# A PROJECT REPORT ON

# Trust Development Training Program



**Submitted By:**

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**Roll No: 2005**

**Under the Supervision of**

**Ms. Priyanka U. Naik**

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**2021-2022**

# DECLARATION

I, the student of M.B.A. Part II of Goa Business School, Goa University, hereby declare that the project entitled "**Trust Development Training Program**" has been prepared by me towards partial fulfilment of the degree of Master of Business Administration under the guidance of my faculty guide Ms. Priyanka U. Naik. This project is neither in full nor in part has previously formed the basis for the award of any other degree of either this University or any other University.
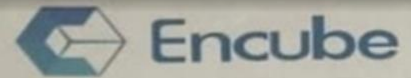
Date: 9th May 2022

Place: Goa University

Name: Pushpalata Sudhakar Bandodkar

Roll No.: 2005

# CERTIFICATE

Encube

Date: 6th May, 2022

## TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Pushpalata Bandodkar**, MBA-HR(2nd year) student of Goa Business School, Goa University, has successfully completed 16 weeks Internship Project with us from 7th Jan-2022 to 6th May-2022.

During her Internship project with us, we found her sincere, hard-working and punctual.

We wish her success in future endeavour.

For Encube Ethicals Pvt Ltd.

Vilas Patil
**Vilas Patil**
**General Manager – Human Resources**

# ACKNOWLEDGEMENT

The internship opportunity I had with Encube Ethicals Pvt. Ltd. Goa was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individuals as I was provided with an opportunity to be a part of it. I am very grateful to our **Goa Business School, Department of Management Studies** for providing me this opportunity to work with the corporate and meet so many wonderful people and professionals who led me through this internship period.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the **General Manager- Human Resource Mr. Vilas Patil**. Who is in spite of being Extraordinarily busy with their duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training. A special thanks to all the staff of Encube Ethicals Pvt. Ltd. Goa for their generous and positive support.

I express my deepest thanks **to Prof. Priyanka U. Naik** of Goa Business School, Department of Management Studies for taking part in useful decision and giving necessary advice and guidance. I choose this moment to acknowledge her contribution gratefully.

I perceive this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on the improvements, in order to attain desired career objective

Thank You

Pushpalata Sudhakar Bandodkar

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## 1. A brief note on the company

Encube Ethicals is an integrated pharmaceutical topical organization dedicated to only semisolid formulations since 23+ years. Our focus is to consistently excel in manufacturing and development of topical formulations which touches millions of patients globally. We help our customers serve global markets with innovative, technology driven & cost-effective topical products of the highest quality. When you outsource with us, we bring over technical agility along with a responsive team that adds real value to your manufacturing and development. For everything that Encube does, we intend to delight Encubians, business partners and end consumers by going beyond their expectations every time. It was started in 1998.

Encube Ethicals is a progressive contract development & manufacturing organization dedicated to topical semisolid formulations from Mumbai, India. We help our customers serve global markets with technology based, innovative, cost effective & consumer friendly topical products of the highest quality.

Experience, Speed & Flexibility. These are the values that define Encube's operational excellence. Located in Goa – India and covering over 65,220 m2, Encube is possibly the largest single site facility dedicated for dermatology products globally. By providing high levels of customer service, quality output and delivery on time, Encube always strives to provide its partners a reliable commercial supply.

Regulatory accreditations

- US FDA GMP certificate March 2012/Aug 2015
- ANSM EU GMP Nov 2017
- ANVISA GMP Nov 2017
- Russia GMP oct 2017
- WHO GMP certification Aug 2016
- Taiwan FDA Oct 2014
- UAE Mfg. Site inspection Aug 2013
- South Korean FDA June 2012

Leader

Mr. Mehul Shah is the founder and Managing Director.

Financial status

FY 2012 -100 crores

FY 2015 -180 crores

FY 2017-2018 -265 crores

FY 2018-2019 -308 crores

FY 2019-2020 330 crores

**Products**

1.Cetaphil: This brand makes product people with sensitive, dry and/or acne-prone skin

- Cetaphil Hydrating lotion
- Cetaphil Body wash
- Cetaphil Cleaner
- Cetaphil Cleansing lotions

2.Biluma

3.betnovate-N

4.Combiflame MS

5. Miconazole 7

6.Ozonol

7.Clean and Clear:

- Clean and Clear Moisture
- Clean and Clear Pimple face wash
- Clean and Clear Face scrub
- Clean and Clear Face wash

## 2. A brief note on strategic analysis

### 2.1 VRIN Analysis:

| Resources/ Capability | Valuable | Rare | Inimitable | Non-Substitutable | Competitive advantages |
|---|---|---|---|---|---|
| World's largest semi-solid dosage plant | Yes | Yes | No | Yes | Temporary advantage |
| World class technology, IIOT, R&D lab in US | Yes | Yes | Yes | Yes | Sustained advantage |
| Patented products cannot be copied | Yes | Yes | Yes | Yes | Sustained advantage |
| R&D lab with new product development | Yes | Yes | Yes | Yes | Sustained advantage |
| Human resource | Yes | No | No | No | Parity advantage |

## 2.2 SWOT Analysis:

| Strength | Weakness |
|---|---|
| <ul><li>World's biggest semi-solid dosage plant.</li><li>High capacity</li><li>Innovation via R&D, IIOT, ASRS (Robotic store)</li><li>World class quality control lab</li><li>US FDA approved plant</li></ul> | <ul><li>Single manufacturing site</li><li>High attrition (20%+)</li><li>Remote location (Madkaim is village and small industrial area)</li><li>Qualified people are not available locally, more depend on migrant force</li></ul> |
| **Opportunities** | **Threat** |
| <ul><li>Single Dosage from hence achieved high technical expertise</li><li>Build capacity is extremely high as compare to actual use capacity, can accommodate new products</li><li>R&D is working on new product development for US market, potential business in US</li></ul> | <ul><li>No alternative production site for handling unseen event</li></ul> |

### 2.3 <u>Porter 5 Forces Analysis:</u>

**Bargaining power of suppliers:(LOW)**

- Sales for the pharmaceutical industry concentrate in a handful of large players and that has decreased the bargaining power of suppliers
- The bargaining power of supplier is LOW

**Bargaining power of buyers: (MEDIUM)**

- Hospitals and other health care organizations buy in bulk quantities and exert pressure on pharmaceutical companies to keep prices in check
- Regular patients have lost bargaining power due to increase in generic drugs
- The bargaining power of buyers is MEDIUM competitive force.

**Threats of substitutes/ closeness of substitutes product:**

- Demand for generic versus branded name drugs has increased because of costs
- Generic drugs companies do have the high cost associated with the research and development of new drugs and that allow them to sell at cheaper price.
- The closeness of the substitute's product is a HIGH competitive force.

**Threats of new entrants:**

- High entry barriers due to costs associated with research and development of new drugs (i.e., years of investment in R&D for a drug may /may not work)
- Government regulations (i.e., FDA)
- The threat of entry posed by new or potential competitors is LOW competitive force due to the above entry barriers and regulatory constraints.

**Competitive rivalry:/ degree of rivalry among existing firm (HIGH)**

  Market is very competitive we compete only in US market (not in India).

- High rivalry among main companies in the industry. For example, the current rivalry in the erectile dysfunction space where Bayer & GlaxoSmithKline claim that Levitra works faster or Eli Lilly &ICOS claim that Cialis works longer than Pfizer's Viagra.
- The degree of rivalry among existing firms is a HIGH competitive force

### 2.4 <u>PESTLE analysis:</u>

❖ **Political:**

▪ **Government framework**

All countries have a certain framework regarding the pharmaceutical industry. This includes safety standards, certifications, and drug-related laws. While in many countries these laws are not so strict, in not so developed countries they are quite harsh and do not allow the pharmaceutical industry to progress.

▪ **Close market**

The pharmaceutical industry consists of various large corporations. And the global level of their distribution and marketing along with the regulatory framework makes it difficult for newcomers to enter the market. This show strict competition within the market as well as provide a large industry persona since most of the brand are established.

▪ **Price control**

Many countries along with the United States are creating laws that place strict control on pricing of drugs. This has caused hindrance to the growth of the industry. However, there are also populist demands of cheaper drugs for lower classes of society. Many pharmaceutical companies are facing major losses, and further fall in prices may force them too quiet.

❖ **Economical:**

▪ **Growth of individual income**

The general trend of the household spending is definitely increasing and they spend a large part of it towards the pharmaceutical industry. Purchase of drugs become more common than ever and one of the primary causes is that people now can own drugs that were previously of high price

▪ **New drugs**

Since R&D is at all time high thanks to the tremendous growth in technology, many new drugs are being introduced into the market. As a result of this people are purchasing these drugs and providing further growth to the industry. We expect the release of more such drugs in the near future.

- **Cost- cutting**

As a drug price are slashed by government regulations, pharmaceutical companies are having to cut down on their production cost. This is a major downtrend for the condition of pharmaceutical industry. However, it is expected that global economy will flourish in the coming decade allowing these companies to expand and take back the market.

- ❖ **Social:**
- **Generation health**

The current population feature people of older generation in a large number. This means that the number of sick people higher than ever. This placed a high amount of pressure on the pharmaceutical industry leading to its growth. However, when this particular generation passes away there is expected to be a downfall in the demand of various drugs.

- **Global obesity**

Obesity is a large factor than ever before. The last few decades witnessed rapid changes in the global diet style, and this has led to obesity in a large part of the populations. In the most development countries obesity in a large part of populations. In the most developed countries obesity is almost an epidemic, and this will soon be the condition in developing countries as well. The rapid growth in obesity rate has led to requirements of many drugs and allowed those particular sectors of the pharmaceutical industry to grow.

- **Health consciousness**

Monitoring once own heath has become a trend of the current generation while this may lead to lesser requirements of doctors and general physicians' people are now consuming more drugs than ever. However, exercising and fitness trends are also leading to lesser requirement for drugs as they lead to heathier lifestyle without the need for drugs.

- ❖ **Technological:**
- **Growth in the biotech industry**

Biotechnology allows the decoding of animals and plant aspect to help humanitarian causes. It has a large part to play in the creation of drugs and the current growth in this industry is producing many new medicines and also developing new method to make cheaper alternative.

These are high expectation from the biotech industry to grow even further and constantly fuel the growth of the pharmaceutical industry.

- **Market reach**

Marketing has come a long way from its origins. Now pharmaceutical companies are able to market their product directly to the consumer. This has led to consumer purchasing more drugs and creating demand for more consumer drugs.

- ❖ **Environmental:**
- **Carbon footprint**

Manufacturing drugs leave a large carbon footprint. And with the current environment concern, demands for regulation of pharmaceutical waste has become a major concern for these companies. Most of them are large businesses and are expected to meet highly stipulate environmental regulations. All the hazards material sends to waste Management Company for disposable. Water is re-cycled and used in the garden area.

- ❖ **Legal:**

Strong legislation and cyber security are the two main legal factors of pharma industry.

- **Strong legislation**

Frauds in the healthcare and pharmaceutical sector is quite common. This why most of the government have placed strict laws that audit the growth of these companies. As a result, pharmaceutical companies have to be careful you meet all governmental requirements while operating.

- **Cybersecurity**

Pharmaceutical companies are now largely data based. Hence, they need to ensure protection from cyber threats. If a company is open to cyber threats their customer might not trust their product and services

### 3. Project Questions

1. What is the impact of Trust Development Training program in the Encube Ethical Pvt Ltd?
2. What is satisfaction level of employees regarding Trust Development Training program?
3. Which are the changes take place after providing Trust Development Training program.
4. What is the importance of evaluation/feedback for employee as well as for the organization post Trust Developing Training program?

### 4. Literature Review

Yi Jiang and Wen-Ke Chen (2016) did research on the effect of organizational trust on organizational learning and creativity in hi-tech industry. The data was collected through questionnaires. The data was conducted by collecting 500 sample from the supervisors and employees. The research results show positive and significant effects of organizational trust on organizational learning. Also shows remarkable effects of organizational learning on creativity and positive effects of organizational trust on creativity.

Mika Vanhala and Shay S Tzafrir (2021) conducted study on the impacts of various dimensions of organizational trust on organizational performance in a specific context, comparing the information and communication technologies (ICT) and forest industries with different kinds of employees. The results show the connection of interpersonal trust and impersonal trust to the performance. The results emphasized the role of competence-related dimensions in performance. In addition, it was observed that some industry-specific peculiarities regarding the effect of both interpersonal and impersonal trust.

Benjamin Odei Appiah and Ravi Maharaj (2020) have done study that aims to ascertain how firms develop and maintain trust and the influences trust have in organizations. This study was conducted through a qualitative research method with an inductive approach by using semi-structured in-depth interviews. Interviews were gathered from employees of an IT company in Nepal. It is concluded that trust is mainly gained through the combinatory effort of the trustor and the trustee. The six cues identified to develop trust within an organization include; communication, accountability, commitment, consistency, transparency, and confidentiality.

Trust safeguards the operational and market performance of an organization and ensures a business is sustained into the future. Where there is a lack of trust, there would be a tendency for increased staff turnover and the virtual collapse of businesses

Sherwyn P.  Morreale & Pamela S. Shockley (2014) did research which examined what organizational leaders, in two post- communist countries, think about organizational trust. The researchers conducted nine personal interviews with leaders in organizations in Warsaw, Poland, and St. Petersburg and Moscow, Russia. The conclusion is this study provides guidance for seeking to better understand the foundational assumptions of any culture, history, or change that may have occurred in a culture and may have shaped trust and distrust norms, expectations, and beliefs.

Cevat Celep and Ozge Eler Yilmazturk (2012) did research to determine the relationship among organizational trust, perceived organizational support and commitment of teachers working in public primary schools. The research sample was 315 teachers from 18 public primary schools in Golcuk, Kocaeli. This finding supports the fact that trust has a significant role in teachers, putting more effort than expected without an expectation of reward in return. When the effects of sub-dimensions of organizational trust on Multidimensional organizational commitment analyzed, it can be seen that each sub-dimension has a distinct effect on organizational commitment. Trust to management affect commitment to organization.

### 5. Project Objectives

1. Whether there was effect of Trust Development Training program on the employees
2. To know the satisfaction of Trust Development Training Program

### 6. Project Methodology

It is the framework or a plan for study the guides the collection and analysis data.

The data is collected by using primary and secondary data.

**Primary data**: Primary data was collected through survey. The employee in the companies were personally interviewed with the help of questionnaire specifically designed for the purpose. The respondent from the company with different departments. I have taken 50 employees the collected examine by using pie charts.

**Secondary data**: The secondary data was collected from the articles, research paper and website which focused on the various aspect of trust development.

## 7. **Project Data Analysis**

1. Gender

| Particular | No. of response | Response in % |
|---|---|---|
| Male | 32 | 64% |
| Female | 18 | 36% |
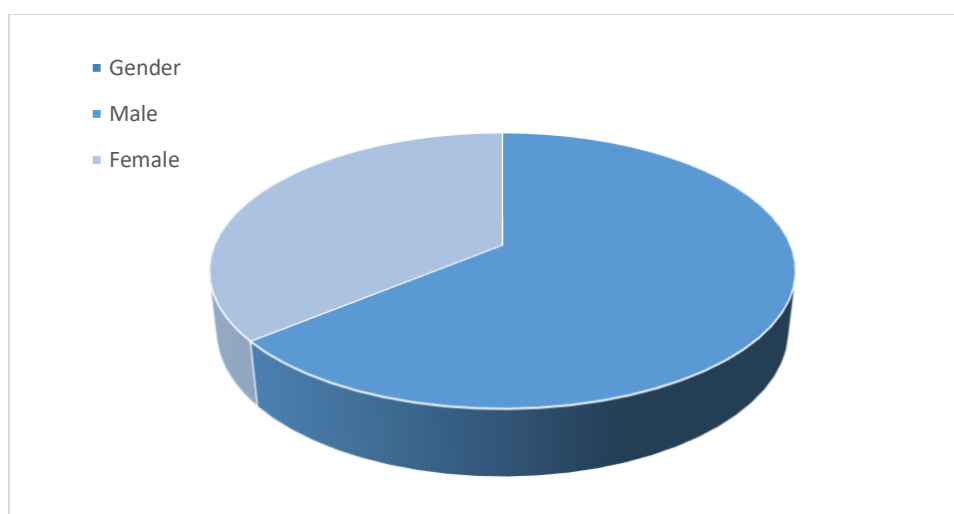


From the above pie chart, we can see that most of males had attended Trust development training program that is 64% and very few females had attended training program that is 36%.

2. Work Experience

| Particular | No. of response | Response in % |
|---|---|---|
| Less than 1 year | 12 | 24% |
| 2 to 5 years | 18 | 36% |
| 5 to 10 years | 9 | 18% |
| 10 to 20 years | 8 | 16% |
| More than 20 years | 3 | 6% |
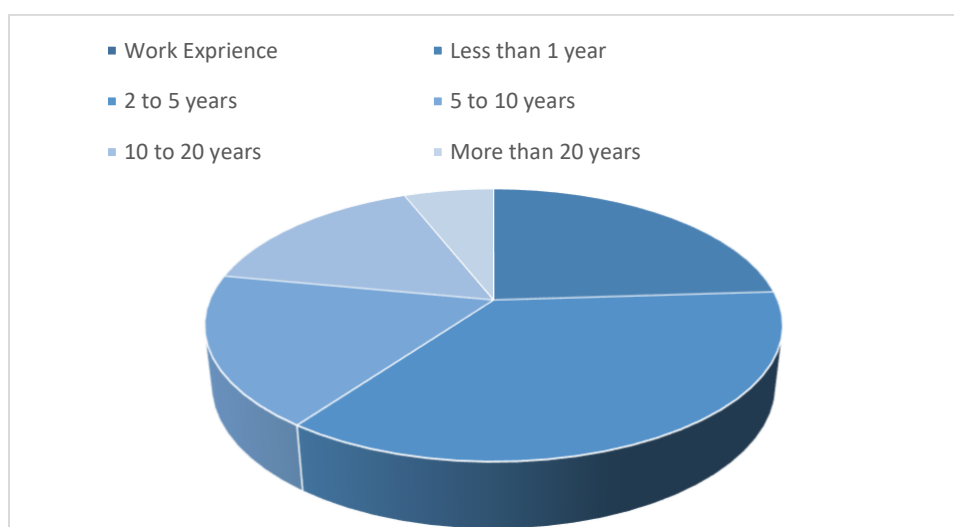


From the above pie chart, we can see that 50 employees were attended the Trust development training program, where 24% employees were less than 1 year experience, 36% employees were 2-to-5-year experience, 18% employees were 5 to 10 years, 16% employees were 10 to 20 years' experience where 6% employees were more than 20 years' experience.

3. Qualification

| Particular | No. of response | Response in % |
|---|---|---|
| SSC | 9 | 18% |
| HSSC | 13 | 26% |
| B. Com, B.Sc., BBA | 18 | 36% |
| M.Com, M.Sc., MBA | 10 | 20% |
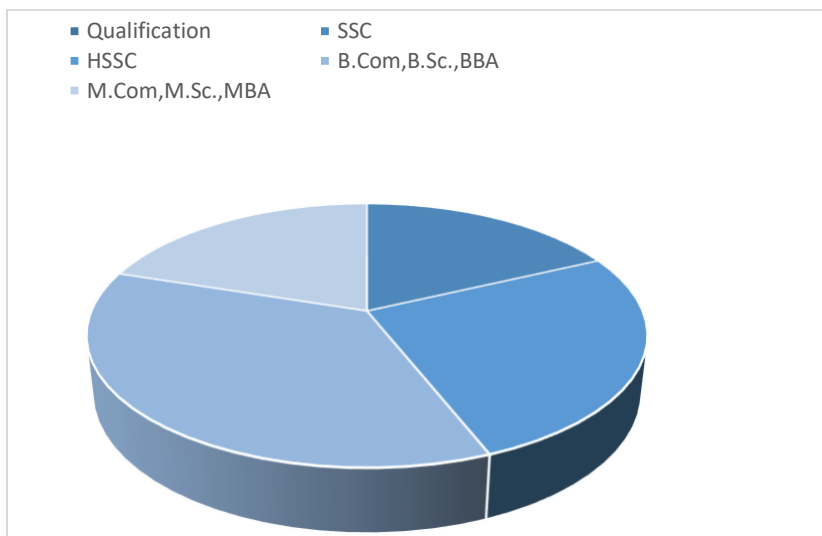


From the above pie chart, we can see that 18% of employees were SSC pass who had attended the program, 26% employees were HSSC pass, 36% employees were B. Com, B.Sc., BBA and 20% employees were M. Com, M.Sc., MBA.

4. Departments

| Particular | No. of response | Response in % |
|---|---|---|
| Production | 10 | 20% |
| Administration | 10 | 20% |
| Engineering | 10 | 20% |
| stores | 10 | 20% |
| QC | 10 | 20% |
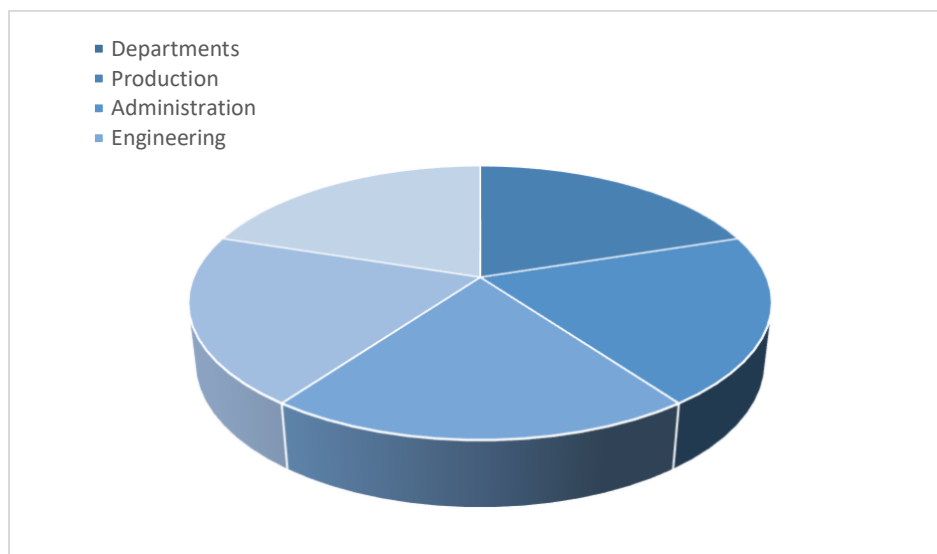


From the above pie chart, we can see that all department are equally attended the Trust development training program.

5. Have you attended Trust development training program before?
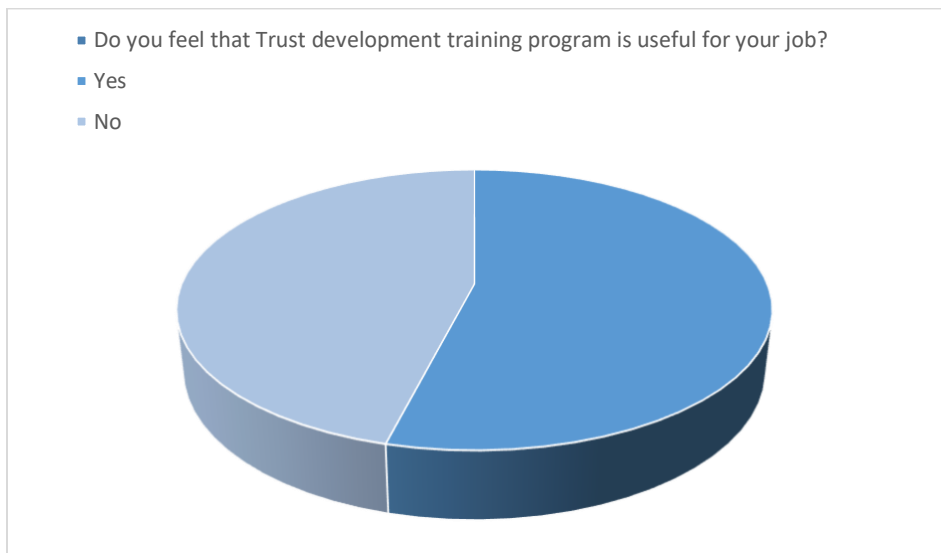
| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 14 | 28% |
| No | 36 | 72% |
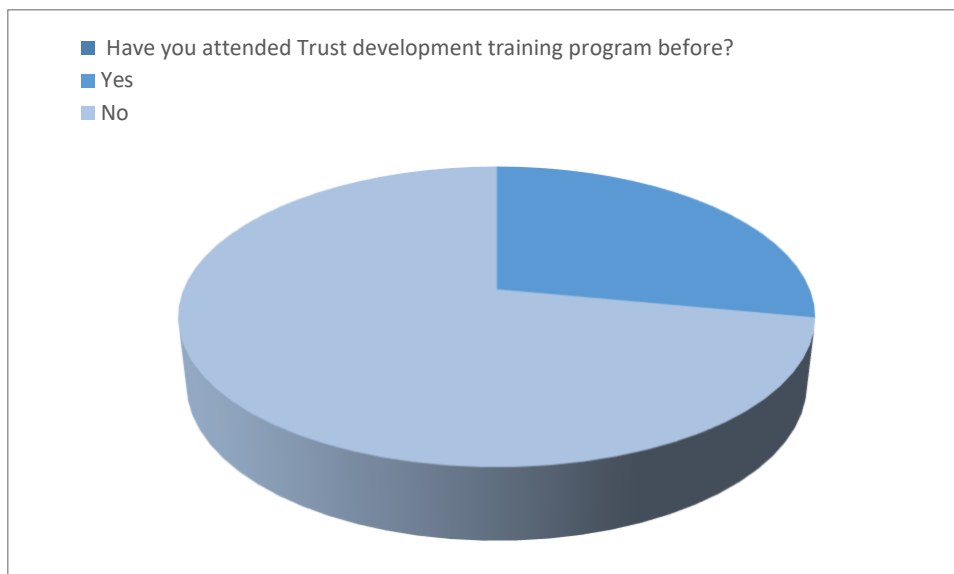


From the above pie chart, we can see that the 28% employees were attended training prom before where as 72% have not attended the training program before.

**Whether there was effect of Trust Training Development program on the employees.**

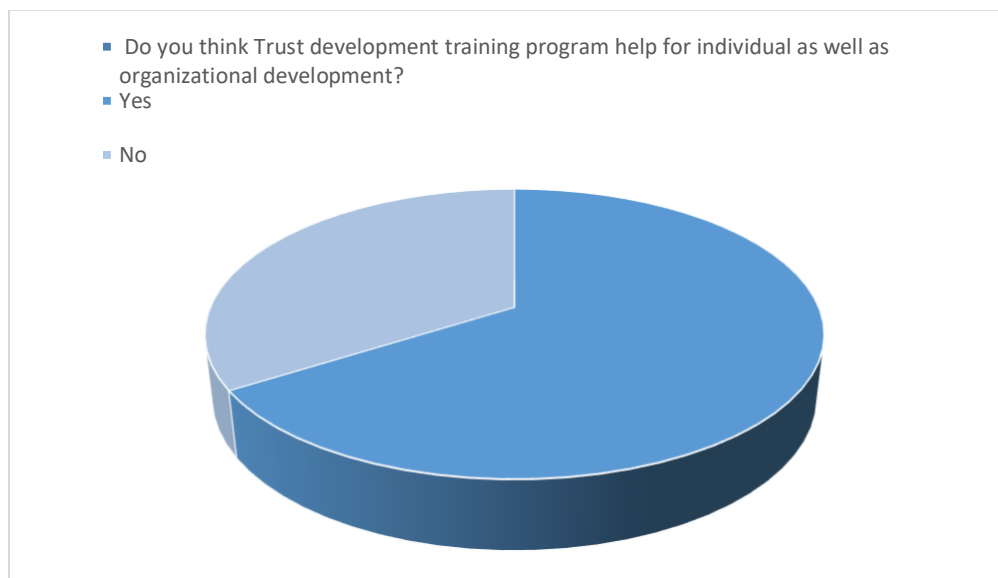6. Do you feel that Trust development training program is useful for your job?

| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 27 | 54% |
| No | 23 | 46% |



From the above pie chart, we can see that most of employees said yes as they feel that the Trust development training program is useful for their job that is 54%. And the only 46% employees said no as they feel that Trust development training program is not useful for them.

7. Do you think Trust development training program help for individual as well as organizational development?
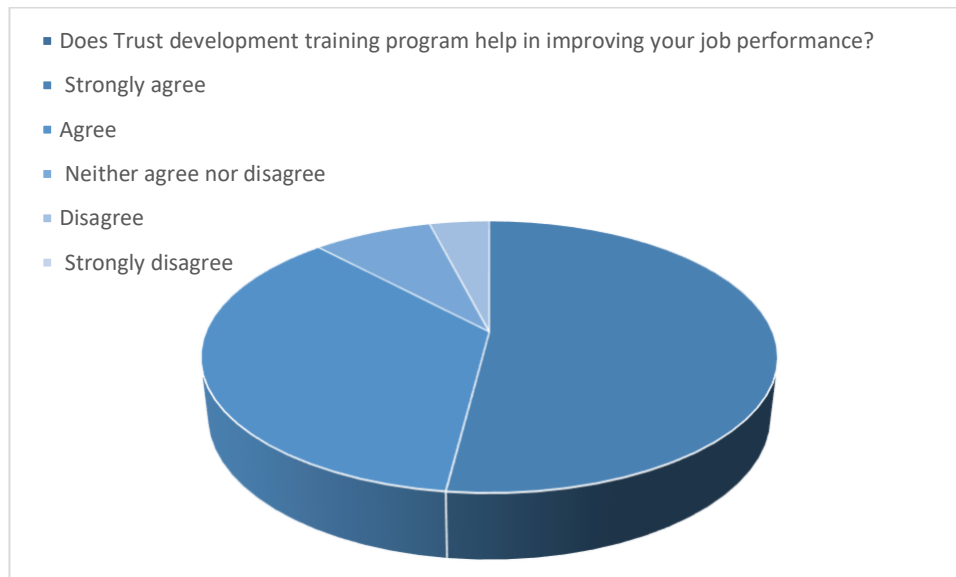
| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 33 | 66% |
| No | 17 | 34% |



From the above pie chart, we can see that 66% employees said yes as they think that Trust development training program help for individual as well as organizational development. Whereas 34% employees think that Trust development training program does not help for individual as well as organizational development.

8. Does Trust development training program help in improving your job performance?

| Particular | No. of Response | Response in% |
|---|---|---|
| Strongly agree | 26 | 52% |
| Agree | 18 | 36% |
| Neither agree nor disagree | 4 | 8% |
| Disagree | 2 | 4% |
| Strongly disagree | 0 | 0% |



From the above pie chart, we can see that 52% employees strongly agree that Trust development training program help in improving job performance. We can also notice that 36% employees were agree that the Trust development training program help in improving their job performance, 8% employees neither agree nor disagree and the only 4% employees were disagree and 0% employees are strongly disagreed.

9. Does Trust development training program help in your personal growth at work?
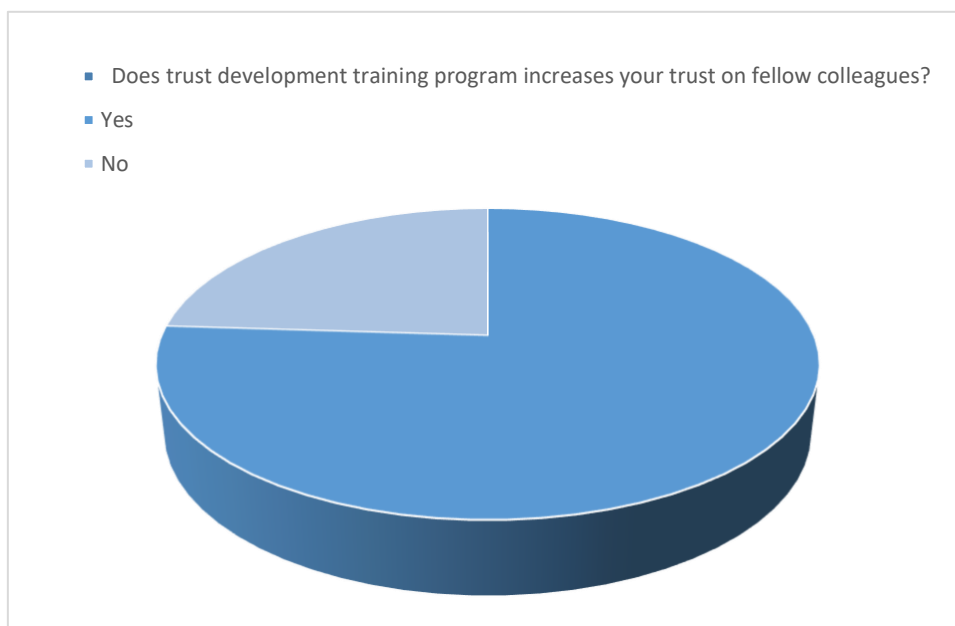
| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 41 | 82% |
| No | 9 | 18% |



From the above pie chart, we can see that 82% employees said yes as they feel that that the Trust development training program help in their personal growth at work. And 18% employees said no as feel that that the Trust development training program will not help them in personal growth at work.

10. Does trust development training program increases your trust on fellow colleagues?

| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 38 | 76% |
| No | 12 | 24% |



From the above pie chart, we can see that 76% employees said yes that the Trust development training increases their trust on fellow colleagues. And 24% employees said no.

11. Do you feel confident after the Trust development training program that your company will always treat you fairly?

| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 37 | 74% |
| No | 13 | 26% |



From the above pie chart, we can see that 74% employees said yes as they feel confident after Trust development training program that company will always treat them fairly. And the 26% employees said no as they feel that company will not always treat them fairly.

**To know the satisfaction of Trust Training Development program**

12. Do you believe that the Trust development training program will make your colleagues to help you into difficulties at work?
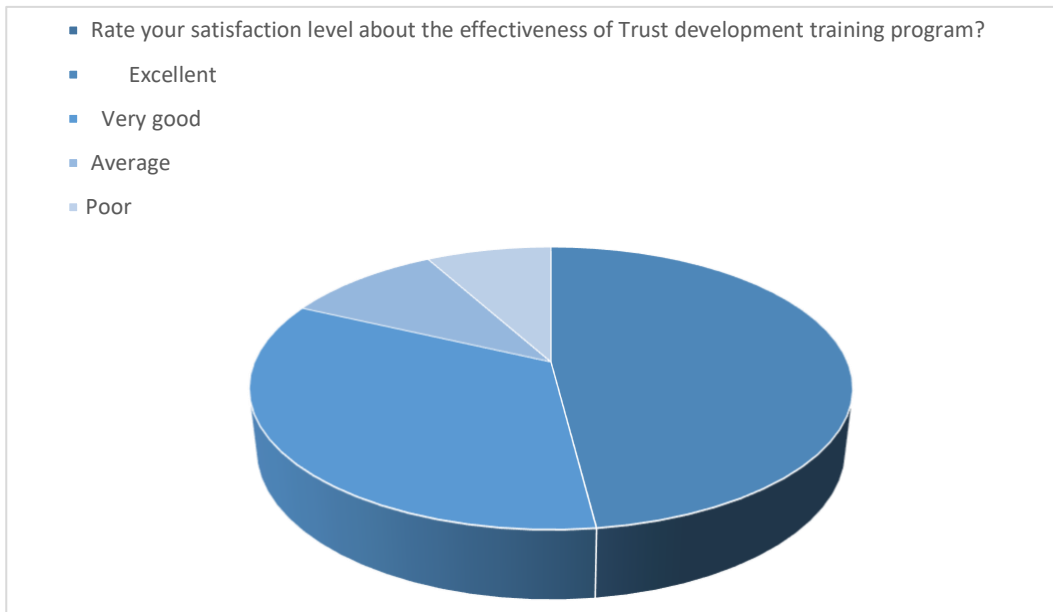
| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 35 | 70% |
| No | 15 | 30% |



From the above pie chart, we can say that 70% of employees said yes as they believe that the Trust development training program will make their colleagues to help them into difficulties at work and the only 30% employees said no as they believe that their colleagues will not help them in difficulties at work.

13. Rate your satisfaction level about the effectiveness of Trust development training program?

| Particular | No. of Response | Response in % |
|---|---|---|
| Excellent | 24 | 48% |
| Very good | 17 | 34% |
| Average | 5 | 10% |
| poor | 4 | 8% |



From the above pie chart, we can say that 48% employees rated as excellent as the satisfaction level about the effectiveness of Trust development training program. 34% rated as very good, where as 10% rated as average and the only 8% rated as poor as satisfaction level about the effectiveness of Trust development training program.

14. Is the mode of delivering the Trust development training program is satisfactory?

| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 26 | 52% |
| No | 24 | 48% |
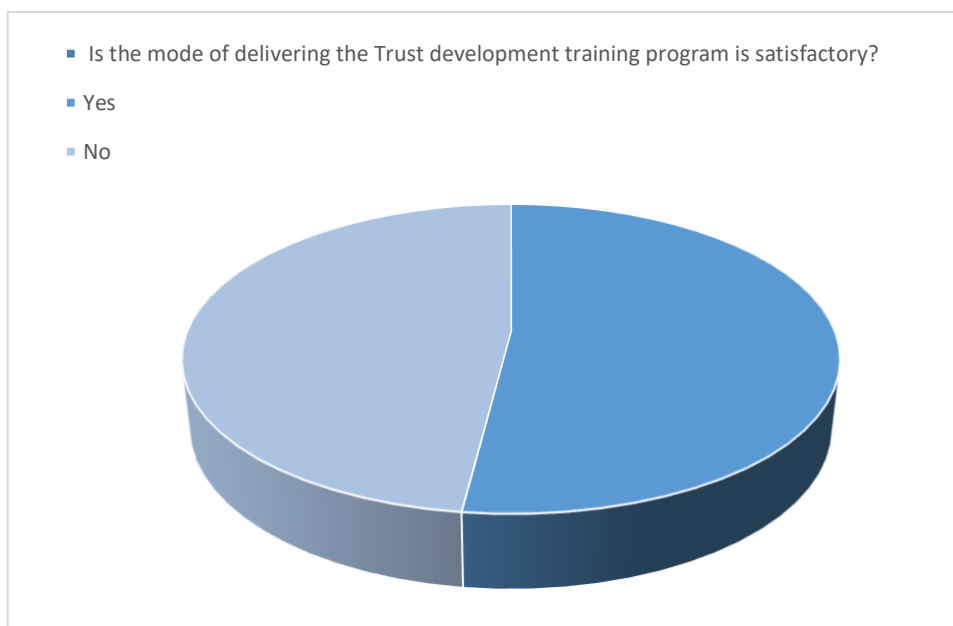


From the above pie chart, we can see that 52% employees said yes that the mode of delivering the Trust development training program is satisfactory. And 48% employees said no that they feel that the mode of delivering the Trust development program is not satisfactory.

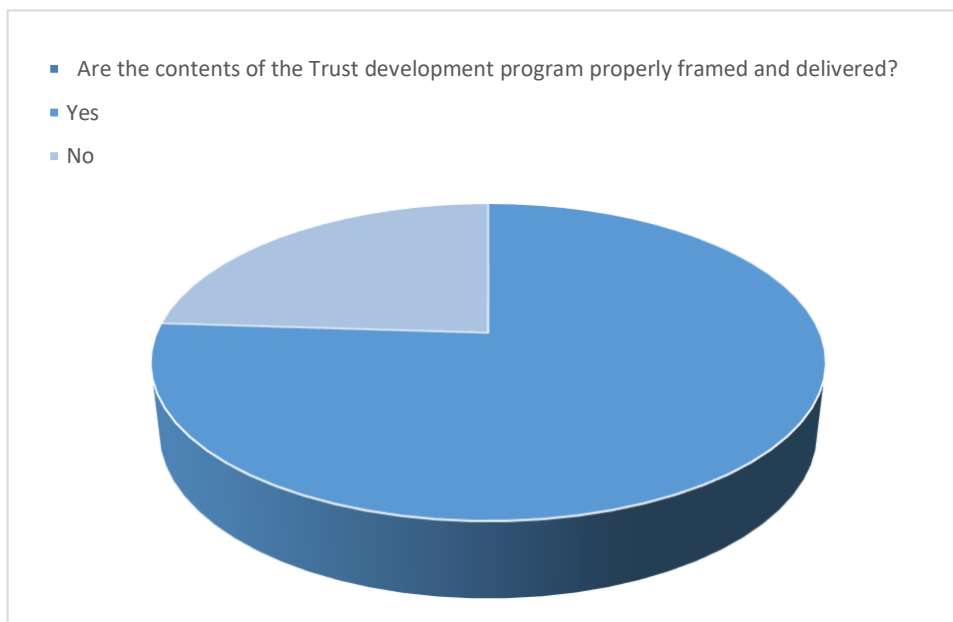15. Do you suggest change in the existing mode of Trust development training program?

| Particular | No. of response | Response in % |
|------------|-----------------|---------------|
| Yes | 19 | 38% |
| No | 31 | 62% |
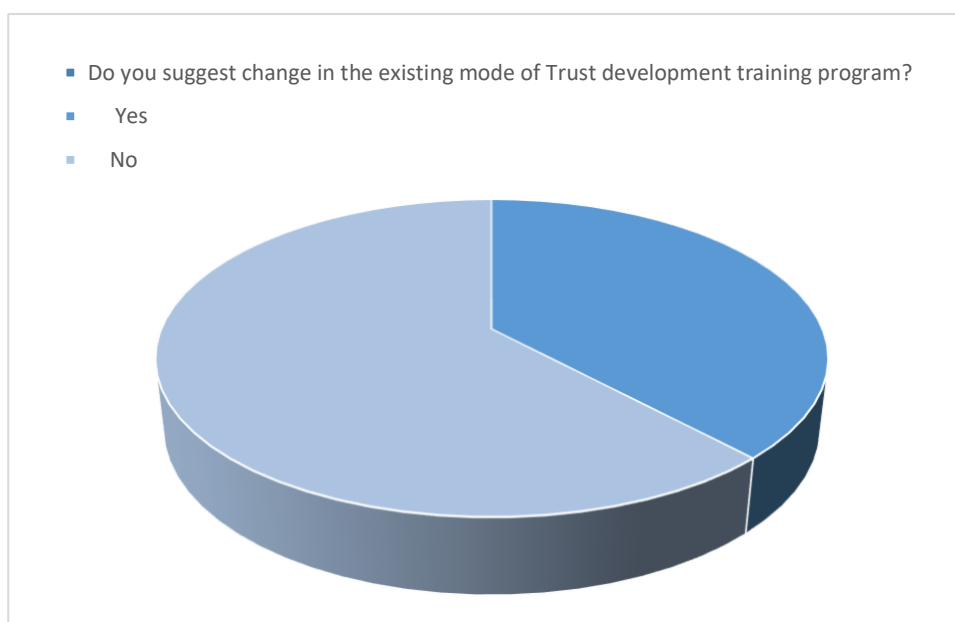


From the above pie chart, we can see that 38% employees said yes that we need to change the mode of Trust development training program. And 62% employees said no changes in the existing mode of trust development training program.

16. Are the contents of the Trust development program properly framed and delivered?

| Particular | No. of response | Response in % |
|---|---|---|
| Yes | 38 | 76% |
| No | 12 | 24% |

Are the contents of the Trust development program properly framed and delivered?
- Yes
- No

From the above pie chart, we can see that 76% employees said yes that the content of the Trust development training program properly framed and delivered and 24% employees said no as contents of the Trust development program not properly framed and delivered.

17. Do you prefer to attend such Trust development training program
    often?

| Particular | No. of response | Response in % |
| --- | --- | --- |
| Yes | 32 | 64% |
| No | 18 | 36% |

Do you prefer to attend such Trust development training program often?
Yes
No

From the above pie chart, we can see that 64% employees said yes that they wish to attend Trust development training program often. And 36% employees said no that they don't wish to attend such Trust training program often.

### 8. Project Data Findings

The Trust development training program is important in companies. The study was conducted to analyse whether there was effect of Trust development training program on the employees and to know the satisfaction level of Trust development training program.

The data collected and analyzed in earlier heading I found following findings:

**Whether there was effect of Trust development training program on the employees.**

Feel that Trust development training program is useful for job.

- More than half employees feel that the Trust development training program were useful for their job
- Less than half employees feel that the Trust development training program were not useful for their job

Think Trust development training program help for individual as well as organizational development.

- Majority employees think that Trust development training program help for individual as well as organizational development.
- Whereas very few employees think that Trust development training program does not help for individual as well as organizational development

Trust development training program help in improving your job performance.

- Majority that is more than half employees strongly agree that Trust development training program help in improving job performance.
- Less than half employees were agree that the Trust development training program help in improving their job performance.
- Very few employees neither agree nor disagree that the Trust development training program help in improving their job performance
- Only 8% employees were disagree that the Trust development training program help in improving their job performance

Trust development training program help in your personal growth at work.

- Many employees feel that that the Trust development training program help in their personal growth at work.
- And very few employees feel that that the Trust development training program will not help them in personal growth at work.

Trust development training program increases your trust on fellow colleagues.
- Majority employees feel that the Trust development training increases their trust on fellow colleagues.
- And minority employees feels that the Trust development training will not increases their trust on fellow colleagues.

Feel confident after the Trust development training program that your company will always treat you fairly.
- Most of the employee feel confident after Trust development training program that company will always treat them fairly.
- And the very few employees feel that company will not always treat them fairly.

From the above analyses we can conclude that there was effect of Trust development training program on employees as we get the data more than 50% for each question.

**To know the satisfaction of Trust Training Development program**

Believe that the Trust development training program will make colleagues to help into difficulties at work.
- Majority of employees believe that the Trust development training program will make their colleagues to help them into difficulties at work
- Only minority employees believe that their colleagues will not help them in difficulties at work.

Rate satisfaction level about the effectiveness of Trust development training program.

- Most employees rated as excellent as the satisfaction level about the effectiveness of Trust development training program. Less than half employees rated as very good as the satisfaction level about the effectiveness of Trust development training program.
- whereas very few employees rated as average as the satisfaction level about the effectiveness of Trust development training program.
- Only little percent of employees rated as poor as satisfaction level about the effectiveness of Trust development training program.

Mode of delivering the Trust development training program is satisfactory.
- Many of the employees said that the mode of delivering the Trust development training program is satisfactory.
- And less than half employees said that they feel that the mode of delivering the Trust development program is not satisfactory.

suggest change in the existing mode of Trust development training program.
- Minority employees said that we need to change the mode of Trust development training program.
- And majority employees said no changes in the existing mode of trust development training program.

The contents of the Trust development program properly framed and delivered.
- Most of the employees said that the content of the Trust development training program properly framed and delivered
- And very few employees said that the contents of the Trust development program not properly framed and delivered.

Prefer to attend such Trust development training program often.
- More than half employees said that they desire to attend Trust development training program often.
- And few employees said they don't wish to attend such Trust training program often.

### 9. Conclusion

From the above analyses we can conclude that, there was satisfactions to the Trust development training program. Whereas there should be change in the existing mode of Trust development training program. We need to improve in the trust development training program. Whereas it important to increase Trust in the company which can help to create long term relationship in the company.

### 10. Recommendations to the Company

Based on the above findings and my experience with the project I would like to say that the Trust development training program was good as most of the employees had given good feedback of trust development training program. This training program help employees to trust with each other in the organisation.

I would like to suggest that the trust development training program should keep innovating that the employees feel that the training program is interesting and will deliver their knowledge to others.

### 11. Learnings Derived

- The current software in company will be updated so we had the training session for employees. I would given the task for the holding this session for the employees in which I contacted the respected departments had and gather the employees for the training. I have to manage the timing of the employees so that it doesn't affect normal workflow.
- I was given responsibility to check their uniforms and grooming standards.
- There was vacancy in company in which I had to select the candidates as per the requirement and call them for the interview.
- There were lot to had interview in company the selection of the candidate done by the particular department manager in which I got to observe the different questions asked to interview and the interviewer reads the body language of interviewing.
- I learnt to make salary slip within the budget given to us for a particular position.

- I have to see that the food and the cafeteria was available to employees on time.
- I have to organized games for employees.
- During the internship, I learned how to communicate and build relationship with people I worked with.
- As I was giving them presentation it is important for Asking and taking professional feedback is vital because it is essential to take note of both positive and negative point for the future so I can grow and excel in my career.

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# Annexure

1. Gender
   i. Male
   ii. Female

2. Work experience
   i. Less than 1 year
   ii. 2-5
   iii. 5-10
   iv. 10-20
   v. More than 20

3. Qualification
   i. SSC
   ii. HSSC
   iii. B. Com, B.Sc., BBA
   iv. M.Com, M.Sc., MBA

4. Departments
   i. Production
   ii. Administration
   iii. Engineering
   iv. Stores
   v. QC

5. Have you attended Trust Development Training program before?

i. Yes

ii. No

6. Do you feel that Trust Development Training program is useful for your job?

i. Yes

ii. No

7. Do you think Trust Development Training program help for individual as well as organizational development?

i. Yes

ii. No

8. Does Trust Development Training program help in improving your job performance?

i. Strongly agree

ii. Agree

iii. Neither agree nor disagree

iv. Disagree

v. Strongly disagree

9. Does Trust Development Training program help in your personal growth at work?

i. Yes

ii. No

10. Does trust Development Training program increases your trust on fellow colleagues?

i. Yes

ii. No

11. Do you feel confident after the Trust Development Training program that your company will always treat you fairly?

   i.    Yes

  ii.    No

12. Do you believe that the Trust Development Training program will make your colleagues to help you into difficulties at work?

   i.    Yes

  ii.    No

13. Rate your satisfaction level about the effectiveness of Trust Development Training program?

   i.    Excellent

  ii.    Very good

 iii.    Average

 iv.    Poor

14. Is the mode of delivering the Trust Development Training program is satisfactory?

   i.    Yes

  ii.    No

15. Do you suggest change in the existing mode of Trust Development Training program?

   i.    Yes

  ii.    No

16. Are the contents of the Trust Development Training program properly framed and delivered?

   i.    Yes

  ii.    No

17. Do you prefer to attend such Trust Development Training program often?

  i.    Yes

 ii.    No