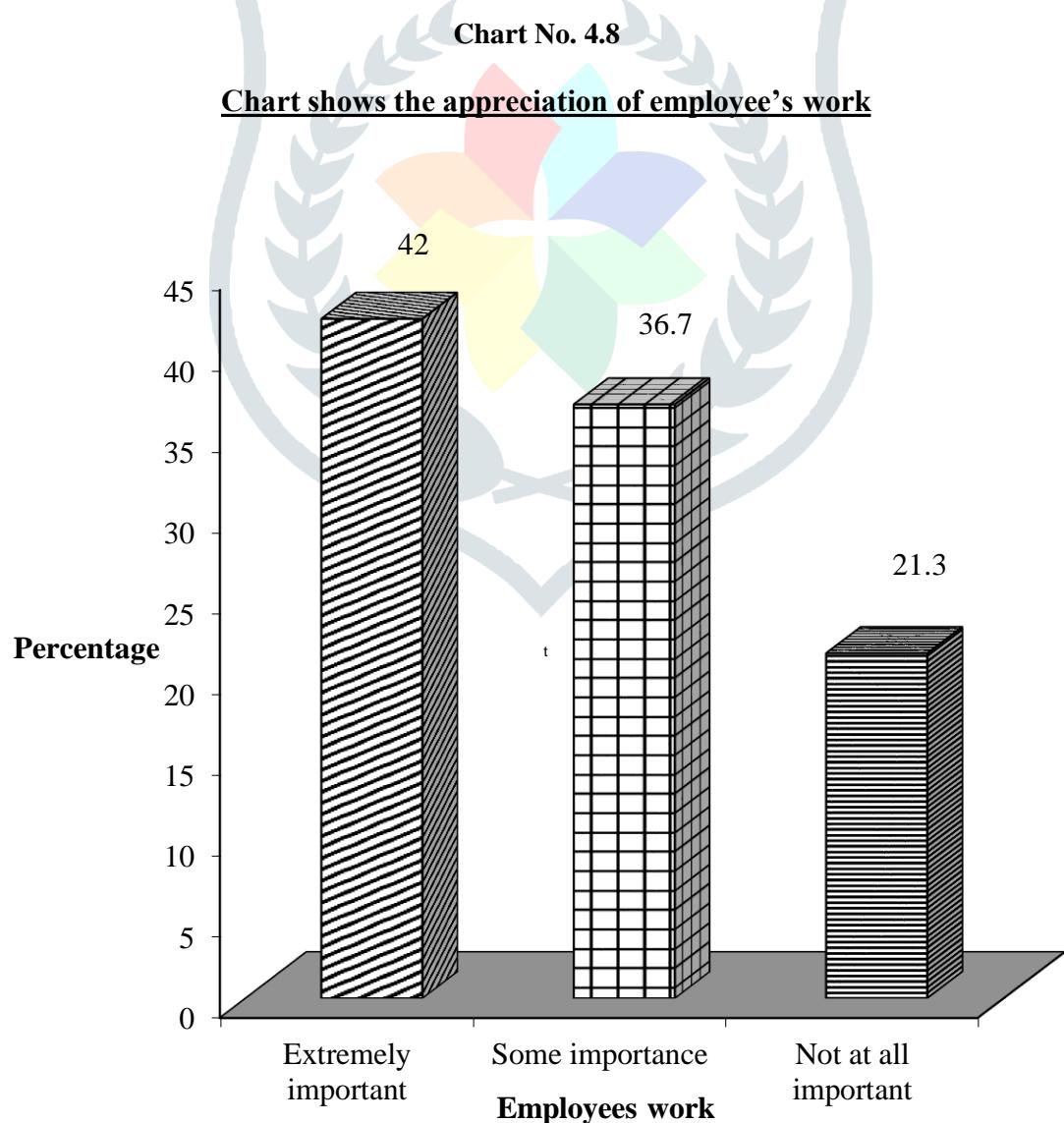


Table No. 4.9

Table shows the nomination for rewards

| S.No. | Particulars | No. of respondents | Percentage |
|-------|-------------|--------------------|------------|
| 1 | Yes | 81 | 54.0 |
| 2 | No | 69 | 46.0 |
| | Total | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 54% of the respondents say yes for nominating others for reward and remaining 46% of the respondents say no.

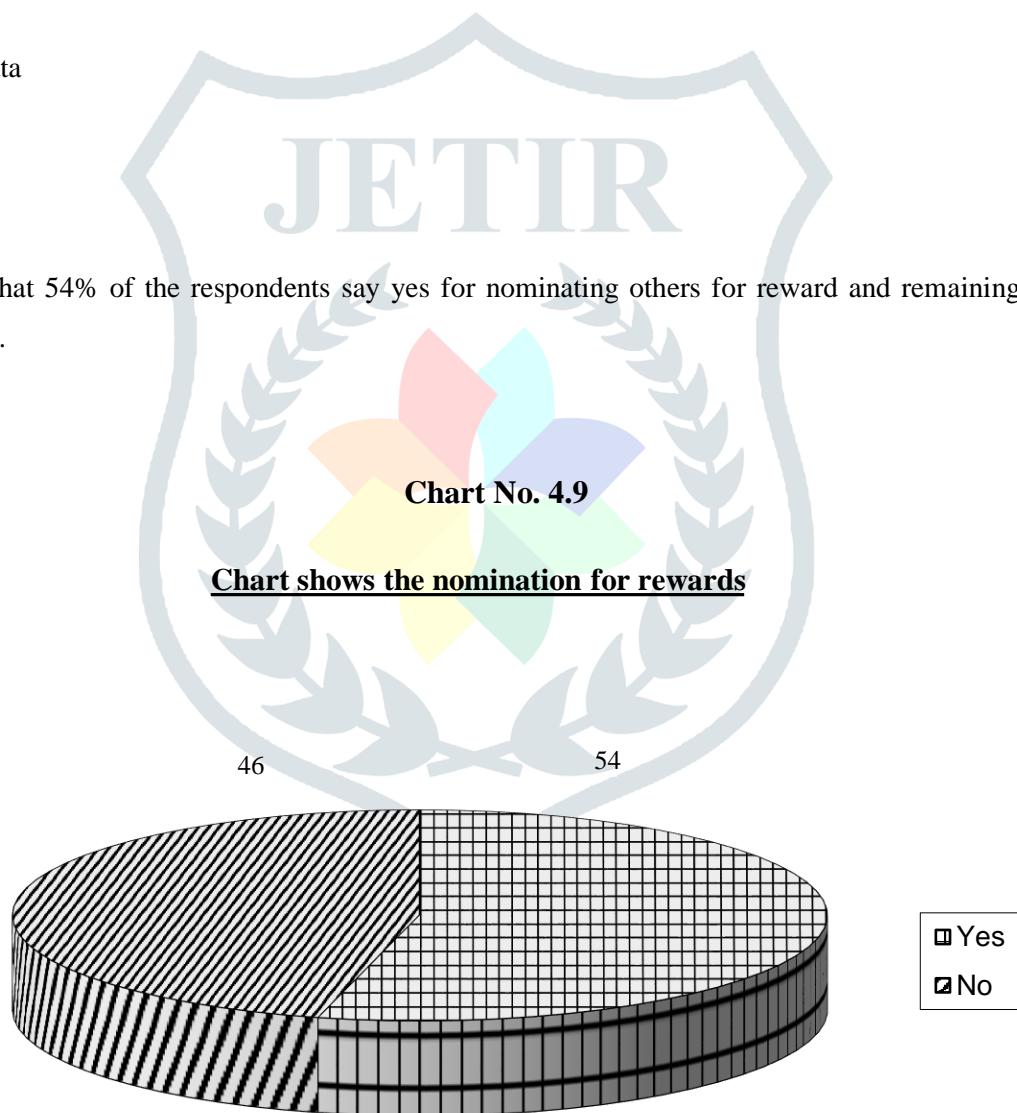


Table No.4.10

Table shows the employees not quit their jobs in the company

| S.No. | Particulars | No. of respondents | Percentage |
|-------|-----------------|--------------------|------------|
| 1 | Very important | 81 | 54.0 |
| 2 | Does not matter | 69 | 46.0 |
| | Total | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 54% of the respondents say it is very important for employee's not to quit their jobs in the company and remaining 46% of the respondents say it does not matter.

Chart No. 4.10

Chart shows the employees not quit their jobs in the company

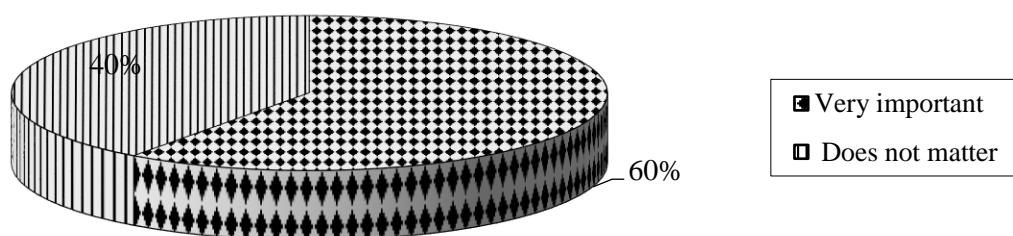


Table No. 4.11

Table shows the success of company

| S.No. | Particulars | No. of respondents | Percentage |
|-------|--------------------|--------------------|------------|
| 1 | Employee surveys | 35 | 23.3 |
| 2 | Sales growth | 53 | 35.3 |
| 3 | Productivity | 42 | 28.0 |
| 4 | Customer retention | 20 | 13.3 |
| Total | | 150 | 100.0 |

Source: primary data

Interpretation

Table 11 shows that 23.3% of the respondents think employee survey are the way to measure the company success, 35.3% of the respondents are sales growth, 28% of the respondents are productivity and 13.3% of the respondents are in customer retention.

Chart No. 4.11

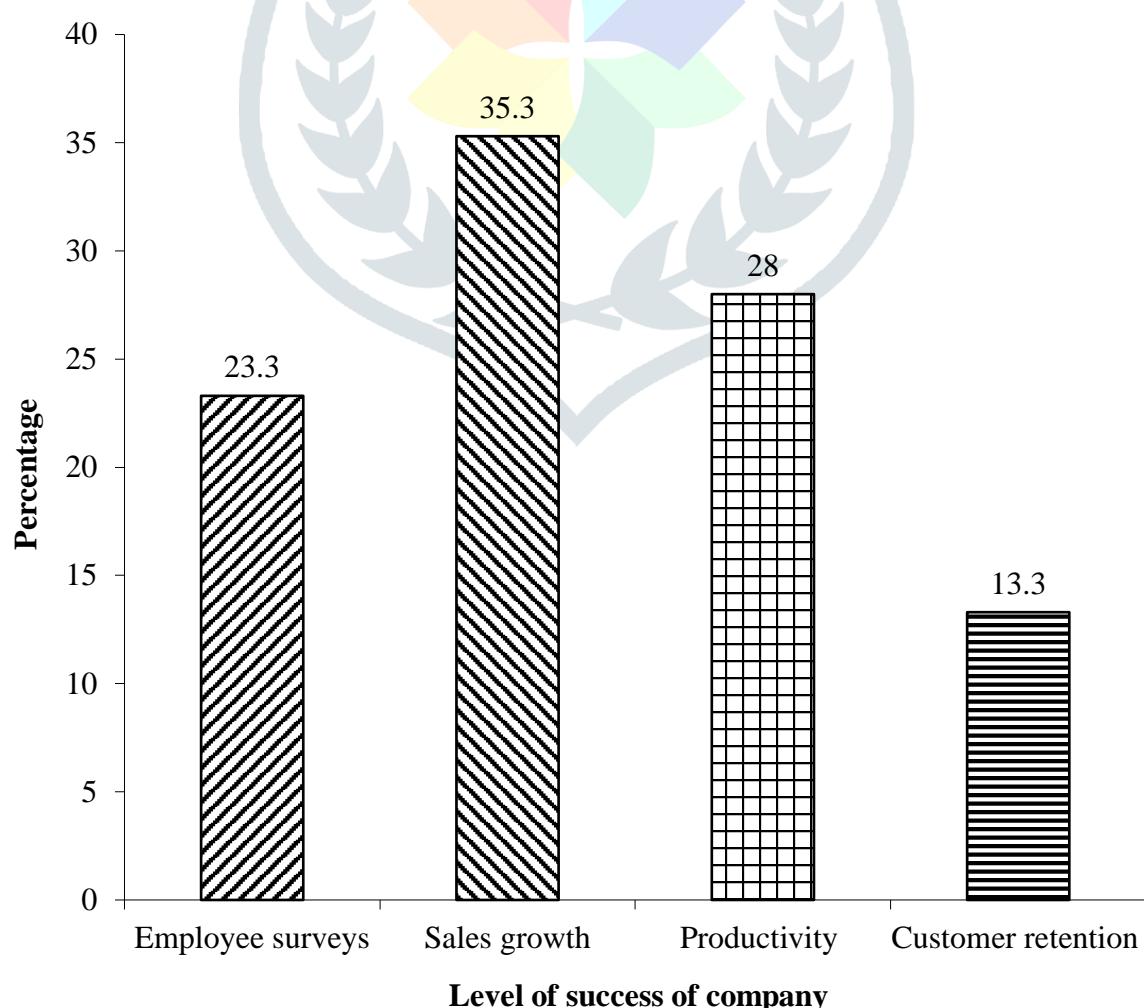
Chart shows the success of company

Table No. 4.12
Table shows the recognition of accomplishments for rewards

| S.No. | Particulars | No. of respondents | Percentage |
|-------|----------------------------------|--------------------|------------|
| 1 | Internal customer service | 86 | 57.3 |
| 2 | Outstanding service to the field | 28 | 18.7 |
| 3 | Years of service | 36 | 24.0 |
| | Total | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 57.3% of the respondents are internal customer service for accomplishing rewards, 18.7% of the respondents are outstanding service to the field and 24% of the respondents years of service.

Chart No.4.12

Chart shows the recognition of accomplishments for rewards

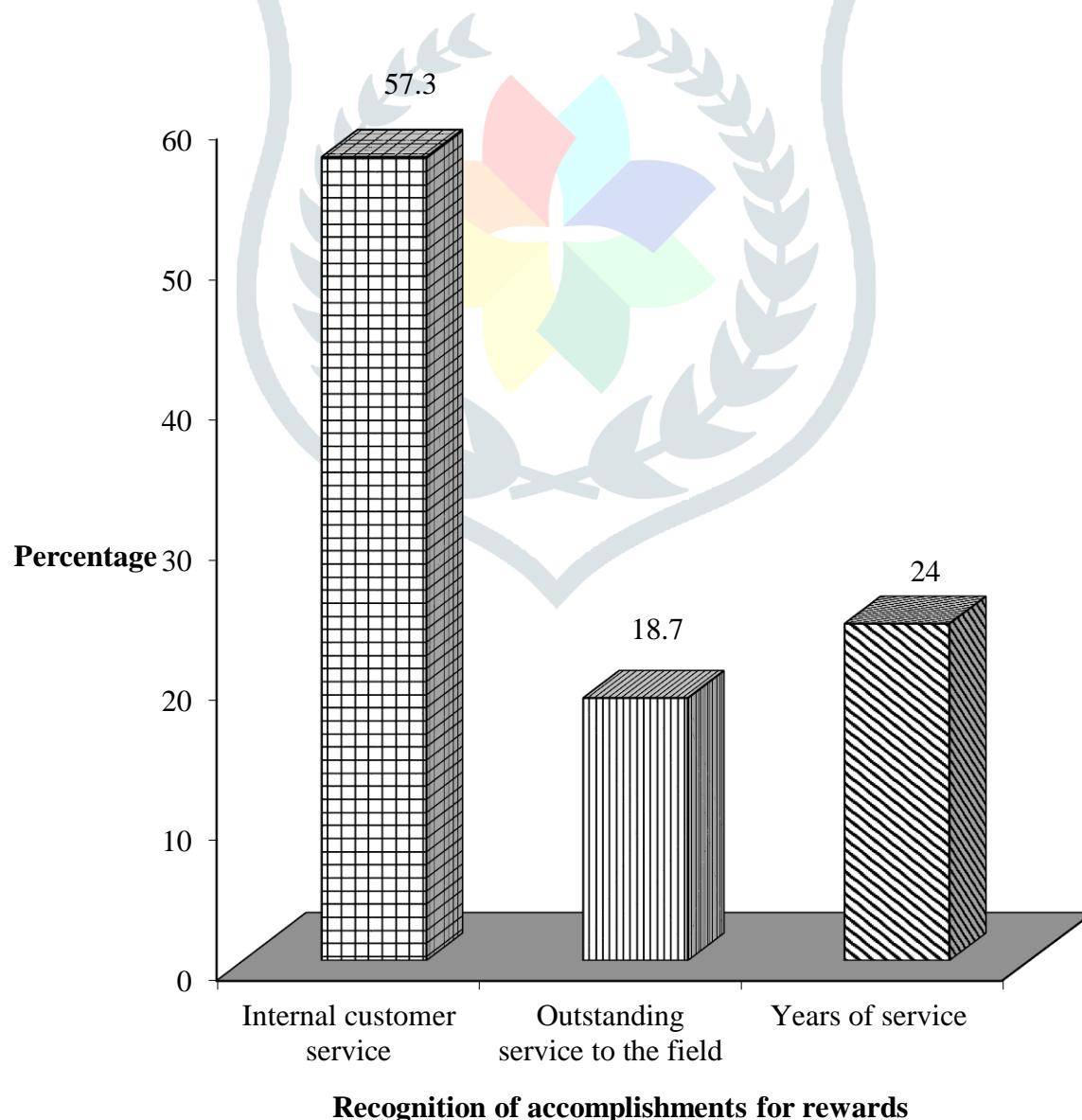


Table No. 4.13

Table shows the employees accomplishments to earn rewards

| S.No. | Particulars | No. of respondents | Percentage |
|-------|-------------|--------------------|------------|
| 1 | Yes | 113 | 75.3 |
| 2 | No | 37 | 24.7 |
| | Total | 150 | 100.0 |

Source: primary data

Interpretation

It shows that 75.3% of the respondents say yes for earning rewards and remaining 24.7% of the respondents say no.

Chart No. 4.13

Chart shows the employees accomplishments to earn rewards

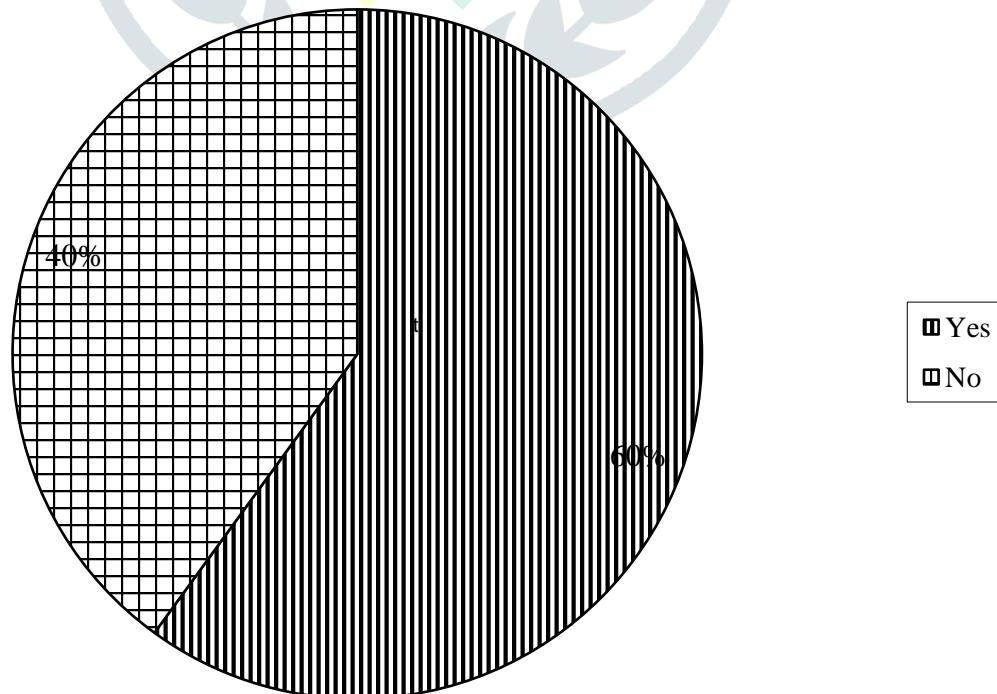


TABLE NO. 4.14

Table shows the relationship between experience and number of times rewarded

| S.No. | Experience | No of times rewarded | | | | Total |
|-------|--------------------|----------------------|---------------|---------------|---------------|---------------|
| | | 1 To 5 | 6 To 10 | 10 and above | None | |
| 1 | Below 1 Year | 11 (28.21) | 3 (7.69) | 0 (0) | 25 (64.10) | 39 (26) |
| 2 | 1 Year To 3 Year | 33 (56.90) | 20 (34.48) | 2 (3.45) | 3 (5.17) | 58 (38.67) |
| 3 | 3.1 Year To 5 Year | 4 (11.11) | 26 (72.22) | 4 (11.11) | 2 (5.56) | 36 (24) |
| 4 | Above 5 Year | 0 (0) | 3 (17.65) | 11 (64.71) | 3 (17.64) | 17 (11.33) |
| Total | | 48 (32) | 52 (34.67) | 17 (11.33) | 33 (22) | 150 (100) |

Inference

Table shows the relationship between experience and number of times rewarded. Out of 150 respondents, among 48 respondents are rewarded in 1 to 5 times, 33 respondents are having 1 to 3 years of experience and 11 respondents are having below 1 year of experience.

Correlation analysis

Finding the correlation between experience and number of times rewarded

| X | Y | X ² | Y ² | XY |
|----|----|-------------------|-------------------|------------------|
| 39 | 48 | 1521 | 2304 | 1872 |
| 58 | 52 | 3364 | 2704 | 3016 |
| 36 | 17 | 1296 | 289 | 612 |
| 17 | 33 | 289 | 1089 | 561 |
| | | $\sum X^2 = 6470$ | $\sum Y^2 = 6386$ | $\sum XY = 6061$ |

$$r = \frac{\sum xy}{\sqrt{\sum x^2} \sqrt{\sum y^2}}$$

$$r = 0.0000147$$

Interpretation

In the Karl Pearson's coefficient of correlation, while comparing to variables. i.e. experience and number of times rewarded, the calculated value is 0.0000147. So there is a minimum positive relationship between experience and number of times rewarded.

TABLE NO.4.15

Table shows the relationship between experience and recognition

| S.No. | Experience | Recognized | | | Total |
|-------|--------------------|---------------|---------------|----------------------|---------------|
| | | My Peers | My manager | My manager's manager | |
| 1 | Below 1 Year | 9 (23.08) | 18 (46.15) | 12 (30.77) | 39 (26) |
| 2 | 1 Year To 3 Year | 4 (6.90) | 25 (43.10) | 29 (50) | 58 (38.67) |
| 3 | 3.1 Year To 5 Year | 6 (16.67) | 9 (25) | 21 (58.33) | 36 (24) |
| 4 | Above 5 Year | 0 (0) | 4 (23.53) | 13 (76.47) | 17 (11.33) |
| | Total | 19 (12.67) | 56 (37.33) | 75 (50) | 150 (100) |

Inference

Table shows the relationship between experience and recognition of employees. Out of 150 respondents, among 19 respondents are recognized by peers, 9 respondents are experienced below 1 year and 6 respondents are experienced from 3.1 year to 5 year.

Correlation analysis

Finding the correlation between experience and recognition

| X | Y | X ² | Y ² | XY |
|----|----|-------------------|-------------------|------------------|
| 39 | 19 | 1521 | 361 | 741 |
| 58 | 56 | 3364 | 3136 | 3248 |
| 36 | 75 | 1296 | 5625 | 2700 |
| 17 | 0 | 289 | 0 | 0 |
| | | $\sum X^2 = 6470$ | $\sum Y^2 = 9122$ | $\sum XY = 6689$ |

$$r = \frac{\sum xy}{\sqrt{\sum x^2} \sqrt{\sum y^2}}$$

$$r = 0.0001133$$

Interpretation

In the Karl Pearson's coefficient of correlation, while comparing two variables. i.e. experience and recognition, the calculated value is 0.0001133. So there is a minimum positive relationship between experience and recognition.

TABLE NO.4.16

Table shows the relationship between educational qualification and present recognition of employees

| S.No. | Education Qualification | Present recognition | | | | | Total |
|-------|-------------------------|---------------------|---------------|----------------------------|---------------|-------------------|---------------|
| | | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | |
| 1 | Schoolings | 12 (13.40) | 23 (25.56) | 16 (17.7) | 24 (26.67) | 15 (16.67) | 90 (60) |
| 2 | UG | 0 (0) | 6 (31.59) | 9 (47.37) | 2 (10.53) | 2 (10.51) | 19 (12.66) |
| 3 | PG | 1 (8.34) | 5 (41.67) | 4 (33.33) | 1 (8.33) | 1 (8.33) | 12 (8) |
| 4 | Illiterate | 5 (31.25) | 2 (12.5) | 5 (31.25) | 3 (18.75) | 1 (6.25) | 16 (10.67) |
| 5 | Others | 0 (0) | 2 (15.39) | 4 (30.77) | 6 (46.15) | 1 (7.69) | 13 (8.67) |
| | Total | 18 (12) | 38 (25.33) | 38 (25.33) | 36 (24) | 20 (13.34) | 150 (100) |

Inference

The table shows the relationship between educational qualification and present recognition of employees. Out of 150 respondents, among 18 respondents they strongly agree the present recognition system of employees, 12 respondents educational qualification is schoolings and 5 respondents are illiterate.

Correlation analysis

Finding the correlation between educational qualificational and present recognition of employees

| X | Y | X ² | Y ² | XY |
|----|----|-------------------|-------------------|------------------|
| 90 | 18 | 8100 | 324 | 1620 |
| 19 | 38 | 361 | 1444 | 722 |
| 12 | 38 | 144 | 1444 | 456 |
| 16 | 36 | 256 | 1296 | 576 |
| 13 | 20 | 169 | 400 | 260 |
| | | $\sum X^2 = 9030$ | $\sum Y^2 = 4908$ | $\sum XY = 3634$ |

Formula:

$$r = \frac{\sum xy}{\sqrt{\sum x^2} \sqrt{\sum y^2}}$$

$$r = 0.000082$$

Interpretation

In the Karl Pearson's coefficient of correlation, while comparing to variables. i.e. educational qualification and present recognition of employees , the calculated value is 0.000082. So there is a minimum positive relationship between educational qualification and present recognition of employees.

TABLE NO.4.17

Table shows the relationship between gender and recognition fair to employees

| S.No. | Gender | Recognition fair to employees | | | | | Total |
|-------|--------|-------------------------------|---------------|----------------------------|---------------|-------------------|----------------|
| | | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | |
| 1 | Male | 7 (5.38) | 24 (18.46) | 52 (40) | 20 (15.38) | 27 (20.78) | 130 (86.67) |
| 2 | Female | 3 (15) | 10 (50) | 3 (15) | 4 (20) | 0 (0) | 20 (13.33) |
| | Total | 10 (6.66) | 34 (22.67) | 55 (36.67) | 24 (16) | 27 (18) | 150 (100) |

Inference

The above table shows the relationship between gender and recognition fair to employees. Out of 150 respondents, among 10 respondents they strongly agree that recognition are fair to employees, 7 respondents are male and 3 respondents are female.

Correlation analysis

Finding the correlation between gender and recognition fair to employees

| X | Y | X ² | Y ² | XY |
|-----|----|--------------------|-------------------|------------------|
| 130 | 10 | 16900 | 100 | 1300 |
| 20 | 34 | 400 | 1156 | 680 |
| 0 | 55 | 0 | 3025 | 0 |
| 0 | 24 | 0 | 576 | 0 |
| 0 | 27 | 0 | 729 | 0 |
| | | $\sum X^2 = 17300$ | $\sum Y^2 = 5586$ | $\sum XY = 1980$ |

Formula:

$$r = \frac{\sum xy}{\sqrt{\sum x^2} \sqrt{\sum y^2}}$$

$$r = 0.0000205$$

Interpretation

In the Karl Pearson's coefficient of correlation, while comparing to variables. i.e. gender and recognition fair to employees , the calculated value is 0.0000205. So there is a minimum positive relationship between gender and recognition fair to employees.

CHAPTER-V

FINDINGS,SUGGESTIONS AND CONCLUSION

INTRODUCTION

Finding is a piece of information or judgment or the principal outcomes of a research or project report conducted by a researcher. It is based on the questionnaire which is filled up by the respondents and its reliability and appropriateness.

5.1 FINDINGS

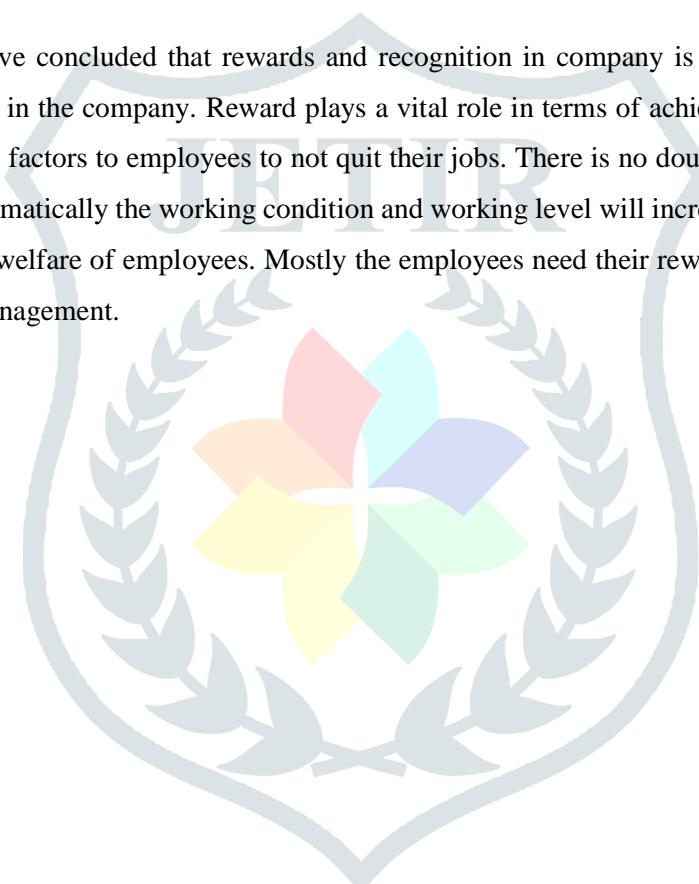
- Most of the respondents belong to the age group of below 25 years.
- Most of the respondents strongly agree that recognition is important.
- Maximum respondents are strongly agreed for their paycheck benefits and acknowledgement of employees.
- Most of the respondents are strongly agree for adequate opportunity of employees for getting rewards.
- Majority of the respondents are strongly agree for rewards above and beyond criteria.
- Maximum of the respondents are extremely important in recognizing employee's efforts in the company.
- Most of the respondents are extremely important for accomplishments of team recognition.
- Majority of the respondents are extremely important for appreciating employee's work.
- Majority of the respondents say yes for nominating others for reward.
- Most of the respondents say it is very important for employee's not to quit their jobs in the company.
- Most of the respondents think employee survey is the way to measure the company success.
- Maximum of the respondents are internal customer service for accomplishing rewards.
- Majority of the respondents say yes for earning rewards.
- There is a significant relationship between company and employees for getting rewards.
- There is a significant relationship between company and importance of recognition in the company.
- There is a significant relationship between company and paycheck benefits and acknowledgement of employees.
- There is a minimum positive relationship between experience and number of times rewarded.
- There is a minimum positive relationship between experience and recognition.
- There is a minimum positive relationship between educational qualification and present recognition of employees.
- There is a minimum positive relationship between gender and recognition fair to employees.

5.2 SUGGESTION

- Rewards and Recognition should be given at the end of the effective performance.
- Rewards and Recognition should be given for the employees to not quit their job
- It is very important to maintain sales growth.
- Mostly the employees get involvement only they receive Rewards and Recognition.
- Individual performances can be rewarded when the employee show their performance individually.
- Team work can be Reward as per their performance
- Reward system will induce the employees to show their actual performance.
- Rewards and Recognition system should be given often.

5.3 CONCLUSION

From the survey I have concluded that rewards and recognition in company is very important to obtain full performance of an employee in the company. Reward plays a vital role in terms of achieving goals of the employees. The recognition is one of the factors to employees to not quit their jobs. There is no doubt if the companies give more rewards and recognition automatically the working condition and working level will increase. JS Foods India company gives more importance in the welfare of employees. Mostly the employees need their rewards as cash, which should be fulfilling by the top-level management.



APPENDIX

A STUDY ON THE REWARDS AND RECOGNITION

Questionnaire

(Please tick in appropriate place)

1. Name

2. Age

a) Below 25 () b) 26-35 ()
 c) 36-45 () d) Above 45 ()

3. Education qualification

a) Schoolings () b) UG ()
 c) PG () d) Illiterate ()
 e) Others ()

4. Gender

a) Male () b) Female ()

5. Experience

a) Below 1 year () b) 1 year – 3 year ()
 c) 3.1 year- 5 years () d) Above 5 year ()

6. How many times you have been rewarded from your superior?

a) 1 to 5 () b) 6 to 10 ()
 c) 10 and above () d) None ()

7. I would rather be recognized by

a) My peers () b) My manager ()
 c) My manager's manager ()

8. It is important to me to be recognized for my work

a) Strongly Agree () b) Agree ()
 c) Neither Agree nor Disagree () d) Disagree ()
 e) Strongly Disagree ()

9. My paycheck and benefits are the only acknowledgment I seek

| | |
|-----------------------------------|-----------------|
| a) Strongly Agree () | b) Agree () |
| c) Neither Agree nor Disagree () | d) Disagree () |
| e) Strongly Disagree () | |

10. I am satisfied with my department's present recognition program

| | |
|-----------------------------------|-----------------|
| a) Strongly Agree () | b) Agree () |
| c) Neither Agree nor Disagree () | d) Disagree () |
| e) Strongly Disagree () | |

11. The nature of my job allows me adequate opportunity to be recognized

| | |
|-----------------------------------|-----------------|
| a) Strongly Agree () | b) Agree () |
| c) Neither Agree nor Disagree () | d) Disagree () |
| e) Strongly Disagree () | |

12. Is employees being rewarded for meeting specific criteria "above and beyond" normal duties?

| | |
|-----------------------------------|-----------------|
| a) Strongly Agree () | b) Agree () |
| c) Neither Agree nor Disagree () | d) Disagree () |
| e) Strongly Disagree () | |

13. Being recognized by management for your efforts is

| | |
|-----------------------------|------------------------|
| a) Extremely important () | b) Some importance () |
| c) Not at all important () | |

14. Receiving recognition for team accomplishments is

| | |
|-----------------------------|------------------------|
| a) Extremely important () | b) Some importance () |
| c) Not at all important () | |

15. Feeling that your work is valued and appreciated is

| | |
|-----------------------------|------------------------|
| a) Extremely important () | b) Some importance () |
| c) Not at all important () | |

16. Have you ever nominated someone for a reward?

| | |
|------------|-----------|
| a) Yes () | b) No () |
|------------|-----------|

17. Is recognition programs are fair to all employees

| | |
|-----------------------------------|-----------------|
| a) Strongly Agree () | b) Agree () |
| c) Neither Agree nor Disagree () | d) Disagree () |
| e) Strongly Disagree () | |

18. To you, what are the most meaningful sources of rewards and recognition?

a) Immediate supervisor () b)Peers within departments ()
 c) Patrons /Customers ()

19. Do you think a better system of reward and recognition, would improve your morale?

a) Yes () b)No ()

20. How often your rewards are recognized with respect to time?

a) As and when you perform () b)Quarterly ()
 c) Half yearly () d)Annually ()

21. What kind of “Rewards” are you receiving currently?

a) Certificate of appreciation () b)T-Shirts ()
 c) Cash () d)Movie tickets ()
 e) Other ()

22. How important are rewards and recognition for you to not to quit your Job?

a) Very Important () b)Does not matter ()

23. How does the company gauge the success of the employee reward/recognition program?

a) Employee surveys () b)Sales growth ()
 c) Productivity () d)Customer retention ()

24. Why is/was the reward program initiated in the organization? Rank the following

| Criteria | Rank 1 | Rank 2 | Rank 3 | Rank 4 | Rank 5 |
|---|--------|--------|--------|--------|--------|
| Time, work, or money-saving ideas | | | | | |
| Ongoing or one-time customer compliments for service/satisfaction | | | | | |
| Solution to a difficult problem | | | | | |
| Outstanding one-time achievements | | | | | |
| General ongoing contributions that | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| you'd just like to acknowledge | | | | | |
| Improvement of any kind in an employee's efforts | | | | | |
| Achievements of targets | | | | | |

25. What accomplishments would you like to see recognized?

a) Internal customer service () b) Outstanding service to the field ()
 c) Years of service ()

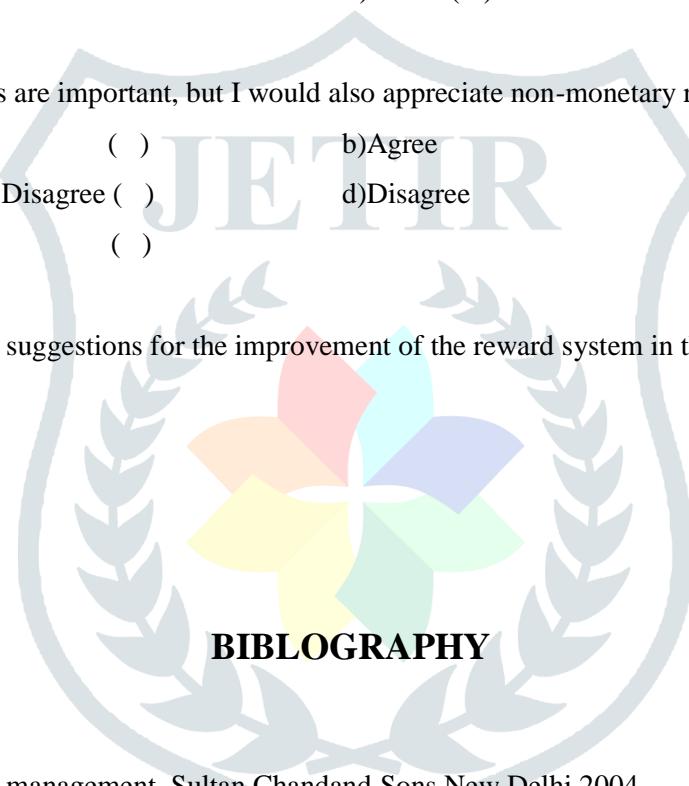
26. The employees know exactly what should be accomplished in order to earn recognition and rewards?

a) Yes () b) No ()

27. My paycheck and benefits are important, but I would also appreciate non-monetary rewards?

a) Strongly Agree () b) Agree ()
 c) Neither Agree nor Disagree () d) Disagree ()
 e) Strongly Disagree ()

28. Please give your valuable suggestions for the improvement of the reward system in the company.



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