

**A STUDY ON EMPLOYMENT CONDITIONS AND
TRAINING OF THE EMPLOYEES IN MSN
LABORATORIES HYDERABAD**

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Abstract

An attempt is made in this paper to discuss about the employment conditions and training given to the employees in MSN Laboratories. The study identified that about 48.2 per cent of the total sample respondents are working on permanent basis. A vast majority of 71.8 per cent of the sample respondents attended to interview for the selection of the job. With respect to the respondents opinion on job duties revealed that nearly Cent per cent of the respondents educational qualifications are relevant to their job and 84.2 per cent of the respondents revealed that the job is clear to understand and easy to discharge. Every organization needs to have well trained and experienced people to perform the activities that are entrusted to them. It is observed from the data that 53.9 per cent of the respondents have undergone orientation training regarding their work. According to the Kruskal wallies test the respondents opinion on job duties in relation to their respective department and education are found to be significant at 5 per cent level of the significance and job duties vs cadre and age are found to be insignificant. Regarding Mann whitney U test on job duties with respect to gender and marital status are statistically significant. Male and unmarried respondents gave more optimistic opinion than female and married respondents respectively.

Keywords:

Employment conditions;
Training;
Job duties;
Education;
Department.

Introduction

Employment condition means the conditions that an employer and employee agree upon for a job. Employment conditions includes nature of employment, mode of recruitment, selection method, selection criteria, job duties, job information, problems faced while discharging job duties.

Every organization needs to have well trained and experienced people to perform the activities that are entrusted to them. If the current or potential job occupant can meet this requirement, training is not important. But when this is not the case, it is necessary to raise the skills levels and increase the versatility and adoptability of employees.

Human Resource Management is concerned with the planning, acquisition, training and developing human beings for achieving the desired objectives and goals set by the organization. The employees have to be transformed according to the organization and global needs. This is done through an organized activity called training.

Training is a process of learning a sequence of programmed behavior. It is the application of knowledge and gives people an awareness of rules and procedures to guide their behaviour. It helps in bringing about positive change in the knowledge, skills and attitudes of employees.

Objective

1. To probe into employment conditions and training given to the employees.

Hypotheses

I. Kruskal Wallis test

1. There is no significant difference in the opinion among the respondents of the different departments and cadres related to job duties.
2. The demographic variable age and education have no impact on job duties

II. Mann-Whitney U-test

1. There is no significant difference in the opinion between male and female respondents on the dimension job duties

2. Marital status has no significant association with the dimension job duties.

Size of the Sample and Sampling Frame

Multi stage stratified proportionate sampling and simple random sampling techniques were used. In MSN Laboratories the total employees are 3281. The sample size obtained from the whole population is 380. MSN Laboratories consisting of different departments which are categorized into 7 departments and sample drawn from each department proportionate to the population approximately 11 per cent is taken as per convenience. Further researchers used random sample technique to select the employees in each department.

Data Collection and Tools Used

The present study is based on both primary and secondary data. Survey questionnaire is used as an instrument to collect the primary data. The researchers visited all departments in MSN Laboratories in the study area and distributed the questionnaire to the employees. Factors considered in the study are related to employment conditions and training given to the employees. A structured questionnaire was used based on Likert scale with the values ranging from 1-5. Kruskal wallis statistic test was carry forward for the dimension job duties with regard to department, cadre, age and educational background. Further for the job duties Mann Whitney U-test was steered with regard to gender and marital status. The secondary data is collected from various published books, journals, bulletins, internet etc.,

Analysis and Interpretation of Data

A. Employment Conditions

1. Nature of Employment

Table No.1: Nature of employment

Nature of your employment	Frequency	Per cent
Temporary	23	6.1
On probation	49	12.9
Agreement with the employer	125	32.8
Permanent	183	48.2
Total	380	100.0

Nature of employment conditions of the sample respondents is furnished in table no.1. It is observed from the table that 48.2 per cent of the total sample respondents are working on permanent basis and 32.8 per cent of them are working on agreement with the employer. About 12.9 per cent of the respondents are on probation period and 6.1 per cent of them are working on temporary basis

The above table concludes that nearly 50 per cent of the respondents are working on permanent basis which is a healthy sign for the employees to join in MSN Laboratories. Only 6.1 per cent of the respondents are working on temporary basis.

2. Mode of Recruitment

Table No.2: Respondents awareness about the existing vacancy in this organization

Awareness	Frequency	Per cent
Through existing employees	199	52.4
Through advertisement	72	18.9
Internet	109	28.7
Total	380	100.0

The mode of recruitment of the respondents has been described in table no.2. The sources of information about recruitment are categorized into 3 broad types, viz (i) through existing employees (ii) through advertisement and (iii) internet. None of the respondents got employment through employment exchanges. The job opportunities were mostly bagged by them through existing employees (52.4 %), through internet (28.7 %) and the remaining (18.9 %) of the sample respondents got the job through advertisement.

It is concluded that mode of recruitment in private organizations are made mostly through existing employees. Due to lack of formal avenue such as employment exchanges the job seekers have to depend upon the existing employees for securing jobs in the private sector. On the other hand in the recent times the usage of internet has been increased substantially by majority of the people which is contributing to a fairly good per cent in search of job opportunities. It is

suggested to the MSN authorities to use different modes of advertisements to attract more and more people into its domain.

3. Selection Methods

An interview is a conversation where questions are asked and answers are given¹. In common parlance, the word "interview" refers to a one-on-one conversation with one person acting in the role of the interviewer and the other in the role of the interviewee. The interviewer asks questions, the interviewee responds to the questions. Interviews usually involve a transfer of information from interviewee to interviewer, which is usually the primary purpose of the interview, although information transfers can happen in both directions simultaneously. One can contrast an interview which involves bi-directional communication with a one-way flow of information, such as a speech.

Interviews usually take place face to face and in person, although modern communication technologies such as the internet have enabled conversations to happen in which parties are separated geographically, such as with videoconferencing software², and of course telephone interviews can happen without visual contact. Interviews almost always involve spoken conversation between two or more parties, although in some instances a "conversation" can happen between two persons who types questions and answers back and forth. Interviews can range from unstructured or free-wheeling and open-ended conversations in which there is no predetermined plan with prearranged questions³, to highly structured conversations in which specific questions occur in a specified order⁴.

Table No.3: Selection methods

Methods	Frequency	Per cent
Technical round	1	.3
Interview	273	71.8
HR round	17	4.5
All the above	89	23.4
Total	380	100.0

Selection criteria in getting the job in the MSN Laboratories are depicted in table no.3. The selection criteria is categorized into four broad types, viz (i) technical round (ii) interview (iii) HR round and (iv) all the above. A vast majority of 71.8 per cent of the sample respondents attended interview for the selection of the job. About 23.4 per cent of the respondents attended technical round, interview and HR round. A negligible percentage of 4.5 per cent of the respondents attended only HR round and 0.3 per cent of them attended only technical round.

It is concluded from the table that the company is depending more on interview method for the selection of their employees. A little less than 25 per cent of the respondents have attended technical round, interview and HR round.

4. Basis for the Selection

Finding the interested candidates who have submitted their profiles for a particular job is the process of recruitment, and choosing the best and most suitable candidates among them is the process of selection. It results in elimination of unsuitable candidates. It follows scientific techniques for the appropriate choice of a person for the job. The recruitment process has a wide coverage as it collects the applications of interested candidates, whereas the selection process narrows down the scope and becomes specific when it selects the suitable candidates. Stone defines, 'Selection is the process of differentiating between applicants in order to identify (and hire) those with a greater likelihood of success in a job'. The selection of candidates will be based solely on their qualification and company-employee fit.

Table No.4: Basis for the selection

Basis	Frequency	Per cent
Merit	49	12.9
Employee reference	122	32.1
Experience	209	55.0
Total	380	100.0

Table no.4 enumerates that 55 per cent of the total sample respondents selection basis is experience followed by 32.1 per cent of them are selected by employee reference and 12.9 per cent of them have been selected on the basis of merit.

The above table concludes that the organization is giving much preference to experienced people because these people may increase the productivity of the company. It is very painful to note that the MSN authorities are not following any reservation quota in recruiting the employees. It is suggested to the authorities that though they are in private sector they should fallow to some extent the government norms in reservation quota.

5. Company's Policies in Recruitment

Company's recruitment policy refers to the process the company follows to fulfill its needs for additional workforce or fill a position either internally or externally. The policy set outs the company's principles on attracting and selecting candidates. It describes the full range of methods that the company believes can be usefully deployed. The selection of candidates will be based society on their qualification and company- employees it.

Table No.5: Company's recruitment policies

Policies	Frequency	Per cent
Company follows a fair and transparent recruitment policy	380	100.0
Company uses standard and valid devices in Selecting people.	380	100.0

The company policies like fair and transparent recruitment and using standard and valid devices in selecting people are given in table no.5. It is clear from the table that Cent percent of the total sample respondents agreed that the company is following the above policies.

6. Selection Criteria

Table No.6: Criteria for selection of employees

Criteria for selection of employees	1	2	3	4	5	6	7	Weight Rank
Experience in the same business line	55 (385)	93 (558)	63 (315)	48 (192)	28 (84)	84 (168)	9 (9)	1711 (3)
Experience in the other business line	(0)	(0)	(0)	1 (4)	21 (63)	35 (70)	323 (323)	460 (7)
Good communication skills	21 (147)	42 (252)	94 (470)	93 (372)	53 (159)	77 (154)	(0)	1554 (4)
Education	128 (896)	122 (732)	98 (490)	20 (80)	5 (15)	7 (14)	(0)	2227 (1)
Written test and interview performance	165 (1155)	89 (534)	40 (200)	28 (112)	7 (21)	25 (50)	26 (26)	2098 (2)
Capability	8 (56)	38 (228)	64 (320)	139 (556)	93 (279)	37 (74)	1 (1)	1514 (5)
Good behavior	(0)	(0)	36 (180)	60 (240)	148 (444)	115 (230)	21 (21)	1115 (6)

Selection of employees by the employer is furnished in table no.6. Scoring method is followed to find out the respondents opinion on the selection criteria. It is observed from the table that majority of the sample respondents are selected by educational background and it acquired first rank with 2227 score. Written test and interview performance have occupied second rank with 2098 score and experience in the same business line occupied third rank with 1711 score. Fourth rank is given to good communication skills with 1554 score. Employee capability is ranked fifth with 1514 score. Good behavior is given sixth rank with 1115 score. Last but not the least rank is given to experience in other business line with 460 score.

It is concluded that education, written test and interview performance and experience in the same business line are playing dominant role in selection procedure. It is clear from the table that the employer is giving preference to the experienced people. In fact, a fresher may show more enthusiasm towards work and increase the productivity of the organization. Hence it is suggested

that the employer can also give opportunity to the fresher's and then later they became experienced.

7. Selected Candidates Placed in the Right Department at the Right Time

Table No.7: Respondents' opinion on selected candidates placed in the right department at right time

Opinion	Frequency	Per cent
Strongly agree	108	28.4
Agree	239	62.9
Neutral	33	8.7
Total	380	100.0

Respondents' opinion on the selected candidates placed in the right department at the right time is mentioned in table no.7. A vast majority of 62.9 per cent of the total sample respondents agreed that the selected candidates were placed in the right department at the right time, about 28.4 per cent of the respondents strongly agreed to the above statement, whereas 8.7 per cent of them opined neutral opinion on the above statement. The above table concludes that a whopping majority of 91.3 per cent of the total sample respondents strongly agrees and agrees that the employees are placed in the right department at the right time. This type of selection may help to lead in increasing the productivity of the company.

8. Opinion on Selection Practices

Table No.8: Respondents satisfaction on selection practices

Opinion	Frequency	Per cent
Yes	310	81.6
No	70	18.4
Total	380	100.0

Table no.8 deals with the respondents' opinion on selection practices. Out of the total sample respondents of 380 about 310 respondents equalling to 81.6 per cent gave positive opinion on the selection practices followed by the organization. The remaining 70 respondents equalling to 18.4 per cent gave negative opinion on the selection practices.

The table concludes that a whopping majority of 81.6 per cent of the respondents are satisfied with the selection practices followed in the organization. When the employee is satisfied in the selection practices he may be motivated to work more and produce higher productivity.

9. Appointment Order for the Present Job

Table No.9: Respondents given any appointment order for the present job

Opinion	Frequency	Per cent
Yes	380	100.0
Total	380	100.0

At this junction the respondents were asked whether they are given any appointment order for the present job or not. All the 380 respondents revealed that they are given appointment order for the present job before they joined the job. It is a healthy sign that company is following some rules and regulations of the government by providing employment order to their employees.(table.no.9)

10. Opinion on Job Duties

Table No.10: Respondents' opinion on job duties

Particulars	Yes	No
Your employer indicate the duties at the time of joining the work	303(79.7%)	77(20.3%)
Relevant to qualification	377(99.2%)	3(0.8%)

Difficult to discharge	129(33.9%)	251(66.1%)
Less mental strain is involved	248(65.3%)	132(34.7%)
Clear to understand and easy to discharge	320(84.2%)	60(15.8%)
Less physical strain is involved	287(75.5%)	93(24.5%)

Respondents' opinion regarding awareness on job duties is given in table no.10. Around 80 per cent of the total sample respondents have awareness about the employer indicating the duties at the time of joining the work. A whopping majority of 99.2 per cent of the total sample respondents revealed that the job is relevant to their qualification. About 129 respondents (33.9 %) opined difficulty in discharging their duties. Respondents' opinion on less mental strain is involved in job is 65.3 per cent. A vast majority of 320 respondents equalling 84.2 per cent of them opined that the job is clear to understand and easy to discharge. A highest majority of 75.5 per cent of the total sample respondents revealed that there is less physical strain involved in the job.

The above table concludes that nearly Cent per cent of the respondents educational qualifications are relevant to their job and 84.2 per cent of the respondents revealed that the job is clear to understand and easy to discharge. Obviously all the respondents are aware of the listed statements in the table regarding job duties. This indicates the magnitude of work interest of the respondents towards work.

11. Opinion on Job Information

Job description is an informative documentation of the scope, duties, tasks, responsibilities and working conditions related to the job in the organization through the process of job analysis. It also details the skills and qualifications that an individual applying for the job needs to possess.

The job description is used in the recruitment process to inform the applicants of the job profile and requirements, and used at the performance management process to evaluate the employee's performance against the job description.

A Job description will includes:

- Roles and responsibilities of the job
- Goals of the organization as well the goals to be achieved as a part of the profile
- Qualifications in terms of education and work experience required have to be clearly mentioned
- Skill sets required to fulfill the job
- Salary range of the job

Adequate information about the job to the job seekers is very useful to determine that whether the job is suitable or not and it can reduce strain and pain while discharging their duties.

Table No.11: Opinion on job information

Opinion	Frequency	Per cent
Adequate	362	95.3
Inadequate	10	2.6
No opinion	8	2.1
Total	380	100.0

Respondents' opinion on job information is shown in table no.11. Out of 380 total sample respondents about 362 respondents (95.3 %) got adequate information about their job. A negligible percentage of 2.6 and 2.1 respondents revealed about inadequate job information and no opinion on job information respectively.

Thus, it can be stated that a majority of the total sample respondents 95.3 per cent have adequate information regarding the job, which can reduce strain and pain while discharging their duties and the employer also tried to pass the information regarding work in proper manner to the employees.

12. Problems Faced While Discharging Job Duties

Table No.12: Problems faced by the respondents in discharging job duties

Problems	1	2	3	4	5	Weighted Rank
Customers	19(95)	4(16)	24(72)	100(200)	233(233)	616(5)

problem						
Management problem	63(315)	29(116)	63(189)	146(292)	79(79)	991(4)
Family members problem	86(430)	102(408)	83(249)	58(116)	51(51)	1254(2)
Transport problem	42(210)	106(424)	157(471)	60(120)	15(15)	1240(3)
Financial problem	173(865)	139(556)	53(159)	13(26)	2(2)	1608(1)

The researcher asked the respondents regarding various problems faced by them. Problems like customer problems, management problems, family members' problems, transport problems and finance problems in discharging duties are illustrated in table no.12 ranking method is followed to easily understand the problems. It is identified that financial problems is the major problem of the sample respondents which is recorded first rank (1608 score) followed by family members problems second rank (1254 score), transport problem third rank (1240 score), management problems fourth rank (991 score) and dealing with customers is given fifth rank (616 score).

It may be concluded that the majority of the respondents are belonging to weak financial background, hence they are facing severe financial problem to lead their life happily. On the other hand because of the poor financial background they are unable to purchase own vehicles for their personal and official purpose. That is the reason why the respondents are depending on public and private transport. For the places where the company could not provide vehicles. As such they are severely facing transport problem.

13. Number of Times Changed the Job Position

Changing of job for several times lead to uncertainty in discharging the duties and it effects on production and take time to adjust in new position. Sometimes the employees may also feel dissatisfaction. However, changing of job position may be acceptable while the employee feels bored due to long time working in the particular job. Thus, the employer should manage the employees basing on the possibilities like nature of work, employee interest and employer needs.

Moreover shifting of employees from one job to another job is not uncommon. An attempt is made here to elicit the sample respondents behaviour of moving from one employer to other.

Table No.13: Number of times changed the job

No of times	Frequency	Per cent
Once	45	11.9
Twice	94	24.7
Thrice	139	36.6
Four times	46	12.1
No change	56	14.7
Total	380	100.0

It could be observed from the data shown in table no.13 that out of the total sample of 380 respondents around 37 per cent of the respondents changed their job position thrice. About 24.7 per cent of the total sample respondents have changed their job twice followed by 14.7 per cent respondents who did not change their job. Four times changing the job has identified in sample respondents by 12.1 per cent and 11.9 per cent of the respondents changed their job only once.

It would be concluded that changing of job is common in private sector where the employees are hired and fired. It is better to the employee and employer to evaluate the reasons why the employee is leaving the present job. They have to find the ways and means with collective bargaining to continue the same job. Otherwise, both the parties have to face new faces and new work environment.

B. Training

14. Opinion on Orientation/Induction Training

Table No.14: Respondents' opinion on orientation/induction training

Opinion	Frequency	Per cent
Yes	205	53.9

No	175	46.1
Total	380	100.0

Table no.14 depicts about the training taken by the sample respondents. It is observed from the table that 205 respondents equalling to 53.9 per cent of the total sample respondents have undergone training regarding their work. The remaining 175 respondents equalling to 46.1 per cent of the respondents did not take any training to perform their job.

It can be concluded that the 175 respondents who have not taken training should be provided with some training to perform their job efficiently and effectively. It is recommended that every organization needs to have well trained and experienced people to perform the activities that are entrusted to them. However, giving training to the employee furnishes potential work to the organization.

15. Periodicity of Orientation/Induction Training

Table No.15: Periodicity of orientation/induction training

Periodicity	Frequency	Per cent
One week	37	18.0
Fort night	19	9.3
One month	57	27.8
More than one month	92	44.9
Total	205	100.0

The researcher asked the 205 sample respondents who have undergone training about the period of orientation/induction training. About 45 per cent of the respondents took training for more than one month followed by 27.8 per cent of the respondents undergone one month training, 18 per cent of them took training for only one week and 9.3 per cent of the respondents took training for fortnight. (table no.15)

A highest majority of 72.7 per cent of the respondents took training for one month and more than one month. It is suggested that all employees should be given training for more than one month, to perform their job duties efficiently and effectively.

16. Topics Covered in Orientation/Induction Training

Table No.16: Topics covered in orientation/induction training

Topics	Frequency	Per cent
Profile of the organization	17	8.3
Details of the department	9	4.4
Details of the job duties	174	84.9
Any other	5	2.4
Total	205	100.0

The different topics covered in orientation or induction training are (i) profile of the organization (ii) details of the department (iii) details of the job duties (iv) any other. Among 205 respondents who have undergone induction training, about 84.9 per cent of the respondents revealed that in induction training they covered about the details of the job duties, 8.3 per cent of them told about the profile of the organization, 4.4 per cent of them revealed about details of the department. (table no.16)

The above table concludes that the MSN authorities are more particular regarding the details of the job duties because if the employees are given training on the job duties they may perform the job efficiently and effectively which in turn lead to higher productivity.

17. Awareness about Organization, Departments and Job Contents when Orientation

Training is not given to them

Table No.17: Respondents awareness about organization, departments and contents when orientation training is not given

Awareness	Frequency	Per cent
Through supervisors	98	56.0
Through colleagues	19	10.9
Through organization manual	47	26.8
Other means	11	6.3
Total	175	100.0

Out of the total 175 respondents who have not undergone any training about 56 per cent of them came to know about the organization, departments and job contents through supervisors and 26.8 per cent of them have know about the organization through organization manual. About 11 per cent of the respondents have known about the organization through their colleagues. And a negligible percentage of 6.3 have known about the organization, departments and job contents by other means. Supervisors and organization manuals are playing dominant role in revealing about the organization, departments and job contents to the untrained workers.(table.no17)

18. Human Resources Planning

Human resource planning (HRP) or manpower planning is the process by which the organization ensures that it has the right kind of people, at right time, at right place and they are working effectively and efficiently and help the organization in achieving the overall objectives. It is a continuous process of developing and determining objectives, policies that will procure, develop and utilize human resources to achieve the goals of the organization.

Table No.18: Respondents' opinion on Human Resources Planning

Opinion	Frequency	Per cent
Yes	380	100.0

Respondents' opinion on human resource planning is mentioned in table no.18. All the 380 respondents revealed that the organization is maintaining Human Resource Planning for the employees. It is a very healthy sign that the company is maintaining human resource for smooth and uninterrupted productivity.

19. Various Plans for Human Resource

Table No.19: Various plans for human resource

Plans	1	2	3	4	5	Weighted rank
Employee inventory	88(440)	240(960)	38(114)	14(28)	(0)	1542(2)
Skilled employees	217(1085)	16(64)	132(396)	15(30)	(0)	1575(1)
Unskilled employees	(0)	(0)	1(3)	9(18)	370(370)	391(5)
Educated employees	67(335)	130(520)	149(447)	33(66)	1(1)	1369(3)
Any other	(0)	2(8)	60(180)	309(618)	9(9)	815(4)

Table no.19 explains the various plans for Human Resource Planning. Five types of planning have been taken for the study. These are (i) employee inventory (ii) skilled employees (iii) unskilled employees (iv) educated employees (v) any other. Likert's five points scale was used to know these opinions and weighted scores were computed to find in-depth of the various plans.

It is found from the table that the plan for skilled employees stood first rank with 1575 points, second rank with 1542 points to employee inventory, third rank with 1369 points to educated employees, fourth rank with 815 points to other plans and fifth rank with 391 points to unskilled employees.

As per the perception of the respondents, it is concluded that skilled employees, employee inventory and educated employees are the major plans for Human Resource Planning of the organization. Skilled employees are very much necessary for an organization to increase their productivity. As such MSN authorities are also maintaining skilled employees, employee inventory and educated employees in their Human Resource Planning.

Kruskal Wallis test**Table No.20: Respondents' Opinion on Job Duties vs Departments**

Dimension	Department	n	Mean Rank	H-Statistic	P-Value	Decision
Opinion on Job Duties	Production	102	170.08	30.357	0.000	Significant
	QA	65	248.20			
	QC	53	221.04			
	R&D Department	44	188.43			
	HR & IT	31	145.17			
	Finance & Business Development	39	195.95			
	Others	46	175.46			

The mean opinion scores of the respondents of different departments related to job duties is depicted in table no.20 the P-value for job duties is found to be significant at 5% level suggesting that there is a significant mean difference in the opinion of the respondents belonging to different departments. The respondents belonging to Quality Assurance department gave optimistic opinion with 248.20 mean score, followed by Quality Circle (221.04), Finance and Business development (195.95), R&D (188.43), production (170.08) and HR&IT departments (145.17).The nature of the work given by the industry for QA department is tremendous when compared with other departments.

Table No.21: Respondents' Opinion on Job Duties vs Cadre

Dimension	Cadre	n	Mean Rank	H-Value	P-Value	Decision
Opinion on Job Duties	Executive	246	193.54	2.49	0.288	Not Significant
	Functional	30	207.57			
	Managerial	104	178.39			

The Kruskal Wallis test results on job duties Vs cadre is illustrated in the table no.21 the mean opinion scores of the respondents belonging to the executive, functional and managerial cadres related to job duties are found to be not significant at 5% level, suggesting that there is no significant mean difference in the opinion of the respondents belonging to different cadres. Further the average value (207.57) of the functional cadre respondents is more when compared to other two cadres like executive (193.54), and managerial (178.39).

Table No.22: Respondents' Opinion on Job Duties vs Age

Dimension	Age	n	Mean Rank	H-Value	P-Value	Decision
Opinion on Job Duties	20 to 29 Yrs	157	193.47	1.652	0.438	Not Significant
	30 to 39Yrs	172	192.88			
	40 to 49Yrs	51	173.31			

Table no.22 describes the respondents' opinion on job duties vs age. It is noticed that there is no significant mean difference in opinion score between the age group of the respondents, in other words, the opinion of the respondents belonging to different age groups are almost same. Further the average score (193.47) of the respondents in the age group of 20-29 years is more when compared to 30-39 years (192.88) and 40-49 years (173.31) which denotes positive opinion of the respondents in the age group of 20-29 years.

Table No.23: Respondents' Opinion on Job Duties vs Education

Dimension	Educational Background	n	Mean Rank	H-Value	P-Value	Decision
Opinion on Job Duties	Degree	71	251.36	30.660	0.000	Significant
	PG	275	176.57			
	Technical	34	176.12			

The mean ranks of the three categories of educational backgrounds of the respondents are significantly differ as per the significant P-values of the Kruskal Wallis H- statistic mentioned in

the above table no.23. The respondents' opinion belonging to the different educational qualifications is not unanimous to the dimension job duties. The respondents with degree educational background opined more positive than P.G and technical respondents. It is noted that P.G and technical respondents score is more or less same.

Mann- Whitney U-test

Table No.24: Respondents' Opinion on Job Duties vs Gender

Dimension	Gender	n	Mean Rank	Sum of Ranks	Mann-Whitney U	P-Value	Decision
Opinion on Job Duties	Male	335	200.20	67066.50	4288.5	0.000	Significant
	Female	45	118.30	5323.50			

The P-values of the Mann-Whitney U-statistic test for the dimension job duties with regard to gender is statistically significant i.e, whatever may be the gender, the response given by them is not similar to each other. Male respondents given more optimistic opinion than female respondents (Table no.24)

Table No.25: Respondents Opinion on Job Duties vs Marital Status

Dimension	Marital Status	n	Mean Rank	Sum of Ranks	Mann-Whitney U	P-Value	Decision
Opinion on Job Duties	Unmarried	123	212.39	26123.50	13113.5	0.004	Significant
	Married	257	180.03	46266.50			

Table no.25 portrays about the results of Mann Whitney U-test for the job duties Vs marital status. The results of the analysis indicates that there is a significant difference in the mean ranks, with significant P-value 0.004 which is less than 0.05 level of significance. Which suggests marital status has impact on their opinion on the above said job duties. Further, the mean rank

(212.39) of the unmarried respondents for the job duties is greater than married respondents (180.03).

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