

## A Study on Employees Satisfaction and Total Quality Management Practices in Electronics Corporation of India Limited, Hyderabad

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### ABSTRACT

*The main purpose of this research is to determine the Study of Employee Satisfaction and Total Quality Management Practices (TQM) in the context of Electronics Corporation of India Limited (ECIL) Hyderabad. TQM focuses on delivering quality and innovative product or services at the lowest cost first time and every time to their Employees, but it cannot be achieved without the satisfaction of employees of the organisation. Only Electronics Corporation of India Limited, Hyderabad implemented manufacturing and Service organisation is selected for this study, Six most common and basic Employee Satisfaction and TQM practices were selected from the available literature; Employee Involvement and Cooperation, Employee Training and Budget Allocation for Training, Employee Responsibility, Employee Reward and Reorganisation System, Employee Safety & Health Security and Employee Satisfaction on fair pay for job, pride in the work and regularly measured for this study. This study was comprised of a total of 255 employees were 155 are officers and 105 respondents were workmen have been selected from employees by random sampling technique, A questionnaire was used as a tool for data collection. The result of this study of Electronics Corporation of India Limited, Hyderabad will reveal multiple experiences of TQM application to development in the public sector and the results of the study also bestow a strong relationship between TQM practices and Employee satisfaction.*

**KEYWORDS:** TQM practices, Employee involvement and cooperation, Training, Responsibility, Reward, Reorganisation, Safety & Healthy, Employee Satisfaction and ECIL.

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