EXPLORING THE JOB SATISFACTION LEVEL OF BLUE COLLAR EMPLOYEES IN POKHARA

SUBMITTED BY:

JULIA SHRESTHA

Symbol No.: 22031891

PU Registration No.: 2022-2-03-0573

A project work report Submitted to Pokhara University in partial fulfilment of the requirement of the degree of

Bachelor of Business Administration (BBA)

at the

Nepal Tourism and Hotel Management College (NTHMC)

Gairapatan-4, Pokhara

July, 2025

DECLARATION

I, Julia Shrestha, hereby declare that the project work report entitled " EXPLORING THE JOB SATISFACTION LEVEL OF BLUE-COLLAR EMPLOYEES IN POKHARA " Submitted for the BBA is my original work and Project Work Report has not formed the basis of the award of any degree, diploma or other similar titles.

……..

Signature
Julia Shrestha
Date : July, 2025

BONAFIDE CERTIFICATE

BONAFIDE CERTIFICATE

Certified that this project

"EXPLORING THE JOB SATISFACTION OF BLUE COLLAR EMPLOYEES IN POKHARA"

is bonafide work of

Julia Shrestha

who carried out the summer project work under my supervision. This report is forwarded for examination.

……. …….

Mr. Prakash Regmi
Internal Supervisor External Supervisor

CERTIFICATE FROM SUPERVISOR

This is to certify that the project work titled " Exploring The Job Satisfaction Of Blue Collar Employees In Pokhara " submitted by Julia Shrestha for partial fulfillments of BBA embodies the bona fide work done by her under my supervision.

.....

Signature of the supervisor
Name: Prakash Regmi
Date: July, 2025

.....

Signature of the external examiner
Name:
Date: July, 2025

ACKNOWLEDGEMENTS

Project Work is a learning experience which aims to provide students with the opportunity to synthesize knowledge from various areas of learning, and critically and creatively apply it to real life situations. This project has been prepared as the partial fulfilment of the internal assessment of sixth semester students of Bachelor of Business and Administration in accordance with the syllabus recommend by the Pokhara University. So, it has been the matter of gratification for us that PU has offered such challenging and academic task to supplement and implement the theoretical knowledge which we have studied to build the practical ability.

This project work has not been possible with an overnight sole effort of the author. A long-time efforts and inspiration of many benevolent creditors have made possible to bring this report into its present form.

First of all, I am always indebted to my college NTHMC for providing us the opportunity and I'm grateful to respected Mr. Prakash Regmi, Research supervisor for his constant guidance towards various research problems and providing insights and suggestions focused on the topic and also for his considerable help to complete this project work in time. I would like to express my gratitude towards all employees for their kind support, cooperation and for giving me such attention and their valuable time.

Last but not least, I would like to express my warm respect to my parents, whom I am indebted for constant love and encouragement to this stage. They have always support me to pursue further study. Despite of sincere efforts made, the chance of human error cannot be neglected. Therefore, I would also like to take full responsibility of any kind of deficiency presented in this project work.

Thank You! OBJ

EXECUTIVE SUMMARY

This report entitled " Exploring The Job Satisfaction Level Of Blue-Collar Employees In Pokhara" is done to find out the satisfaction level of employees working on the different types of institute of Pokhara. Job satisfaction of employees working on the different sector is done through the direct interview and questionnaire method. Employee satisfaction level is evaluated through different satisfaction attributes. It helps to analyze the results about satisfaction level of employees through which it helps to increase the satisfaction level of employees through providing the better salary, compensation, training etc.

This report helps to enlarge the knowledge about the satisfaction level of blue-collar employees of Pokhara. In this study, information is collected visiting the different place of Pokhara valley. A study is based on the employees' answer which is asked through direct interview through the field visit.

Table of Content

Contents

List of Tables

List of Figure

List of abbreviation

NTHMC : Nepal Tourism and Hotel Management College

i.e. : in essence

BBA : Bachelors in Business Administration

No. : Number

PU : Pokhara University

CHAPTER – I : INTRODUCTION

1.1 Background of Study

People spend a significant portion of their lives at work, which is societal fact and expectation that they appear to accept. Both the manufacturing and services sectors have been significant changes since Nepal's economy opened up. A competitive environment has emerged in the nation as a result of the increased work opportunities, income level, and changes in consumer patterns brought about by this.

In this era of globalization, growing economics and better technologies are always posing new challenges and opening up new opportunities for people. The modern workplace is changing significantly due to reasons like globalization, expanding economies, and better technology, which are constantly presenting new challenges and creating a new opportunities for workers. People's opinions about their work/job are also changing with these changes. Every companies success in the grow-or-die industry depends on its employees. Employee satisfaction and commitment are an organization's valuable assets. In the field of organizational behavior, job satisfaction is a work attitude that is often discussed. It merely denotes a mindset that workers have developed towards their jobs based on their individual assessments of their environments and jobs.

It is an individual's pleasurable emotional state resulting from the appraisal of one's job, affective reaction to the job and his/her attitude towards the job. Employee satisfaction is thought to be one of the primary requirements of a well run organization or business and considered an imperative by all corporate managements. It is undeniable fact that the future of business enterprises depends upon the satisfaction level of its workforce. Dissatisfied workforces cause immediate problems only to their particular business.

A blue-collar worker is a member of working class who perform manual labor. Blue collar work may involve skilled or unskilled, manufacturing, mining, construction, mechanical, maintenance, technical, installation and many other types of physical work. The white-collar worker, on the other hand, usually works in an office setting and may be seated at a desk or computer. A service worker is a third category of workers whose jobs involve customer service, entertainment, sales, or other service-related tasks. Numerous professions combine industry classifications that are blue, white, or pink. While certain experts may be salaried or paid by the project, blue-collar workers are often compensated on an hourly basis. Depending on experience and area of expertise, there are many different pay ranges for this type of labor.

In other words, blue-collar worker is known as a manual laborer. Manual labor is a physical work done by people, as opposed to machines and done by working animals. It is most literally work done by the hands (the term 'manual' comes from the Latin word for 'hand'), but it can also refer to work done with any of the body's muscles and bones. Originally, a blue-collar job did not

require the worker to have much education or even expertise in the slated job-field (again, in contrast to a white-collar position, which demanded at least a high-school diploma and, in later decades, some college). However, the term "blue-collar" has changed over time, and today it is typical to find highly skilled, highly paid, and formally educated workers in this role. Even though blue-collar work still involves maintaining or creating things, technological advancements have led to increase in blue-collar workers in sector like electronics, film-making and aviation. As of 2025, although they may not require four-year college degree, some blue-collar jobs require highly skilled personnel, with specialized training and a license or certificate from an apprenticeship program or trade school.

1.2 Objectives of the Study

This research study has been undertaken with the following objectives:

1. To identify the key determinants of job satisfaction among blue-collar workers.
2. To measure the association between job satisfaction and its determinants.
3. To assess the level of job satisfaction of workers in relation to their compensation.
4. To analyse job satisfaction based on various satisfaction attributes.
5. To explore the challenges and problems faced by blue-collar workers.

1.3 Research Questions

- What are the major determinants of job satisfaction among blue-collar workers in Pokhara?
- Is there a significant association between job satisfaction and its determinants (e.g., work environment, supervision, peer relations, compensation)?
- How satisfied are blue-collar workers with their compensation and benefits packages?
- How do different satisfaction attributes (such as job security, workload, recognition, and working conditions) influence overall job satisfaction?
- What key challenges and problems do blue-collar workers face?

1.4 Statement of the Problem

The primary focus of this study is the level of job satisfaction among blue-collar workers at several Pokhara Valley organization. People who used to labor at the actual bottom of an organization, whether it be in manufacturing or service provision, are known as blue-collar workers. Employees, particularly blue-collar workers, form a sensitive relationship between management and administrative staff. The success of any firm depends on the employee's coordination, synchronization, and cooperation with these two very different entities. Hence, the job satisfaction of the employee is of prime importance because only a satisfied and happy employee will be able to achieve such synergy in the business. They cannot generate useful goods and services if they are unsatisfied with their jobs, which also has an impact on the success of the company. The variable that is independent is Job satisfaction depends on a number of factors, including pay, security, relationships with superiors, coworker satisfaction, job security, job stress, and the organization's reputation. Any change, whether good or negative, in the above mentioned independent variable affects the dependent variable, or work satisfaction. On the other hand, the moderating factors of job satisfaction are age, gender, educational background, length of service in the current company, and job title/position.

1.5 Need and Scope of the Study

Employees Satisfaction is utmost the important factor in large or small organization. It is incorrect to believe that employee satisfaction matters primarily to the employee only. It is important for employee and organization s/he is working. When an employee receives satisfactory service from the company in the beginning, they are likely to assume that they will receive the same treatment in the future.

The following points will show the importance of employee satisfaction:

1. It improves staff retention and eliminates the need for frequent training.
2. The company's overall productivity rises, and it helps the company reach its objectives.
3. When employees are satisfied with their job they deal with customers in a better manner and thus customer satisfaction is achieved to great extent.
4. It enables the organization to acquire better services and goods from its personnel.
5. Employee would become more interested in his work rather than worried about other difficulties.
6. The employee develops a sense of responsibility for the organization.
7. They communicates with consumers more effectively and establishes stronger relationships with them.

1.6 Limitation of the Study

There are some drawbacks to this study. The following are some of the study's main limitations:

- This study focuses on job satisfaction among blue collar workers at various institutes in Pokhara valley. The survey does not include all blue-collar workers of all the sector in the Kaski District, thus the findings cannot be applied to entire district.
- The results of this study may not be representative of all blue-collar workers in Kaski District due to the small sample size.
- The study's questionnaire survey design may introduce personal bias among participants.
- The study results are based on simple descriptive statistics, and therefore, statistical inference cannot be drawn from the study conclusion.

Chapter – II : Literature Review

2.1 Review Of The Literature

A literature review is an academic work that summarizes current knowledge, including substantive results, as well as theoretical and methodological contributions to a certain field. Literature reviews are secondary sources; they do not include new or original experimental work. Such reviews are most commonly connected with academic literature and can be found in academic journals. They should not be confused with book reviews, which may also appear in the same magazine. Literature reviews are the foundation for research in almost every academic subject.

The pay scale for blue-collar workers is commonly calculated by the hour. Benefits from the firm, such health insurance and retirement, are included in that salary. Labor unions negotiates rate with employers based on such factors as job function and seniority. Non-unions employees are not covered by a collective bargaining agreement but their job satisfaction still relies on being paid a fair wage. A competitive pay package can establish blue-collar employee job satisfaction and provide motivation.

This research examines motivating work characteristics, job satisfaction, and turnover intention of knowledge workers and blue-collar workers among college in Pokhara. The differences in these three variables were, respectively, compared between knowledge workers and blue- collar workers in college of Pokhara. A structural model of the relationships among the three variables was particularly proposed and investigated. Another major impact that job satisfaction can have is worker's commitment to the organization and its culture. Organizational commitment is usually defined as the strength of one's identification and involvement with their respective organization(Mowday et al., 1979). Research shows that social involvement predicts organizational commitment where the more involved the individual, the more committed they are(Decotiis & Summers, 1987). Others studies show that organizational commitment is related to a person's intention to leave and turnover (Shore & Martin, 1989; TETT & MEYER, 1993) as well as theoretically to job performance(Mowday et al., 1979). Essentially, committed individuals are expected to extend greater efforts on the job, having a direct impact on job performance.

Reward system are designed and managed to improve productivity and control labor costs(Bratton & Gold, 2001) . The reward system is a major element in determining the psychological contract within an organization, particularly in circumstances of change. By specifying new performance requirements of employees as a result of strategic change and the rewards employees will receive upon their fulfilment management define new expectations and so alter the employment relationship .(Stiles et al., 1997).

A reward system consists of :

Policies that provide guidelines on approaches to managing rewards.

Practices that provide financial and non-financial rewards.

Processes concerned with evaluating the relative size of jobs and assessing individual performance.

Procedures operated in order to maintain the system and to ensure that it operates efficiently and flexibly and provides value for money.

According to their model, employee satisfaction not only affects employee commitment and employee loyalty, but it also has a twofold impact (i.e., direct and indirect) on critical customer satisfaction-related variables and this has effect on the hotel industry also if put into practice.

Thus, the empirical literature summarized highlights the critically of the relationship between employee attitudes and customer satisfaction. How employees feel about their job has an impact on their work experience especially in hotel sector, but also on tangible business results such as customer satisfaction, sales, and profit. Employees can strongly contribute to an organization's success by having a customer -centric approach in their work and in their work-related interactions. However, they are more likely to do so if they are satisfied with their job.

Finally, careful consideration should be given to how to create a relationship between employee satisfaction and customer satisfaction. The models presented refer to some important drivers of this relationship. Research on employee satisfaction, furthermore, points to comparison as an essential organizational determinant of job satisfaction.

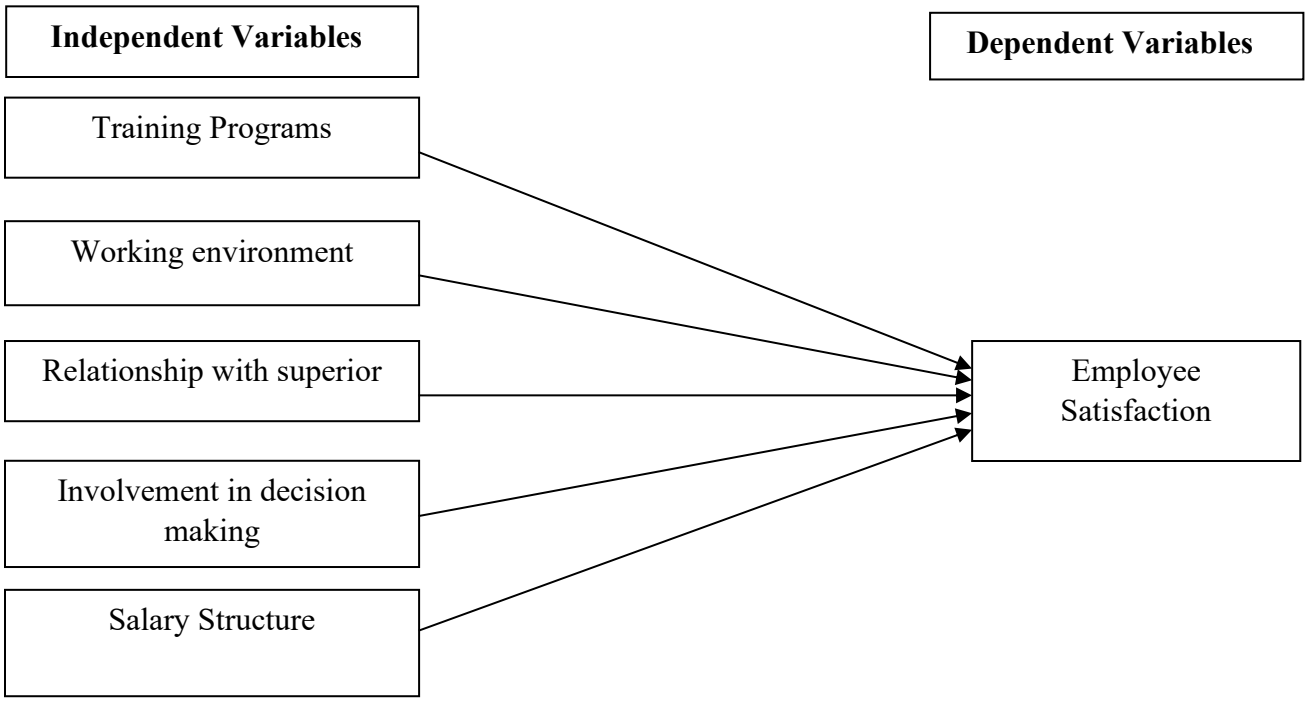
2.2 Conceptual Framework

The researchers choose this area of study as to know more about the job satisfaction of blue-collar worker of different sector in Pokhara. As we know, blue-collar worker are low level worker whose work performance directly affect on the productivity of the organization. Here, variability of the situational factors, dispositional and interactional components defines the status of job satisfaction

of worker. However, we have de-fragmented them into demographic i.e. age, gender, marital status, job position, job security, and economic components I.e. salary, bonus etc. Accordingly, the personal factors of workers such as their educational level, gender, relationship with senior and co-worker, salary and social status also explains the job satisfaction. Thus, this study follows a conceptual framework including these factors that affect the worker's. Based on this population, the relationship between the attributes and attitudes towards the job of blue-collar worker of Pokhara city can be describe as shown in the below figure:-

Figure :- Conceptual Framework of Dependent and Independent Variables

Figure 1: Conceptual Framework



Above figures shows that, employee satisfaction of any company or institutions are directly dependent upon many independent Variables such as training programs organized by the company, overall working environment of the institution, relationship of the employees with their co-workers and superior, involvement of employee in decision making process of the institutions, salary structure of the employees according to their skills or levels in the company.

- **Independent Variables**

  This are the factors that are believed to influence or cause a change in the dependent variables.

  1. **Training Programs :** This term refers to the availability, quality, and relevance of training for blue-collar workers. The hypothesis is that better or more accessible training programs result in higher job satisfaction.
  2. **Working Environment :** This refers to the physical, social, and psychological aspects of the workplace. This may include safety, cleanliness, comfort, team dynamics, work-life balance, and so on. The expectation is that a positive working environment leads to increased job satisfaction.
  3. **Superior Relationship :** This refers to the level of interaction, communication, support, and fairness that blue-collar workers have with their immediate supervisors or managers. A positive relationship is thought to increase job satisfaction.
  4. **Involvement in Decision Making :** This refers to how much blue-collar workers are involved in or have a say in decisions affecting their jobs or the workplace. The idea is that greater involvement fosters a sense of ownership and value, which leads to increased satisfaction.
  5. **Salary Structure :** This refers to how wages and benefits are organized and perceived as fair, competitive, and sufficient to meet the needs of employees. A well-structured and perceived-as-fair salary is expected to play an important role in job satisfaction.

- **Dependent Variables**

  This is the outcome variable, the factor that is influenced or changed by the independent variables.

  1. **Employee Satisfaction :** This refers to the overall satisfaction, happiness, and fulfilment an individual derives from their job and the work environment. It's about how much an employee like their job, their workplace, and the various aspects that makeup their daily worklife.

Chapter – III : Research Methodology of the Study

3.1 Research Design

This study follows descriptive research design which describes the phenomena as they exist. This study involves the systematic collecting and presentation of data to provide a comprehensive picture of the job satisfaction of blue-collar workers who work in various organizations in the Pokhara area. It obtains a thorough and accurate account of the situation; it is a fact-finding operation looking for relevant information. This research design is likewise comparative in nature, as it aims to compare the total job satisfaction of workers at the same level at a given study location based on job satisfaction determinants. The researchers chose this field of study to learn more about the job satisfaction of blue-collar employees at different institute. As we know, blue collar workers are low-level employees whose work performance has a direct impact on the organization's production. In this study, all blue-collar workers from various sectors in Pokhara city were included.

3.2 Nature and Source of Data

The nature of data used in this study are of qualitative and are derived from administered questionnaire survey conducted among the blue collar worker of different sectors of Pokhara municipality, Kaski District. The study uses primary sources of information. The primary data has been obtained by the means of questionnaires and interviews with related persons and worker at different sectors of Pokhara.

3.3 Study Population and Sample

Population is the entire group of people or events of interest that the researcher wishes to investigate. In this, researcher choose people randomly from Kaski District to know the job satisfaction of blue collar in Pokhara. The population of this study is unknown as there is no verified source of information. Although the population of this study is unknown, some of the respondents are taken from different organization of Kaski District.

3.4 Method of Data Analysis

The collected data has been refined and analyzed. Various tables, charts, diagrams, and graphs have been employed as needed. In data analysis, the questions posed to respondents via questionnaire are transformed into tables and figures and interpreted further. After scaling the numbers, the researcher used statistical tables and charts to simplify the analysis. This study primarily examines respondents' responses using descriptive statistics.

Chapter – IV : Descriptive Analysis

4.1 Analysis of Job Satisfaction by Satisfaction Attributes

This study is concerned with job satisfaction of blue-collar workers associated at different sector in Pokhara Valley. To complete the study various data are collected from primary sources. The collected data are the raw data. In this section, all the forms of raw data are edited, tabulated, analyzed and will be plotted in the graph for analysis and major findings of the study is presented in the last section of this chapter.

4.1.1 Respondent From Different Workplace

The following table and figure shows the number of respondents from different PU affiliated colleges :

Table 4.1 Respondents From Different Workplace

Table 1: Respondents Workplace

Different Workplace	No. of Respondents
Security Services	18
Transportation sector	21
Cleaning Sector	19
Construction Site	17
Total	75

Source: Questionnaire, 2025

Figure 2: Respondents workplace

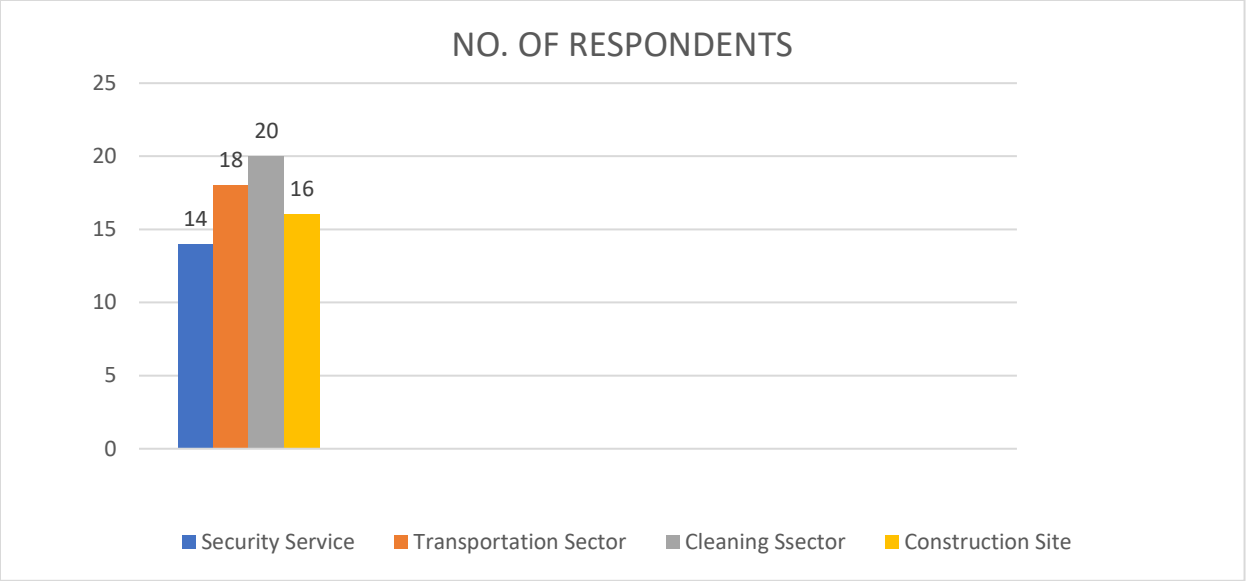


Fig 4.1: Respondents From Different Workplace

The above graph shows the number of blue-collar worker respondents in four different sector in Pokhara city. The highest number of respondents were from the construction sector (20 respondents), followed by the transportation sector (18 respondents), cleaning sector (16 respondents), and security services (14 respondents). This chart highlights the distribution of participants across various workplaces involves in this study.

4.1.2 Respondents Age Group

The following table and figure shows the age group of the respondents:

Table 4.2: Respondent's Age Group

Table 2: Age Group

S.N.	Age group	No. of respondents
1	20-30	16
2	31-40	33
3	41-50	17
4	51 and above	10
Total		75

Source : Questionnaire, 2025

Figure 3 : Respondents age group

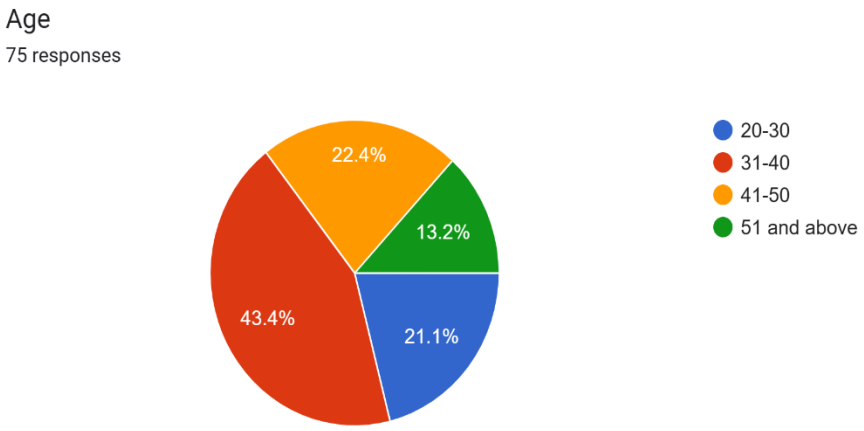


Fig 4.2: Respondents Age Group

The above pie-chart reveals that the majority of the respondents were within the age of 31-40 years old, followed by the age group 41-50, few respondents were above 50 years age group and respondents below 30 years age group. Therefore, the sample of the present survey are heterogeneous and representation.

4.1.3 Respondent's Job Title

The following table and figure shows respondent's job title:

Table 4.3: Respondent's Job Title

Table 3: Job Title

Job Title	No. of Respondents	Percentage
Drivers and Conductor	21	28%
Laborer	17	23%
Cleaners	19	25%
Security Guard	18	24%
Total	75	100%

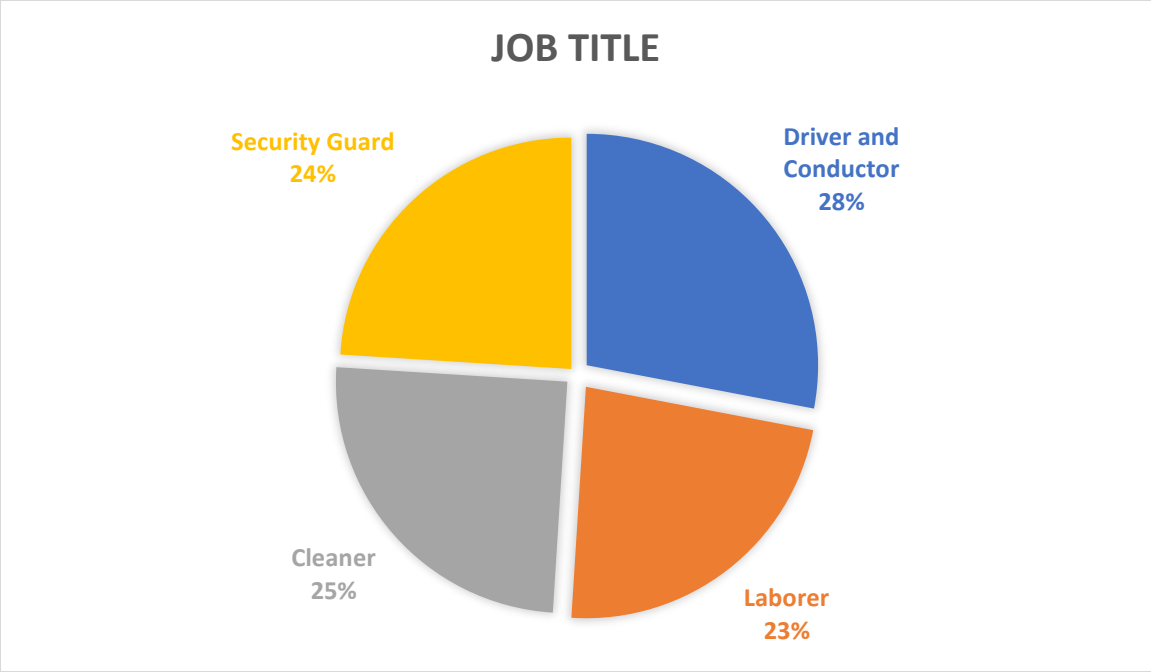


Figure 4 : Job Title

Fig 4.3: Respondent's Job Title

From the above figure, it reveals that 28% are Driver and Conductor. Similarly, 23% of the respondents are laborer who works on construction site, 24% are security guard and 25% are cleaner among the 75 respondents of different work area in Pokhara. This figure shows the highest percentage of Driver and Conductor and the lowest percentage of the laborer.

4.1.4 Working Experience of the Employees

The following table and figures shows the working experience of the employees:

Table 4.4: Working Experience of the Employees

Table 4: Working Experience

Employees Working Experience	No. of Respondents	Percentage
Below 2 years	10	13%
2-5 years	24	32%
5-7 years	18	24%
Above 7 years	23	31%
Total	75	100%

Source: Questionnaire, 2025

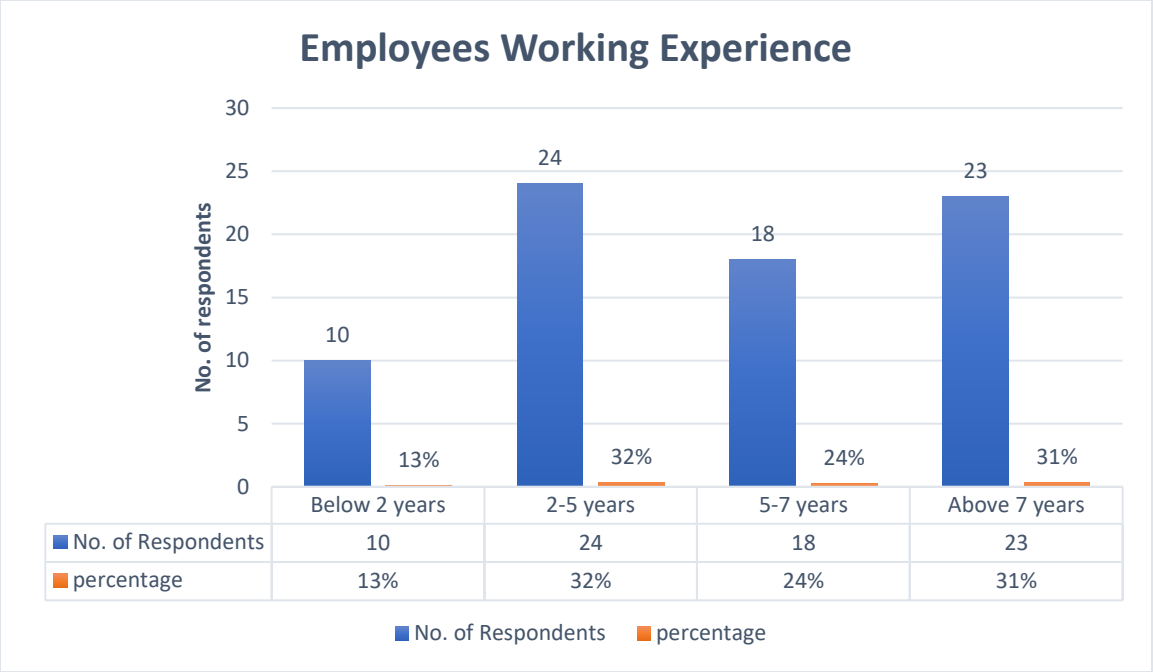


Figure 5 : Work experience of respondents

Fig 4.4: Working Experience of the Employees

From the above figure, it shows 13% of respondents are working in those sector below the 2 years, 32% of respondents are working in the respective sector from 2 to 5 years, 24% are working in the respective sector from 5 to 7 years and 31% respondents are working in the respective sector above 7 years.

4.1.5 Satisfaction Level of employees in training programmes

The following table and figure shows the satisfaction level of employees in training program:

Table 4.5: Satisfaction Level of employees

Table 5 : Satisfaction Of Employees

	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Training Provided	**13**	**38**	**13**	**4**	**7**
Allowance Provided	**11**	**26**	**28**	**5**	**5**
Break Duration	**12**	**30**	**21**	**7**	**5**
Working Relationship with supervisor	**9**	**31**	**25**	**6**	**4**
Time Schedule of the work	**11**	**31**	**19**	**8**	**6**
Reward Provided	**8**	**31**	**21**	**10**	**5**
Job Security	**14**	**27**	**22**	**5**	**7**
Providing paid leave	**10**	**22**	**24**	**10**	**9**

Figure 6 : Opinions on Satisfaction Of Employeees

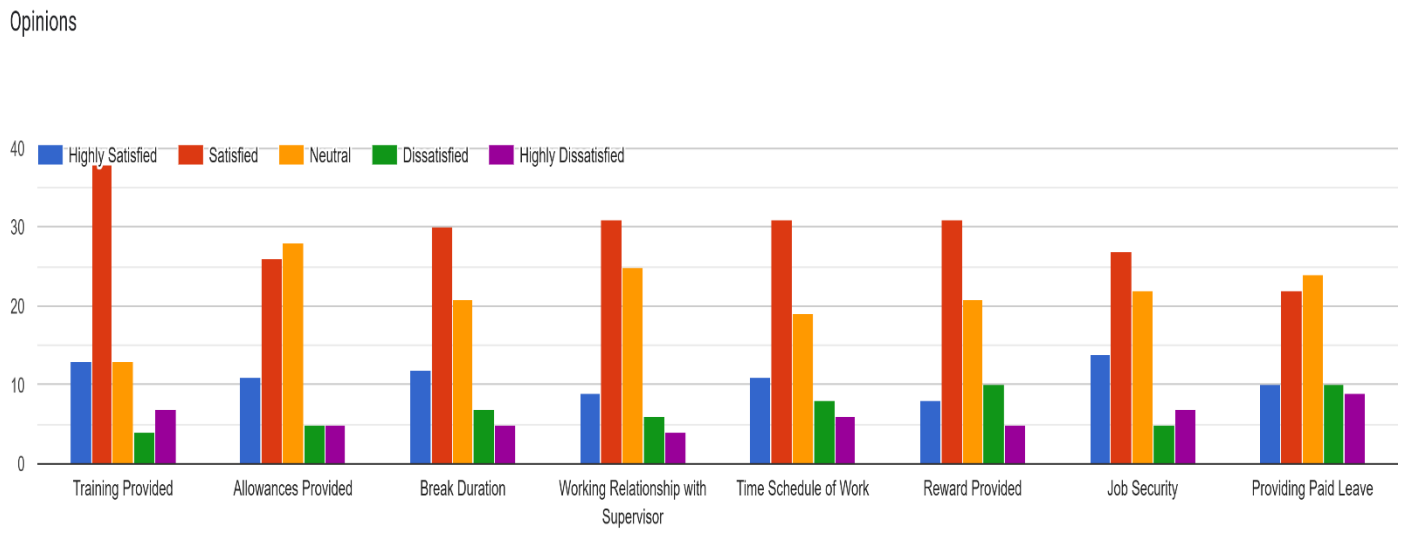


Fig 4.5: Satisfaction Level of Employees

The above bar graph represents the opinions of workers on various aspects of their job environment and benefits. These aspects includes training provided, allowances provided, break duration, working relationship with supervisor, time schedule of work, reward provided, job security and providing paid leave. Time Schedule of work, Reward provided, and Allowances provided received the highest number of "Satisfied" responses, showing a positive feedback. Whereas, Job security also has a good number of "Satisfied" and "Highly Satisfied" responses, indicating a general sense of stability. Many employees have neutral opinions regarding Break Duration, Providing Paid Leave, and Working Relationship with Supervisor, suggesting these areas are average and might need improvement. Similarly, Training Provided shows the highest number of "Highly Dissatisfied" responses, indicating a major concern for employees. And reward Provided and Break Duration also have some dissatisfied and highly dissatisfied responses.

4.1.6 Monthly Income of Employees

The following table and figure shows the monthly income of the workers:

Table 4.6: Monthly Income

Table 6 : Monthly Income

Monthly Income(in Rs.)	No. of Respondents	Percentage
Below 10000	12	16%
10000-15000	25	33.3%
15000-25000	21	28%
Above 25000	17	22.7%
Total	75	100%

Source: Questionnaire, 2025

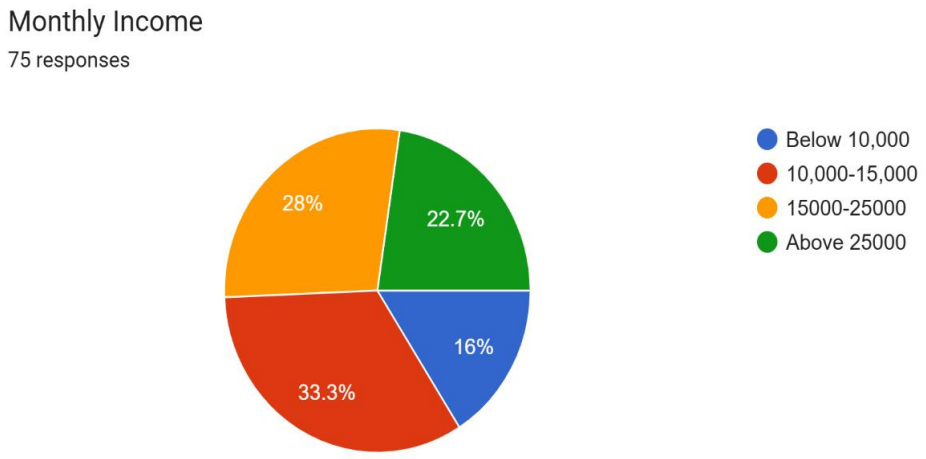


Figure 7 : Monthly Income

Fig 4.6: Monthly Income of Employees

From the above pie-chart, it shows the monthly income of the employees. It shows that 16% of respondents earn below Rs. 10000, 33.3% earns between Rs. 10000 and 15000, 28% of respondents earn between Rs. 15000 and 25000. Likewise, 22.7% earn more than Rs. 25000 monthly. This figure shows that most of the respondents earn between Rs. 10000-15000.

4.1.7 Opinion of Employees in Safety Measure of the Environment They Work

The tables and figures shows the opinion of employees in safety measures of the institution:

Table 4.7 Opinion of Employees in Safety Measure of the Environment

Table 7: Opinion in safety measures

Opinion	No. of respondents	Percentage
Good	36	48%
Bad	10	13%
Average	29	39%
Total	75	100%

Source: Questionnaire, 2025

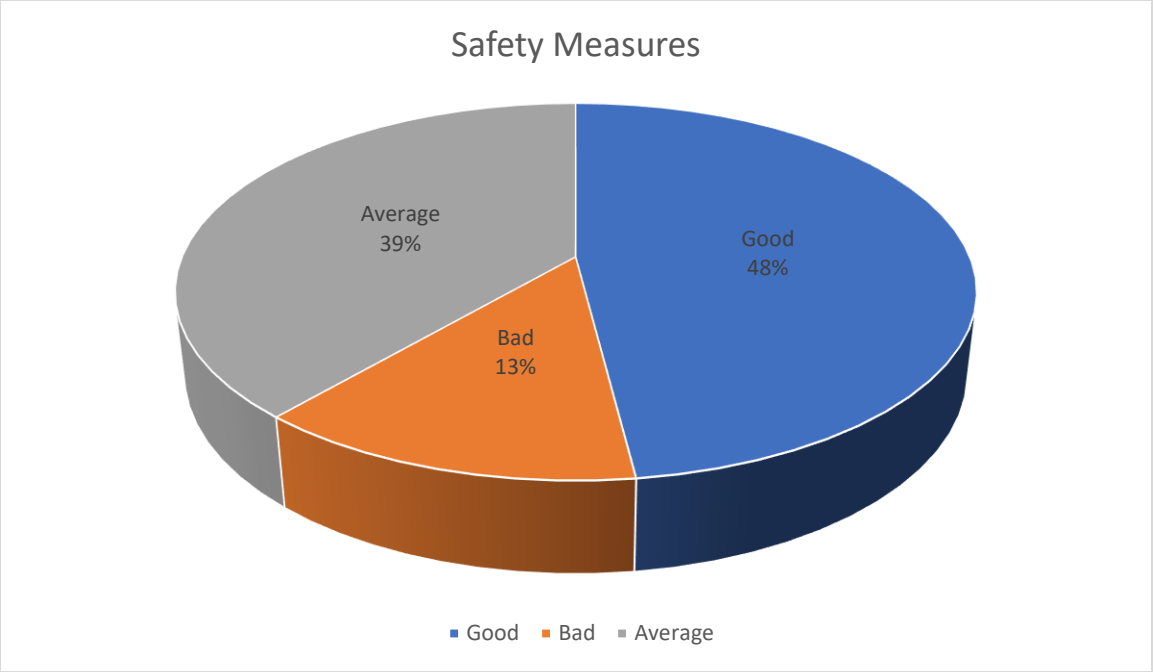


Figure 8 : Opinion on safety Measures

Fig 4.7: Opinion of Employees towards safety measures

From the above table and graph, it shows that 42% of respondents had good opinion about the safety measures of the workarea, and 46% of the respondents had average opinion about the safety measures which were provided and lastly, 12% of the respondents had bad opinion about the safety measures.

4.1.8 Opinion of Employees in Overall Working Environment

The following table and figure shows the opinion of employees in overall working environment:

Table 4.8: Opinion of Employees in Overall Working Environment

Table 8 : Opinion in overall working environment

Opinion	No. of Respondents	Percentage
Good	35	47%
Bad	4	5%
Average	36	48%
Total	75	100%

Source: Questionnaire, 2025

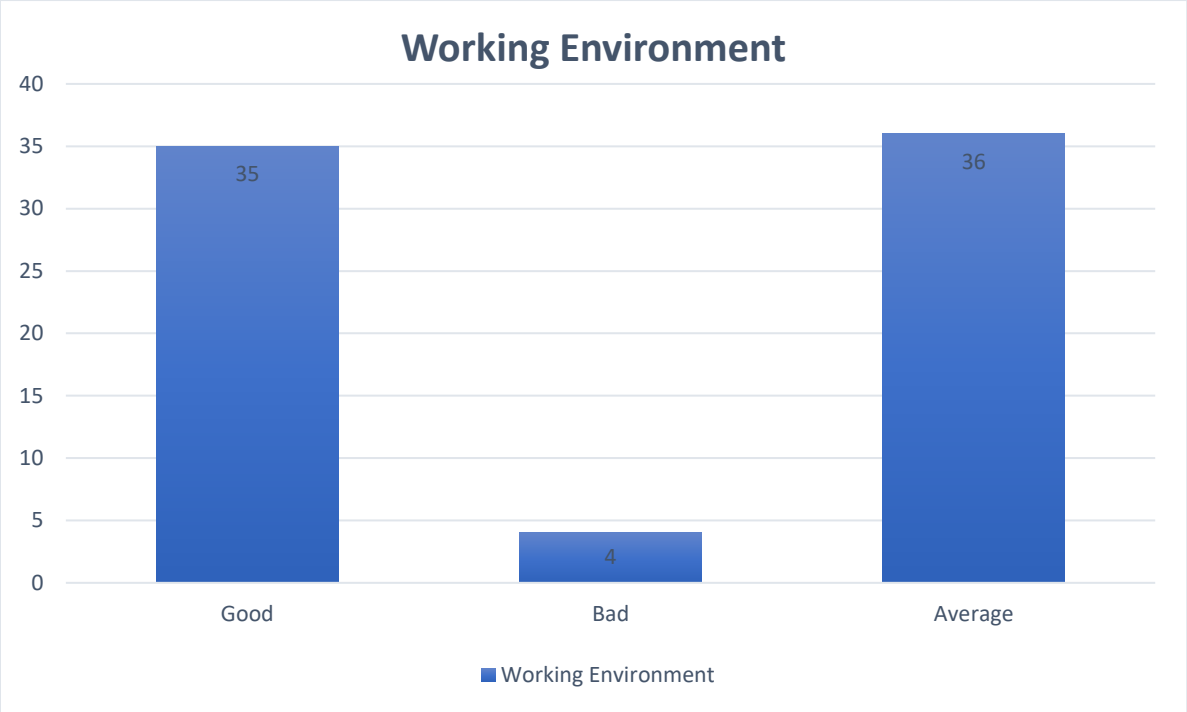


Figure 9 : Opinion on overall working environment

Fig 4.8: Opinion of Workers Towards the Overall Working Environment of the Company

From the above figure, it shows that 35 respondents among total of 75 respondents had good opinion about the overall working environment of the institution whereas, 36 respondents had average opinion about it. Only few i.e. 4 respondents had bad opinion towards the overall working environment.

4.1.9 Showing Whether The Company Gives Reward To The Employee

The following table and figure shows whether the company provides reward to the employee or not:

Table 4.9: whether The Company Gives Reward To The Employees

Table 9 : Company Reward to employees

Opinion	No. of respondents	Percentage
Yes	56	74.7%
No	19	25.3%
Total	75	100%

Source: Questionnaire, 2025

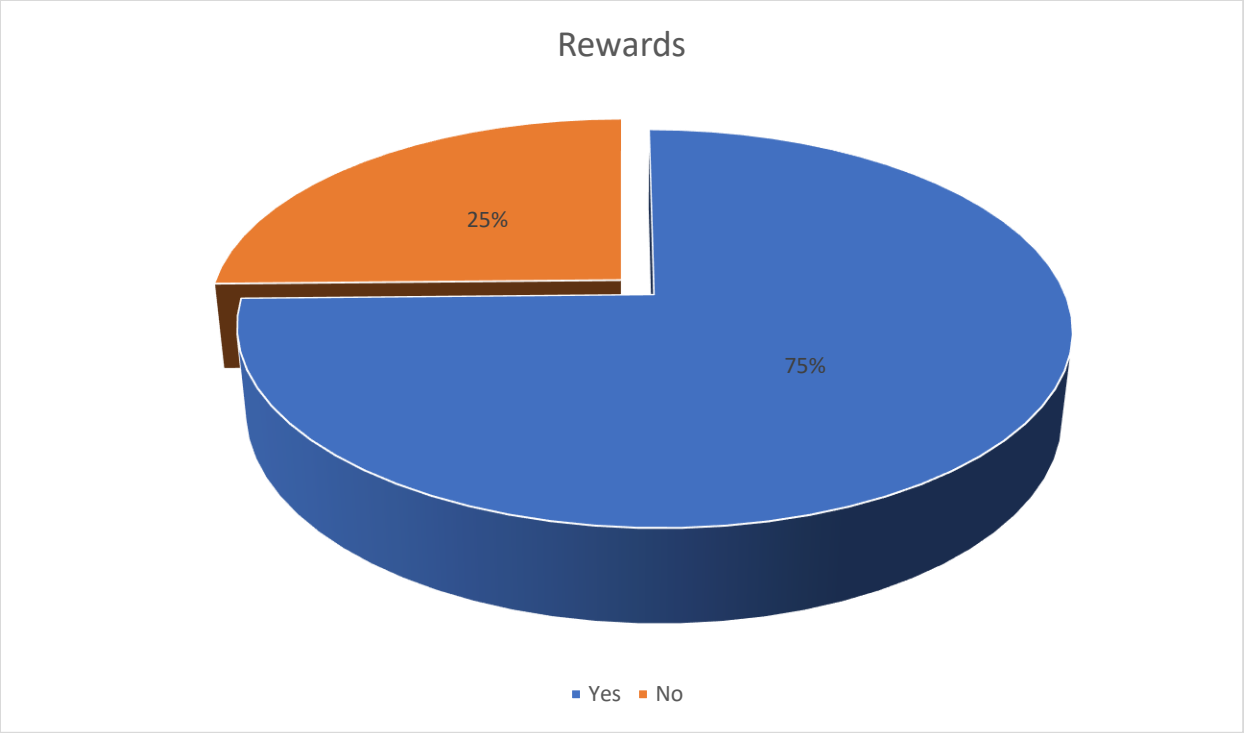


Figure 10 : Company reward to employees

Fig 4.9: Whether the Company Gives Reward To The Employee

From the above pie-chart, it shows that 75% of the respondents said their institution give rewards, while other 255 said it does not. This means most companies do provide rewards to their employees.

4.1.10 Showing Whether Superior Listen To Their Opinions And Suggestions

The following figure shows whether superior listen to their opinions and suggestion:

Table 4.10: Showing Whether Superior Listen To Their Opinions And Suggestions

Table 10 : Whether company listen to employees opinions and suggestions

Opinions	No. of respondents	Percentage
Yes	49	65.3%
No	6	8%
Neutral	20	26.7%
Total	75	100%

Source: Questionnaire, 2025

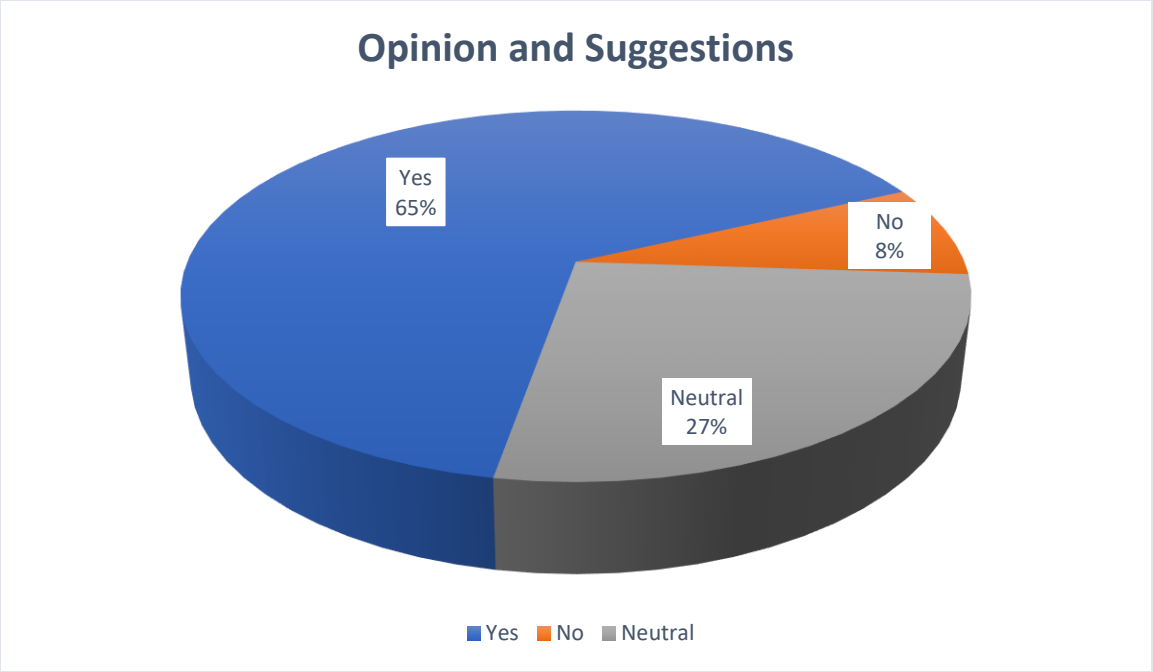


Figure 11: Whether the superior listen to their opinion and suggestions

Fig 4.10: Showing Whether The Superior Listen To Their Opinion And Suggestions

Above tables and figures shows that, 65% of respondents response that their superior listen to their opinions and suggestions, 8% of respondents response that their superior does not listen to their opinions and suggestions where 27% of the respondents are neutral towards it.

4.1.11 Showing Whether Employees Get a Chance in Part of Decision Making

The following table and figure shows whether employees get a chance in part of decision making:

Table 4.11 Employees Chance In Decision Making

Table 11: Employees chance in decision making

Opinions	No. of respondents	Percentage
Yes	38	50.7%
No	16	21.3%
Neutral	21	28%
Total	75	100%

Source: Questionnaire, 2025

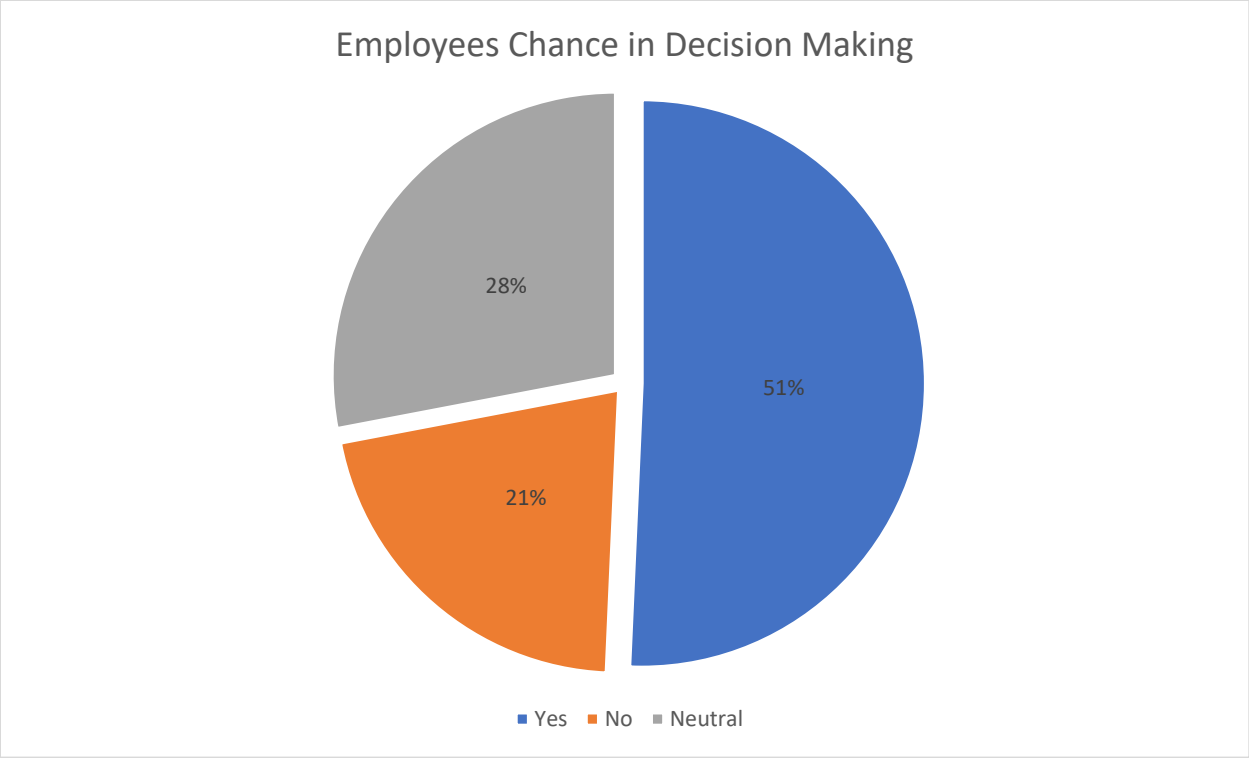


Figure 12: Employees chance in decision making

Fig 4.11: Showing Employees Chance To Take Part In Decision Making

Above table and figure shows that, 51% of the respondents can take part in decision making process in the institution, 21% of the respondents cannot take part in the decision making and 28% of the respondents are neutral about it. This figure shows that, there is highest percentage of respondents who can take part in decision making and lowest percentage of respondents who cannot take part in decision making in institution.

4.1.12 Showing Whether the Employees Get Proper Promotion and Growth Opportunities

The following table and figure shows whether the employees get proper promotion and growth opportunities:

Table 4.12: Employees on getting proper promotion and growth opportunities

Table 12 : Employees on getting promotion and growth opportunities

Opinions	No. of Respondents	Percentage
Yes	41	54.7%
No	9	12%
Neutral	25	33.3%
Total	75	100%

Source: Questionnaire, 2025

Figure 13 : Proper promotion and opportunities

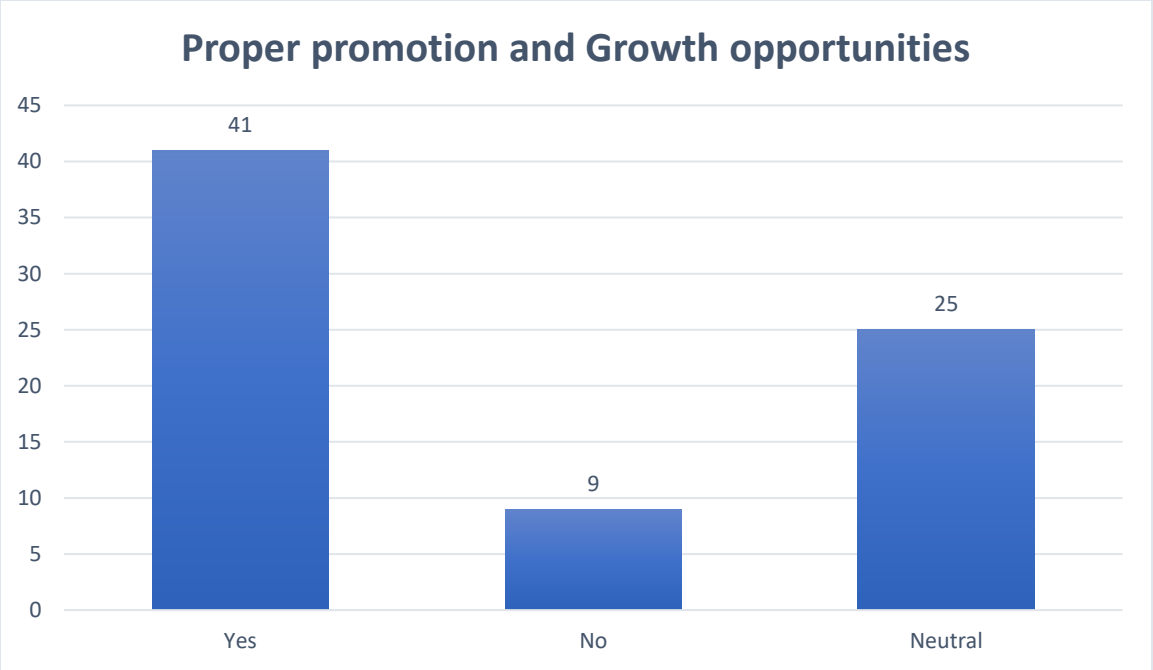


Fig 4.12 Employees on Getting Proper Promotion and Growth Opportunities

From the above figure, it shows that out of 75 respondents, 41 of then gets the proper promotion and growth opportunities, 9 of the respondents response No and 25 of them get the proper promotion and growth opportunities neutrally. Therefore, most of the employees get the proper promotion and growth opportunities.

4.1.13 Showing Whether the Employees Feel That the Company Policy Really Protect Their Interest

The following table and figure show whether the employees feel that the company policy really protect their interest:

Table 4.13: Whether The Employees Feel That The Company Policy Really Protect Their Interest

Table 13 : Whether company protect respondents interest

Opinion	No. of Respondents	Percentage
Yes	62	82.7%
No	13	17.3%
Total	75	100%

Source: Questionnaire, 2025

Figure 14 : Employees on if company policy protect their interest

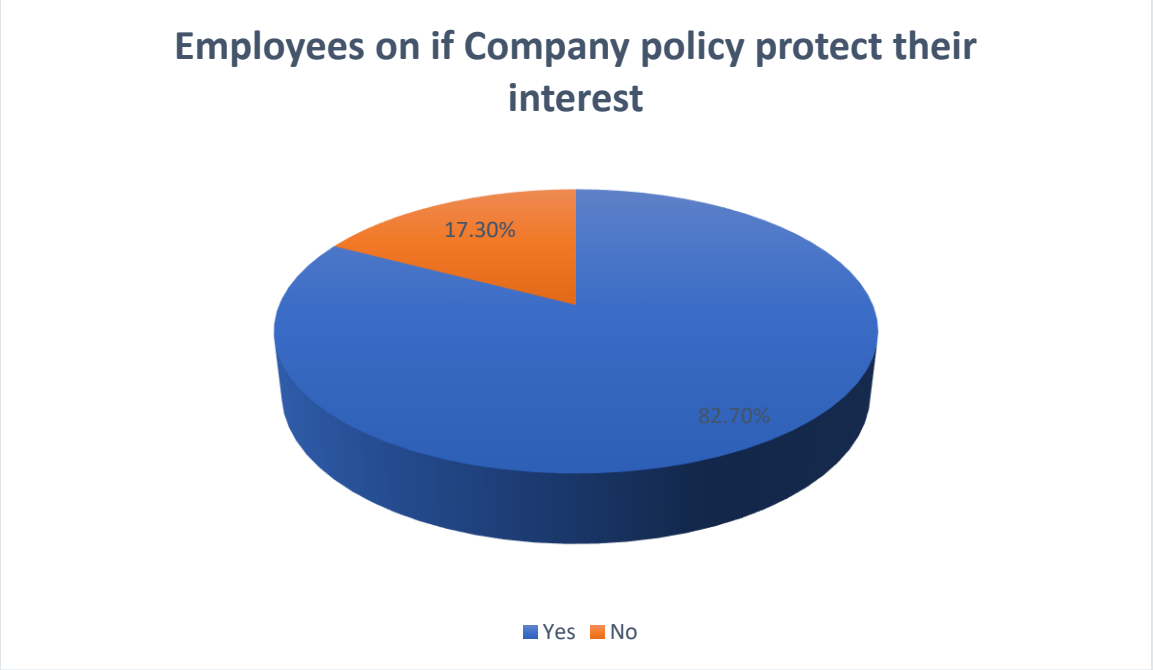


Fig 4.13: Whether the Employees Feel that the Company Policy Really Protect Their Interest

The above pie-chart shows that 82.7% of employees believes company policy really protect their interest but the remaining 17.3% of employees believe company policy doesn't protect their interest.

4.1.14 Showing Whether The Employees Have Any Problem With The Present Setup

The following table and figure shows whether the employees have any problem with the present setup:

Table 4.14: Whether The Employees Have Any Problem With The Present Setup

Table 14: Whether the employees have any problem with the present setup

Opinion	No. of Respondents	Percentage
Yes	44	58.7%
No	31	41.3%
Total	75	100%

Source: Questionnaire, 2025

Figure 15 : employees on present setup of company

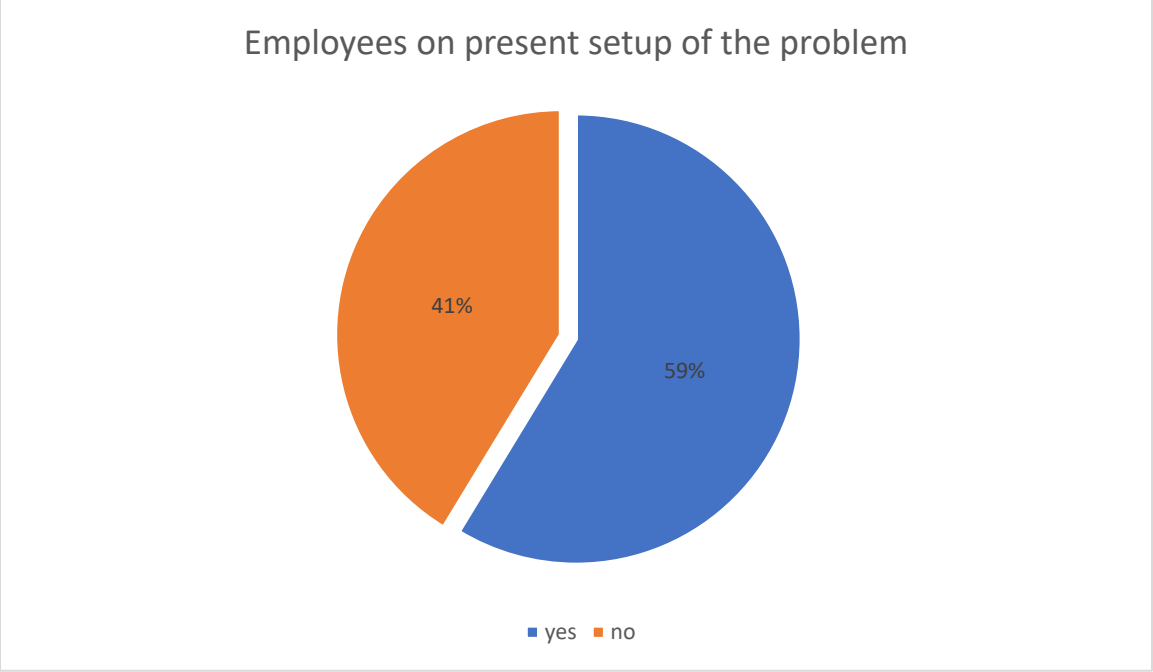


Fig 4.14: Whether The Employees Have Any Problem With The Present Setup

The above pie-chart represents whether the employees have any problem with the present setup or not. It shows that 59% of the respondents have no problem with the present setup of the company, while 41% of the respondents have problem with the present setup.

4.2 Major Findings of the Study

The Major findings of the study are given below:

- Most of the employees (68%) are satisfied with the training programmes provided by the company.
- Majority of employees (48%) have good opinion about the safety measure of the company however (39%) of the employees have average opinion.
- Only 49 % of the respondents are satisfied with the overall allowances provided by the company, 38 % of the employees are neutral with the overall allowances and 13 % of respondents are dissatisfied towards it.
- Majority of employees that are getting chance in decision making of company are higher (50.7%) in comparison with those who does not get a chance to take part in decision making (21.3%), the remaining (28%) is neutral.
- Majority of employees, 65.3 % of the respondent's superior listen to their opinion and suggestion and 8 % of the respondent's superior does not listen to their opinion and suggestion whereas, 26.7 % of respondents are neutral towards it.
- Only 19 % of the employee respondents are dissatisfied with the time of their job.
- Most of the employees, 53 % are satisfied in working relationship with their superior.
- Majority of the employees (47 %) have good opinion towards the overall working environment of the institution whereas, (48 %) of the employees have average opinion about overall working environment of the institution and only 5% of the employees have bad opinion about the working environment.
- Only 25.3% of employees doesn’t get the reward from the company, whereas 74.7% employees get the reward from the company.
- Most of the employees (83%) of the employees feel that the company policy really protect their interest.

CHAPTER – V: SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Summary

A study was conducted to explore job satisfaction among blue-collar workers (drivers, helpers, laborer, security guards) employed in various sector of Pokhara Valley. Job satisfaction—defined as a positive emotional attitude toward one's work—is influenced by factors like compensation, job security, relationships with supervisors and coworkers, job stress, organizational reputation, and job position. Personal characteristics such as age, gender, education, marital status, social status, and tenure were considered moderating variables.

Using a descriptive survey design and questionnaires distributed to 75 respondents, the study applied descriptive and inferential statistics (means, percentages, standard deviations) to examine relationships between job satisfaction and its determinants. Results showed significant correlations: satisfaction was highest regarding coworker relations, followed by job position, stress, work environment, compensation, and least with job security.

5.2 Conclusion

This study of report is prepared to analyze the satisfaction level of employees working in different sector of Pokhara valley. For this, relevant information is referred and analyzed. After the overall data collection which is collected through the field survey, I analyze the satisfaction level of employees of different level and following conclusion have been made:

Most of the employees (68%) are satisfied with the training programmes provided by the company. Majority of employees (48%) have good opinion about the safety measure of the company however (39%) of the employees have average opinion. Only 49 % of the respondents are satisfied with the overall allowances provided, 38 % of the employees are neutral with the overall allowances and 13 % of respondents are dissatisfied towards it. Majority of employees that are getting chance in decision making of company are higher (50.7%) in comparison with those who does not get a chance to take part in decision making (21.3%), the remaining (28%) is neutral. Majority of employees, 65.3 % of the respondent's superior listen to their opinion and suggestion and 8 % of the respondent's superior does not listen to their opinion and suggestion whereas, 26.7 % of respondents are neutral towards it. Only 19 % of the employee respondents are dissatisfied with the time of their job in the institutions. Most of the employees 53 % are satisfied in working relationship with their superior. Majority of the employees (47 %) have good opinion towards the overall working environment of the institution whereas, (48 %) of the employees have average opinion about overall working environment of the institution and only 5% of the employees have bad opinion about the working environment. Only 25.3% of employees doesn't get the reward

from the company, whereas 74.7% employees get the reward from the company. Most of the employees (83%) of the employees feel that the company policy really protect their interest.

After analyzing all the data collected through the direct interview and questionnaire method, I found that most of the employees working in the different sector are satisfied with their work. Majority of the employees are satisfied with salary structure, working relationship with their superior, behavior and support of the management, training programmes. Also, Most of the employees are satisfied with their overall allowances and time of their job provided by the company. Higher portion of employees have average opinion about the safety measure and overall working environment of the company. However, there is some room for improving by the management of institution in order to satisfy the dissatisfied employees (very few) by improving the overall working environment of the institution and retain them.

5.3 Recommendations

- Management should provide promotional facilities to the employees then only they will be motivated in the job.
- Management should provide proper safety measures in the organization, so the employees will be secured in the job.
- Management has to make friendly and effective communication between employees and employers.
- Management should be more focused towards the job schedule and time off of their employees.
- Management should provide more opportunities to employees in order to participate in decision making.
- Management should maintain good relationship between employee and supervisor for the better guidance and also for the better work flow.
- Management should disburse the allowances depending on the performance and time of service in the institution.
- Management should provide better training in order to perform their work properly.
- Management should motivate and inspire their employees in order to maintain good working environment in the company.

- Management should provide allowances and other extra benefits to their employees time to time.

BIBLIOGRAPHY

Bratton, J., & Gold, J. (2001). *Human Resource Management: Theory ... - Google Books*. 432. https://books.google.com/books/about/Human_Resource_Management.html?id=wiROvgAACAAJ

Decotiis, T. A., & Summers, T. P. (1987). A Path Analysis of a Model of the Antecedents and Consequences of Organizational Commitment. *Human Relations*, *40*(7), 445–470. https://doi.org/10.1177/001872678704000704

Mowday, R. T., Steers, R. M., & Porter, L. W. (1979). The measurement of organizational commitment. *Journal of Vocational Behavior*, *14*(2), 224–247. https://doi.org/10.1016/0001-8791(79)90072-1

Shore, L. M., & Martin, H. J. (1989). Job Satisfaction and Organizational Commitment in Relation to Work Performance and Turnover Intentions. *Human Relations*, *42*(7), 625–638. https://doi.org/10.1177/001872678904200705

Stiles, P., Gratton, L., Truss, C., Hope-Hailey, V., & McGovern, P. (1997). Performance management and the psychological contract. *Human Resource Management Journal*, *7*(1), 57–66. https://doi.org/10.1111/J.1748-8583.1997.TB00274.X

TETT, R. P., & MEYER, J. P. (1993). JOB SATISFACTION, ORGANIZATIONAL COMMITMENT, TURNOVER INTENTION, AND TURNOVER: PATH ANALYSES BASED ON META-ANALYTIC FINDINGS. *Personnel Psychology*, *46*(2), 259–293. https://doi.org/10.1111/J.1744-6570.1993.TB00874.X

Appendix

Dear Respondents,

This project has been prepared as the partial fulfilment of the internal assessment of sixth semester student of Nepal tourism and hotel management college (BBA) in accordance with the syllabus recommended by Pokhara university. The information given will be purely for academic purpose and will be kept confidential will be very much obliged if you spare some time for answering the following questions.

Thankyou for the participation

Name: Julia Shrestha

BBA 6th Semester

Age

- ( ) 20-30
- ( ) 31-40
- ( ) 41-50
- ( ) 51 and above

Workplace

- ( ) Security Services
- ( ) Transportation Sector
- ( ) Cleaning Sector
- ( ) Construction Site

Job Title

- ( ) Driver and Conductor
- ( ) Laborer
- ( ) Cleaner
- ( ) Security guard

Education Qualifications

- ( ) Lower secondary
- ( ) Secondary
- ( ) +2
- ( ) Bachelor

Monthly Income (in Rs)

- ( ) Below 10000
- ( ) 10000-15000
- ( ) 15000-25000
- ( ) Above 25000

How long have you worked at this Organization?

- ( ) Below 2 years
- ( ) 2-5 years
- ( ) 5-10 years
- ( ) 10 years and above

Whether the company gives reward to the employee ?

- ( ) Yes
- ( ) No

Opinions

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Training Provided	[ ]	[ ]	[ ]	[ ]	[ ]
Allowances Provided	[ ]	[ ]	[ ]	[ ]	[ ]
Break Duration	[ ]	[ ]	[ ]	[ ]	[ ]
Working relationship with supervisor	[ ]	[ ]	[ ]	[ ]	[ ]
Time schedule of Work	[ ]	[ ]	[ ]	[ ]	[ ]
Reward Provided	[ ]	[ ]	[ ]	[ ]	[ ]
Job security	[ ]	[ ]	[ ]	[ ]	[ ]
Providing paid leave	[ ]	[ ]	[ ]	[ ]	[ ]

Opinion

	Good	Bad	Average
Safety measures of Company	[ ]	[ ]	[ ]
Overall working environment	[ ]	[ ]	[ ]

Do your supervisor listen to your opinions and suggestions?

- ( ) Yes
- ( ) No
- ( ) Neutral

Do you get a chance to take part in decision making ?

- ( ) Yes
- ( ) No
- ( ) Neutral

Do you get proper promotion and growth opportunities?

- ( ) Yes
- ( ) No
- ( ) Neutral

Do you feel that the company policy really protect your interest?

- ( ) Yes
- ( ) No

Do you have any problems with the present management setup?

- ( ) Yes
- ( ) No