



RANI CHANNAMMA UNIVERSITY BELAGAVI



**G.P PORWAL ARTS, COMMERCE, & V.V. SALIMATH
SCIENCE AND BCA COLLEGE SINDAGI-586128**

RESEARCH TOPIC

TATA STEEL Ltd

RESEARCH STUDENT

Mallikarjun M. Nandageri

Reg No : C2060843

GUIDE

Prof. Prakash Teju
(M.Com, K-Set)

HOD, Dept of Commerce

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2022-23

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DECLARATION

I Mallikarjun M. Nandageri hereby declare that the Project Report entitled A STUDY ON CUSTOMER SATISFACTION TOWARDS TATA STEEL Ltd done by me under the guidance Prof. Prakash Teju Rathod (internal) is submitted in partial fulfillment of the requirements for the award of Bachelor of Business Administration.

PLACE: Sinadagi

Mallikarjun M. Nandageri

M.M. Nandageri
SIGNATURE OF
THE CANDIDATE

[Signature]
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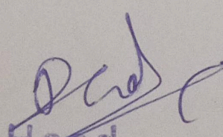
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ACKNOWLEDGEMENT

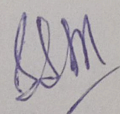
I am pleased to acknowledge my sincere thanks to board management of **G. P. PORWAL ARTS, COMMERCE & V. V. SALIMATH SCIENCE COLLEGE** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I would like to express my sincere and deep sense of gratitude to my Personal Training Guide **Dr. Srikant L. Patil** for his valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

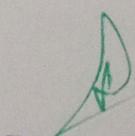
I wish to express my thanks to all teaching and non-teaching staff members of the college of Management Studies who were helpful in many ways for the completion of the Project work.


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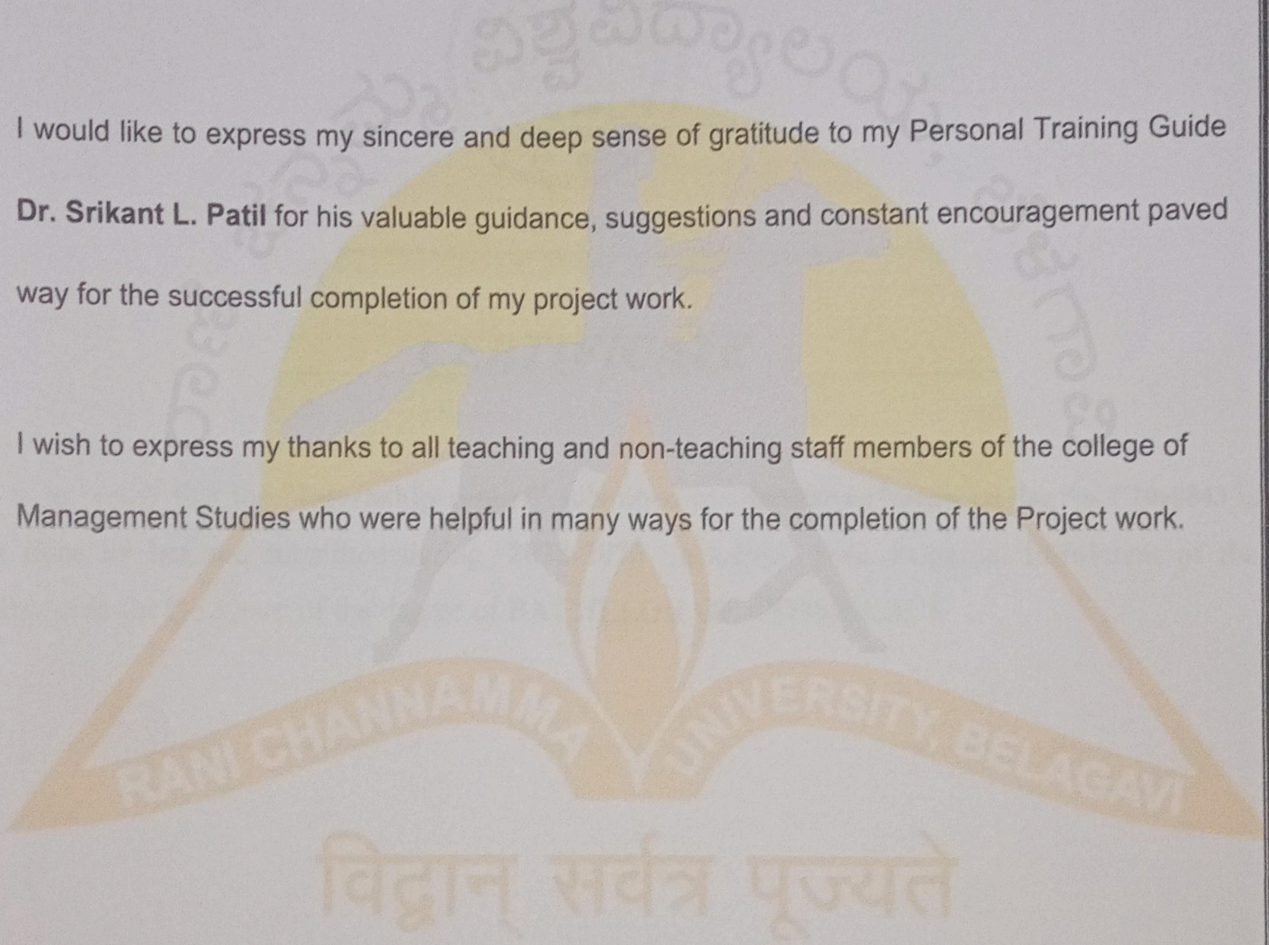
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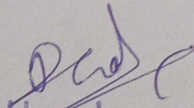
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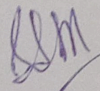
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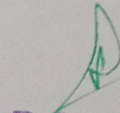



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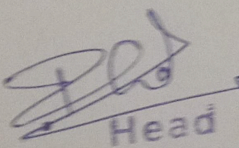
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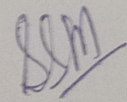
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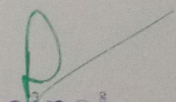


CERTIFICATE

This is to certify that the “Internship report” submitted by Mallikarjun Nandageri Reg No. C2060843 is work done by her and submitted during 2022-2023 academic year, in partial fulfillment of the requirements for the award of the degree of BACHELOR OF COMMERCE


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TATA

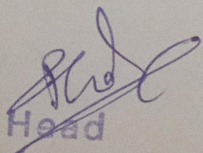
TATA STEEL LIMITED

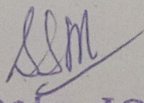
that TATA steel's profitability was better than other selected companies while JINDAL steel's profitability was next to TATA steel. It was also found that JSW and SAIL showed fluctuation in their profitability while UTTAM had a decreasing trend in the profitability during the period of study.

Prakash and Natarajan (2014) conducted a study on financial performance of Salem Steel Authority of India Ltd. The analysis revealed that there is a fluxion in the gross profit and net profit during the study period. The study helps to identify the financial position of the company. Optimum utilization of working capital can be planned so as to result in sound financial position of the company.

Dr.C.Balakrishnan (2016) observed that financial performance of any organization is influenced by several factors like capital structure, cost, revenue and the consequential profit margin. The study can be analyzed with many aspects like financial facts, financial ratios, financial health, financial strength and utilization of assets, etc. The study revealed that financial performance can be influenced by the operational and financial efficiency of the steel industry, which are related to cost and the revenue aspects. The study analyzed the performance of steel industry in India on the parameters such as profitability, utilization of assets, growth of performance, financial strength and capital structure. The study also attempted to identify the nature of relationship between the various aspects of financial performance.

Dalvadi & Tagariaya (2019), studied shareholders returns of selected Infrastructure companies in India during the period from 2013-14 to 2017- 18 through ratio analysis. The statistical tools used for analysis are mean, standard deviation, one way Anova test etc. They found that there is no significant difference in the performance of the selected Infrastructure companies in India in terms of shareholders return and financial performance during the study period. They also stated that the performance of DLF limited, Reliance Infrastructure limited and L & T limited have better compared to IRB Infrastructure Developers Limited and Nagarjuna Construction Company limited.


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CHAPTER 3

RESEARCH METHODOLOGY

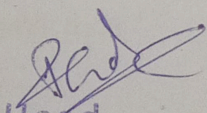
3.1 OBJECTIVES OF THE STUDY

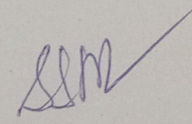
- To know the financial position of Tata steel.
- To bring out the results of financial strength and weakness of industry through Ratio analysis.
- To know the correct picture of financial operation of the industry in terms of liquidity and solvency.

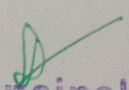
3.2 RESEARCH HYPOTHESIS

A research hypothesis is a statement of expectation or prediction that will be tested by research.

- Null Hypothesis- The Financial performance of Tata steel is satisfactory.
- Alternative hypothesis- The Financial performance of Tata steel is dissatisfactory.


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3.3 SCOPE OF THE STUDY

- The scope of the study is limited to collecting financial data published in the annual reports of the company every year.
- The ratio analysis is done to suggest the possible solutions. The study is carried out for 5 years data of Tata steel (2015-16 to 2019-20).
- This study is confined to Tata steel only.

3.4 RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. So the research methodology not only talks about the research methods but also considers the logic behind the method used in context of the research study.

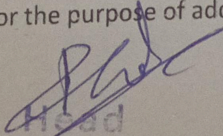
Research design

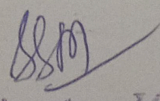
Descriptive research is used in this study because it will ensure the minimization of bias and maximization of reliability of data collected. The researcher had to use fact and information already available through financial statements of earlier years and analyse these to make critical evaluation of available material. Hence by making the type of research conducted to be both Descriptive and Analytical in nature.

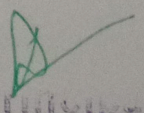
Data collection

a) Primary data

Primary data is data originated for the first time by the researcher through direct efforts and experience, specifically for the purpose of addressing his research problem. Also known as the first hand or raw


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