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A Study on Client Satisfaction of Infra Care Services

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1.1 INTRODUCTION OF STUDY

Manpower Planning which is also called as Human Resource Management consists of putting the right number of people, the right kind of people at the right place, right time, doing the right things for which they are suited for the achievement of goals of the organization. Human Resource Planning has got an important place in the arena of industrialization. Human Resource Planning has to be a systems approach and is carried out in a set procedure. The procedure is as follows: (i)Analyzing the current manpower inventory (ii)Making future manpower forecasts(iii) Developing employment programmes(iv) Design training programmes

Human Resource Management (HRM) is of strategic importance in all organizations. It contributes to the success of the organization and creates competitive advantage for the organization. The way HRM practices and policies take shape also affects the employee's experiences of work and the employment relationship. HRM is therefore important in any organization. The project-oriented company is no different in this regard. However, we suggest that specific features of the project-oriented company create specific challenges for HRM in that context, which are not widely recognized in the general management, HRM or project management (PM) literatures. This paper reviews literature in the project management, general management and mainstream HRM literatures.

A manpower supply agency is involved in providing human capital. It matches skilled workers with organizations that need specialized employees. Manpower supply companies can offer a host of services, especially when it comes to job placement, pairing skilled workers on a temporary basis with organizations that are finding it hard to deal with an unexpectedly high volume of work in a particular department or function. The process of hiring people, whether on a temporary or permanent basis, comes with several challenges that many companies can deal with while others find it tough to work their way around them. If you are also facing problems, you need to find yourself a reputable manpower supply company. There are several manpower supplies benefits that you will be able to enjoy working with that company.

The following are considered to be the advantages which are helpful for the companies some of them

- Cost-effective manpower supply services

- Help you reduce your burden associated with manpower supply

- Minimize risks associated with hiring

- Help you be more flexible

- Negotiate salaries on your behalf

1.2 STATEMENT OF PROBLEM

This research study was conducted only for the clients under the Infra care service and it could not be generalized to any other sectors. The number of clients here are considerably less as it is a growing company where it tends to work on their improvement. This present research work provides information related to various retention initiatives taken by firms. It also gives clear cut information regarding various internal and external factors which affect the clients.

1.3 OBJECTIVES OF THE STUDY

- To study about the facilities or services provided by infra care service.

- To know about the factors influencing the clients.

- To study about the client(s) satisfaction towards the services availed by them.

1.4 SCOPE OF STUDY

- The area of study is considered to be on a particular geographical area.

- This study is mainly concerned with the decision of the client(s) about the service of the company.

- This study also points out the factors which makes the client(s) to choose their services over others.

- This study is concerned with the satisfactory level of the clients.

2. RESEARCH METHODOLOGY

Research methodology is the way to theoretically analysis the method applied in study to solve the research problem. It may be understood as a science of studying how research is done systematically.

COLLECTION OF DATA

The task of data collection begins after a research problem has been defined. Data collection may be defined as the collection of require.

Primary Data: - The primary data is collected through a survey with a structured questionnaire, observation and direct interaction with the respondents.

Secondary Data: - The secondary data is collected through published sources like Journals, Published reports, Books and E-sources etc..

Data Representation

● Table

● Percentage

● Charts

Sampling Unit:

The Study population includes the of customers of GST and Sampling Unit for Study was

entrepreneurs.

Sampling Size:

51 Respondents.

Collection of data:

Primary data:

➢ Observation method

➢ Structured questionnaire

Secondary data:

➢ Books

➢ Articles and research paper

➢ Internet

TOOLS FOR STUDY ANALYSIS

The following statistical tools are used in this study for the purpose of analysis.

➢ Simple percentage analysis

3. REVIEW OF LITERATURE

- ❖ **Ostroff & Bowen, (2016)** the HRM-CPO framework provides an organized way in which we can consider the impact of managers (i.e., LTMMs, HR managers, TMTs, CEOs, and BODs) on HRM content, process, outcomes, and the relationships between them. However, beyond providing a discussion of HRM research that has been conducted at each manager level, we identify the specific manager factors that influence the different portions of our framework.

❖ **Posthuma et al., (2013)** HRM content comprises the "what" of and includes the organizational practices, policies, and systems related to the management of employees. These include high-performance work practices, systems, or bundles of HRM content Our review of the literature seeks to identify what HRM content has been considered in research that pertains to managers. To expressly address our objective of understanding the roles played by managers in relation to HRM content, we are most interested in identifying manager factors that are related to organizations' adoption of specific HRM content.

❖ **Li, Frenkel, & Sanders, (2011)** HRM process pertains to how HRM content is implemented by organizations. A prevalent conceptualization of HRM process is that of who outline several mechanisms hypothesized to yield unambiguous HRM systems. Although these mechanisms have become a meaningful area of HRM research (see Ostroff & Bowen, 2016, for a review), we take a broader view of HRM process. That is, we consider HRM process to be the general manner and activities through which HRM content is implemented and leads to HRM outcomes, including "the way HR policies and practices are communicated to employees".

CURRENT JOB OF THE RESPONDENTS

TABLE NO 4.1

| COMANIES	NO OF RESPONDENTS	PERCENTAGE
KMCH	10	19.6%
CHENNAI SILKS	10	19.6%
LEMERIDIAN	10	19.6%
KIDNEY CENTER	10	19.6%
PSG CONVENTIONAL	11	21.6%
TOTAL	51	100%

CHART NO 4.6
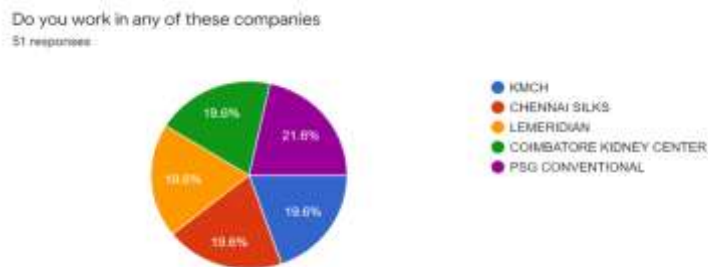
INTERPRETATION

From the above information, 19.6% of respondents belong to THE KMCH and THE CHENNAI SILKS and LEMERIDIAN and THE COIMBATORE KIDNEY CENTER and 21.6% of the respondents belong to THE PSG CONVENTIONAL company.

RATING OF SERVICES BY THE RESPONDENTS

TABLE NO 4.2

RATE THE SERVICES	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	2	3.9%
SATISFIED	27	52.9%
NEUTRAL	19	37.3%
UNSATISFIED	2	3.9%
HIGHLY UNSATISFIED	1	2.0%
TOTAL	100	100%

CHART NO 4.2

Count of How would you rate the services provided by them
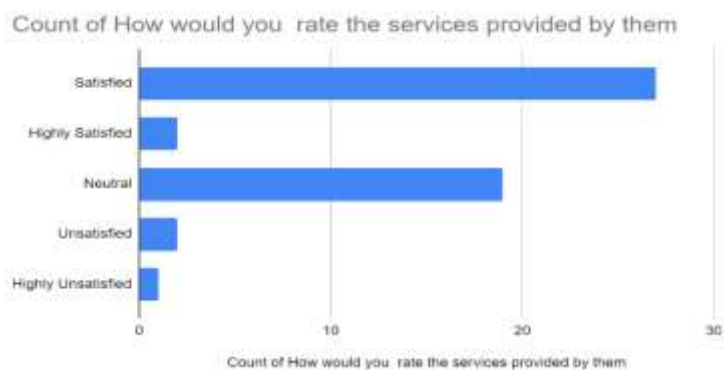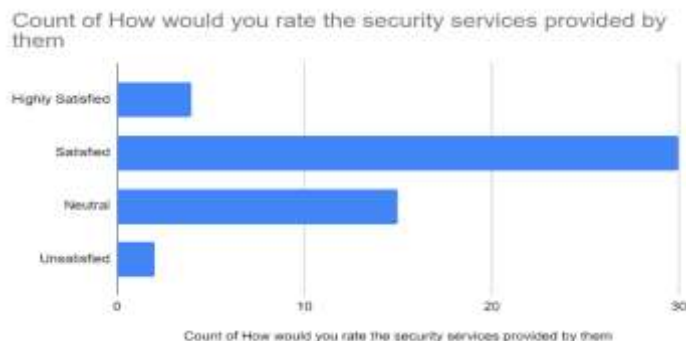
INTERPRETATION

From the above information, 3.9% of the respondents belong to both HIGHLY SATISFIED and UNSATISFIED category. And 52.9% of the respondents belong to SATISFIED category and 37.3% of the respondents belong to NEUTRAL category and 2% belong to HIGHLY UNSATISFIED category.

RATING THE SECURITY SERVICES BY THE RESPONDENTS

TABLE NO 4.3

RATE THE SERVICES	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	4	7.8%
SATISFIED	30	58.8%
NEUTRAL	15	29.4%
UNSATISFIED	2	3.9%
HIGHLY UNSATISFIED	0	0
TOTAL	51	100%

CHART NO 4.3

Count of How would you rate the security services provided by them
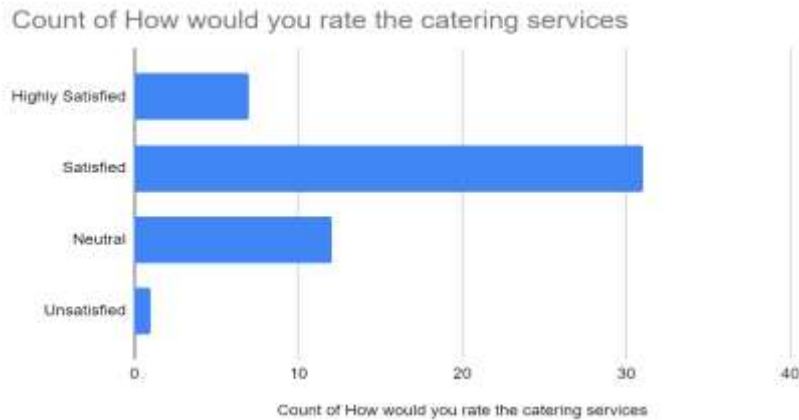
INTERPRETATION

From the above information, 58.8% 0f the respondents belong to the SATISFIED category and 29.4% of the respondents belong to the NEUTRAL category and 7.8% of the respondents belong to the HIGHLY SATISFIED category and the other 3.9% of the respondents belong to the UNSATISFIED category and none are from HIGHLY UNSATISFIED category.

RATING THE CATERING SERVICES BY THE RESPONDENTS

TABLE NO 4.4

CATERING SERVICES	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	7	13.7%
SATISFIED	31	60.8%
NEUTRAL	12	23.5%
UNSATISFIED	1	2.0%
HIGHLY UNSATISFIED	0	0
TOTAL	51	100%

CHART NO 4.4

Count of How would you rate the catering services

INTERPRETATION

From the above information, 13.7% of the respondents belong to the HIGHLY SATISFIED category and 60.8% of the respondents belong to the SATISFIED category and 23.5% of the respondents belong to the NEUTRAL category and 2% of the respondents belong to the UNSATISFIED category and none belong to the HIGHLY UNSATISFIED category.

RATING THE EVENT MANAGEMENT SERVICES BY THE RESPONDENTS

TABLE NO 4.5

EVENT MANAGEMENT SERVICES	NO OF RESPONDENTS	PERCENTAGE
HIGHLY SATISFIED	11	21.6%
SATISFIED	26	51%
NEUTRAL	11	21.6%
UNSATISFIED	2	3.9%
HIGHLY UNSATISFIED	1	2.0%
TOTAL	51	100%

CHART NO 4.5

Count of How would you rate the event management services

INTERPRETATION

From the above information, 21.6% of the respondents belong to the HIGHLY SATISFIED and NEUTRAL category and 51% of the respondents belong to the SATISFIED category and 3.9% of the respondents belong to the UNSATISFIED category and the rest 2% belong to the HIGHLY UNSATISFIED category.

4. SUGGESTION

- ➢ The communication between the Top-level members with the low-level workers can be more frequent which can lead to more improvement in their business story.

- ➢ Offering the workers with more facilities would improve the company's worth.

- ➢ Changing the nature and the culture of the offices could improve the efficiency of the company

- ➢ Giving space to all the employers to express themselves would help the company a lot.

- ➢ Making the employers to learn more and expand their vision helps the company to expand their vision

5. CONCLUSION

The research mainly revolves on the satisfaction level of the clients of the company, INFRA CARE SERVICES and their sub brands where they provide a number of services to their clients and the satisfactory level of the clients is considered to be more important to the company and that's where the research gets progressed and this helps the company to identify whether the clients are satisfied or not and this research declares that the clients are satisfied but there are minor suggestions which are mentioned above.

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