

1.1 INTRODUCTION AND BACKGROUND ABOUT THE STUDY

This study focuses on analyzing the gap between employee expectations and actual work experience in Pinarayi Industrial Co-operative Society. By examining key aspects such as nature of work, work environment, compensation, job security, training and development, and interpersonal relationships, the study aims to identify areas of satisfaction as well as areas requiring improvement. The findings of the study are expected to provide valuable insights to the management of PICOS for formulating effective human resource policies, improving employee morale, and enhancing overall organizational performance. Ultimately, the study seeks to contribute to the creation of a more balanced and supportive work environment where employee expectations are realistically managed and positively fulfilled.

Human resources constitute the most valuable asset of any organization, and the success of an organization largely depends on how effectively it manages and satisfies its employees. In the contemporary work environment, employees enter organizations with certain expectations related to job roles, work conditions, compensation, career growth, job security, and organizational culture. When these expectations align with actual work experiences, employees tend to exhibit higher levels of job satisfaction, motivation, commitment, and performance. Conversely, a significant gap between employee expectations and actual work experience can lead to dissatisfaction, stress, low morale, absenteeism, and high employee turnover.

Employee expectations are shaped by various factors such as recruitment promises, organizational reputation, peer influence, educational background, and personal aspirations. Actual work experience, on the other hand, is influenced by organizational policies, leadership style, work environment, workload, interpersonal relationships, and available growth opportunities. Understanding the extent of alignment or mismatch between these two dimensions is crucial for organizations aiming to create a positive and productive workplace.

In the context of cooperative institutions, employee expectations and work experiences acquire added significance due to the unique nature of cooperative management, which emphasizes democratic participation, mutual benefit, and social responsibility. Industrial cooperative societies play a vital role in promoting employment, supporting

local industries, and contributing to regional economic development. The effectiveness and sustainability of such institutions depend heavily on employee satisfaction and commitment.

Pinarayi Industrial Co-operative Society (PICOS) is a prominent industrial cooperative organization that contributes to employment generation and industrial development in the region. Like many cooperative institutions, PICOS employs individuals from diverse socio-economic backgrounds who join the organization with varied expectations regarding job stability, fair wages, working conditions, recognition, and career advancement. The actual work experience of employees at PICOS is shaped by organizational structure, management practices, cooperative principles, and operational challenges.

SCOPE OF THE STUDY

The scope of the study is confined to an analysis of employee expectations and actual work experience in Pinarayi Industrial Co-operative Society (PICOS). The study focuses on understanding the level of alignment or gap between what employees expect from the organization and what they actually experience in their work environment. It covers employees working in different departments and at various levels within the organization to ensure a comprehensive understanding of employee perceptions.

The study examines key dimensions of employee expectations and work experience such as nature of work, working conditions, compensation and benefits, job security, workload, training and development opportunities, promotion and career growth, supervisory support, and interpersonal relationships at the workplace. By comparing expectations with actual experiences across these dimensions, the study aims to identify areas of satisfaction as well as areas requiring improvement.

OBJECTIVES OF THE STUDY

- To understand the expectations of employees working at Pinarayi Industrial Co-operative Society (PICOS).
- To analyze the actual work experience of employees in Pinarayi Industrial Co-operative Society (PICOS).

- To identify the gap between employee expectations and actual work experience.
- To assess the level of employee satisfaction with the existing working conditions.
- To suggest measures for improving employee satisfaction and work experience at PICOS.

LIMITATIONS OF THE STUDY

- The study is limited to employees of Pinarayi Industrial Co-operative Society (PICOS) only.
- The findings are based on the responses provided by employees, which may involve personal bias.
- The study covers a limited period and may not reflect future changes in the organization.
- The sample size may be limited, affecting the generalization of results.
- Time constraints may restrict an in-depth analysis of all related factors.

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