

A PROJECT REPORT

(18MBAPR407)

on the Topic

“An Empirical study on Employee Motivation at Magna Infotech (A Qness Corp Company), Bangalore”

By

Ms. SOPHIA .F

USN: 1CY18MBA49

MBA 4th Semester

Submitted to VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI
in partial fulfillment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION

Under the Guidance of

INTERNAL GUIDE

Mrs. Namitha P konnur

Asst Professor, Dept of
Management Studies

CMR Institute of Technology

EXTERNAL GUIDE

Ms. Keerthana . S

HR Manager, Magna
Infotech (A Qness Corp
Company) Bangalore



DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION

C M R INSTITUTE OF TECHNOLOGY

#132, AECS Layout, ITPL Main Road, Kundalahalli,
BENGALURU-560037

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CERTIFICATE

This is to certify that Ms. SOPHIA F bearing USN 1CY18MBA49 is a bonafide student of Master of Business Administration Programme of the Institute (2018-20 Batch), affiliated to Visvesvaraya Technological University, Belagavi. Project report on “AN EMPIRICAL STUDY ON EMPLOYEE MOTIVATION AT MAGNA INFOTECH, Bangalore” is prepared by her under the guidance of Mrs. Namita P Konnur, Assistant Professor, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi in Karnataka.


Signature of Internal Guide


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Signature of Principal
Principal
CMR Institute of Technology,
Bangalore - 560037

Evaluators

1) Name of external evaluator

Signature with Date

2) _____
Name of internal evaluator

*Affiliated to Visvesvaraya Technological University, Approved by AICTE New Delhi,
Accredited by NBA New Delhi, Recognised by Government of Karnataka*

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Date: 16th Feb 2020

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Sophia F has completed an internship program with Magna Infotech (A Quesse Company), from 2nd January 2020 to 16th February 2020. She has worked on the academic project titled "**An empirical study on Employee Motivation at Magna Infotech, Bangalore**". During the internship she demonstrated good design skills with a self-motivated attitude to learn new things. Her performance exceeded expectations and was able to complete the project successfully on time.

We appreciate your interest in Magna Infotech, and wish you All the best for your future endeavors.

Thanks and Regards,
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DECLARATION

I, Ms. Sophia .F, hereby declare that the Project report entitled “(An Empirical study on Employee Motivation at Magna Infotech (A Qess Corp Company), Bangalore)” prepared by me under the guidance of Prof. Namita P Konnur, faculty of MBA Department, CMR Institute of Technology and external assistance by Ms. Keerthana . S, HR Manager, Magna Infotech (A Qess Corp Company) Bangalore. I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of six weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted to any other University/Institution for the award of any degree/diploma.

Place: BANGALORE

Date: 30/06/20


(Ms. Sophia .F)

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Ms. Sophia .F

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EXECUTIVE SUMMARY

Employee motivation is a most important concern of organizations and personnel resource managers for several years; it was a significant demonstration of a positive and productive employee. Nonetheless, encouraging personnel within an organisation, due to a wide range of personnel, management, workplace and organizational variables, remains challenging and complex. Organizations and managers of human resources also use different techniques to inspire the workers. Performance Assessment (PA) is one of the best known strategies administrators use to achieve different management, employee and organizational goals. All styles of organizations perform regular PAs for assessing workers and calculating their competencies and achievements. This method is often carried out by managers to better coordinate strategies and procedures, to develop organizational resources and services required by workers, and to

An important element of competitive advantage is the formulation of a hypothetical research model that uniquely integrates the various aspects of empowerment and people engagement, which needs to be considered as a human resource for managing people retention in a highly competitive business environment.

The goal was to ask employees to look beyond machines to increase the probability of success of the company by paying due attention to established human capital. While a number of studies have examined a range of factors as effective reasons for retaining people by giving a thrust to their confidence and dedication, a ‘whole system’ approach to that has been curiously absent for consideration. Throughout previous researches, these variables were studied throughout bit and pieces, making it difficult to holistically elucidate the definition. The researcher empirically validated the proposed model, and it reflects the findings. More structured way. This study will certainly give some light to others for further research and other organizations to take on the results of the study.

CHAPTER 1

INTRODUCTION

1.1 Introduction

Section level job exists as a masterminded system of business which hopes to set up one of a kind aptitudes related with the errand through impermanent situating technique effort is made to expand helpful ability with the theoretical discovering that understudy was officially based on guidance.

Under temporary job, during his lone ranger's or graduate degree, business association or specialized foundation and school or college together bestow preparing to understudies. The reason for such program is to find some kind of harmony between hypothetical information and functional information. Instructive establishment confers theoretical information to their understudies however is sent to business association for functional information.

Transitory work time vacillates relying upon the idea of the activity, the size of the associations, and so forth. For example, fresh structure graduates or acknowledgment holders are moved from workshop to workshop to work with seniors before being put on a particular activity. The length ranges from a half year to a year.

A transitory job is an understanding for a fixed timeframe between the understudy and the organization, where colleagues agree to work for them and they agree to exhort them and give them that different associations are proceeding to acquire their effective understudy for throughout the day business. A section level position is a pre-capable professional training that offers a chance to gradually find out about a specific employment to understudies, late alumni, and vocation changers.

Impermanent employments incorporate an open door for understudies to take up work investment, supplement academic postulations, and might be gaining school credit centers again and again. Brief posts might be either redressed or unpaid. Given this, cash is unassuming when it's paid. Impermanent work for the most part goes on for six to twelve weeks, which is the period that harmonizes with circumstances. To accumulate the huge learning and abilities required in the field similarly as the resume includes weight. Expanding important experience by means of section level jobs will assist with making equipped

contacts, two of the best things an understudy can never really up to seek after another profession after school in their city.

It is an obligatory report composed by an understudy of VTU MBA to finish the degree program effectively. This exploration is an experimental investigation on Magna Infotech (A Qess Company) Employee Motivation, Bangalore.

Further enhancement of the skills needed for his / her career in a profession. Theory concepts which we had learned partially through the degree program enabled us to apply effectively in an organization at the time of internship.

The internship began with the topic chosen for the study, the goals, the literature review and the methodology adopted followed by the profile of the industry and the profile of the firm. The definite investigation was led on preparing and advancement, and the practices that were completed in the association for preparing and improvement reasons for existing were broke down.

1.2 Industry Profile

A country could be present with ample of physical and natural resources also the required technology and capital, nonetheless if there are competent individuals capable of mobilizing, coordinating, and harnessing goods and services for development, they cannot make substantial progress towards social and economic growth. The qualities and shortcomings of a venture are estimated by the nature of its human capital, which assumes a basic job in the misuse of other hierarchical assets just as the development pattern of creating economies. Human capital is the most key asset, while no other asset could be completely used to create the pay and abundance of a country with no of the dynamic association of the that asset.

Monetary development is characterized by main considerations, for example, the locale's qualities , mentalities, recognition and populace character. By the by, one brings up that joblessness, shrouded joblessness, outdated nature of abilities and absence of occupation possibilities, wasteful work rehearses and a move in boundaries are squandering HR. Human capital records for an enormous extent of national creation and, because of their legitimate development, there is plentiful chance to improve the abundance of the nation. Human factor offers significance to physical assets and requires monetary dynamism.

Human capital is maybe the most extreme critical factor in choosing an association's exhibition and viability as it is exactly the people who can decide to the greatest advantage of the association when and how to get and utilize various assets, including HR. An association's general achievement and supportability will consistently rely upon the effectiveness and trustworthiness of its HR. "Dealing with the human factor is the center and most basic capacity of all administration exercises," says Likert, "and all else relies upon how well it is taken care of." Workforces are an association's generally significant and special resources. In a moving monetary atmosphere, human asset the executives takes on a lot more prominent centrality than at any other time.

Human Resource Management diagrams the estimation of a venture and its various jobs. It examines the diverse HR forms related with enlisting, taking care of, engaging and improving laborers and keeping up them to benefit the organization. In creating nations, financial development can't be cultivated except if they have accomplished and qualified, exceptionally energetic outcomes, and appropriately created human capital. Except if an association has a very much prepared, profitable and adequately inspired work-group, it can gain little ground. Similarly, when people are accomplished and profoundly settled, they can't determine work fulfillment and lead an exclusive requirement of living. It ought to be noticed that human asset the board will help with accomplishing these provincial, corporate, and singular objectives through the proficient use and appropriate human asset development.

The readiness to adjust work and life is a center quality of administration. This likewise clarifies this quality is esteemed in others. People set an example for their own lives — regardless of whether they're home for supper evenings seven days, going to choral practice, or participating in school occasions for their youngsters. We offer individuals the ability to lead positive personal lives, whether through unpaid leave or flexible schedules. As a consequence, a high degree of confidence among company leaders is motivated.

As a female in leadership, it can be difficult to balance the job, finances, family life and extracurricular activities. The duties will pose different demands on the life and you can feel stressed and out of control. Technology will play a significant part in helping you live a more healthy life in this age of mobile communications

The following process tools are used towards the accomplishment of the Company's purposes and to facilitate HRD:

1. Performance appraisal

2. Potential appraisal and development
3. Feedback and performance coaching
4. Career planning and development
5. Induction training
6. Training
7. Job rotation
8. Organizational development
9. Payments
10. Value circles
11. Employee well-being and quality of work life

Many of these management mechanisms are related to business strategies, often with preparation of human resources.

The Contribution of these subsystems to HRD goals

Any of these subsystems, procedures or administrations adds to a definitive accomplishment of the HRD destinations. The essential goal of execution evaluation is to enable an individual to build up his/her present position abilities and accept more prominent accountability for that position. Conceivable appraisal centers essentially around surveying the likely future jobs of laborers inside the organization. Preparing is a method of expanding the person's very own adequacy or of upgrading the person's capacity to play out his/her work or future employment position. Preparing can likewise improve relational connections (correspondence readiness, contest goals, critical thinking, exchange examination, and so on.) and improve cooperation.

MOTIVATION

The term motivation has been taken from a purpose that infers some thought, desire or feeling that drives a man to act. Whatever the man's immediate may be, there's a lift behind it. Boost is without the desires for the individual concerned. By taking a gander at his needs and wishes, the technique for thinking can be known.

There is no general theory that can elucidate the components that influence ways of thinking that govern the lead of man at a particular time motivation. In general terms, the unmistakable expectations function and influence their practices at various events among

different people. The motivation strategy takes into account the viewpoints of individuals who are party individual thoughtful of undeviating.

So as to motivate workers to perform their duty for hierarchical goals, the higher authority should analyse the idea of wants of employees and provide a circumstance to make stay the motivators who are available for their satisfaction. On the off chance that the organization is compelling in doing accordingly; it will in like manner be productive in extending the status of the authorities to work. It results in extension of capability and feasibility of the relationship. It results in better utilization of benefits and workers limits and cut-off points.

From the point of view of Edwin B Flippo, "The term motivation can be defined as procedures to try to influence others in relation to the performance of their work by means of gain or reward.

From Michael J. Jacius point of view, "The term motivation can be described as the steps of encouraging either someone or the self in order to obtain a desperate way of approach for gaining long term relationship.

From Dalton E. Mcfarland point of view, "According to him, the word motivation can explained as the forces that are many in number and continue to become or make difference accompanied by particular instant inspires which becomes invisible and controlled via the direction of few objectives. The idea is an intellectual concept.

SIGNIFICANCE

It is a main concept that has very important elements deciding hierarchical proficiency. All hierarchical office must move to the squander in absence of persuaded person to utilize the offices adequately. Every unrivalled through the federation should spur their peer employees for the correct type of behaviour. The implementation of person in the federation is reliant on the amount of anything in relation to motivation. A popular researcher called inspiration "A expense for administration." Inspiration is a viable tool in the pointers of executives to motivate the personnel. Inspiration builds the readiness of employees to work along these lines, expanding the skills and viability of the association.

The definition of the motivational variables is as follows:

- Resource usage: Inspiration ensures the highest as well as the most effective use of a broad variety of assets. The use of assets is to be possible to the utmost extent if the human being works to contribute to the achievement of hierarchical objectives. In this way, individuals will be motivated to complete the plans, objectives and tasks set out throughout the organization.
- Will to Contribute: There is a difference between "capacity to work" and "able to work." Another may be physically and rationally fit to work, but he may not be willing to work. Inspiration brings a sense of contribution to the demonstration of its better implementation. Across these paragraphs, the word exceeds any issues that exist within the competence and encourages the mission to be carried out.
- Reduction in labor problems: all individuals are endeavoring to concentrate their efforts on meeting the goals of the union and to carry out plans in accordance with the strategies and projects identified in the vicinity of the organization, provided that the administration has presented inspiring plans. This eliminates job problems such as staff turnover, lack of commitment, indiscipline, grievances, and so on by concentrating on their actual salaries in addition to successful plans.
- Sizeable growth and profitability: when properly persuaded, individuals endeavor to put their efforts into producing more, along these lines, to increase their productivity. And due to this general formation and orderliness of the association, there are additional benefits. They (propelled representatives) use the techniques, configuration and innovation to the fullest advantage of the association.
- Principles of Cooperation: Enthusiasts to carry out more of the part's work 'as a group to take the weight properly, to obtain their fidelity to the gathering and to the association, to carry out the exercises that have been identified and, to a large extent, to have a productive effect in the performance of the reason that the association has tried.' As a result, inspiration is the premise of collaboration in order to obtain the best result from the work of individuals at work.
- Improvement upon expertise and information: All the individuals will attempt to be effective as could reasonably be expected and will make an effort to it to improve the

talent and studying about the up gradation of the federation which, hence will give the guaranteed and the sky is the limit from there, eventually empowering them to fulfil their requirements of a person as well as social both.

- Agreement of authoritative change: Changing about the rules and regulations of nature. Because of a few changes in the general public, changes in innovation, esteem framework, and so forth federation needs to fuse these progressions to adapt for the precondition on time. During the event that individuals are successfully roused, they happily acknowledge, present and actualize these progressions without holding any protection to make it different and negative setting of mind, subsequently maintaining association in good shape of advancement.
- Better Image: A firm that gives chances to the progression of its kin has a superior picture in the psyches of people in general as a decent manager. This, picture helps in drawing in qualified work force and subsequently streamlines the staffing capacity. This will likewise improve worker fulfilment and lessen mechanical stifle. In a nutshell, to accomplish the authoritative and individual goals in an inexpensive and productive way motivates imperative equipment with the board to coordinate the conduct of subordinates in the ideal and proper way and in this manner limit the wastage of human and different assets.

Motivation is one amongst the most pivotal elements that decide the productivity and adequacy of an association with its assistance a craving is conceived in the psyches of the workers to accomplish effectively the goal of the undertaking. Every authoritative office will stay futile individuals are persuaded to use these offices in a profitable way. Inspiration is a necessary piece of the executives' procedure. An undertaking may have the best of materials, machines and different methods for generation, but each of these assets is insignificant inasmuch as they are not used by legitimately spurred individuals. Sometime in the past, the human asset of creation has been dealt with as other non-HR assets and has not been given any unusual significance. Be that as it may, this old idea has lost all meaning in this aggressive age grouping of inspiration that Renis Likert called it. "The Hub of Leadership." The importance of creativity is clear from the following realities:

- Greater extent of accomplishment

- Less labor revenue and desertion
- Simple integration of authoritative differences
- Nice person associations
- Excellent picture of association
- Progress in confidence
- Possible utilization of people
- Considerate in Accomplishment of objectives
- Good link is created among the employees
- Simple Screening process
- Change in provision

Inspiring the people includes motivating the person through collecting to pull mass adequately, provide them with reliability for the collection, to do roughly the cause associated. The following outcomes are little normal workers were appropriately motivated. The group of employees will be subsequently satisfied whether management provides different ways to fulfil the intellectual and personal desires. As specialists would collaborate wilfully along with administration and would donate very highest peak in the direction of goals of the Individual.

Labourers would in general be as productive as conceivable by intensify their abilities and data along the objective that they could increment to the improvement of the federation. Hence, the efficiency will be expanded.

The grades of labourers' revenue and absenteeism among the colleagues would predominantly reduce. It results in big worker links in association as grinding between the scholars and along with the workers and the management which would go extinct. The amount of grumblings and complaints would decrease. The crowd would become low. It results in additional increase in the cost and quality of things. The unnecessary waste items would be reduced. The good value of things would construct the entire image of the occupation.

1.3 Company Profile

Magna Infotech was the largest provider of technology staff enhancement & solutions in the Indian subcontinent. Magna Infotech is a subsidiary of Qess Corp Limited, India's leading

provider of business services, founded in 2007. Qess Corp, headquartered in Bengaluru, is present in PAN-India with 52 offices in 27 cities, as well as in Canada , the United States, South America, the UAE, Sri Lanka, Malaysia, Singapore , the Philippines and Vietnam. It serves 1,700 + clients across five segments: People & Services, Global Technology Solutions, Integrated Facility Management, Internet Markets and Industrials. Magna has been delivering top quality expertise to businesses across industries for over two decades, helping them accelerate their success in digital and technology. It has collaborated with many customers in developing their next apps, creating the next technology solutions & redefining the future through AI & ML. It has been a leading member of the Qess family for nearly a decade now and we have evolved in leaps and bounds to become India's largest provider of IT staffing. Magna, the only staffing organization with market-focused verticals, provides clients with a market, region or business-specific, holistic talent management solution. With over 10,000 associates, 500 and above skill sets are competent across multiple sectors of the industry. They are skilfully assisted by advanced internal resources, an industry-leading fulfilment engine and an unprecedented interaction and support system for associates.

We offer an enriching experience for associates and employees who promote career growth and lifelong learning. It is the relentless endeavour to be known as a "partner-of-choice" with a client base of 300 firms.

Acquisitions

Qess Corp consents to definite arrangements with its auxiliary Connect Business Solutions to procure 61,35 percent stake in Allsec Technologies for Rs.271 Cr. The Board of Qess Corp affirmed the securing of the staying 49% stake in Trimax Smart Infraprojects (TSIPL), an auxiliary of Qess, at a gathering hung on 27 September 2019. After the exchange is finished, TSIPL will turn into a completely possessed auxiliary of Qess. India is one of the quickest developing IT administrations markets on the planet. As a significant piece of this eco-framework, Magna Infotech offers global customers with an all encompassing end-to - end way to deal with administration conveyance that positively affects their primary concern.

The client entered plan of action and profound market aptitude in a scope of vertical businesses permits us to make customized answers for worldwide organizations and counseling firms to accomplish operational greatness.

The certified faculty give offices over an assortment of proficient regions, for example,

- Application growth
- Substructure management
- Testing
- Enterprise Resource Planning
- Non – IT and Company Support Tech Sector. Individually, an active stockholder always looks for an interesting ideas & firms.

Corporate Performance

- Qness finalized the De-merger with Thomas Cook India Ltd and it is presently held legitimately by Fairfax Holdings.
- A new trademark development is propelled in accordance with Qness' transition to its new strategy game plan.

Philanthropy

The objective of Qness is to contribute effectively to the network and to make a significant and significantly affecting nearness in wellbeing and training regions. In 2014 the Care Works Foundation (CWF) was framed to require this exertion forward. In 2015, the Karnataka government's Ministry of Education shaped an association with Qness to expand and create government-claimed schools over the state. Qness Corp Limited has so far supported eight such schools

Awards

Qness Corp Limited accomplished the for the Best IPO in 2017

1.3.1 Promoters:

- Guruprasad Srinivasan - Chief Operating Officer – Indian Area that includes companies around the Indian / APAC geography platforms of workforce management and operating asset management. He leads the teams that manage in this role: General Staffing & Recruiting, Digital Enforcement, Training & Skill Creation, Logistics,

Specialty Facilities Management and business Security Solutions. Since its inception in 2007, Guruprasad has been linked to Qness. Lohit Bhatia - President – Workforce Management.

- Lohit Bhatia, President – Workforce Management, joined Qness Corp in 2011 as Sales Director for the General Staffing Division and ascended to CEO – Staffing by 2016. He created the team during his stint as CEO of Business Staffing while establishing the Staffing business as not only the largest by deployed associates or clients managed, but also by the services offered and the technology used for the associate employees and clients. He has now embarked on a larger role as President where he leads the driving teams: General Hiring, IT Hiring & Recruiting, Digital Compliance, Training & Development of Skills and Logistics Sector. He is responsible for constructing the entire Personnel Management boards facilities for dealings in India, Singapore, APAC and Middle East.
- Vijay Sivaram currently serves as CEO of Magna Infotech & Asia Pacific Operations, Technical Staffing Unit. By building customer relationships & Key Vendor strategies, he is responsible for driving the growth of Magna Infotech & Business operations in APAC area. At Qness, he provides the clients with tremendous operational performance. After its inception in 2007, he has been part of the founding team for Qness Corp (IKYA). Throughout his tenancy at Qness, he has been active in driving businesses such as Recruitment, Temporary Staffing, Technology & Call Centre Outsourcing , Facility Management, Engineering Services etc.

1.3.2 VISION & MISSION

Vision

To be a global company that provides world-class customer experience while continuously working towards creating better lives.

Mission

- **We delight the customers.** By focusing relentlessly on execution and adding value to their businesses.

- **We strive to deliver superior returns to shareholders.** By being the business service partner of choice to companies.
- **We inspire people to do their best.** Offer opportunities for personal development and enable them to realise their full potential.
- **We establish trust and build relationships.** With all the stakeholders – customers, employees, partners and shareholders, keeping integrity at the core of who we are.

1.3.3 QUALITY POLICY

- **People-Centricity:** the firm perceives that individuals are, and will consistently be, the quality and upper hand. Therefore, give chances to individuals to develop and ceaselessly improve so as to improve their lives.
- **Leadership:** the association has faith in the formation of world-class pioneers in each region of the business and in the creation of group initiative help at all levels; in the executives execution; in the manner in which it is actualized, conveyed and drastically extraordinary with clients.
- **Growth:** this is the establishment for progress. Advancement originates from distinguishing key chances, making the correct holds and developing the soul of business inside the association.
- **Speed and Agility:** Quickness of activity is an upper hand. Capacity to react to change, distinguish openings, drive efficiency, and spotlight on getting things done.
- **Execution:** The organization drives itself to offer the most elevated level of administration to clients essentially and reliably.
- **Customer Focused:** The circumstance is fundamentally composed around the client, from understanding the necessities behind a particular prerequisite to guaranteeing that it is executed and conveyed on schedule.
- **Integrity:** an organization focused on the best expectations of morals and respectability. As we release our duties, we make the right decision and not what is simple.

1.3.4 PRODUCTS / SERVICES PROFILE AREAS OF OPERATION

Work Force Management

The company helps the clients to find the right applicant for the right job through a variety of solutions like staffing solutions, IT recruiting, managed services, executive search companies, end-to-end recruitment, and RPO services.

Operating Asset Management

Magna allows customers to efficiently control their host of properties. The services portfolio covers integrated systems for facilities management, industrial asset management, network optimization, and security guard systems.

Global Technology Solutions

The company, with a strong and effective technology infrastructure, has provided a strategic competence to serve the clients. These include BPO, CLM, cloud deployment, aftersales programs, AMC, automation of robotic processes, and digital transformation.

1.3.5 INFRASTRUCTURE FACILITIES

- India's Largest Staffing Team with around two lakh Associates
- Around 13000 Hospital bed in addition to 40,000 understudy beds and additionally 220 Mn Sq.ft under administration.
- There are 75,000 Telecom Towers
- The powers behind the 2,000 MW of intensity likewise 51 MTPA of metal and 5 MTPA of non-ferrous metals.
- There are around 150,000 shipments for every day across 51 urban communities.
- Providing expertise improvement of more than 110,000 understudies across 100+ instructional hubs.
- Providing 1.50 lakhs Meals/Day over the city.
- And there are 2.1 Million Household Meter readings for every month
- Lastly, onboarding of in excess of 500,000 representatives through Paperless Onboarding Platform.

1.3.6 COMPETITORS INFORMATION

Randstad, Hallmark Financial Services, Feuji, CollabNet, Zyoin, Zen Career Contthes, Oorja Biz Ops, ObjectWin, CareerNet and Erflogs are the top 10 competitors in Magna Infotech's competitive collection. Together they have earned more than 22.9 Million among their estimated 41.2 thousand employees. Revenue from Magna Infotech is the ranked 4th among the top 10 competitors. The total number of top 10 competitors is 2.4Billion. Magna Infotech has 2,500 employees and is ranked 2nd among it's top 10 competitors.

The top three competitors of Magna Infotech are as follows:

- Randstad is seen as one of the major competitors for Magna Infotech. Randstad was founded in 1960, and is headquartered in Amsterdam, Other. Randstad competes in the field of job agencies. Randstad hires 35,780 more people than Magna Infotech does.



- Flagship Financial Services is among the biggest competitors at Magna Infotech. Hallmark Financial Services is a public enterprise established in Fort Worth, Texas, in 1987. Hallmark Financial Services is active in the retail sector. Hallmark FinancialServices has 2.061 fewer employees, relative to Magna Infotech.



- Feuji is top third competitor of Magna Infotech. Feuji is a Private Company founded in 2014 in Irving, California. Feuji is active in the IT Consultancy business. Feuji hires 2,427 fewer than Magna Infotech.



1.3.7 SWOT ANALYSIS

Strengths

- Concern with Low Liability

- Increasing Profits every Quarter for the historical 4 Quarters
- Compact currency producing capability from central business
- Company with Zero Sponsor Pledge
- FII / FPI or Institutes increasing their shareholdings

Weaknesses

- Companies with growing budgets for long term schemes
- Promoter allotment decreased by more than -2%
- Inefficient use of shareholder funds
- Declining Net Cash Flow : Companies not able to generate net cash
- Near 52 Week Low
- Weak Energy: Price below Short, Medium and Long Term Averages

Opportunities:

- Brokers upgraded approval or objective worth in the former three months
- Rising Conveyance Percentage Associated to Preceding Day and Month, Strong Capacities.

1.8 FUTURE GROWTH & PROSPECTS

Future Growth:

- Expertise to support a vast array of skills ranging from vanilla – NMS-Windows 2000, MS.Net, Sun-Java, Javascript, Oracle DBA, Cisco Admin, NMS-Unix, MS-VB to niche – EAI-IBM Websphere, EMS-IBM Tivoli, MF-COBOL, ETL-Cognos, Oracle Financials, SAP-XI, TEST-VOIP Testing, Silk Testing, Web Servers-Apache, etc.
- Possess the market intelligence required to help companies speedily access a workforce that has a highly specific combination of technical skill set and domain experience
- Ability to hire restheces with an experience range of 4 – 18 years

Prospects:

- Meeting Employee Needs – Employability by Continuous Learning – Rapid technical innovation and growing developments in the sector are driving the global workforce to the edge of today's highly competitive market. As organizations face a growing

need for more sophisticated skills, it is now more vital than ever for individuals to remain ahead of the curve by upskilling / reskilling themselves.

- Magna Infotech Career Services is a learning network designed to bridge the gap between one's knowledge and rising aspirations for the industry. The primary goal is to provide individuals with IT skills training, aligning them with the skill sets most sought after by today's organisations, although also formulating them for forthcoming production movements.
- Building a highly productive workforce through Corporate Training
- With the Corporate Training Program, organizations have an effective means of driving their existing employees 'measurable performance boost as well as building a skilled and future-proof work force. The team of expert instructors comes with proven track record in educating niche and emerging technology professionals.

CHAPTER 2

CONCEPTUAL BACKGROUND & LITERATURE REVIEW

2.1 Theoretical background of the Study

The engagement of workers has a critical role to play in the positive impact and development of all stages of an enterprise. In any case, the relationship between the success of the workers and the result of the business is of central importance. Employees who lack any substantial incentive to do well in their work and who are robbed of their job satisfaction slow down any outcome the company generates. Therefore, the ways in which the morale of workers can be strengthened is a matter of great importance. Thus a study on the employee motivation of Magna Infotech (A Quess Corp Company) has been conducted.

2.2 REVIEW OF LITERATURE

1. Jisha C L (2016) research article of (volume: 6 issue: 5) titled as "Study on Employees Motivation with special reference to BSNL" identifies the motivational nature of the study. Factor motivates employees the most and also determines which of the incentives, such as financial or non-financial incentives, motivates employees the most. For this research, convenient sampling with a sample size of 60 was used, as well as a percentage analysis method, a ranking method and a weighted average analysis method. Research has shown that the majority of employees are satisfied with both financial and non-financial incentives. It was also found out that salaries and wages in case of monetary benefit and good relationship with the co-workers was the most motivational factor.
2. Ali Yassin Sheikh Ali (PhD), Abdulkadir Mohamud Dahie, Ali Abdulkadir Ali (January 2016) survey from Secondary Schools in Mogadishu (volume: 3 issue: 1) titled as "Teacher Motivation and School Performance, the Meditating Effect of Job Satisfaction" determines the significant relationship between teacher motivation and school performance including the meditating effect of teacher's job satisfaction as the main objective. This research used the survey technique as well as a sampling method which collected 80 respondents from the secondary schools using a questionnaire.

There was a significant relationship between teacher motivation and job satisfaction as well as school performance was the result of the survey.

3. Ephrem Eyob (2014) *Jthenal International Information Management* (volume: 3 issue) titled as “Managing the motivation of information technology staff for higher organizational productivity and employee job satisfaction” determines that as there was rapid technological changes and global competitiveness in the market place due to which motivating information technology employees had become more and more difficult. Hence, the organization used certain employee motivation techniques to improve the staff productivity and quality of output. In addition to that, the improved productivity as well as staff satisfaction with their work by applying certain methods was also discussed in this paper.
4. Rajeswari Devadass (2015) *International Conference on Sociality and Economics Development, Singapore* (volume: 10) titled as “Employees Motivation in Organizations: An Integrative Literature Review” used a broad search method by using computerized databases which focused on articles related to the research. The research determined the empirical evidences which had focus on employee motivation to the organization. Hence, by collecting 40 articles it was found that literature revealed widespread support of motivation concepts in organization.
5. Glen George Thomas (2015) *The British University in Dubai* titled as "Employee Motivation and Job Satisfaction in Project-based Organization: The UAE Case." The research identifies the overall level of job satisfaction as well as employee motivation as the two main objectives of the research. The researcher used the survey approach to determine the objectives, and the researcher also conducted interviews to understand the perspectives of the managers.
6. Samira Al Jasmi (2016) faculty of business did a research on the title "Study on Employees ' Work Motivation and its Effect on their Performance and Business Productivity" this research paper sets out the relationship between performance at the workplace, business productivity and employee motivation. The analysis and interpretation shall be carried out by collecting data by interviewing seven different operational as well as technical divisions within the organisation. The most important

objective is to determine the correlation between the motivation of employees to work and their productivity performance.

7. Shahid K V (2015) titled as “A Study on Employee Motivation with special reference to Hyderabad Industries Ltd: Thrissur” this exploration for the most part performed to recognize the elements which will persuade the workers and the authoritative capacities in Hyderabad Industries Ltd, Thrissur. The examination verified that the worker inspiration is one the most vital and serious issue looked by each association. Consequently, different speculations were performed to decide if the statistic factors connected with worker execution in identified with representative inspiration.
8. Akah Nandang William (December 2010) bachelor thesis titled “Employee Motivation and Performance, Ultimate Companion Limited Douala Cameroon” the main subject matter of this research is how to motivate the employees in best way in order to high performance within the organization. In this research fthe theories are taken into consideration to analyze the solution for the problem identified. The researchers performed empirical study at the organization which involves various methods like questionnaire and interview to determine the required findings for the research.
9. Jacinta Njeri Kuria (July 2013) a case study of National Security Fund titled “An Investigation into the impact of motivation on employee performance” used descriptive research design method to determine the factors responsible for motivation of employees in the workplace and their relationship to employee performance with special reference to National Social Security Fund. The employees at the National Social Security Fund at the headquarters in Nairobi were the main target audience. The research design involved questionnaires as the data collection tool which contained both open ended and close ended questions and analyzed using SPSS computer package.
10. Chandra Sekhar Singh, Manoj Patwardhan, Rohit Kumar Singh (December 2013) titled “ A Literature Review on Motivation” the authors have made an attempt in this research to come up with new strategies which contains the constructive dimensions

that directly or indirectly influences the employee motivation. The researchers used various design strategies to determine the factors responsible for the employee motivation.

11. Archana G, Nrmmaniwar, Dr. Masdhuri S Deshpande, IOSR Jthenal of Business and Management (volume: 18, issue: 6) titled “ Job Satisfaction among Hospital Employees: A Review of Literature” identifies that there are many employees migrating towards good opportunities due to the globalization of the sector which ensures overall growth and satisfied job. The job satisfaction of the hospital employees is presented in this paper. The researchers identified the various gaps and explored different factors affecting the job satisfaction is the primary objective of this paper.
12. Roman Zamecnik (2014) second World Conference on Business, Economic and Management titled “The measurement of employee motivation by using multi-factor statistical analysis” the paper manages a chose industry that has the issues identified with worker inspiration and inspiration programs. The examination utilizes the group investigation and its utilization in the making of inspiration programs which go about as a major apparatus utilized in this procedure. The different kinds of inspiration programs are utilized and broke down utilizing the group investigation technique. By utilizing multifaceted measurable examination, the outcome will be the proposition for the production of methodological bound together inspiration programs.
13. Randall E. Berkson, Ross W. Martin, Brandon V. Smith, Jordan M. Worley (March 2012) research paper titled “Employee Motivation and its Most Influential Factors” to figure out which variables and motivators could be changed, actualized, or wiped out so as to rouse them to do their best work later on just as to gauge the representatives' ebb and flow fulfillment of inspirational elements and impetuses in the association was the principle think about be executed in this exploration. The fthe primary ideas like correspondence in the working environment, salary of the representatives, long haul motivating forces, and non-money related impetuses are utilized in the polls which were given to the workers of the considerable number of offices were broke down and displayed.

14. Leonidas Maroudas (October 2016) article in the University of Aegean titled “Employees” motivation in the luxury hotel industry: The perceived effectiveness of human resource practices” this paper centers around the observational work done about the utilization and adequacy of human asset resources in different lavish lodgings of worldwide chains in Greece. Various occupation related helpers in the lavish inn part and examines the connection between individual factors and the motivators offered to the inn workers was additionally investigated and seen criticalness from them. The workers of various individual qualities and foundations were given significance by inspiring them by giving different proposed procedures to creating appropriate inspirational projects.

15. Rakel Elisabeth Filtvedt (December 2015) Master Thesis titled “Motivation and Job Satisfaction” recognizes the wants of the representatives (learning specialists) are to be known for the director which is one of the vital feature of the proposition. So as to gather the required information and to reveal other important outcomes shaped amid the procedure, the specialist utilized poll just as meetings as the principle technique. The outcomes recommended that instruction level has some type of effect on inspiration in regards to the work undertakings in the organizations, which relies upon cleanliness factors that are required for the examination.

16. Catherine R. Johnson (2010) a thesis at the University of Central Florida titled “Employee Motivation: A Comparison of tipped and non-tipped hotel restaurant employees” has the essential target to give experts in the eatery business who can perceive the inspirations to propel the representatives. There are salaried and hotel based which are the two kinds workers in the association where the examination was made. Henceforth, the exploration totally on the hotel representatives and their sub division workers. The instrument used to gather the required information for the examination was the poll which contained the related inquiries to play out the proposal.

17. George Ouma Ochola (November 2018) JOJ Sciences (volume: 1 issue: 5) titled “ Employee Motivation, an organizational performance improvement strategy (A review on influence of employee motivation on organizational performance) distinguishes

that there are different procedures to build the efficiency in an association alongside that one of the imperative system to support their profitability totally relies upon inspiration, preparing, and improvement, execution evaluations, worker fulfillment, remuneration, employer stability, hierarchical structure among others.

18. Merima Karic (January 2014) master's thesis titled "Motivation of public sector employee: the case of the novi grad Sarajevo Municipality" thesis contains the introduction about the human resource management aspects related to the thesis and detailed information about the motivation, its types and its importance towards the employees in the organization. In addition to that the paper also contains the model of job satisfaction which is necessary to conduct the research that includes various factors influencing motivation and job satisfaction.
19. Carole Serhan, Eliane Al Achy, Eva Nicolas (February 2018) International Journal of Human Resource Studies titled "Understanding Public Sector Employees' Motivation: What makes them inspired?" distinguishes that at Lebanese open segment analyzes the positioned significance of work inspirational factors inside in the association. The examination utilized subjective meetings with the workers and manager of the association was done to gather the required information for the exploration. The investigation and understanding were finished utilizing NVivo programming device that displayed the compensation and working conditions are fundamental purpose behind higher inspiration of representatives.
20. Muhammad Bilal Ahmed, Ejaz Wasey, Saif Ullah Jhanndir (April 2016) Munich Personal RePEc Archive titled "Impact of Employee Motivation on Customer Satisfaction: Study of Airline Industry in Pakistan" the proposition verifies that achievement and disappointment of any association depends absolutely on workers who assume an imperative job in each association. The representative inspiration assumes an imperative job in serving the clients' needs particularly in aircraft industry which is administration based industry that pitches seats to its travelers. The examination utilizes relationship and relapse investigation as the primary strategy to break down the proposition.

CHAPTER 3

RESEARCH DESIGN

3.1 STATEMENT OF THE PROBLEM

The examination issue here in this exploration is associated with the inspiration of laborers at Magna Infotech (A Qess Corp Comapany), Bangalore. The fundamental articulation of the issue is to decide if the top administration are persuading the workers and how can it impact on the general profitability of the association.

3.2 NEED FOR THE STUDY

The investigation inspects the various features of worker commitment and tests an improvement in obligation regarding proficiency, better execution in the gathering and upgraded moral correspondence, and more positive hierarchical pressure.

3.3 OBJECTIVES OF THE STUDY

- To govern if the employees are encouraged by the top management in the company
- To regulate whether an additional accomplishment by the firm is achieved by inspiring the workers
- To decide if any monetary related or non-monetary motivates enctheages the employees
- To figure out which of the benefits (like hike in pay, leaves, inspirational talks, acknowledgment, advancement) inspires them more

3.4 SCOPE OF THE STUDY

The review is proposed to survey the employee's motivation for membership. In order to achieve the membership goal, a better than average motivational program technique is essential. In the case of viable powerful activities of specialists like some other leaders, they may also achieve a viable culture to establish a successful defining culture. in this particular relationship.

Motivation has an effects arrangement. These effects can be seen for the physical and enthusiastic prosperity, productivity, non-participation and turnover of an individual. Staff should be managed in more than one way , please. This guideline supports and supports certifiable supporters, who can give an impetus to the membership. It is the test of the future and current leaders of HR to increase and continue the number of 'veritable followers.'

This construes progress and innovativeness. It besides deduces an alteration in the gadget for HR courses of action and practices. The speedier the affiliations support their specialists, the more remarkable they will be. The test before HR executives today is to fulfill their representatives and reinforce their creativity to keep them a develop.

This assessment causes the analyst to understand the significance of successful representative inspiration. This assessment ponders looks at sorts and estimations of representative persuading adventures what's more talks about association considerations that can be used to impel operator inspiration. It gives bits of data to help future examination with respect to key bearing for affiliations that are both giving and utilizing reward/confirmation programs.

3.5 RESEARCH METHODOLOGY

Research is an effective system for finding answers for issues. It is essentially an examination, a narrative and an examination of confirmation to pick up data. As demonstrated by Clifford woody, "ask about includes portraying and renaming issue, figuring hypothesis or suggested ctheses of action, gathering, dealing with and evaluating data, accomplishing closes, testing finishes to choose on the off chance that they fit nitty gritty theory"

SAMPLE SIZE

Sample size - 100

METHODS OF DATA COLLECTION

- Primary
- Secondary

PRIMARY DATA

They are collected with an end objective of examination as well as translation which utilizes measurable techniques to collect data by raw format. The essential information is gathered by utilizing efficient questionnaires

SECONDARY DATA

They are as finished things as they have quite recently been managed quantifiably in some structure. They generally includes information assembled from reports, association locales including moreover trade with firm affiliation. Assistant information was present like manner assembled via journals, magazines, books etc.

NATURE OF RESEARCH

Descriptive research, commonly known as authentic study, describes data and characteristics associated with masses and wonder. Enchanting work seeks to attract attention to who, when, when and how.

Regardless of how truthful, reliable and professional the data description would be, the inquiry cannot reveal the causes of the case. Thus, a delightful examination cannot be used to conduct a study, because it has a low level of authenticity inside.

QUESTIONNAIRE

An inside as well as out portrayed overview that would be utilized suitably that amass data on both overall execution through test structure similarly as data for unequivocal fragments related to the system. The study was carefully orchestrated along with uncommonly numbered. A request was sorted in proper solicitation, in association to the centrality. An idea of inquiries solicited are in the structure from opened finished inquiries just as inquiries which pursued 5 point Likert Scale.

3.6 HYPOTHESIS

Hypothesis is basic, temporary elucidation, theoretical analysis, via experts, that the consequences of a study are a type of investigator. An informed construe. Informed. It shows the authority 's wishes for specific components. It is the most unmistakable way to communicate a reaction to a problem.

These are the basic research wishes for the autonomous and the control variables. The theories are likewise circumvented because they are not reliant on specific variables to be included. The following would be an investigation into this examination:

H0: There is no significant relationship between extra benefits and employee motivation

H1: There is a significant relationship between extra benefits and employee motivation

3.7 LIMITATIONS OF THE STUDY

The confinements related to the investigation are the accompanying

- Organization constraint- It was very difficult to cover the entire organization
- Study constraint- The research was restricted to single title
- Time constraint- Time span of the project was not sufficient to collect the information

3.8 CHAPTER SCHEME:

1.INTRODUCTION

Chapter-1 The chapter discusses the subject of internships and the field of which the company is part of the various important facets of the business, how they really operate their headquarters operations and so on. The chapter includes information about the organization.

2.CONCEPTUAL BACKGROUND AND REVIEW OF LITERATURE

Chapter-2 Describes the theory of the study and 20 literary reviews.

3.RESEARCH DESIGN

In Chapter-3 It Describes about explanation of issue, scope, research procedure, source of data (essential and optional source). Exploration Design and type; requirement for study, targets of the examination, testing procedure, test size, apparatuses for strategies and primarily research theory and constraints.

4.INTERPRETATION AND ANALYSIS:

Chapter-4 depicts about the examination done and translation given for the study done. As indicated by the study done, the review must be broke down for each question and the outcomes must be interfered with as needs be to the examination done.

5.FINDING AND SUGGESSTION AND CONCLUSION

Chapter-5 gives the discoveries for each question from the Analysis and Interpretation and the Suggestion are given for the poll for which the representatives are not happy with lastly the end

6.BIBLIOGRAPHY:

Book reference essentially contain information from which the data is been gathered. They are the Websites, Textbooks, diaries and the Company site.

CHAPTER 4
ANALYSIS AND INTERPRETATION

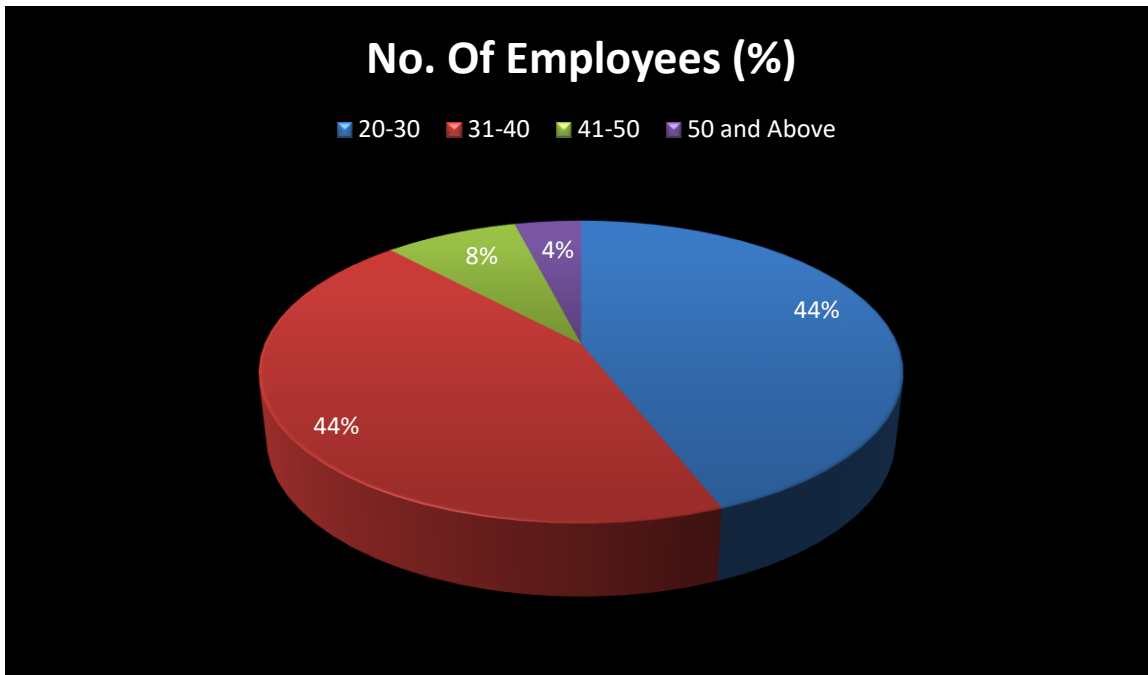
4.1 Table showing the age of the employees in the company

Particulars	No. Of Employees (%)
20-30	44
31-40	44
41-50	8
50 and Above	4
Total	100

ANALYSIS:

From the resultant graph, we can analyze that around 44% are in the age category of 20-30 as well as 31-40. And around 8% respondents are in the age category of 41-50 and remaining 4% of the respondents are 50 and above.

4.1 Chart showing the age of the employees in the company



INTERPRETATION:

From the resultant graph we can interpret that there are many young people who work in the organization who are the range of 20-40 years of age. The firm is filled with lot more enthusiastic employees who are active and upgraded with technology.

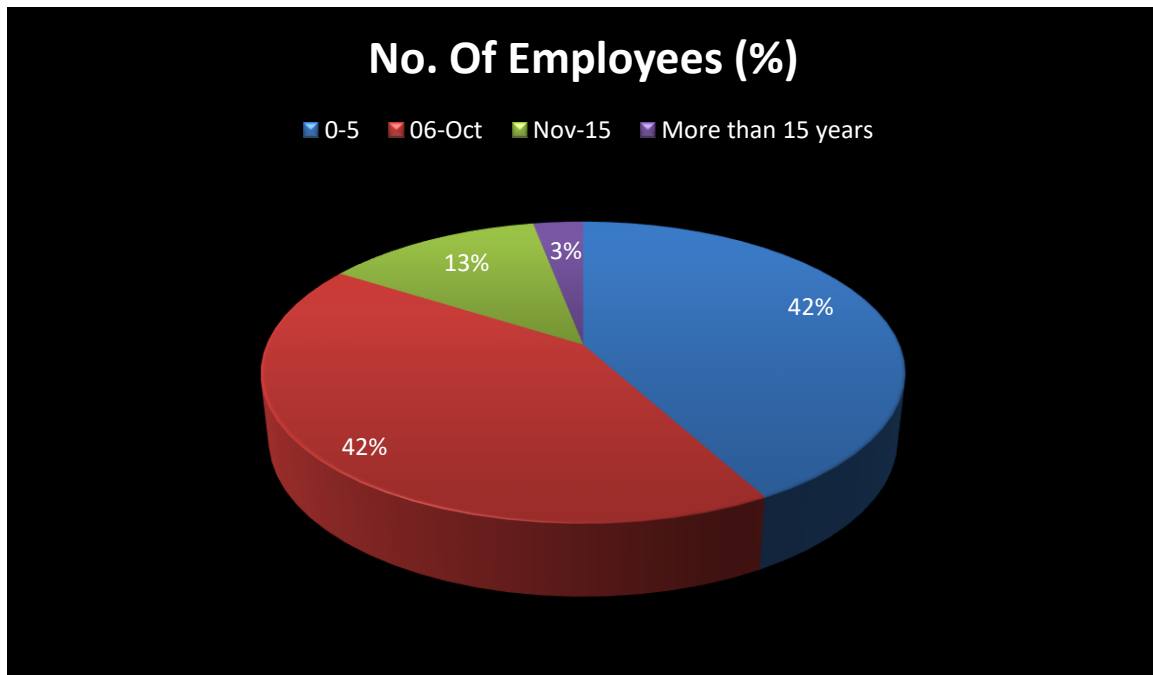
4.2 Table showing work experience of employees

Working Experience	No. Of Employees (%)
0-5	42
6-10	42
11-15	13
More than 15 years	3
Total	100

ANALYSIS:

From the resultant graph, we can analyze that around 42% of the respondents are having 0-5 years of experience, as well as 42% of the respondents are having 6-10 years of experience and remaining 3% respondents are more than 15 years of experience in their respective fields.

4.2 Chart showing work experience of employees



INTERPRETATION:

From the above resultant graph we can interpret that most of the employees are fresher and less experienced, the employees experienced more than 15 years might be the top management people. We can also interpret that the fresher candidates are encouraged more in the company which results in **employment opportunities**.

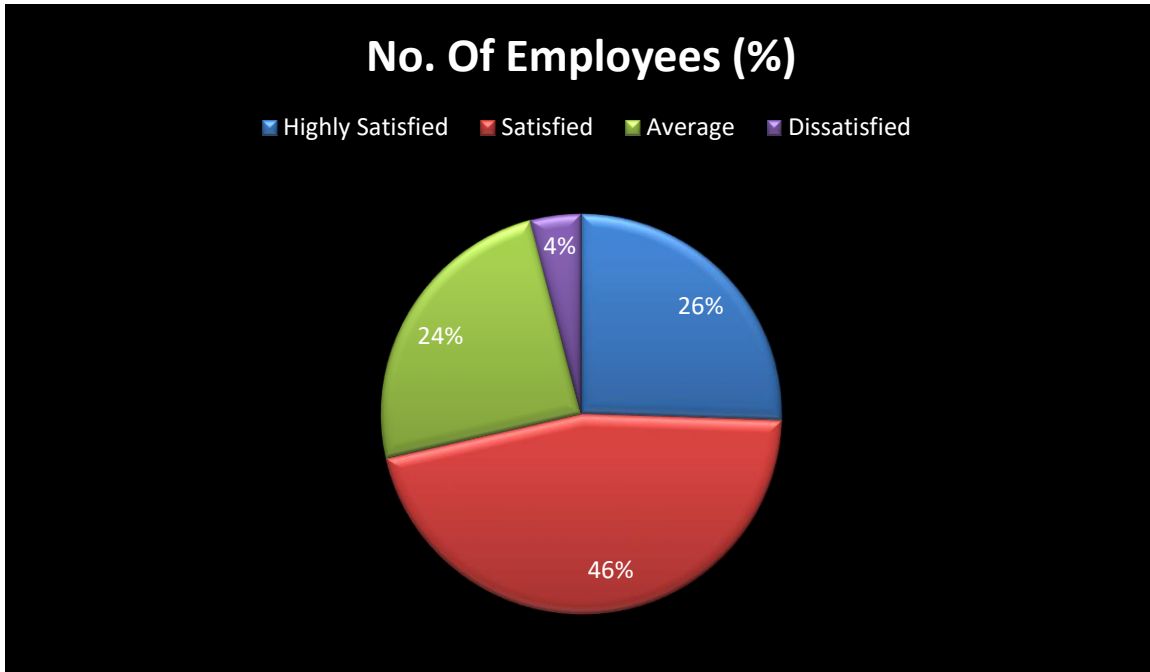
4.3 Table showing the level of satisfaction of the employees.

Particulars	No. Of Employees (%)
Highly Satisfied	25
Satisfied	45
Average	24
Dissatisfied	4
Highly Dissatisfied	2
Total	100

ANALYSIS:

From the resultant graph, we can determine that around 45% of the employees are satisfied, 25% are highly satisfied, 24% are averagely satisfied, 4% of the employees are dissatisfied and remaining 2% employees are highly dissatisfied with the working culture of the organization.

4.3 Chart showing the level of satisfaction of the employees.



INTERPRETATION:

From the resultant graph, we can interpret that most of the employees are satisfied with the working culture in the organization. It can be inferred that the organization have a friendly atmosphere and employees are happy to work in the organization.

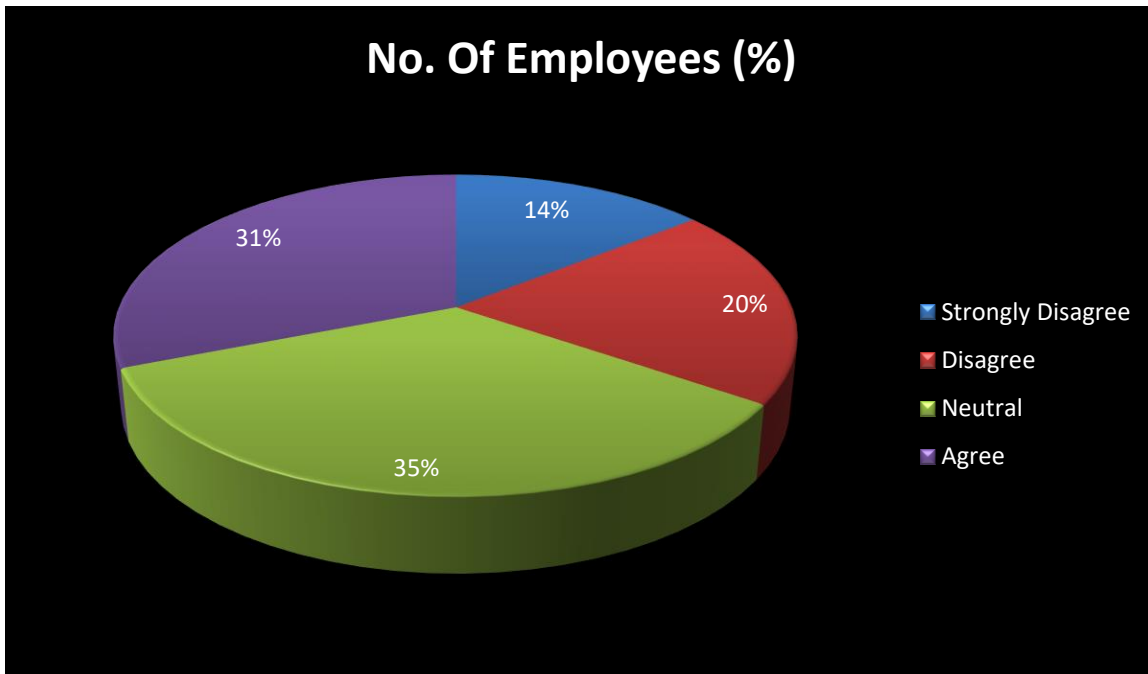
4.4 Table showing the employees' perception towards top management

Particulars	No. Of Employees (%)
Strongly Disagree	12
Disagree	17
Neutral	29
Agree	26
Strongly Agree	16
Total	100

ANALYSIS:

From the resultant graph, we can identify that around 29% of the employees are neutral with their decisions, 26% of the employees agree with their decisions, 17% of the employees disagree with their decisions, 16% of the employees strongly agree with their decision, remaining 12% of the employees strongly disagree with their decision related to the statement that the top management is interested in motivating the employees.

4.4 Chart showing the employees' perception towards top management



INTERPRETATION:

From the resultant graph, we can interpret that we have got a mixed response for the above question. The top management must take proper action and necessary steps to motivate the employees as they are the pillar of the organization. The top management must encourage the dedicated employees.

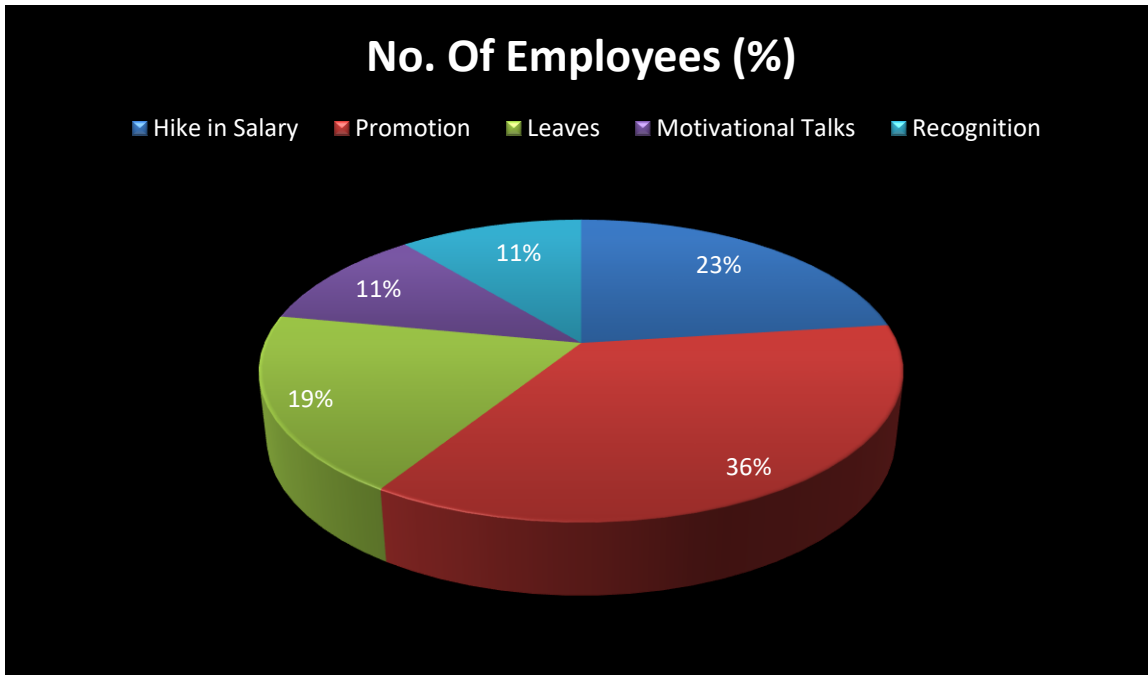
4.5 Table representing the type of incentive motives that the employees preferred

Particulars	No. Of Employees (%)
Hike in Salary	23
Promotion	36
Leaves	19
Motivational Talks	11
Recognition	11
Total	100

ANALYSIS:

From the resultant graph, we can analyse that around 36% of the employees selects promotion, 23% of the employees select hike in salary, 19% of the employees select leaves, 11% of the employees select motivational talks and the remaining 11% of the employees select recognition as their type of the incentives that motivates them more.

4.5 Chart representing the type of incentive motives that the employees preferred



INTERPRETATION:

From the resultant graph, we can interpret that, the employees get motivated if they are promoted to higher position. Hence, the organization must take necessary steps to analyse which are all the employees who perform well and are more efficient and then promote them to higher level irrespective of middle or low level workers.

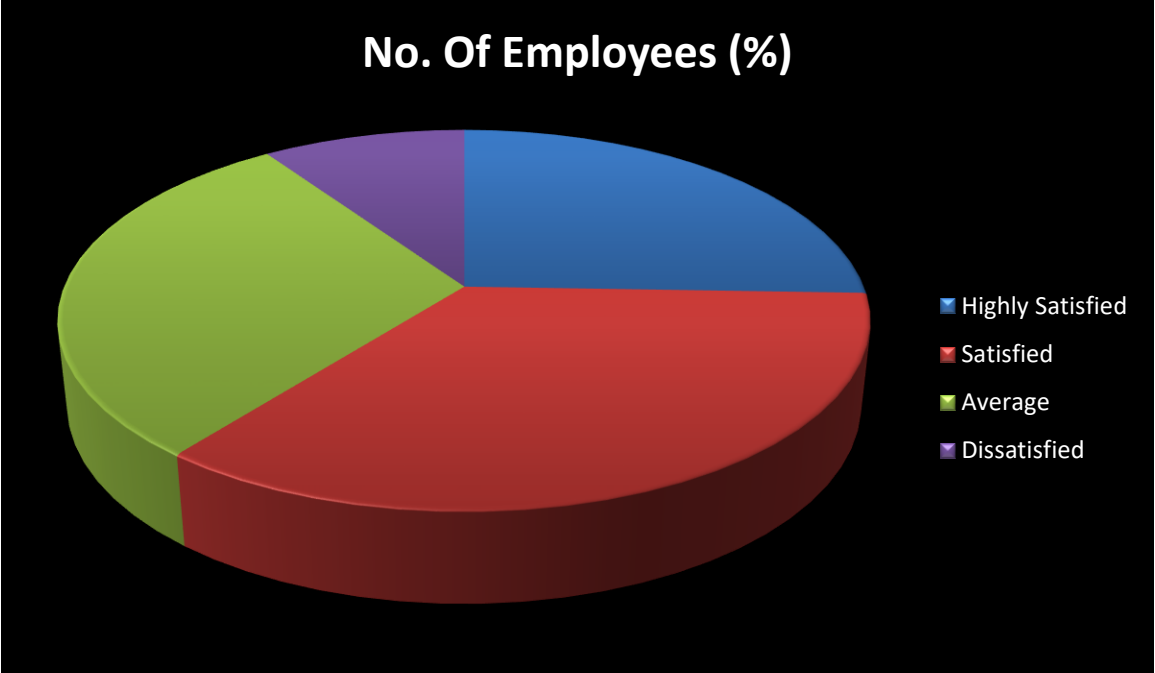
4.6 Table showing the satisfaction level of employees with the incentives provided by the company

Particulars	No. Of Employees (%)
Highly Satisfied	24
Satisfied	33
Average	28
Dissatisfied	9
Highly Dissatisfied	6
Total	100

ANALYSIS:

From the resultant graph, we can analyse that around 33% of the employees are satisfied, 28% of the employees are neutral, 24% of the employees are highly satisfied, 9% of the employees are dissatisfied, 6% of the employees are highly dissatisfied with the incentives provided by the organization.

4.6 Chart showing the satisfaction level of employees with the incentives provided by the company



INTERPRETATION:

From the above resultant graph, we can interpret that most of the employees are satisfied with the incentives provided by the organization. If the employees are satisfied then we can infer that the performance of the employees will be high resulting in greater revenue generation.

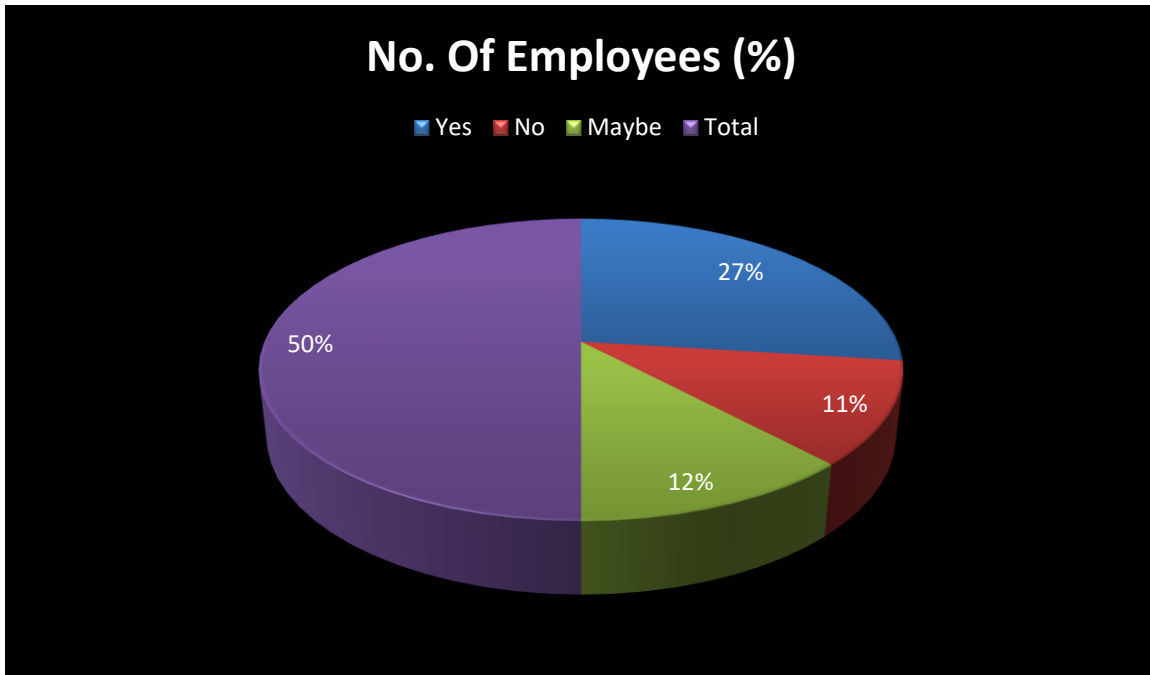
4.7 Table representing the employee's perception on whether the incentives and other benefits influence the performance

Particulars	No. Of Employees (%)
Yes	54
No	22
Maybe	24
Total	100

ANALYSIS:

From the above resultant graph, we can determine that 54% of the employees say yes, 24% of the employees say maybe and the remaining 22% of the employees say no for the statement that incentives and other benefits will influence your performance.

4.7 Chart representing the employee's perception on whether the incentives and other benefits influence the performance



INTERPRETATION:

From the above resultant graph, we can interpret that most of the employees agree that the extra benefits provided by the organization have a greater positive impact on their performance. Hence, the organization must provide with appropriate benefits especially promotions as if was expected by most of the employees and make them work more efficiently.

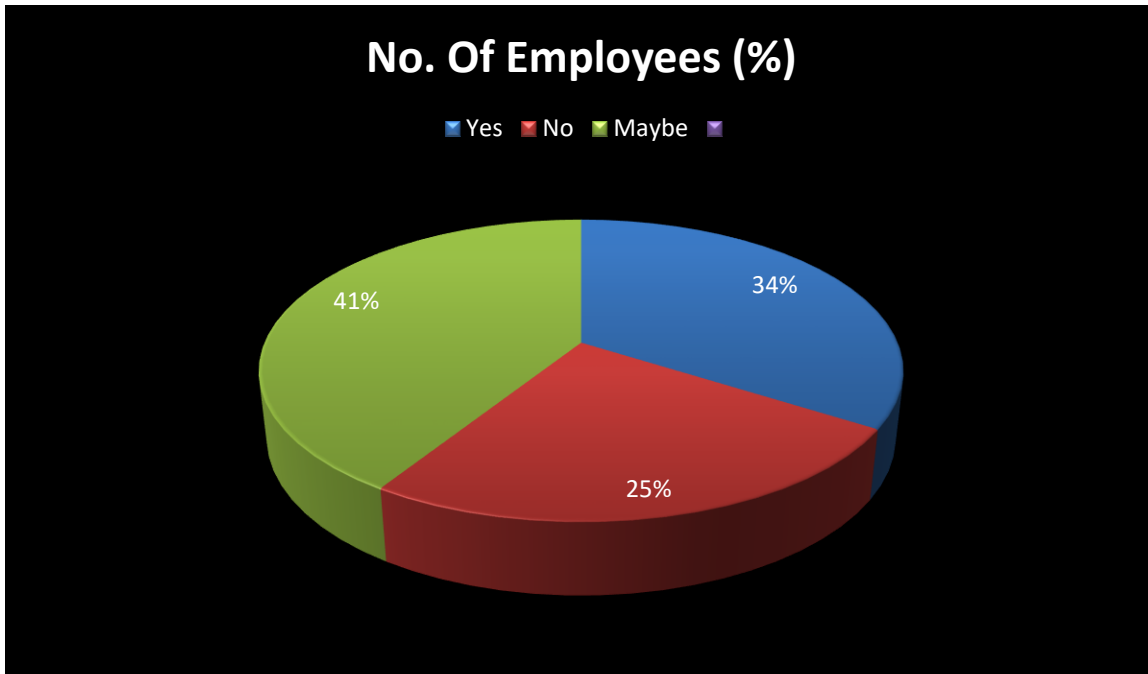
4.8 Table representing the satisfaction level of employees with the support from HR department

Particulars	No. Of Employees (%)
Yes	34
No	25
Maybe	41
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 41% of the employees say maybe, 34% of the employees say yes, 25% of the employees say no for the support from the HR department in the organization.

4.8 Chart representing the satisfaction level of employees with the support from HR department



INTERPRETATION:

From the above resultant graph, we can interpret that most of the employees claim that they do not obtain any support from the human resource department in the organization. The top management must consider the issue seriously and take immediate action either by appointing new head for the human resource department or changing the lead to efficient employee.

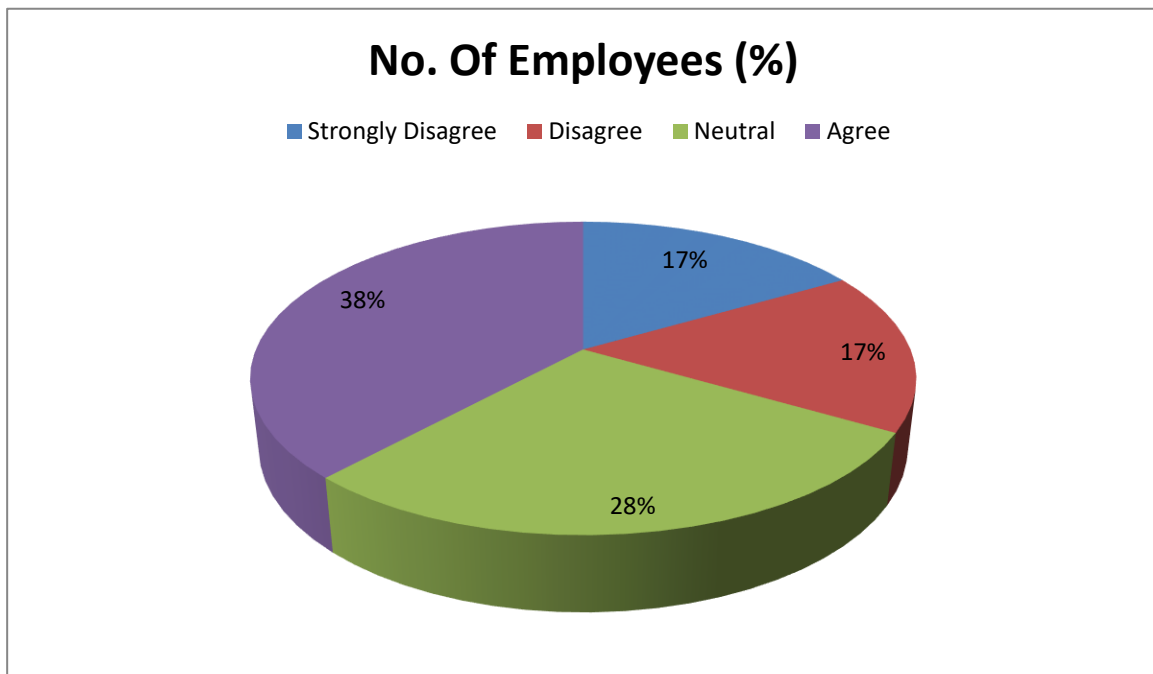
4.9 Table representing the employees' perception on salary increments motivating them.

Particulars	No. Of Employees (%)
Strongly Disagree	14
Disagree	14
Neutral	24
Agree	32
Strongly Agree	16
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 32% of the employees agree, 24% of the employees are neutral, 16% of the employees strongly agree, 14% of the employees strongly disagree, 14% of the employees disagree with the above statement that the salary increments given to the employees who do their jobs very well motivates them.

4.9 Chart representing the employees' perception on salary increments motivating them.



INTERPRETATION:

From the resultant graph, we can interpret that even though the employees are motivated from promotional activity. They are indirectly more satisfied with the increments in salary to perform their work more efficiently. It also implies that employees are more motivated for hike in salary by getting promoted to higher position, as promotion involves hike in salary.

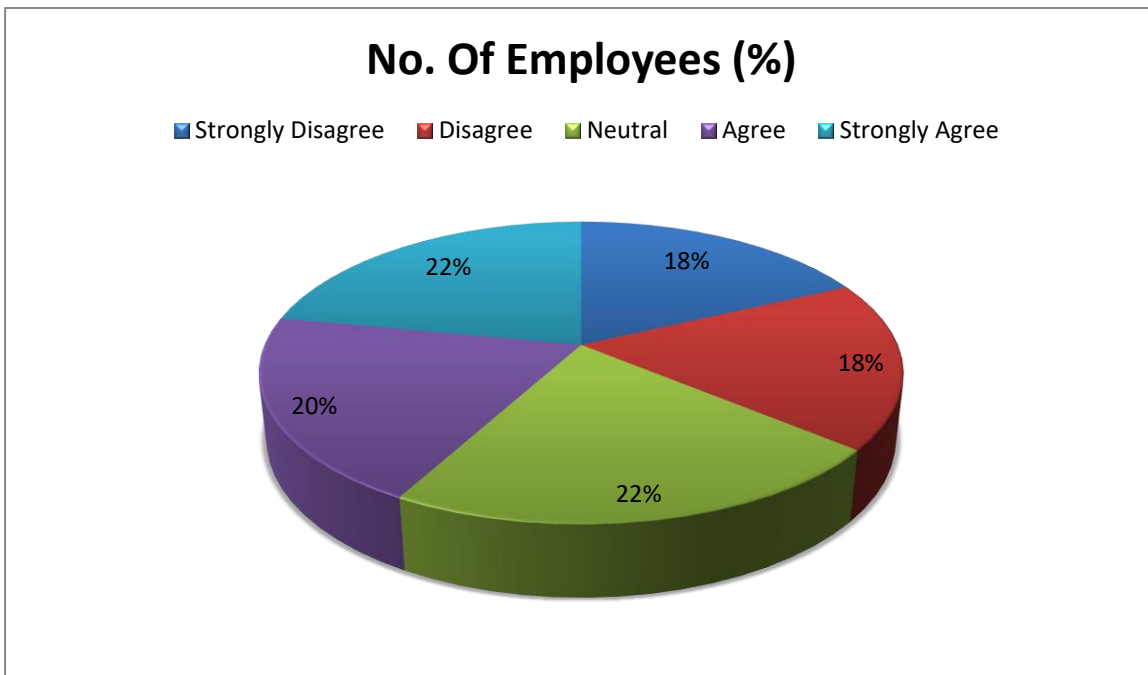
4.10 Table showing the employees perception on financial incentives motivates them more than non- financial incentives.

Particulars	No. Of Employees (%)
Strongly Disagree	18
Disagree	18
Neutral	22
Agree	20
Strongly Agree	22
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 22% of the employees strongly agree, 22% of the employees are neutral, 20% of the employees agree, 18% of the employees disagree and the remaining 18% of the employees strongly disagree that the financial incentives motivates them more than the non-financial incentives.

4.10 Chart showing the employees perception on financial incentives motivates them more than non- financial incentives.



INTERPRETATION:

From the resultant graph, we can interpret that most of the employees agree that financial incentives like bonuses etc. motivates more than the non-financial benefits like rewards, recognition etc. Hence, the top management must provide proper hike in salary for the employees if they perform very well.

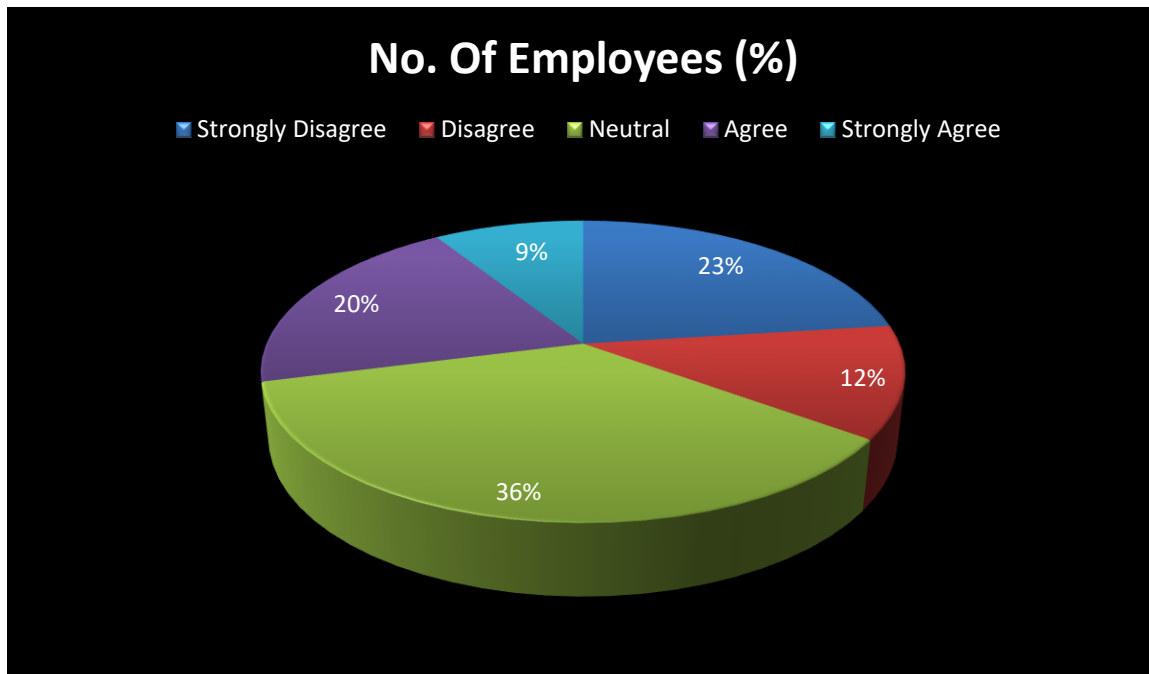
4.11 Table representing the employee satisfaction level with the salary they receive

Particulars	No. Of Employees (%)
Strongly Disagree	23
Disagree	12
Neutral	36
Agree	20
Strongly Agree	9
Total	100

ANALYSIS:

From the resultant graph, we can analyse that 36% of the employees are neutral, 23% of the employees strongly disagree, 20% of the employees agree, 12% of the employees disagree and the remaining 9% of the employees strongly agree with the salaries that they draw at present.

4.11 Chart representing the employee satisfaction level with the salary they receive.



INTERPRETATION:

From the above resultant graph, we can interpret that most of the employees have a mix response when enquired about the satisfaction level with the salary that they draw. Hence, the top management should take care that the employees are provided with on time salary to get the job done efficiently from the employees.

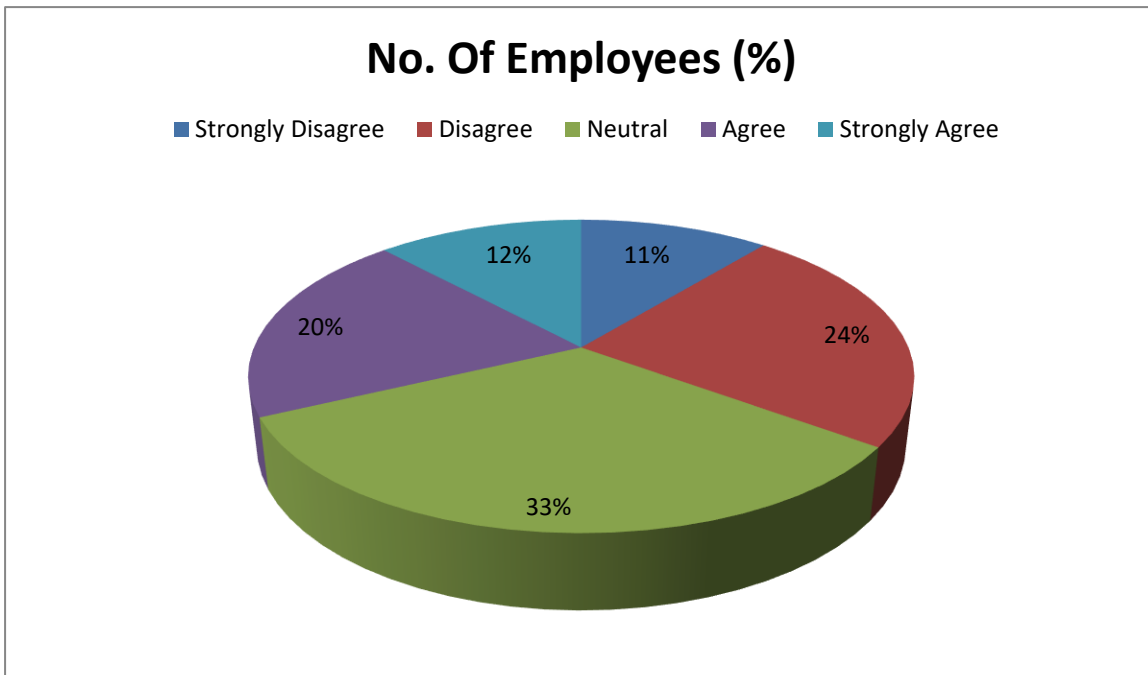
4.12 Table representing the employees perception towards good physical working conditions are provided in the organization

Particulars	No. Of Employees (%)
Strongly Disagree	11
Disagree	24
Neutral	33
Agree	20
Strongly Agree	12
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 33% of the employees are neutral, 24% of the employees disagree, 20% of the employees agree, 12% of the employees strongly agree, 11% of the employees strongly disagree with the good physical working conditions provided in the organization.

4.12 Chart representing the employees' perception towards good physical working conditions are provided in the organization



INTERPRETATION:

From the above resultant graph, we can interpret that working condition are not up to the mark at the workplace. Hence, the top management should take necessary steps to solve the problem as soon as possible to avoid consequences. The workplace must contain good ventilation, light facility, separate rest rooms for male and female employees etc.

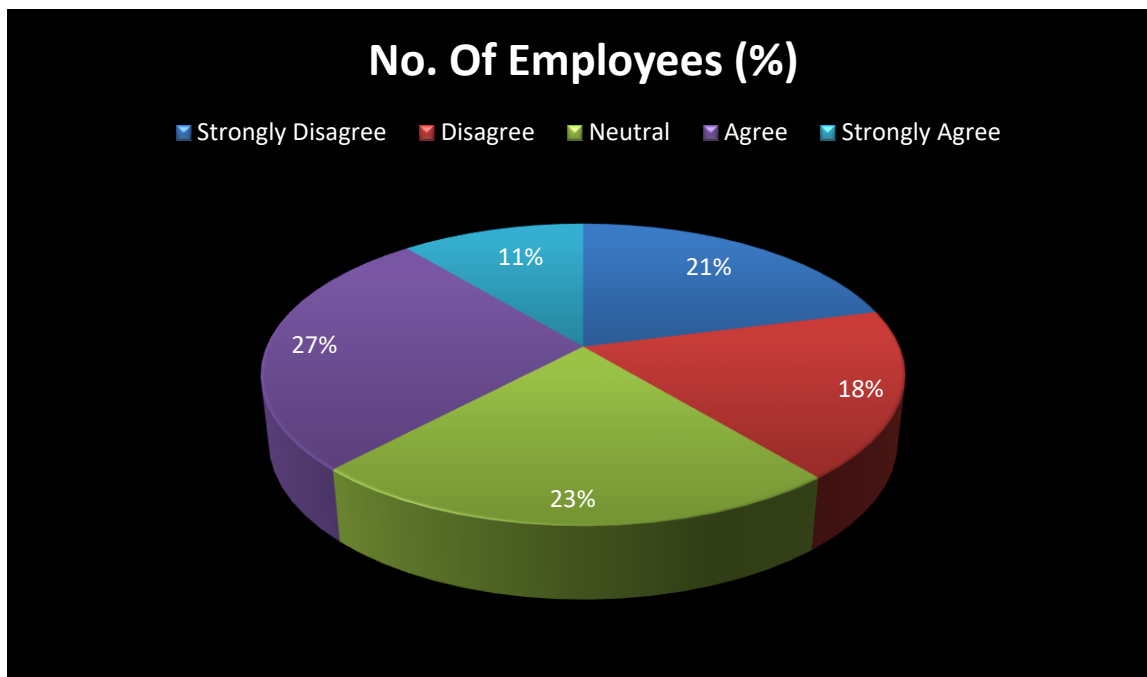
4.13 Table showing the whether employees feel secure in their job.

Particulars	No. Of Employees (%)
Strongly Disagree	21
Disagree	18
Neutral	23
Agree	27
Strongly Agree	11
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 27% of the employees agree, 23% of the employees are neutral, 21% of the employees strongly disagree, 18% of the employees disagree, and the remaining 11% of the employees strongly agree with job security provided in the organization.

4.13 Chart showing the whether employees feel secure in their job.



INTERPRETATION:

From the above resultant graph, we can interpret that most of the employees feel secured in their job. As there are many younger employees, they represent the entire organization and it very important for the organization to provide job security and make the employees feel comfortable to work efficiently.

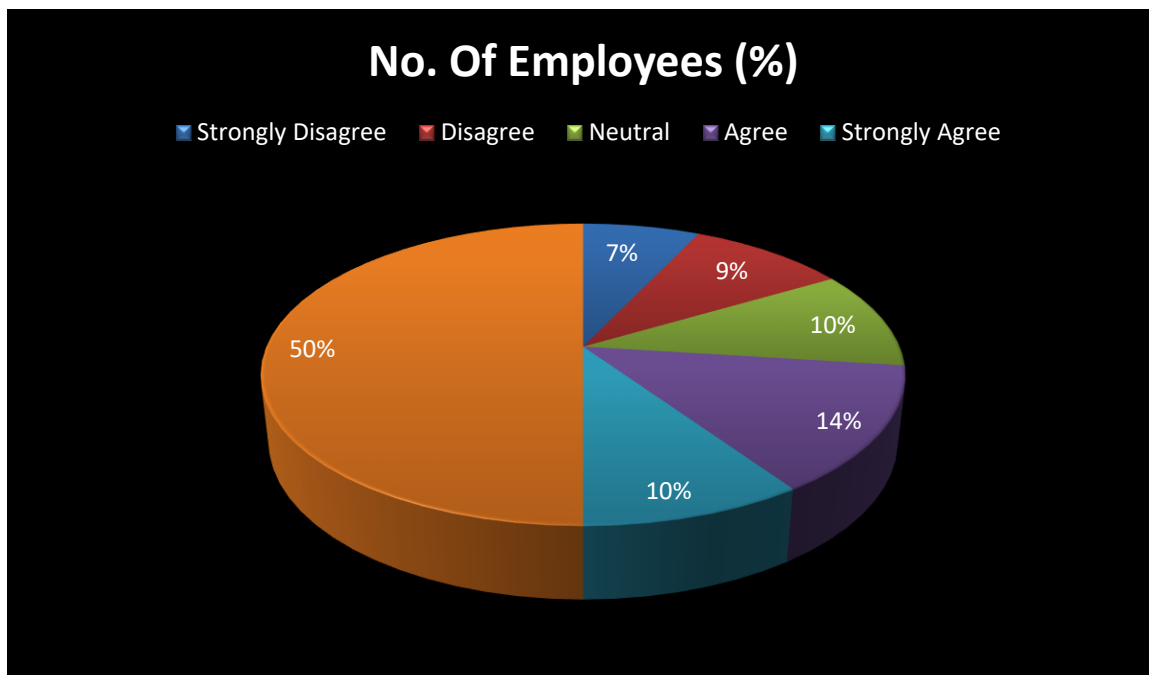
4.14 Table showing the employees satisfaction level on the working condition is safe, clean, and healthy

Particulars	No. Of Employees (%)
Strongly Disagree	14
Disagree	19
Neutral	21
Agree	27
Strongly Agree	19
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 27% of the employees agree, 21% of the employees are neutral, 19% of the employees disagree, 19% of the employees strongly agree, and the remaining 14% of the employees strongly disagree with the working condition at the workplace (regarding safety, cleanliness and hygiene).

4.14 Chart showing the employees satisfaction level on the working condition is safe, clean, and healthy



INTERPRETATION:

From the above resultant graph, we can interpret that most employees agree that the workplace is clean and hygienic. However, we also found that there is no proper physical working conditions, irrespective of it the employees agree that work place is clean enough to work. Even though the employees agree, it necessary to take immediate steps to avoid the bad environment at the workplace.

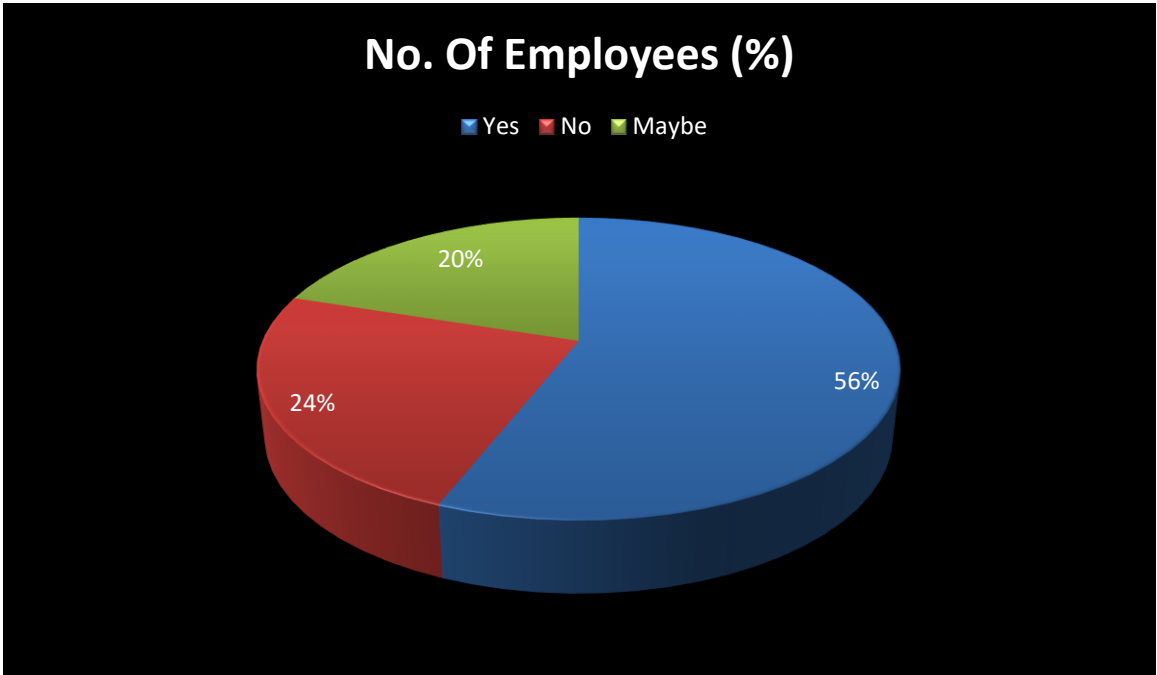
4.15 Table showing the employees perception on importance on motivation

Particulars	No. Of Employees (%)
Yes	56
No	24
Maybe	20
Total	100

ANALYSIS:

From the above resultant graph, we can analyse that 56% of the employees say yes, 24% of the employees say no and remaining 20% of the employees say maybe for the statement that it is very important to motivate the employees to increase the productivity of the organization.

4.15 Chart showing the employees perception on importance on motivation



INTERPRETATION:

From the above resultant graph, we can interpret that it is very important for every organization to motivate the employees in order to increase the productivity of the organization. Hence, in order to sustain in the competitive market it is very necessary to motivate the employees, which in turn the employees work efficiently with full dedication resulting which the revenue of the company goes high which depends on how the organization treat their employees.

CHAPTER-5

FINDINGS, SUGGESTIONS AND CONCLUSIONS

FINDINGS

- When we interpret from the age category, that most of the employees (88%) are young whose age range varies from 20 to 40 years, it implies that most of them would actively participate in the activities at the workplace.
- When we analyze the working experience, we observe that around 84% of the employees are form 0-10 years of experience and very few people are 15% of the employees are more than 10 years of experience. Hence, the top most management contains the few respondents are with lot of experience.
- From the level of satisfaction of employees with the working culture, most of the employees (70%) are satisfied and work with full level of satisfaction; it implies that they work happily.
- Most of the employees (42%) agree that motivating the employees is done by the top management; around 29% are neutral in their decision. Hence, this is very important to be noticed and must be taken immediate care for further consequences.
- Around 36% of the employees agreed that promotions are the most important incentive that motivates them a lot and around 23% of the employees agreed that hike in salary motivates them more. Hence, if the promotions are increased eventually their salaries will be increased.
- When we discuss about the incentives provided by the organization, most of the employees (57%) are satisfied and 28% of the employees are in dilemma and agreed as neutral with respect to the above mentioned scenario.
- If we consider the maybe option as half of them agreed and half of them disagreed then, we can find that around 66% of the employees are sure that incentives and other benefits are the main reason to increase their performance level.

- It is found that around 34% are sure and around 41% are probably sure and around 25% are completely not sure that the HR department the organization does not support the employees when it is required. Hence, it is one of the important finding and proper action must be taken immediately before it becomes severe.
- The salary increment act as vital role in every employee accomplishment most employees (around 60%) agree that they get motivated more when their salaries are incremented.
- When we speak about financial incentives or non-financial incentives, we observe that half of the employees (51%) agree that financial incentives like salary, wages, etc. motivates them. Whereas, the other half of the employees agree that non-financial incentives like rewards, recognition, etc. motivates them. Hence, the organization must treat the employees on their perspective by determining their required demands.
- When we analyze about the salary drawn by individual employees, we can interpret that 36% of the employees are neutral, sometimes they satisfied and sometimes they are not satisfied and around 35% of the employees are not at satisfied with the salary that they draw.
- When we speak about the physical working conditions and environment in the organization, we can determine that only 32% of the employees agree about the good working conditions and around 46% employees agree that the working environment is hygienic.
- Around 38% of the employees feel secured about their job and 39% of the employees do not feel secured. This result must be immediately taken into consideration and required action must be taken by the organization.
- The main objective was satisfied that 56% people agreed that it is very important to motivate the employees to increase the productivity of the firm.

SUGGESTIONS

- It found that many employees are having around 10 years of experience, hence it is necessary the organization provide proper training for those employees to increase the productivity.
- Even though there are most of the employees who agree that motivating the employees is done by the top management. However some of the them don't agree, hence proper steps like determining the requirements of the employees and satisfying them.
- As most of the employees agreed that promotion and hike in salary are the financial incentives that motivates them more than the non-financial incentives. The organization should identify the hardworking employees and promote them by providing high salary for their dedication and good performance at the workplace.
- Since employees have agreed that incentives and other benefits are one of the main reasons for their performance, it should place emphasis on employees by delivering monetary benefits as soon as possible after the employer's goals have been met.
- The company will have to take a very important step towards enhancing the funding of the organization's HR department. The organization must appoint a new HR manager or assign the HR department authority to trust worthy employee who would support the employees during issues.
- It is also found that salary that they draw is not satisfied by the employees and it is also found that most of the employees need salary increments when they perform well which would indirectly increase the productivity. Hence the organization must improve the skills of the employees by providing training programs and make the work efficiently and then provide salary on time as well as increment the salary if required if the employee improves his performance.
- The organization must maintain a good physical environment and ensure the employees feel comfortable to work in the organization. The organization should expand the workplace little larger extent make enough space at the workplace.
- Job security must be ensured by the organization as many employees stay unsatisfied Security of the job.
- In order to increase productivity the organization must motivate the employees by increasing their salary according to their performance, promoting employees for their

- targets being achieved, providing necessary leaves to make the employees feel comfortable that the organization take care of their employees, providing rewards and recognition immediately for their good performance and also motivating the employees by training the employees about the stress management.

CONCLUSION

The success assessment activities play a vital part in supporting partner specialists. This is a crucial matter that makes a delegate feel incredible in his job and respects him. The membership should focus, however, on unambiguous districts created by this analysis, to obtain the logical outcomes of the strong activities. Only because the officers are sufficiently assured that they act honorably and that the company would be successful because they perform commendably. Steps will be made to further strengthen the system for transferring businesses. This can be supported by the recommendations in this paper.

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ANNEXURE

- 1. Name**
- 2. Job Designation**
- 3. What is the Working Experience in this field?**
 - A. 0 – 5 Years
 - B. 6 – 10 Years
 - C. 11 – 15 Years
 - D. Above 15 Years
- 4. What is the level of satisfaction do you prefer with the working culture of the organization?**
 - A. Satisfied
 - B. Average
 - C. Dissatisfied
 - D. Highly Dissatisfied
- 5. Do you think the Top Management is interested in motivating the employees?**
 - A. Strongly Disagree
 - B. Disagree
 - C. Neutral
 - D. Agree
 - E. Strongly Agree
- 6. Which type of incentives motivates you more?**
 - A. Hike in Salary
 - B. Promotion
 - C. Leaves
 - D. Motivational Talks
 - E. Recognition
- 7. How far are you satisfied with the incentives provided by the organization?**
 - A. Highly Satisfied
 - B. Satisfied
 - C. Average
 - D. Dissatisfied
 - E. Highly Dissatisfied

8. Do you think that incentives and other benefits will influence your performance?

A. Yes

B. No

9. Are you satisfied with the support from HR department?

A. Yes

B. No

C. Maybe

10. Do you think the salary increments given to employees motivates you do to perform well?

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

11. Does the Financial incentives motivates more than non-financial incentives?

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

12. How satisfied are you with the salary you earn?

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

13. Is Organization provided with good physical working conditions ?

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

14. To what extent do you believe that your secured about job?

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly Agree

15. Is the working condition at the workplace is safe, clean and healthy?

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly Agree

16. Is it very important to motivate the employees to increase?

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly Agree

17. What are the changes do you expect from the organisation?

18. Suggestions on the motivation improvements by the HR department?

19. As an individual, what is motivation for you?

DECLARATION

I, Ms. Sophia .F, hereby declare that the Project report entitled “(An Empirical study on Employee Motivation at Magna Infotech (A Qess Corp Company), Bangalore)” prepared by me under the guidance of Prof. Namita P Konnur, faculty of MBA Department, CMR Institute of Technology and external assistance by Ms. Keerthana . S, HR Manager, Magna Infotech (A Qess Corp Company) Bangalore. I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of six weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted to any other University/Institution for the award of any degree/diploma.

Place: BANGALORE

Date: 30/06/20


(Ms. Sophia .F)

USN: 1CY18MBA49

