

## A STUDY ON EMPLOYEE MOTIVATION AND PERFORMANCE TOWARDS SENTHIL PAPER PRODUCT LTD WITH SPECIAL REFERENCE TO ERODE

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**Abstract**—As effective human resources management practices namely employee empowerment, training and development, appraisal system compensation are the main factor for the success of a firm on employee retention. In this study, we aim to study how employees regard importance of their empowerment, equality of compensation, job design through training and expectancy toward effective performance management on their retention. Quantitative data was collected using the non probability. Self administered questionnaire that consist of questions with 5 points Likert scales distributed to our samples of 170 individuals, by using a multiple regression analysis. It is found that, training and development appraisal system compression are signification to employee retention except employee empowerment. Base on the results training, compensation and appraisal is a fundamental consideration for university of Y lectures retention decision, while empowerment is less fundamental to lecturers consideration as this can be attributed to the culture characteristic of higher authority conformity.

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### INTRODUCTION

Employee Behaviour can either help or hurt an organization. In this lesson, we explore the definition of employee Behaviour, as well as employer expectations and some of the issues that arise in the workplace.

The term employee Behaviour refers to the way in which employees respond to specific circumstances or situations in the workplace. While many elements determine an individual's behaviour in the work place, Employees are shaped by their culture and by the organizations culture

Personal and corporate cultures affect the way employees communicate and interact with one another and with management. Additionally, an employee's beliefs affect his or her ethics and sense of ethical responsibility.

### STATEMENT OF THE PROBLEM:

Employee problems that require corrective action generally can be classified as either performance or Behaviour problems. Appropriately the problem into one of these two categories is an important first step and will enable the HR Professional to more effectively determine an appropriate response.

Behaviour problems are usually completely within the employees control. For example, employee make conscious decisions every day to either leave home in sufficient time to arrive at work on time or not, to be truthful or not, to follow rules and procedures or not, to follow their supervisors direction or not. Management can do little beyond clearly stating its expectations and holding each employee accountable to those expectations. As, when the employees behaviour does not meet the minimum Expectations, formal Corrective action should be taken in the form of a verbal warning, a written warning or possibly termination. Instead, the supervisor should state that the employees behaviour must immediately improve to a satisfactory level and improvement must be sustained in paper industry

## **OBJECTIVE OF THE STUDY**

### **Primary objectives:**

A Study on employee behaviour towards Senthil paper and boards private limited reference to Sathyamangalam in Erode.

### **Secondary objectives:**

- To study the employee behaviour and attitude of the organization
- To study the employee performance however implement with behaviour.
- To study about the employee behaviour with their colleagues and their superiors. 4.To study about the employees are behaving to overcome from stress. Time and Health.5.To study about the absenteeism shows employees lack of interest in their work

## **SCOPE OF THE STUDY**

- It helps the management
- To understand the causes of performance problems
- To understand how to assesses the effectiveness of motivational practices in the organization
- This study focuses on today turbulent, often chaotic, environment, commercial success
- The management can create the work environment in which their employees will paper industry
- Enhance the professional perception of the employees
- Foster a team oriented cooperative environment6.Enhance employee relationship
- Provide construction feedback to their performance
- Encourage the resolve of the employee to change the negative behaviour pattern

## **LIMITATION OF THE STUDY**

- Time at the disposal of the research was limited.
- It is difficult to elicit responses from employees validity and reliability of the data obtained depends on the responses from the employees
- The attitude of the workers changes from time to time. Hence the result of the project may be applicable only at present
- We cannot get exact information because some of the employees are reluctant to share the information.

## **REVIEW OF LITERATURE**

Chirayil (2009), in his paper “Economic reform and Productivity Growth in Indian Paper and Paper Products Industry: A Nonparametric Analysis” had estimate total factor productivity growth and its components (efficiency change and technological progress) in Indian paper and paper products industry during pre and post-reform period with the help of the Malmquist Productivity Index. He concluded that the negative TFP change was decreased (from -8.6 per cent to -5.2 per cent) during the period at the aggregate level. It was found in the study that the technical efficiency change and the technical change was the deteriorating factor for productivity change in Indian paper and paper products industry. It was suggested that specific policies should be implemented in order to improve efficiency as well as technical progress, thus ultimately facilitating long-run productivity growth.

Ray (2011) in his paper “Financial Performance of Paper and Paper Product Companies in India in Post-Liberalization Period: An Exploratory Study” studied the financial performance of Indian paper and paper product companies using data from CMIE over the period, 2000-01 to 2008-09. He has analyzed from seven key financial dimensions, namely, financial profitability, capital structure, operational efficiency, fixed asset age, current asset efficiency and liquidity position. The study suggested that liquidity position and profitability of the industries as a whole were sound and strong ensuring good liquidity management and better profitability to both investors as well as entrepreneurs. The study revealed

that high and gradually increasing current asset turnover has been a contributing factor responsible for ensuring current asset efficiency which means that resources like current assets of the firms of the industry were getting utilized more efficiently. But, dividend payment being lower, the companies need to improve the quantum of dividend payment in order to satisfy the investors without affecting the future expansion and modernization programme of the sector. Moreover, companies should make a concerted effort in maximizing assets and minimizing liabilities so that overall financial position could be improved.

Fatima, Nadeem (2013) in their thesis entitled "Performance Appraisal of Paper Industry in India- A Case Study of Some Selected Paper Mills" had been undertaken with the object of analyzing and evaluating the financial performance of the paper industry in India. The study obtains an insight into the financial position of the four companies of paper industry, namely, Ballarpur Industries Limited, Tamil Nadu Newsprint and Papers Limited, Andhra Pradesh Paper Mills Limited, and West Coast Paper Mills Limited. The financial performance of these companies during the years from 2000-2001 to 2009-2010 has been thoroughly examined. They found that there is no high deviation in the operating profit ratio of paper mills under study, net profit differ significantly, there were no similarities in return on net worth ratio, current ratio differ significantly, BILT and WCPM are in much better position to meet its short term obligations, quick ratio differ significantly, all the paper mills have satisfactory debt equity ratio and earning per share does differ significantly

Kevin Daniel André Carillo, Shahriar Akter 2022

This paper synthesizes research on artificial intelligence (AI) in e-commerce and proposes guidelines on how information systems (IS) research could contribute to this research stream. To this end, the innovative approach of combining biometric analysis with an extensive literature review was used. Biometric data from 4335 documents were analyzed, and 229 articles published in leading IS journals were reviewed. The biometric analysis revealed that research on AI in e-commerce focuses primarily on recommended systems. Sentiment analysis, trust, personalisation, and optimization were identified as the core research themes. It also places China-based institutions as leaders in this researcher area. Also, most research papers on AI in e-commerce were published in computer science, AI, business, and management outlets. The literature review reveals the main research topics, styles and themes that have been of interest to IS scholars. Proposals for future research are made based on these findings. This paper presents the first study that attempts to synthesise research on AI in e-commerce. For researchers, it contributes ideas to the way forward in this research area. To practitioners, it provides an organised source of information on how AI can support their e-commerce endeavour.

Izharul Haq, Payal Mazumder, Ajay S Kalamdhad (2020)

Pulp and paper mill wastewater contains lignin related synthetic, aromatic and chlorinated chemical compounds. Extracting lignin from pulp and paper mill wastewater is one way of recovering valuable organic material. Due to its complex structure, lignin is difficult to break and provides economical and technical provocations in biomass recovery. The conventional wastewater treatment processes are seldom efficacious for the complete removal of lignin from paper mill effluents. A wide range of thermal, mechanical and physico-chemical methods have been reported for the removal of lignin. Moreover, biological method of lignin removal employed microorganisms including bacteria and fungi as a one-step treatment and/or amalgamation of various physico-chemical techniques. Compared with other methods, biological process for degradation of lignin is regarded as eco-friendly, cost-effective and sustainable. Therefore, this review will provide insight into the recent breakthroughs and future trends in lignin removal with special emphasis on biological treatment and scope of lignin utilization.

Daphne Hermosilla, Noemí Merayo, Antonio Gascó, Ángeles Blanco 2015

The paper industry is adopting zero liquid effluent technologies to reduce freshwater use and meet environmental regulations, which implies closure of water circuits and the progressive accumulation of pollutants that must be removed before water reuse and final wastewater discharge. The traditional water treatment technologies that are used in paper mills (such as dissolved air flotation or biological treatment) are not able to remove recalcitrant contaminants. Therefore, advanced water treatment technologies, such as advanced oxidation processes (AOPs), are being included in industrial wastewater treatment chains aiming to either improve water biodegradability or its final quality. A comprehensive review of the current state of the art regarding the use of AOPs for the treatment of the organic load of effluents from the paper industry is herein addressed considering mature and emerging treatments for a sustainable water use in this sector. Wastewater composition, which is highly dependent on the raw materials being used in the mills, the selected AOP itself, and its combination with other technologies, will determine the viability of the treatment. In general, all AOPs have been reported to achieve good organic removal efficiencies (COD removal >40 %, and about an extra 20 % if AOPs are

combined with biological particularly, ozonation has been the most extensively reported and successfully implemented AOP at an industrial scale for effluent treatment or reuse within pulp and paper mills, although Fenton processes (photo-Fenton particularly) have actually addressed better oxidative results (COD removal  $\approx 65\text{--}75\%$ ) at a lab scale, but still need further development at a large scale.

Tobias Fleiter, Daniel Fehrenbach, Ernst Worrell, Wolfgang Eichhammer (2012)

Paper production is an energy-intensive process and accounted for about 9% of industrial energy demand in Germany in 2008. There have only been slow improvements in energy efficiency in the paper industry over the past twenty years. Policies can accelerate the progress made, but knowledge about the remaining efficiency potentials and their costs is a prerequisite for their success. We assess 17 process technologies to improve energy efficiency in the German pulp and paper industry up to 2035 using a techno-economic approach. These result in a saving potential of 34 TJ/a for fuels and 12 TJ/a for electricity, which equal 21% and 16% of fuel and electricity demand, respectively. The energy savings can be translated into mitigated CO<sub>2</sub> emissions of 3 Mt. The larger part of this potential is found to be cost-effective from a firm's perspective. The most influential technologies are heat recovery in paper mills and the use of innovative paper drying technologies. In conclusion, significant saving potentials are still available, but are limited if we assume that current paper production processes will not change radically. Further savings would be available if the system boundaries of this study were extended to e.g. include cross-cutting technologies.

### **RESEARCH METHODOLOGY**

Four types of studies can be called research namely reporting, description, explanation and prediction can be called research. Cooper and emery define research as a systematic enquiry aimed at providing information to solve problems. Organization normally support business research for one research i.e. is to obtain competitive advantage.

### **SAMPLING DESIGN**

For the study two different types on non -probability sample design were used.

### **SAMPLING**

The technique adapted for the sample was disproportionate stratified sampling. From the universe, selected samples from various department are chosen, thus samples were selected for study and hence the sampling technique used was disproportionate stratified technique.

### **SOURCES OF DATAPRIMARY DATA**

The primary source include the actual information received directly concerned with the problem of study. The researcher primarily collected the data about the employee attitude towards the organization. The primary sources are mainly the general knowledge that research knows about the topic and the respondents who provide sufficient information about the topic.

### **SECONDARY DATA:**

Secondary data are the information which are attained indirectly. It is not attained directly from the employee. The secondary sources of information included the publicized. Unpublished documents and other such type of information the public document such as books, manuscripts, reports records, paper and magazines are for secondary data collection.

### **RESEARCH DESIGN**

The research carried out the study with the descriptive types of research.

### **TOOLS USED FOR THE DATA ANALYSIS**

For the purpose of analysis and interpretation certain common methods were used through diagrammatic representation like pie diagrams and data collected by the questionnaire method and data analysis in percentage analysis. It is a descriptive types of study.

### **RESERCH DESIGN**

It is specification of the methods and procedure for acquiring the information needed to structureor to solve problems .It is stands for advance planning of the methods to be adopted for collection relevant date and the techniques to be used n their analysis keeping in view the objectives of the research.

**DATA ANALYSIS AND INTERPRETATION**

**TESTING OF HYPOTHESIS**

**CHISQUARE TEST**

The relationship between experience and your opinion are given importance in decision making

Experience / Decision Making	Less Than 1 years	1-3 years	3-6 years	6-9years	More Than9 years	Total
Strongly agree	8	10	6	5	3	32
Agree	12	15	10	8	4	49
Neutral	6	8	5	4	2	25
Disagree	3	3	2	1	2	11
Strongly disagree	1	0	1	1	0	3
<b>Total</b>	30	36	24	19	11	<b>120</b>

**NULL HYPOTHESIS**

HO- There is no significance relationship between experience and your opinion are given importance in decision making.

**ALTERNATIVE HYPOTHESIS**

Hi- There is a significance relationship between experience and your opinion are given importance in decision making

particular	Observed Frequency(O)	Expected Frequency(E)	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
R <sub>1</sub> C <sub>1</sub>	8	8	0	0
R <sub>1</sub> C <sub>2</sub>	10	9.6	0.16	0.01
R <sub>1</sub> C <sub>3</sub>	6	6.4	0.16	0.02
R <sub>1</sub> C <sub>4</sub>	5	5.0	0	0
R <sub>1</sub> C <sub>5</sub>	3	2.7	0.09	0.03
R <sub>2</sub> C <sub>1</sub>	12	12	0	0
R <sub>2</sub> C <sub>2</sub>	15	14.5	0.25	0.01
R <sub>2</sub> C <sub>3</sub>	10	9.6	0.16	0.01
R <sub>2</sub> C <sub>4</sub>	8	7.7	0.09	0.01
R <sub>2</sub> C <sub>5</sub>	4	4.4	0.16	0.03
R <sub>3</sub> C <sub>1</sub>	6	6.1	0	0
R <sub>3</sub> C <sub>2</sub>	8	7.5	0.25	0.03
R <sub>3</sub> C <sub>3</sub>	5	5	0	0

R <sub>3</sub> C <sub>4</sub>	4	3.7	0.09	0.02
R <sub>3</sub> C <sub>5</sub>	2	2.2	0.04	0.01
R <sub>4</sub> C <sub>1</sub>	3	2.7	0.09	0.03
R <sub>4</sub> C <sub>2</sub>	3	3.3	0.09	0.02
R <sub>4</sub> C <sub>3</sub>	2	2.2	0.04	0.01
R <sub>4</sub> C <sub>4</sub>	1	1.4	0.16	0.11
R <sub>4</sub> C <sub>5</sub>	1	1.0	0	0
R <sub>5</sub> C <sub>1</sub>	1	0.75	0.56	0.74
R <sub>5</sub> C <sub>2</sub>	0	0.9	0.81	0.9
R <sub>5</sub> C <sub>3</sub>	1	0.6	0.36	0.6
R <sub>5</sub> C <sub>4</sub>	1	0.47	0.22	0.46
R <sub>5</sub> C <sub>5</sub>	0	0.2	0.04	0.2
	<b>Calculated value</b>			3.25

$$(O-E)^2$$

$$\text{Chi square}(x^2) = \frac{\dots\dots\dots}{E}$$

E

$$\begin{aligned} \text{Degree of freedom}(v) &= (R-1) (C-1) \\ &= (5-1) (5-1) \\ &= 16 \end{aligned}$$

Level of significance = 5% Table value (TV) = 26.296 Calculated value (CV) = 3.25

CV < TV= H<sup>0</sup> is Accepted

**RESULT**

Since the calculated value is less than the table value. So we accept the null hypothesis there is no relationship between experience and your opinion are given importance in decision making.

The table shows the relationship between the employees educational qualification your colleagues are helpful to do your work efficiency.

<b>Educational Qualification</b> <b>X</b>	<b>Work Efficiency</b> <b>Y</b>	<b>X<sup>2</sup></b>	<b>Y<sup>2</sup></b>	<b>XY</b>
14	34	196	1156	476
25	37	625	1369	925
20	47	400	2209	940
40	2	1600	4	80
21	0	441	0	0

$\sum x=120$	$\sum y=120$	$\sum x^2=3262$	$\sum y^2=4738$	$\sum xy=2421$
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$$\sum XY$$

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

$$= \frac{2421}{\sqrt{(3262)(4738)}}$$

$$= \frac{2421}{3931.3}$$

$$r = \frac{2421}{3931.3}$$

$$= \frac{2421}{3931.3}$$

$$= 0.61$$

$$= 0.61$$

$$= 0.61$$

$$= 0.61$$

This is a positive correlation. There is relationship between the employees educational Qualification your colleagues are helpful to do your work efficiency

## **FINDINGS**

- Majority 52% of the respondents are said male.
- Majority 34% of the respondents belongs to 30-40 years in age
- Majority 33% of the respondents are qualification is degree (UG/PG)
- Majority 30% of the respondents are belongs to 1-3 years isa experience
- Majority 32% of the respondents are earned to 5,000-10,000is monthly income.
- Majority 71% of the respondents are said married is martial status.
- Majority 31% of the respondents are rules and regulations for strongly agree
- Majority 36% of the respondents are superior regards in your work agree
- Majority 36% of the respondents are right direction to agree is work effectively 10.Majority 32% of the respondents are superior recognized your performance neutral 11.Majority 41% of the respondents are employees fairly are neutral
- Majority 40% of the respondents are said strongly agree superiors respect your opinion with criticism.
- Majority 39% of the respondents are work efficiency for neutral.
- Majority 33% of the respondents are cordial working environment in strongly agree.
- Majority 41% of the respondents are decision making in agree opinion is giving importance indecision making.
- Majority 39% of the respondents are highly involved in agree your work 17.Majority 51% of the respondents are own work to manage of agree.
- Majority 41% of the respondents are said agree job security is based on performance of work
- Majority 34% of the respondents are rest interval of neutral.20.Majority 37% of the respondents are work stress in strongly agree is excessive.
- Majority 37% of the respondents are work stress in strongly agree is excessive

## **SUGGESTIONS**

- In training programme practical sessions must receive greater emphasize.
- The management may enhance the frequency of employees feedback on their performance.
- Now, only the employees who belong to committees can participate in decision making the management may encouraged all the employees to participate in decision making process.
- The company has to make sure of avoiding bias.
- The company try to maintain transparency.
- All of the employees working together without any personal grievances. 8.Consistent efforts to be take by management.

## **CONCLUSION**

The study about the behaviour on employees reveals that the workers that the workers were satisfied with their ability, co-operation, team work, involvement, supervisors, utilization of their skills and towards etc. They are highly satisfied with the current situation. Because of this favourable of the employees show positive behaviour like high involvement, highly commitment to the organization, highly motivated and highly flexible to the organization changes etc.

The importance of understanding the factors that drive motivation in the workplace. It could emphasize the significant role of intrinsic motivation, such as a sense of purpose and autonomy, in enhancing employees performance and satisfaction.

Additionally it could suggest that providing opportunities for skill development and recognition can further boost motivation and productivity among employees in the industry.

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