



INDOCO REMEDIES LIMITED

**A PROJECT REPORT ON
EMPLOYEES TRAINING AND DEVELOPMENT**

Submitted by:

Sarvada Ulhas Naik

Roll no: 2035

Under the Supervision of

Ms. Priyanka U. Naik

Assistant Professor of Management Studies

Goa Business School

Goa University

2021-2022

DECLARATION

I, Sarvada Ulhas Naik, the student of M.B.A. Part II of Goa Business School, Goa University, hereby declare that the Project report entitled “Employees Training and Development” with reference to “Indoco Remedies Limited, Goa” has been prepared by me under the guidance of Prof. Priyanka Naik, faculty of M.B.A Department, Goa Business School, Goa University. I also declare that this Project work is towards the partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Goa university Department of Management Studies. I have undergone a Fourth Semester HR project for a period of 4 months. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Date: 09/05/2022

Sarvada Ulhas Naik

Place: Goa University

Roll No.: 2035

ACKNOWLEDGMENT

Feelings of gratitude enrich both the giver and the receiver. It gives me great pleasure to present this Project based on Employees Training and Development at Indoco Remedies Ltd, Goa for my Second Year MBA for the Academic Year 2021-2022.

I would take this opportunity to express my sincere gratitude to Mr. Karunakar Bisoyee (Dy. Manager HR) for giving me the opportunity to carry out my study during the tenure of my Internship.

I am highly indebted to Mrs. Deepika Gayak (Sr. Officer-HR) Pooja Pagi (Officer-HR) Purvaj Raut (Jr Officer-HR) Ailcy Johnson (Sr. Office Assistant) for the guidance and support given as well as providing necessary information, I am sincerely thankful for all the departmental heads and every employee I have interacted with who turned out to be very polite and generous for sharing useful information about the functioning of the organization and assisting me for completing the project.

Lastly, my special thanks to Prof. Priyanka U. Naik for her constant guidance and encouragement given during the course of the study and giving me the opportunity for doing this project.

CONTENT

| SR.NO | TITLE | PAGE.NO |
|-------|------------------------------------|---------|
| 1 | A BRIEF NOTE ON THE COMPANY | 5 – 14 |
| 2 | A BRIEF NOTE ON STRATEGIC ANALYSIS | 15 – 19 |
| 3 | EMPLOYEES TRAINING AND DEVELOPMENT | 20 – 21 |
| 4 | PROJECT QUESTIONS | 21 |
| 5 | LITERATURE REVIEW | 21 – 23 |
| 6 | PROJECT OBJECTIVES | 23 |
| 7 | PROJECT METHODOLOGY | 23 – 24 |
| 8 | PROJECT DATA ANALYSIS | 25 – 38 |
| 9 | PROJECT DATA FINDINGS | 39 – 40 |
| 10 | PROJECT CONCLUSION | 40 |
| 11 | RECOMMENDATIONS TO THE COMPANY | 41 |
| 12 | LEARNING DERIVED | 41 |
| 13 | REFERENCES | 42 – 43 |
| | ANNEXURE | 44 – 48 |

1. BRIEF NOTE ON THE COMPANY

1.1. Pharmaceutical Industry in India

The Pharmaceutical industry in India is the world's third-largest in terms of volume and stands 14th in terms of value.

The government started to encourage the growth of drug manufacturing by Indian companies in the early 1960's, and with the Patents Act in 1970. However, economic liberalization in 90's by the former Prime Minister P.V. Narasimha Rao and the then Finance Minister Dr. Manmohan Singh enabled the Industry to become what it is today. This patent act removed composition patents from food and drugs, and though it kept process patents, these were shortened to a period of five to seven years.

The Indian pharmaceutical sector has come a long way, being almost non-existent before 1970 to a prominent provider of healthcare products, meeting almost 95% of the country's pharmaceutical needs. The industry today is in the front rank of India's science-based industries with wide ranging capabilities in the complex field of drug manufacture and technology. It ranks very high in the third world, in terms of technology, quality and range of medicines manufactured. From simple headache pills to sophisticated antibiotics and complex cardiac compounds, almost every type of medicine is now made indigenously.

The Indian pharmaceutical sector is highly fragmented with more than 20,000 registered units with severe price competition and government price control. It has expanded drastically in the last two decades. There are about 250 large units that control 70 per cent of the market with market leader holding nearly 7 per cent of the market share and about 8000 Small Scale Units together which form the core of the pharmaceutical industry in India (Including 5 Central Public Sector Units). These units produce the complete rang pharmaceuticals formulations. i.e., medicines ready for consumption by patients and about 350 bulk drugs, i.e., chemicals having therapeutic value and used for production of pharmaceutical formulations.

1.2. COMPANY PROFILE

Indoco Remedies Ltd., is a fully integrated, research-oriented pharma company engaged in the manufacturing and marketing of Formulations (Finished Dosage Forms) and Active Pharmaceutical Ingredients (APIs). It has seven decades of presence in the Indian Pharma market and a strong foothold in the international market across 55 countries. Indoco Remedies, a USD 145 million company, employees around 6000 personnel, including over 300 skilled scientists. They have 9 manufacturing facilities, out of which, 6 are for finished dosages and 3 for APIs, supported by a state-of-the-art R&D Centre at Rabale, Navi Mumbai and a Clinical Research Organization at Hyderabad.

Indoco has strengthened its wings in the international markets and offers complete solutions, including product development, manufacture and supply of Finished Dosages, APIs and Intermediates to generic companies worldwide. We have a large basket of products backed by ANDAs / eCTD Dossiers and Drug Master Files (DMFs).

Expertise in Research & Development, backward integration in API in select products, own CRO set-up, excellence in Finished Dosages manufacturing and a strong customer base will ensure consistent growth in the Company's Domestic, as well as International business. There are different departments in Indoco Remedies Ltd., namely

- Quality Assurance
- Quality Control [Including Micro QC]
- Human Resource [Includes Security, Housekeeping, OHC (Organizational Health Centre) and Safety department.]
- Information Technology
- Production (Dispensing, Granulation, Blending, Compression, Coating, Inspection and Packing)
- Engineering
- Warehouse.

1.3. OVERVIEW OF COMPANY

- Indoco Remedies Ltd, headquartered in Mumbai, is a fully integrated, research-oriented pharma company with presence in many countries.
- The Clinical Research Organization (CRO) supports the company in the form of research activities and specializes in conducting bioequivalence and bioanalytical studies for generic products.
- The company is striving to place itself on a strong promising path by expanding its business strategically, strengthening its manufacturing facilities and enhancing capabilities across the organization.

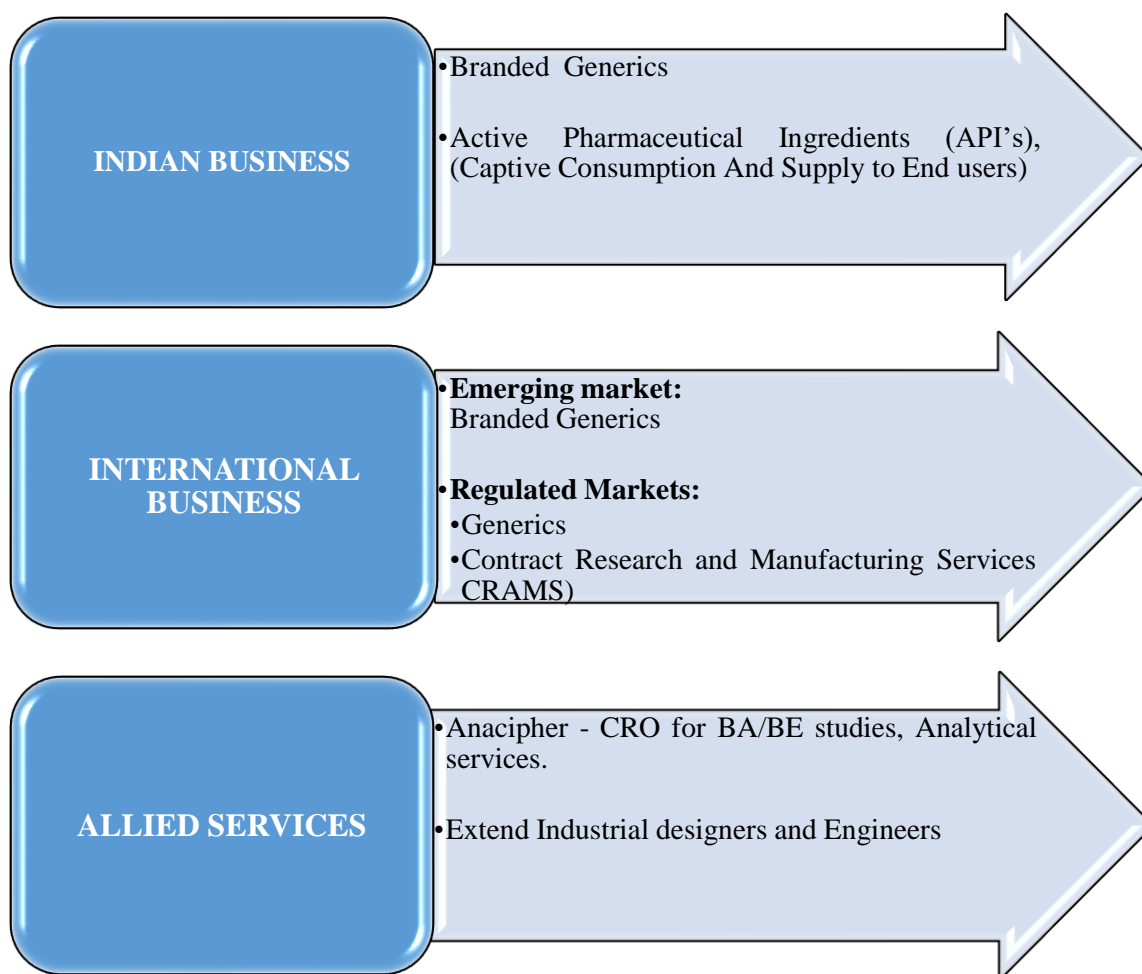
Indoco Remedies Ltd is a fast-growing Indian Company involved in:

- Research and Development
- Manufacturing and Marketing of formulation of Finished Dosage Forms and Active Pharmaceutical Ingredients (API's) in India.
- Distribution of Pharmaceutical products and services in the domestic and International market.
- Indoco has a good domestic presence and has strategically aligned itself for a giant leap to be a global player.
- Indoco has a strong International presence in regulated and emerging markets.
- Indoco has a broad product portfolio covering a wide range of therapeutic, segments, cardiology, diabetology and life style segments.
- Strengthening its manufacturing facility and enhancing capabilities across the organization.

Indoco has a strong brand portfolio in various therapeutic segments and high growth lifestyles segments including:

- Respiratory, Anti-Infectives, Dental-Care, Pain management- Musculo- Skeletal, Gastro-Intestinal, Ophthalmic, Cardiovascular, Anti-Diabetics, Anti-Obesity, Central Nervous System, Nutrition, Urology.

1.4. BUSINESS MODEL



1.5. VISION AND MISSION

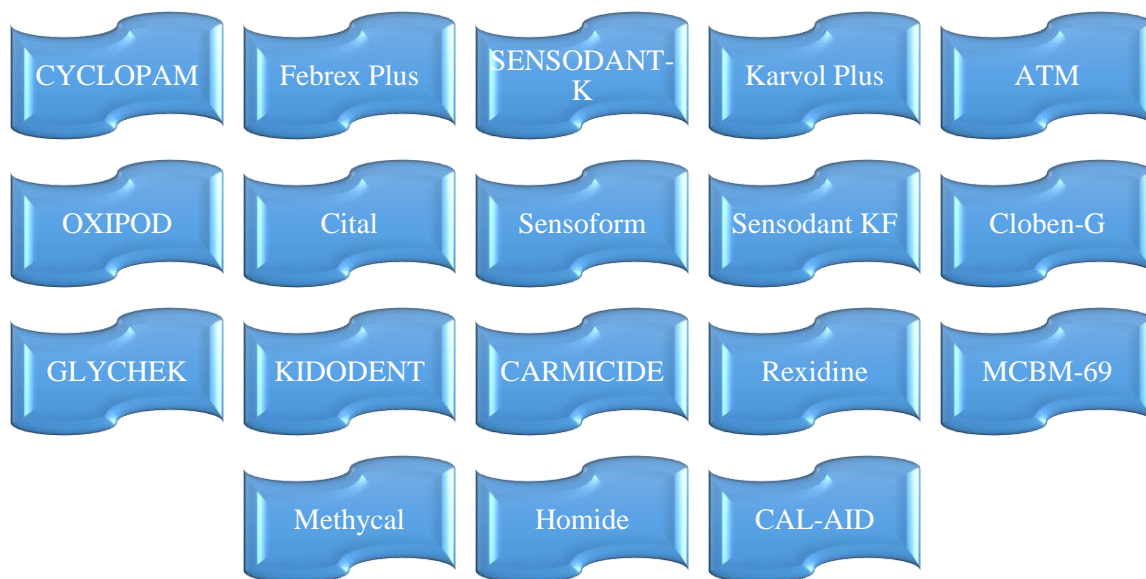
VISION

- To improve the quality of life by making available products of highest quality at affordable prices.
- To ensure that quality becomes a habit, a commitment that finds expression at every stage from production, testing, marketing to employee relations.
- To be a research based globally known company present in all continents of the world.

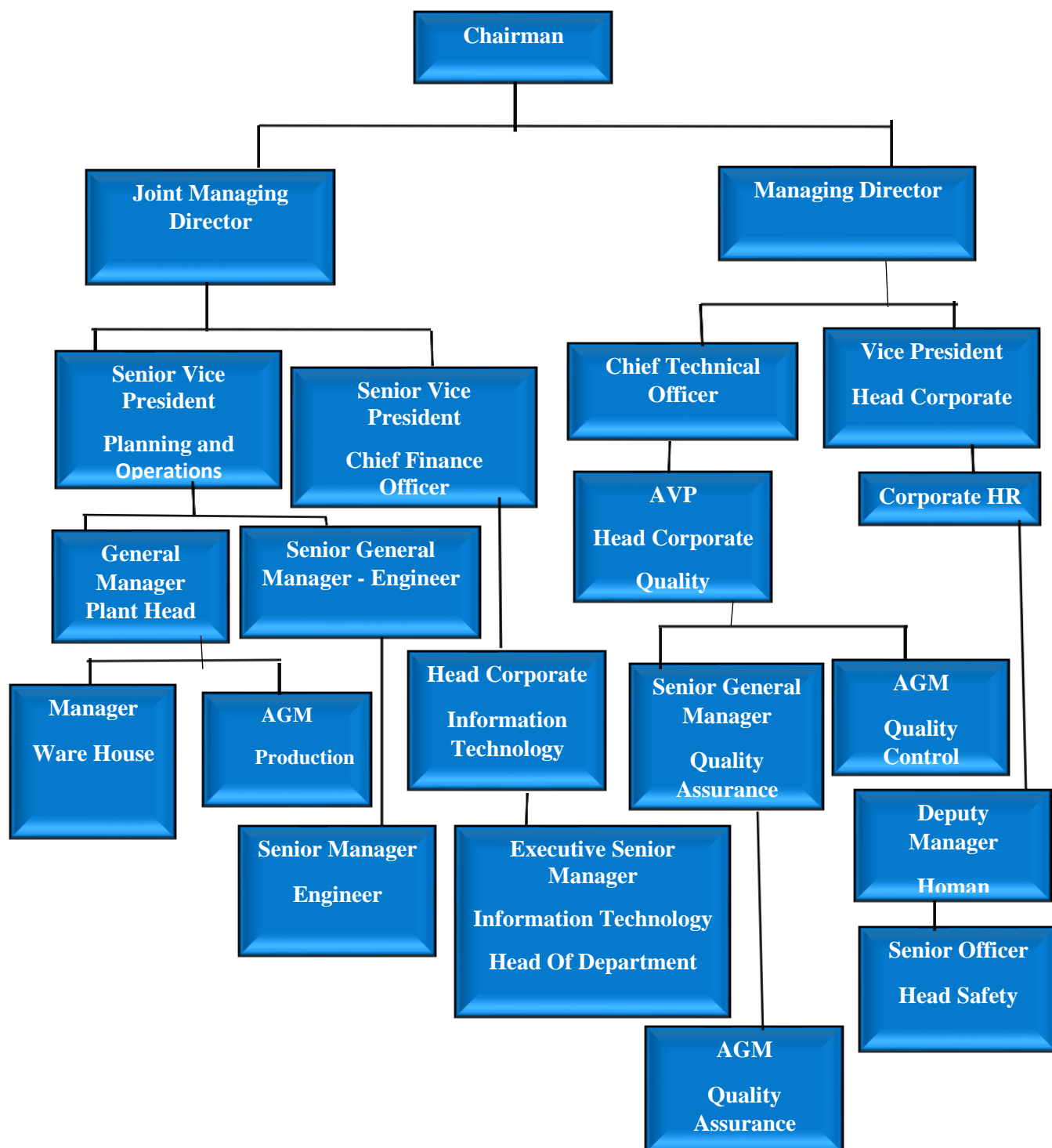
MISSION

- To continue to be quality driven, research based, focused pharmaceutical company.
- To adapt and assimilate cGMP (current Good Manufacturing Practices) with strict adherence to environment safety.
- To build on the trust generated by the medical fraternity.
- To share management goals with employees and celebrate corporate successes with them.

1.6. TOP BRANDS OF INDOCO REMEDIES LTD



1.7. INDOCO REMEDIES LTD ORGANIZATION STRUCTURE



1.8. ENVIRONMENT HEALTH AND SAFETY

The objectives of our Health & Safety Policy are:

- Complying with the applicable EHS legislation and statutory, regulatory and other requirements.
- Formation of a safety committee and assigning responsibilities at all levels in management for better coordination and implementation of the policy and to recommend, develop and review EHS performance.
- Identifying hazards, assessing risks and implementing effective control to prevent cause and mitigate possible consequences.
- Holistically managing health and wellness of our employees.
- Continuously improve our Environmental, Health, & Safety (EHS) performance by conserving natural resources, preventing pollution and providing safe workplaces and products.
- Contributing to sustainable development by establishing and implementing scientifically tested environmental standards and meet the requirement of relevant laws, regulations and codes of practice.
- Ensuring safe handling storage, usage and disposal of all substances and materials.
- Reducing waste, conserving energy and promote recycling of materials wherever possible.

Creating a sense of responsibility in every employee towards personal safety as well as co employees who may be affected by the employee's actions.

- Providing appropriate training and disseminate information to enable all employees to accept individual responsibility for Environment, Health and Safety, implement best practices and work in partnership to create a culture of continuous improvement.
- Integrating Environment, Health and Safety concept in to business and operation planning and decision making.

1.9. QUALITY POLICY

Indoco Remedies is committed to deliver medicines of highest quality at affordable prices. At Indoco, quality is a habit that finds expression at every stage, right from production, testing, marketing, logistics to employee relations. We conduct Research & Development, manufacture and supply of products using appropriate science, facilities and resources. Our processes are

driven by highest technologies and practices, In accordance with the applicable laws and regulations.

1.10. TOP SELLING PRODUCTS OF INDOCO REMEDIES LTD



TOP SELLING PRODUCTS

- Paracetamol 500 mg Tablets
- Metronidazole 200 and 400 mg Tablets
- Cetirizine HCl 10 mg Tablets
- Metformin 500, 850, and 1000 mg Tablets
- Cloben G Cream

| DOSAGE FORMS MANUFACTURED | CATEGORIES |
|---------------------------|--|
| Tablets | General (Other than Cephalosporins, Penicillin, Cytotoxic products and Hormones) |
| Capsules | |
| Liquids | |
| Ointments and Creams | |

| | PLANT CAPACITY |
|----------------------|----------------------|
| Type of Product | Capacity per month |
| Tablets | 2.0 Billion |
| Capsules | 120 Million |
| Liquid | 9.60 Million bottles |
| Ointments and Creams | 13.0 Million tubes |

LIST OF REGULATORY INSPECTIONS/APPROVALS

USFDA, MHRA, TGA-Australia, SAPHRA-South Africa, ANVISA-Brazil, MOH Pharmacy Board Tanzania, NDA-Uganda, WHO-GMP, Kenya, Tanzania TFDA, Ukraine.

MAJOR CUSTOMERS

Perrigo (Gal pharm)-UK, Aspen-South Africa, Crescent Pharma ltd- UK, Dezzo Pharma- South Africa, Gulf drugs- South Africa.



TOP SELLING PRODUCTS

- Ceprolen Eye/Ear Drops
- Tamigen Eye/Ear Drops
- Lignox 2% (Lidocaine 2% & Adrenaline)
- Gentamicin 0.3% Ear Drops
- Olapatadine Hydrochloride Ophthalmic Solution 0.1%
- Moxifloxacin Ophthalmic Solution
- Phenytoin Injection
- Brimocheck T (Brimonidine tartarate and Timolol 2mg/ml, 5mg/ml Eye drop solution)
- Zolichack T
- Tamigen S (Gentamicine Sulphate and dexamethasone sodium phosphate 0.3%)

| DOSAGE FORMS MANUFACTURED | CATEGORIES | | | | | | | | |
|---|---|----------------|--|-----------------|--------------------|------------------------------------|---|--|--|
| Sterile liquids Dosage forms (Small Volume Parenteral [SVP], Sterile Ophthalmic Solutions/ suspension/ Emulsions and Sterile Otic Solution). | General (Other than Cephalosporins, Penicillin, Cytotoxic products and Hormones). | | | | | | | | |
| <table> <tr> <th colspan="2">PLANT CAPACITY</th></tr> <tr> <th>Type of Product</th><th>Capacity per month</th></tr> <tr> <td>Sterile Liquid Dosage Forms</td><td>9.5 million Ampoules 16.5 million Vials, (Glass Vials/ Plastic bottles)</td></tr> <tr> <td></td><td></td></tr> </table> | | PLANT CAPACITY | | Type of Product | Capacity per month | Sterile Liquid Dosage Forms | 9.5 million Ampoules 16.5 million Vials, (Glass Vials/ Plastic bottles) | | |
| PLANT CAPACITY | | | | | | | | | |
| Type of Product | Capacity per month | | | | | | | | |
| Sterile Liquid Dosage Forms | 9.5 million Ampoules 16.5 million Vials, (Glass Vials/ Plastic bottles) | | | | | | | | |
| | | | | | | | | | |

LIST OF REGULATORY INSPECTIONS/APPROVALS

USFDA, UK-MHRA, TGA-Australia, Tanzania FDA, NDA-Uganda, WHO-GMP, SUKL-Czech

Republic, ANVISA-Brazil, Republic of Kenya Health Canada.

MAJOR CUSTOMERS

Teva-US, Sterimax-Canada, Aspen-South Africa, Medivision-South Africa, Ricon-US, Dezzo-South

Africa, Dr. Reddy's, CIPLA, Apotex-US, Apollo-US, Seagent-US, Morningside-UK, Athenex-US, MintCanada, Fresinus Kabi-US, Prove-pharm- Canada, AEP (Mylan, Stada, DOC-Genericie), Gescent Europe.



TOP SELLING PRODUCTS

- Metformin ATID 500/880/1000mg, Europe.
- Metformin Axcount 1000mg, Europe.
- Pharmacare paracetamol tablets, New Zealand.
- Allopurinol Tablet 100mg and 300mg- Europe.
- Metex XR, Australia.

| PLANT CAPACITY | |
|---------------------------|---|
| Type of Product | Capacity per month |
| Tablets | 100 million Tablets/month |
| DOSAGE FORMS MANUFACTURED | CATEGORIES |
| Tablets | General (Other than Cephalosporins, Penicillin, Cytotoxic Products and Hormones). |

LIST OF REGULATORY INSPECTIONS/APPROVALS

USFDA, WHO India (CDSCO), EU Hungary OGYEI, Czech Republic Regulatory.

MAJOR CUSTOMERS

Dexcel Pharma-Germany, Bristol Laboratories-UK, HELM-Portugal, Sandoz-Europe, Apotex-Europe, Bluefish- Europe, Technimede- Europe, AET-Europe, Rivopharm-Europe, Axcount-Germany.

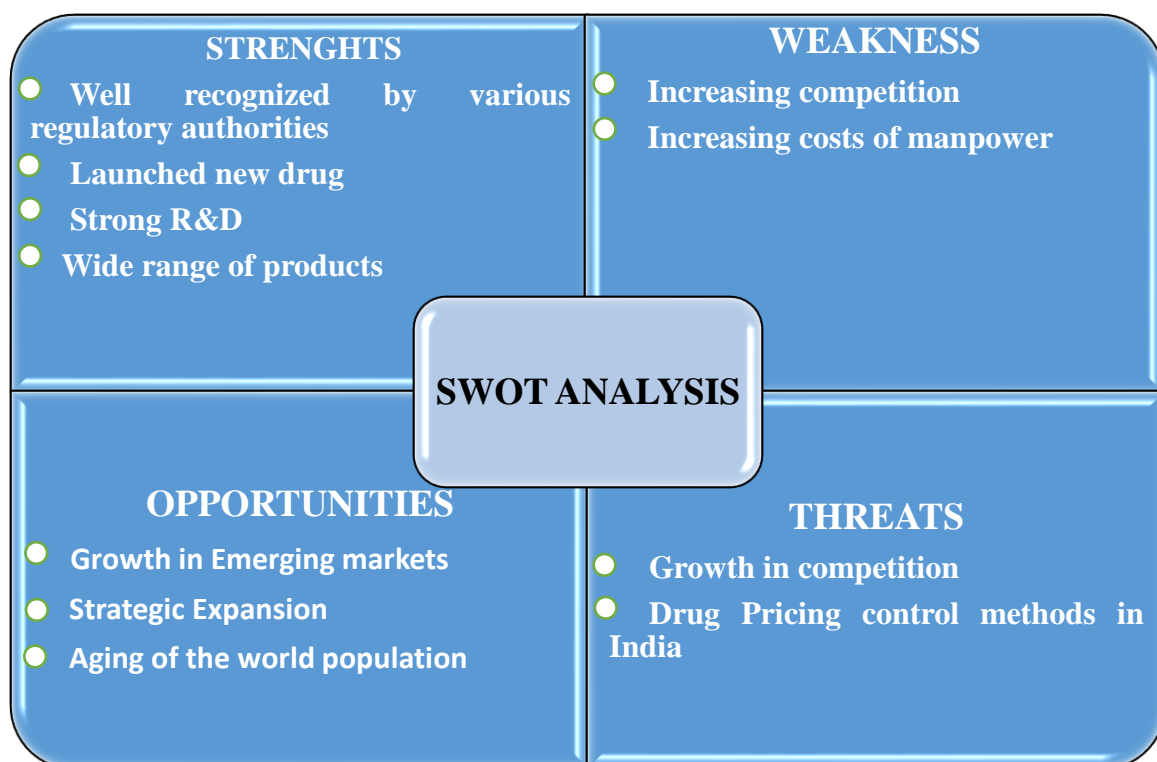
2. A BRIEF NOTE ON STRATEGIC ANALYSIS

2.1. COMPANY ANALYSIS

I] VRIN ANALYSIS

| Resource/ Capability | Valuable | Rare | Inimitable | Non-Substitutable | Competitive Implications |
|------------------------|----------|------|------------|-------------------|------------------------------|
| Research & Development | Yes | Yes | No | Yes | Temporary Advantage |
| Brand Awareness | Yes | Yes | Yes | Yes | Sustained Advantage |
| Physical | Yes | No | Yes/No | Yes | Possibly Sustained Advantage |
| Product Quality | Yes | Yes | Yes | Yes | Sustained Advantage |
| Financial | Yes | Yes | Yes | Yes | Sustained Advantage |

II] SWOT ANALYSIS



STRENGTHS

- **Well recognized by various regulatory authorities:** Indoco's manufacturing facilities are of highest regulatory standards, complying with WHO-cGMP guidelines. They have been approved by various regulatory authorities such as, USFDA, UK-MHRA, TGA-Australia, SAHPRA-South Africa, NDA-Uganda, TFDA-Tanzania, MOH-Ukraine, PPB-Kenya, PMDA-Japan, DPML-Ivory Coast, etc.
- **Launched new drug:** In this present scenario of covid-19, Indoco Remedies Ltd being a pharmaceutical company has gained profit and has launched a new drug namely, Fevindo-400 (Favipiravir), which is an antiviral drug, effective against the RNA-based influenza virus. This drug has been approved by DCGI in the treatment of Covid-19.
- **Strong R&D:** Indoco Remedies has set up strong R & D department which is located at Rabale, Navi Mumbai, which focuses on developing new products as well as on improving drug delivery systems and expanding product applications. The strong R&D facilities are well supported by many manufacturing plants across the cities.
- **Wide range of products:** Indoco Remedies Ltd is constantly looking for expansion of its product portfolio. Indoco has a well-built and broad product portfolio covering a wide range of therapeutic segments, including high growth life style segments such as Anti-Diabetics, Cardiovascular, Central Nervous System, Musculo-Skeletal, Nutrition and Dental care.

WEAKNESS

- **Increasing competition:** The Covid-19 pandemic along with Indoco Remedies Ltd has been beneficial to other pharma companies as well. All the companies are in the run of increasing their profits in this pandemic. There is high competition in the market from major competitors such as FDC, Glenmark, Marksans Pharma etc.
- **Increasing costs of manpower:** Rapidly Increasing costs of skilled manpower such as scientists/ Regulatory compliance personnel/ international business development personnel is pushing up the cost of innovation.

OPPORTUNITIES

- **Growth in Emerging markets:** Indoco has a strong International presence in regulated and emerging markets. The company has facilities which are of highest international standards and this has primarily contributed to Indoco's success with formulation exports in the European market.

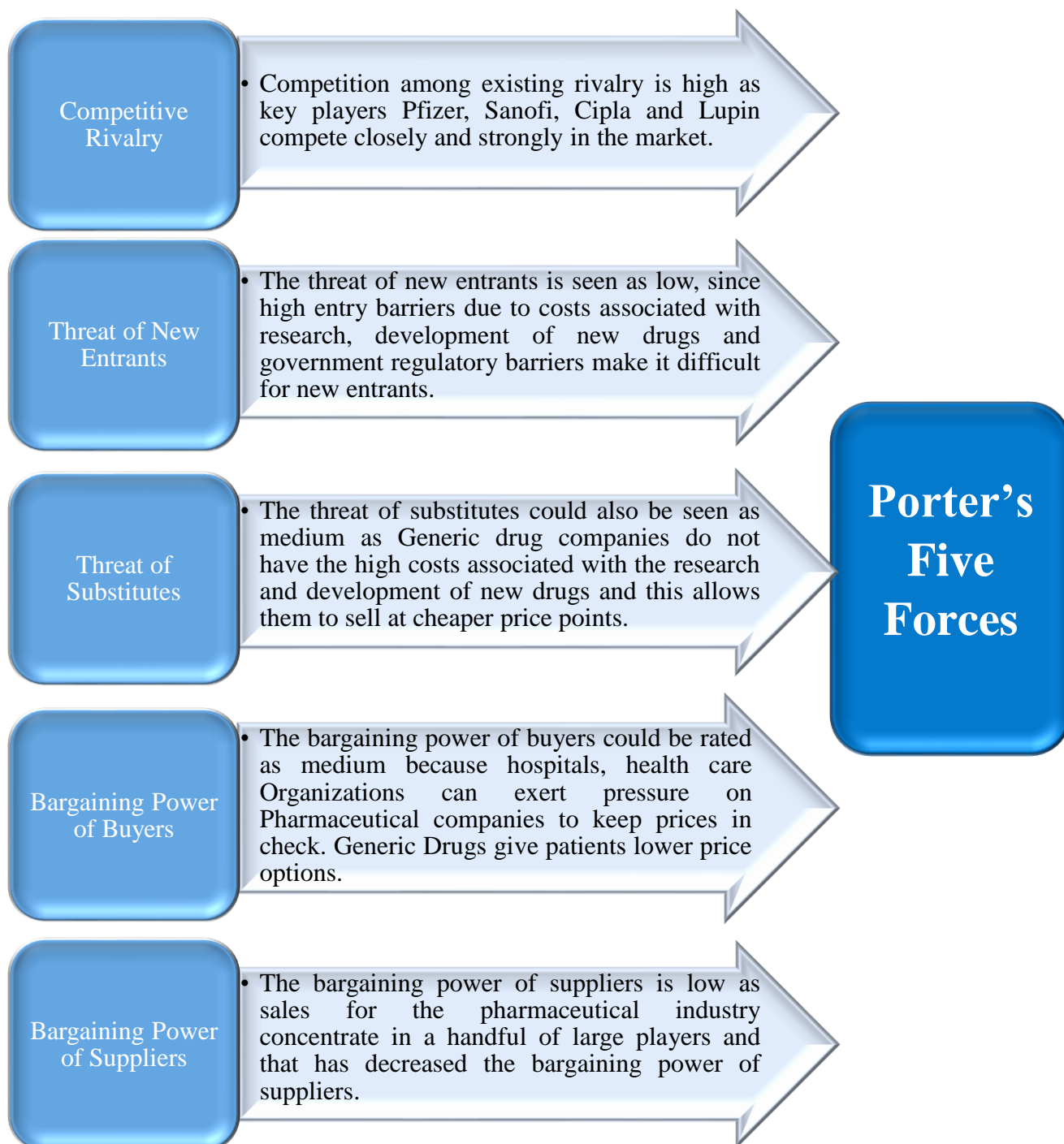
- **Strategic Expansion:** Indoco has a good domestic presence and has strategically aligned itself for a giant leap to be a global player.
- **Aging of the world population:** The increasing aging population offers a range of opportunities to Indoco. Aging population means more health issues to tackle. This creates greater demand for pharmaceutical products, and this will lead to more revenue to Indoco Remedies Ltd.

THREATS

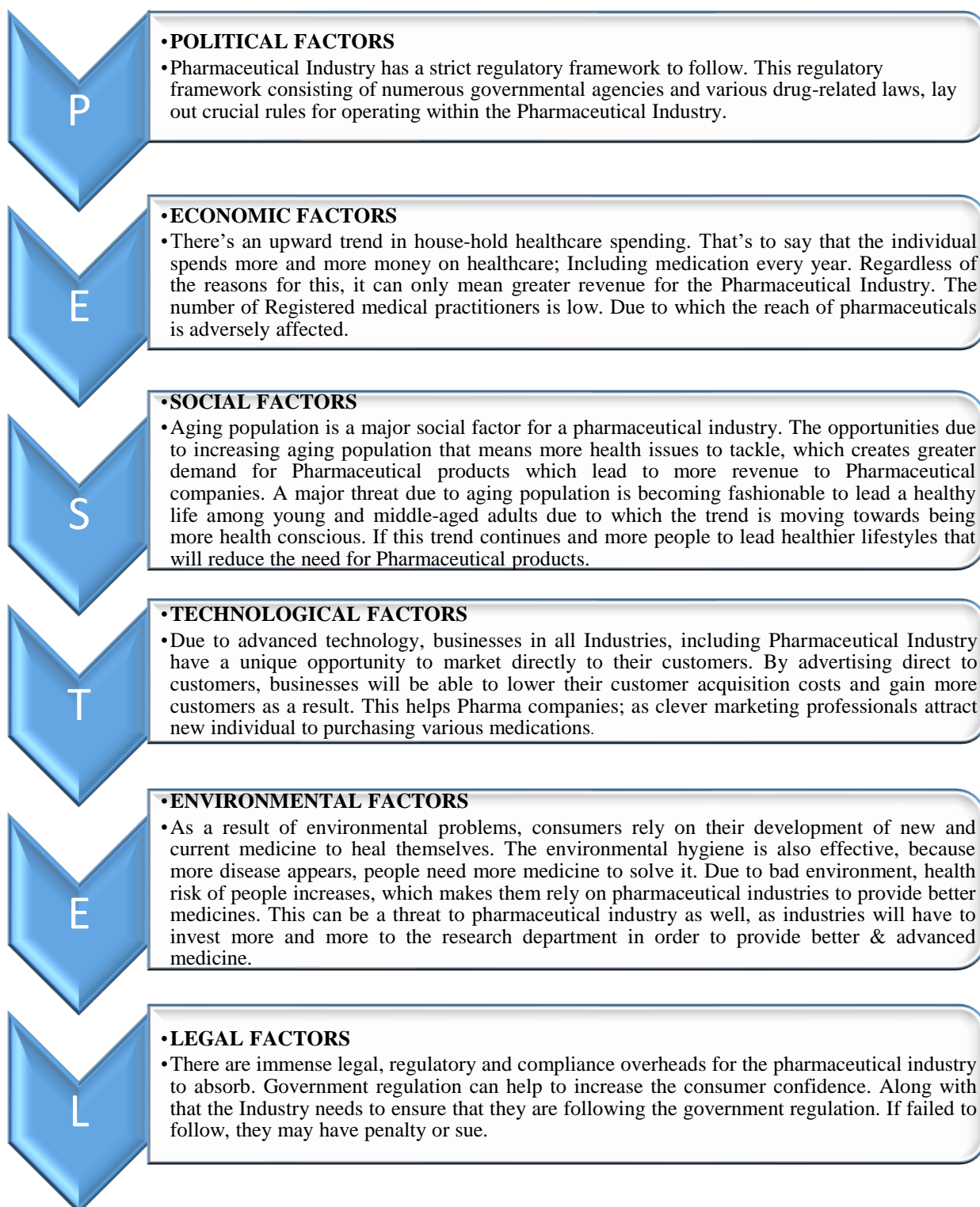
- **Growth in competition:** Competition is rapidly growing from all the major competitors in the Indian Generics Industry.
- **Drug Pricing control methods in India:** Governments have influence over pricing of a drug through National Health Organizations. In India, a new pricing policy under Drug price control has been proposed which can have a negative impact on the industry.

2.2. INDUSTRY ANALYSIS

I] PORTER'S FIVE FORCE ANALYSIS



III] PESTEL ANALYSIS



3. EMPLOYEES TRAINING AND DEVELOPMENT

3.1.SCOPE

The scope of the study covers in department, the various training practices, modules, formats being followed and is limited to the company Indoco and its employees. The different training program incorporated /facilitated in Indoco through its faculties, outside agencies or professional groups. It also judges the enhancement of the knowledge & skills of employees and feedback on its effectiveness.

3.2. INTRODUCTION

TRAINING

Training is concerned with imparting developing specific skills for a particular purpose. Training is the act of increasing the skills of an employee for doing a particular job. Training is the process of learning a sequence of programmed behavior. In earlier practice, training program focused more on preparation for improved performance in particular job. Most of the trainees used to be from operative levels like mechanics, machines operators and other kinds of skilled workers. When the problems of supervision increased, the steps were taken to train supervisors for better supervision.

DEVELOPMENT

Management development is all those activities and program when recognized and controlled have substantial influence in changing the capacity of the individual to perform his assignment better and in going so all likely to increase his potential for future assignments. Thus, management development is a combination of various training program, though some kind of training is necessary, it is the overall development of the competency of managerial personal in the light of the present requirement as well as the future requirement. Development an activity designed to improve the performance of existing managers and to provide for a planned growth of managers to meet future organizational requirements is management development.

3.3. STATEMENT OF PROBLEM

Training and development plays a vital and important role in any given organization. Considering it, study on training and development in Indoco Remedies gives a scope to know in detail about the different techniques and methods adopted by Indoco Remedies Ltd to train their employees very effectively and efficiently.

The problem statement includes various factors such as knowing their training and development facility to the employees and also to know what best efforts has been put in by the company to

improvise it so that it can be utilize effectively and efficiently by the employees in then organization.

4. PROJECT QUESTIONS

1. What are the different level of changes in output due to training?
2. How does behavior pattern impact the employees due to training?

5. LITERATURE REVIEW

Afaq Ahmed Khan, Sardar Osama Bin Haseeb Abbasi, Raja Muhammad Waseem and Mohsin Ayaz Moazzam Ijaz (2016), assessed business management and impact of strategy on training and development of employees on employee performance. The finding of the study showed positive impact of training and development and job satisfaction on employee performance. It concluded that training and development will lead to higher job satisfaction level in employees and they will fulfill their duties with a great deal of responsibility with best performance.

Neelam Tahir, Israr Khan Yousafzai, Dr. Shahid Jan and Muhammad Hashim (2014), studied the impact of training and development on employees' performance and productivity by using regression analysis. This study highlighted the perceptions of the employees on how training and development proved to be beneficial to them and employees' competency levels as enhanced by the training and development implemented. Its main objective was to investigate whether training and development has impact on employees' performance and productivity. The finding of this study is, training and development has significant relationship with Employees' Performance and productivity.

Maaly Mefleh Mohammed Al-Mzary, Abedallah and D.A Al-rifai Mohammed Omer Eid AlMomany (2015), evaluated training and its impact on the performance of employees at Jordanian Universities from the perspective of employees. The study highlighted attitudes of the administrative leaders and employees towards the components of training, a relationship between in-service training at Yarmouk University and the performance of administrative employees and differences between the attitudes of administrative leaders and employees towards the training process. It aimed at investigating the attitudes of administrative leaders and administrative employees towards the components of training programs and the impact of training on the performance of employees at Yarmouk University.

Md. Mobarak Karim, Musfiq M. Choudhury and Wasib Bin Latif (2019), analysed the impact of training and development on employees' performance. It focuses on the factors affecting training and development of employee performance, the impact of training and development on organizational productivity, the impact of training on employee satisfaction and the need of employee training in organization. The study found out that employees are aware about training; employees are motivated through training; and training and development results into higher performance.

Mohammad Raja Abdul Raheem Salah (2016), highlighted the impact of training and development on employees' performance and productivity, methods of training and development that affects employees' performance and productivity and well-structured training process that can be used to improve the training and at Jordanian Private Sector Transportation companies located in the southern region of Jordan. The study concluded that there is a positive relationship between training and development and strong positive impact on employee's performance and productivity.

Muhammad Imran and Aiman Tanveer (2015), examined the impact of training and development on employees' performance in banks of Pakistan. The study concluded that T & D surely impacts the job performance of the employees working in banks also Pakistani banking employees perceive and agree on the impact of T & D on their work performance T & D has a positive impact on employee performance in the banks of Pakistan.

R. Sudhakar and Dr. S. Rabiyaathul Basariya (2017), studied the perspective and the factors influencing effectiveness of training and development on employees' performance. It concluded that there exists a strong relationship between training and development, employees' performance and competitive advantage, however, bank management should not relent in their quest to train their staff to develop new ideas that will keep improving and retaining employee performance.

Shaker H. Alnawfleh (2020), observed the effect of training and development on employee performance in the Aqaba Special Economic Zone Authority. The study indicated that there was a significant difference in scores for trained employees and untrained employees with large effect.

Srinivas K.S. and Dr. N. Suresh (2014), studied the impact of recent trends and future outlook in Indian Pharmaceuticals companies on training and development practices, and initiative taken by training and development fraternity to support organization to achieve business

goals and to be a true business partners. The study found out that the key parameters which can support success is the ability of any company to create a constant learning culture.

Topiwala Mrunali and Dr. Anuradha (2021), aimed at investigating the effectiveness of training and development on employee performance at JK Paper Ltd. The study revealed that there is a significant effect of training and development on employee performance, as training and development programs held in JK Paper have resulted in higher performance, productivity, and financial return for the organization, it helps the organization in reducing employee turnover, increasing the productivity of employees, and contributing to higher financial returns for the organization. The study suggested that there is a need for improvisation in identifying the area where training needs have actually generated and salary structure should be revised at a regular interval of time.

6. PROJECT OBJECTIVES

The specific objectives of the study can be described as follows;

- To measure the different change in output due to training.
- To study the changes in behavioral pattern due to training.

The study has been conducted through collecting data from primary as well as secondary sources.

7. PROJECT METHODOLOGY

In order to study the above objectives, the following research methodology has been planned and executed.

Universe

Indoco Remedies Ltd Plant III Goa is Considered as the Universe of the data.

Data Period

For the present study research period of survey is considered to be the period of study. The period of survey is from January 2022 to April 2022 (4 month).

Sample Size

For the purpose of study 20 HODs and Managers and 30 Employees are selected and their perception has been studied.

The Convenient sampling method is the sampling technique used in this Project study for collection of data. The sources of collection of data are:

Primary data: For the collection of primary data a survey was conducted, wherein a structured questionnaire method was used. A sample size of 50 employees from different departments at

Indoco Remedies Ltd were been distributed with the survey questionnaire related to “Employees Training and Development.”

The research study is based on quantitative method by using survey questionnaire based on the Employees Training and Development. This study is Analytical and Exploratory in nature. Analytical study is a comparative study that involves critical thinking skills and the evaluation of facts and information relative to the project topic. Exploratory study is conducted to have a better understanding of the existing project problem which will be done through the survey questionnaire.

The survey questionnaire consists of twenty questions, Part-A consists of demographic (Age, Gender, Marital Status, Qualification, Experience and Monthly Income) of respondents. Part-B consists of questions related to respondent’ Training and Development Program conducted in organization.

Tools and Techniques for Data analysis:

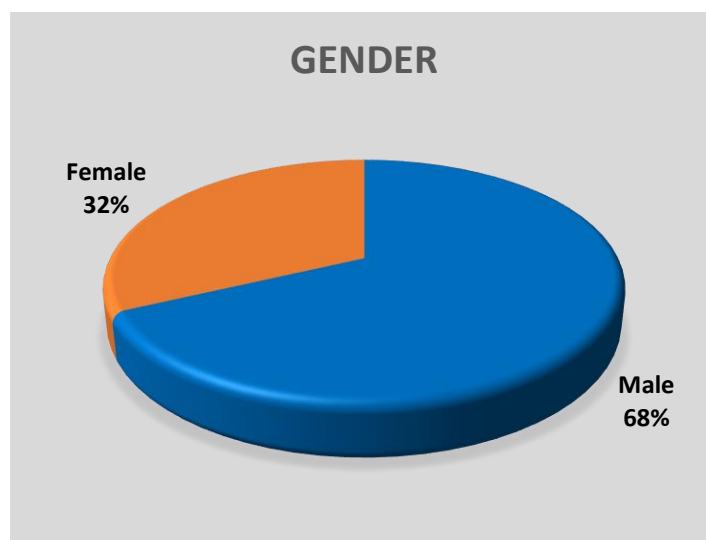
The data collected through survey questionnaire has been used for analysis and to derive findings and Suggestions. Percentage analysis is being used as a tool for data analysis and Pie charts are used in order to present the summarized figures which have been received from the questionnaire survey.

8. PROJECT DATA ANALYSIS

PART – A

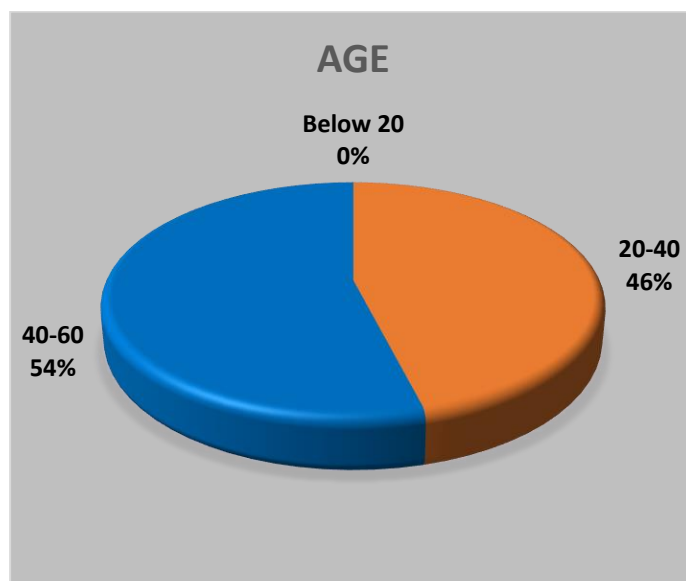
Part A indicates the demographic profile of respondents. Demographic analysis is the collection and study of data regarding the general characteristics of specific populations. For the purpose of study, a sample of 50 respondents have been selected and studied out of which 20 respondents are HODs and Managers and remaining 30 are Employees of the Indoco Remedies Ltd. company.

Fig. No. 8.1 : Gender of Respondents



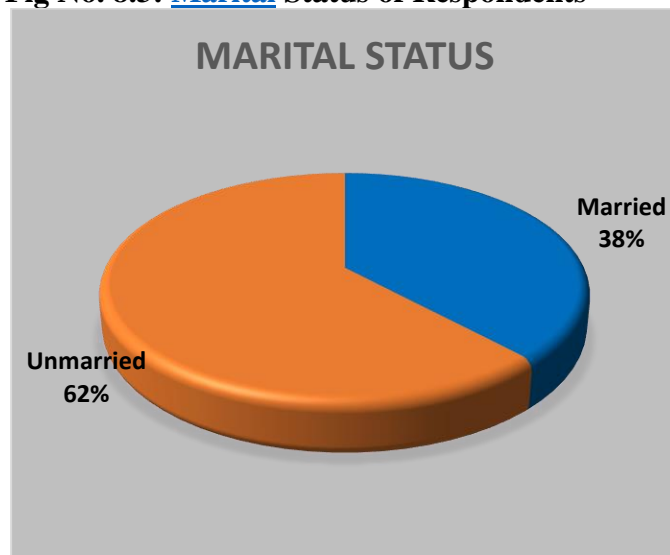
Source: Computed from Primary Data

The sample which comprises of 50 respondents includes both male and female respondents. It can be observed from the above pie chart, the majority of the respondents comprise of male respondents i.e. 68 percent and the remaining are female respondents i.e. 32 percent respectively.

Fig. No. 8.2: Age of Respondents

Source: Computed from Primary Data

Out of 50 respondents no respondent belongs to the age group of 0-20 years, 46 percent of respondents belongs to the age group of 20 - 40 years, majority of the respondents i.e. 54 percent belongs to the age group of 40 - 60 years.

Fig No. 8.3: Marital Status of Respondents

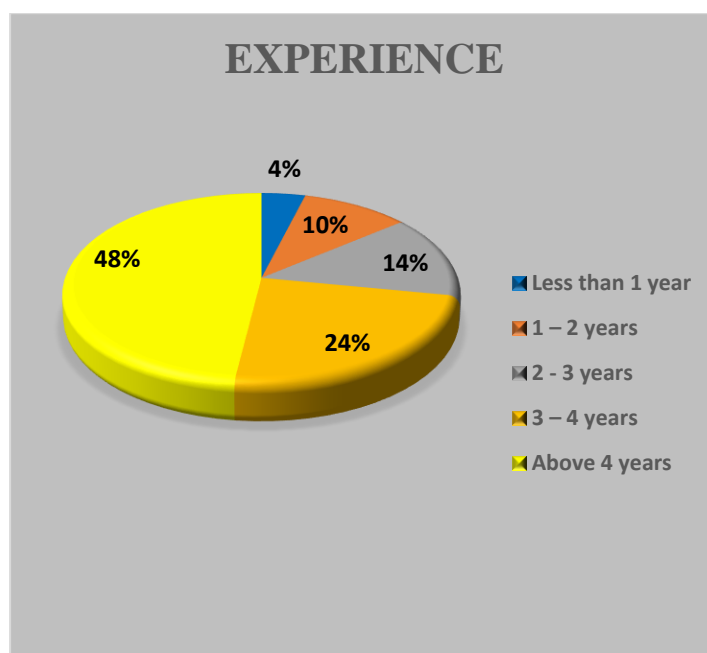
Source: Computed from Primary Data

The above pie chart depicts marital status of respondents, majority if the respondents i.e. 62 percent are unmarried and remaining 38 percent are married.

Fig No. 8.4: Educational Qualification of Respondents

Source: Computed from Primary Data

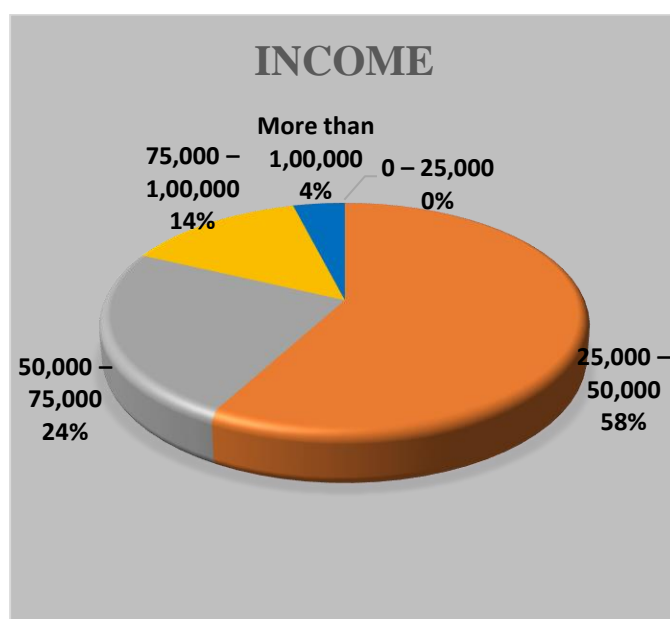
As Indoco company emphasizes at hiring well educated work force, no HOD/Manager have studied only till SSC, whereas 16 percent of respondents have studied HSSC, 32 percent of the respondents have done graduation, majority of the respondents that is 52 percent have studied other courses like Diploma, PG, etc.

Fig. No. 8.5: Experience of the Respondents

Source: Computed from Primary Data

The above pie chart depicts the years of experience of the respondents. It is found that, least percent of respondents i.e. 4 percent have less than 1 year of experience, few respondents i.e. 10 percent of respondents have 1 – 2 years of experience, 14 percent of respondents 2 – 3 years of experience, 24 percent of respondents have 3 - 4 years of experience, on the other hand majority of respondents i.e. 48 percent of respondent have more than 4 years of experience which indicates that most of the employees of Indoco Remedies Ltd. are highly experienced.

Fig. No. 8.6: Monthly Income of the Respondents



Source: Computed from Primary Data

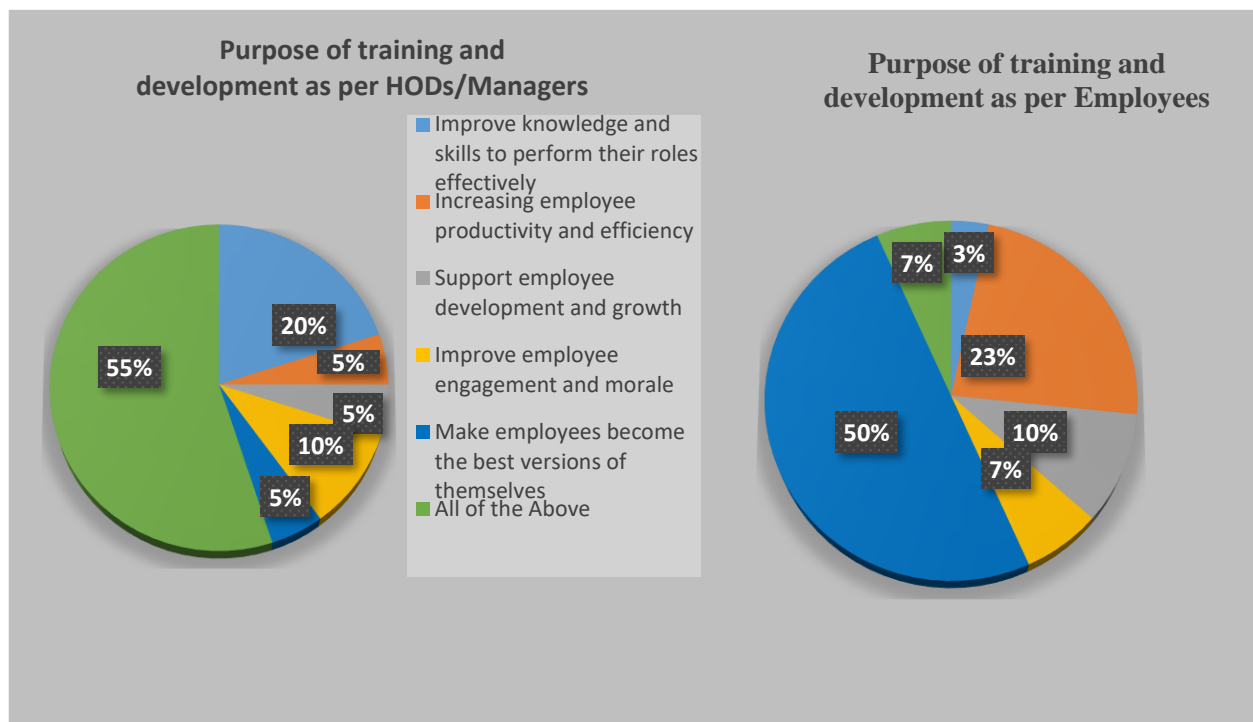
As far as monthly income is concerned, 0 percent of the respondents' income belongs to less than 25,000, majority i.e., 58 percent of the respondents are between 25,000 - 50,000, 24 percent of respondents are between 50,000-75,000. 14 percent of respondents' income is between 75,000 to 1,00,000, and 4% percent of respondents belongs to above 1,00,000.

PART – B

Part B forms the main content of the study, its analysis the respondents' response regarding training and development of the Indoco Remedies Ltd. it consists of 14 questions which are being further analyzed.

1) What is the Purpose of Training and Development in Organization?

Fig. No. 8.7: Purpose of Training and Development in Organization



Source: Computed from Primary Data

The above pie chart depicts the purpose of training and development from the prospective of HODs/Managers and Employees of Indoco Remedies Ltd., 20 percent of HODs/Managers feels that training and development improves knowledge and skills to perform their roles effectively, whereas only 3.33 percent of employees feels that training and development improves knowledge and skills to perform their roles effectively. 5 percent of HODs/Managers feels that training increases employee productivity and efficiency, on the other hand 23.33 percent of the employees feels that it increases employee productivity and efficiency. 5 percent of HODs/Managers and 10 percent of employees believe that training Support employees development and growth. 10 percent of HODs/Managers and 6.67 percent of employees feel that training is required to improve employee engagement and morale. 5 percent of HODs/Managers

and 50 percent of the employees feels that training helps employees become the best versions of themselves.

2) How often training programs are conducted in the organization?

Fig. No. 8.8: Training Programs Conducted in the Organization

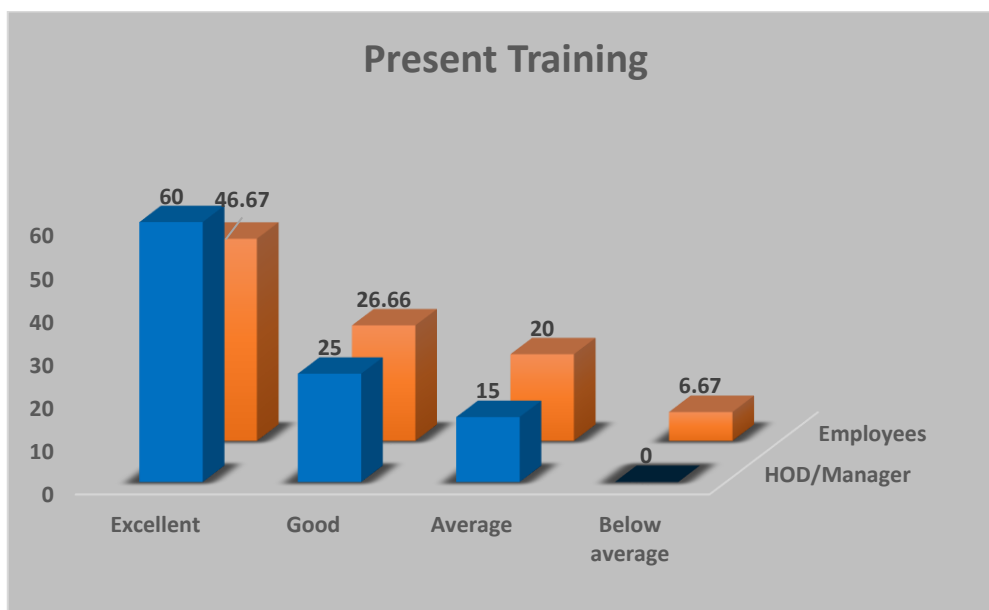


Source: Computed from Primary Data

Majority of HODs/Managers i.e., 55 percent say that training programs are conducted weekly in the organization, whereas 20 percent of Employees say that training programs are conducted weekly in the organization. 35 percent of HODs/Managers and majority of employees i.e., 56.67 percent say that monthly training is conducted. Few HODs/Managers and employees say that yearly training is provided. This shows that Indoco Remedies Ltd. Co focuses on providing weekly and monthly training rather than yearly training.

3) What is your Opinion about Present Training System?

Fig. No. 8.9: Opinion about Present Training System

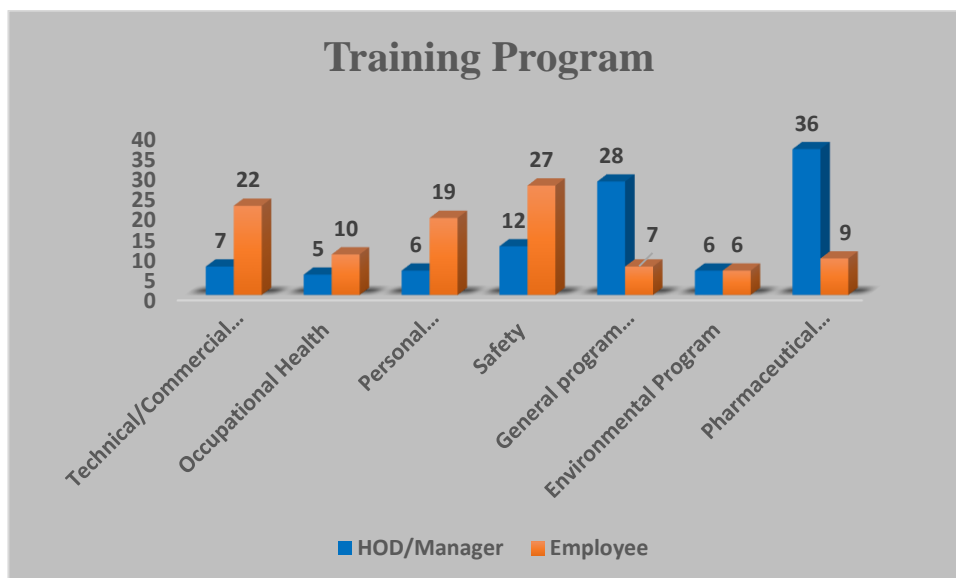


Source: Computed from Primary Data

The above graph depicts opinion about present training system of organization, majority of the HODs/Managers as well as Employees think the present training system is excellent i.e. 60 percent and 46.67 percent respectively. None of the HODs/Managers thinks that present system is below average and minority of the Employees i.e., 6.67 percent feels that present system is below average.

4) Which Training Program have you Attended?

Fig. No. 8.10: Training Program Attended by the Respondents

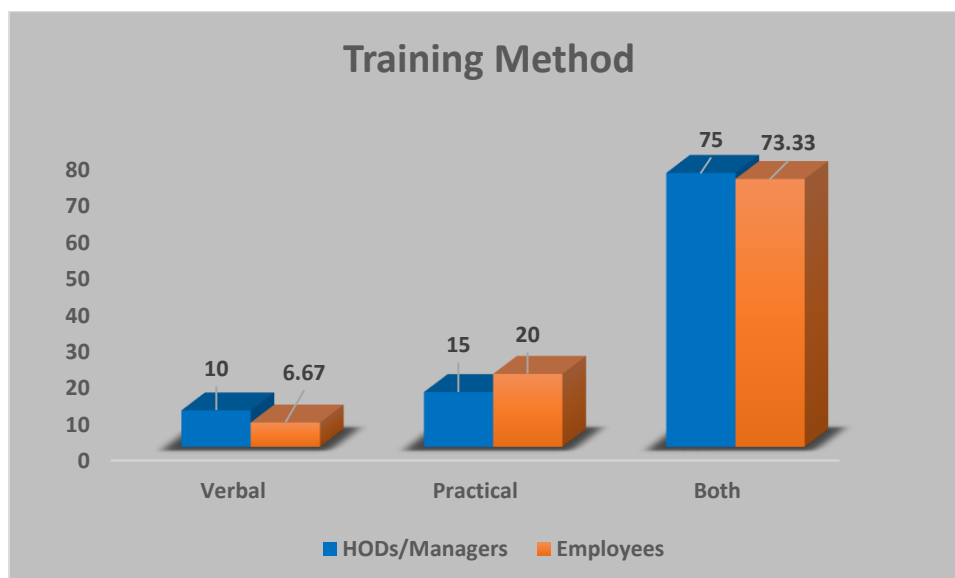


Source: Computed from Primary Data

The above graph depicts the various training programs attended by the HODs/Managers and employees. Technical/Commercial/Functional program is attended by 7 percent of HODs/managers and 22 percent of employees. Occupational Health program is attended by least i.e., 5 percent of HODs/managers and 10 percent of employees. 6 percent of HODs/managers and 19 percent of employees have attended personal development/Soft Skill program. 12 percent of HODs /managers and majority of employees i.e. 27 percent have attended safety program. 28 percent of HODs/managers and 7 percent of employees have attended general program (SAP, Camps). Few have attended environmental program i.e. 6 percent both. Majority of HODs/Managers i.e. 36 percent and 9 percent of employees have attended pharmaceutical program.

5) **What** kind of Training Method do you prefer?

Fig. No. 8.11: Training Method Preferred by the Respondents

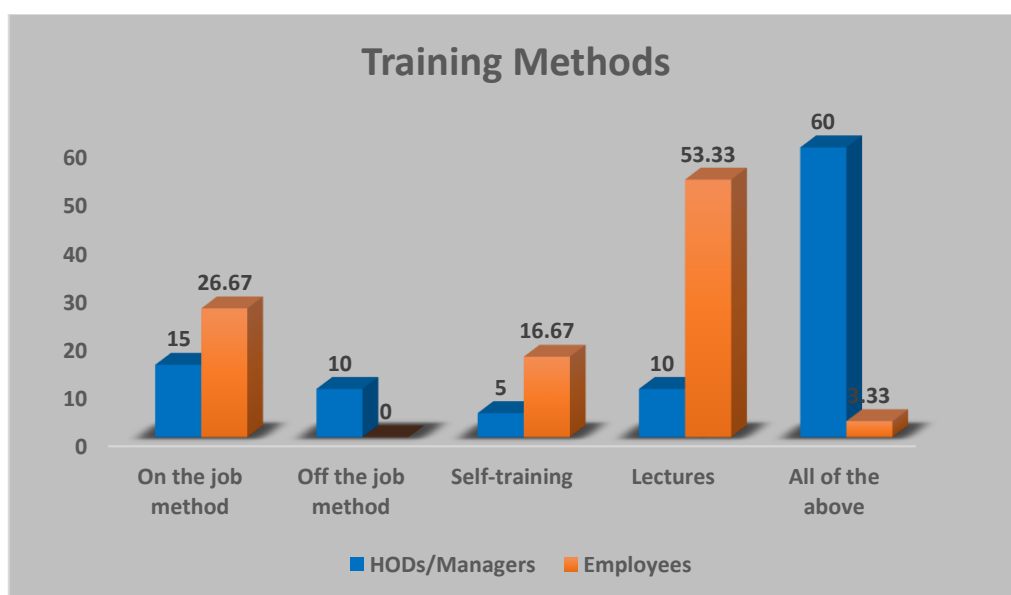


Source: Computed from Primary Data

Majority of the HODs/Managers and Employees prefer both verbal as well as practical training method i.e. 75 percent and 73.33 percent respectively.

6) **What** kind of Training Methods does the Organization Provide?

Fig. No. 8.12: Training Methods Provided to the Respondents

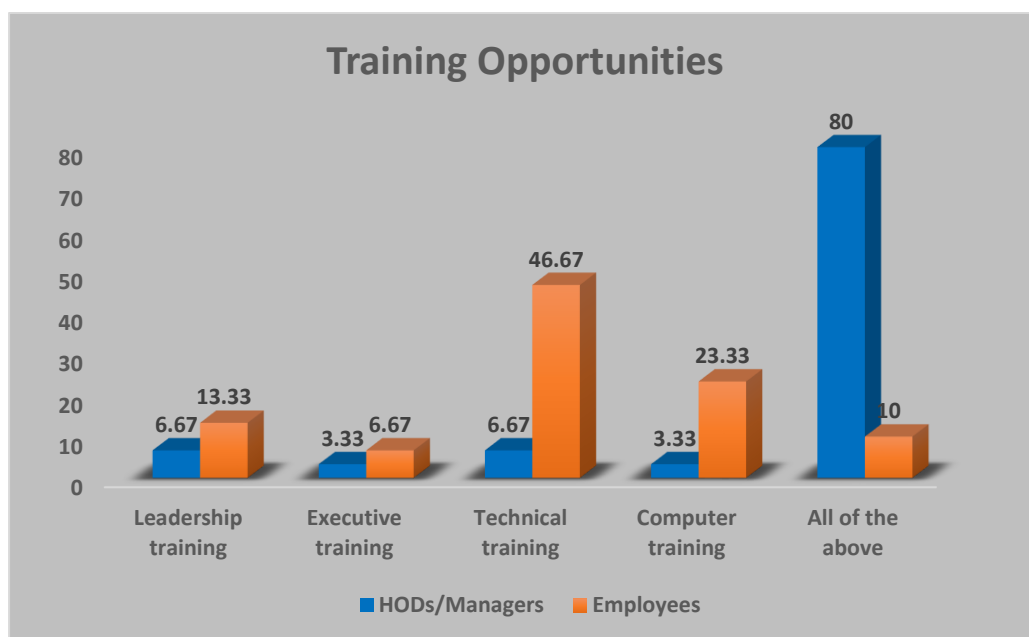


Source: Computed from Primary Data

60 percent of HODs /Managers say that the organization provide all the methods of training i.e., on the job method, off the job method, self-training and lectures, on the other hand 53.33 percent of employees say that mainly lectures are given to the employees for providing training.

7) **Which** of the following Training Opportunities do you prefer?

Fig. No. 8.13: Training Opportunities preferred by the Respondents

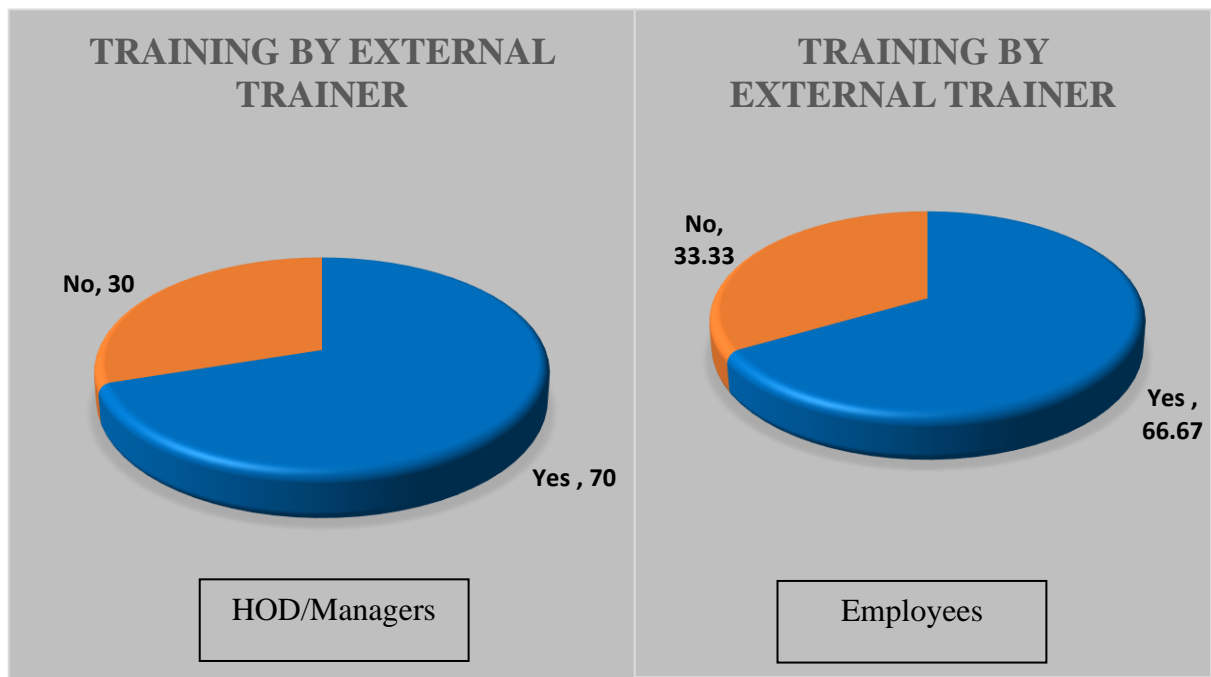


Source: Computed from Primary Data

The above graph depicts that 80 percent of HODs/Managers prefers all the opportunities that is leadership training, executive training, technical training and computer training. Whereas, majority of the employees prefers technical training i.e. 46.67 percent.

8) **Do** you invite any External Trainer for Organizational Training?

Fig. No. 8.14: Respondents Opinion on Organizational Training by External Trainer

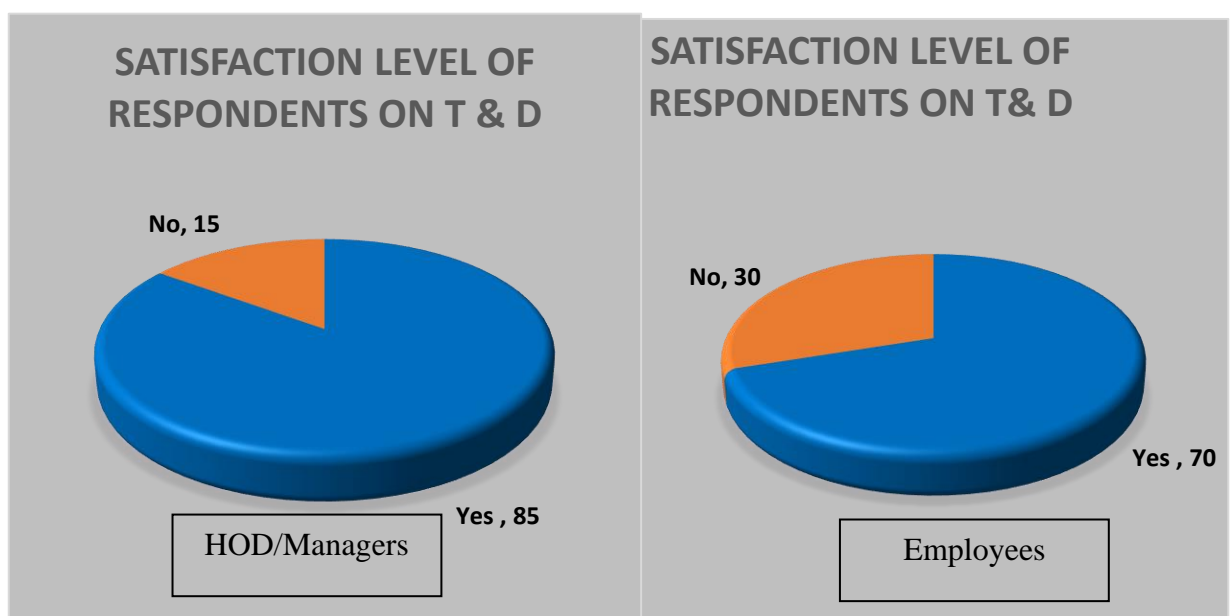


Source: Computed from Primary Data

As can be seen from the above chart organization emphasis on external trainer for organizational training i.e. 70 percent of the HODs/Managers and 66.67 percent of the Employees say that co. invites external trainer for training.

9) **Are** you Satisfied with Organizational Training and Development Program?

Fig. No. 8.15: Satisfaction level of Respondents on Training and Development Program

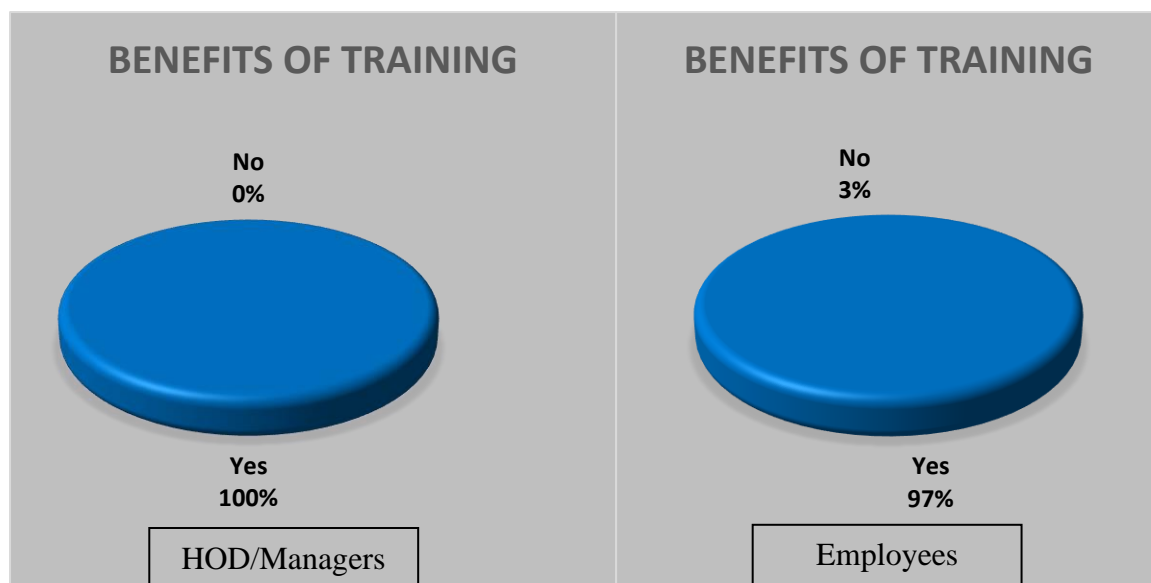


Source: Computed from Primary Data

It is clear from above pie chart that most of the HODs/Manager and Employees are satisfied with the organizational training and development program i.e. 85 percent of HODs/Managers and 70 percent of Employees respectively.

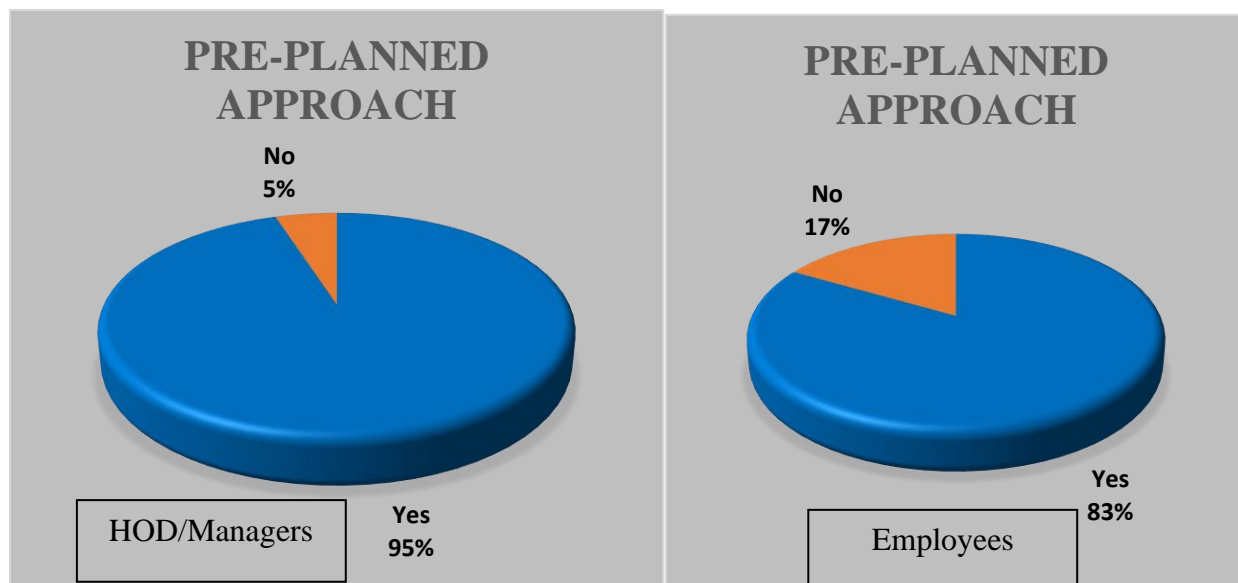
10) **Is your Training Beneficial in your day-to-day Work Environment?**

Fig. No. 8.16: Benefits of Training in day-to-day Work Environment



Source: Computed from Primary Data

100 percent of HODs/Managers feel that training is beneficial for day-to-day work environment, 96.67 percent of Employees feel that training is beneficial for day-to-day work environment.

11) Do you think there is Pre-Planned Approach in Conducting Training?**Fig. No. 8.18: Pre-planned Approach in Conducting Training**

Source: Computed from Primary Data

The above chart tells that 95 percent of the HODs/Managers feel that training and development activities help in creating good work environment. 83.33 percent of the Employees feel that training and development activities help in creating good work environment.

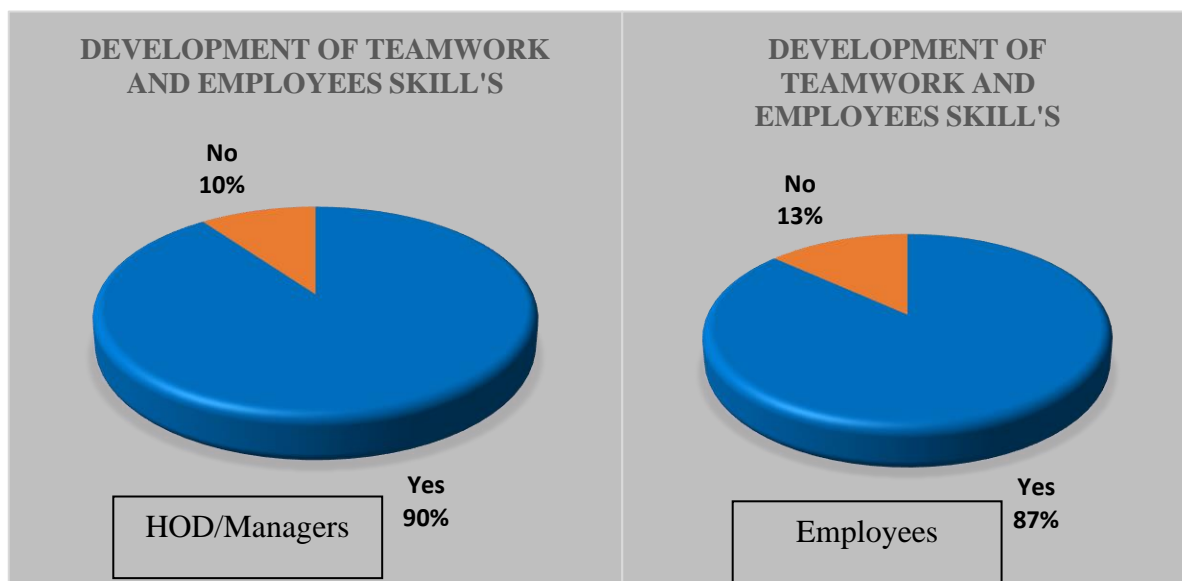
12) Do you think there is Pre-planned Approach in Conducting Training?**Fig. No. 8.18: Pre-planned Approach in Conducting Training**

Source: Computed from Primary Data

The above chart depicts that 100 percent of the HODs/Managers and Employees agree that there is pre-planned approach in conducting training program.

13) Does the Training Method focus on Developing Teamwork and Employee's Skill?

Fig. No. 8.19: Development of Teamwork and Employee's Skill through Training Methods

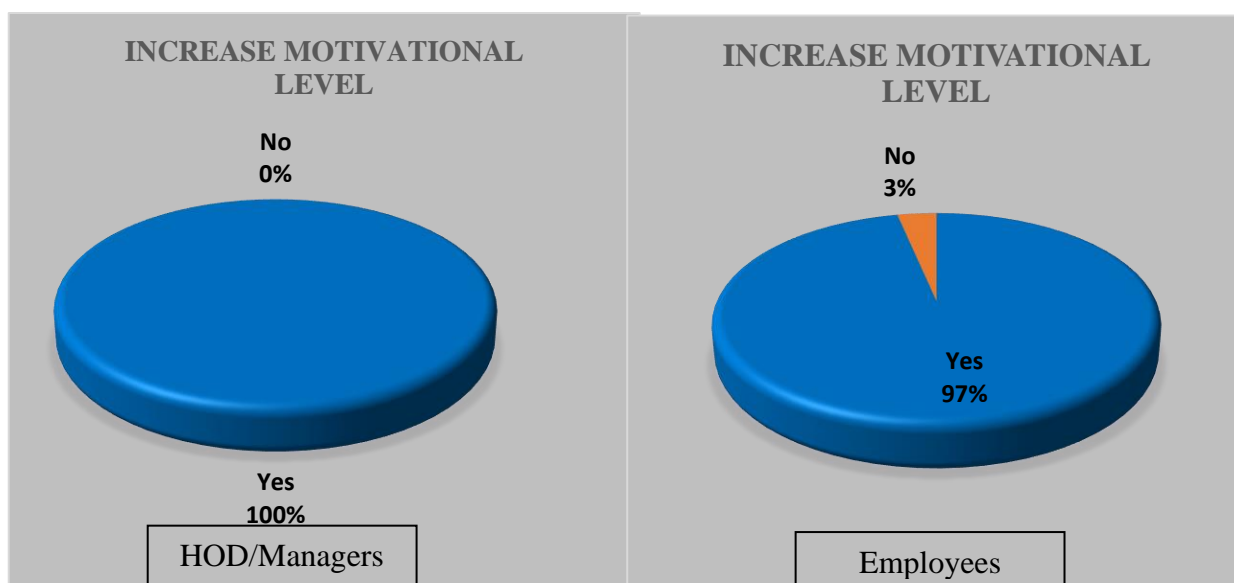


Source: Computed from Primary Data

The above pie chart shows that 90 percent of HODs/Managers and 86.67 percent of Employees agree that due to training method focus on teamwork and employee's skill gets enhanced.

14) Does Training help to Increase Motivational Level of Employees?

Fig. No. 8.20: Increase in Motivational Level of Respondents through Training



Source: Computed from Primary Data

100 percent of HODs/Managers and 96.67 percent of Employees believe that training helps to increase motivational level of employees.

5. PROJECT DATA FINDINGS

1. Out of 50 respondents 20 respondents are HODs and managers and remaining 30 respondents are employees of Indoco Remedies Ltd, further, 68 percent are male respondents and 32 percent are female respondents.
2. Nearly half i.e. 48 percent of respondents have more than 4 years of experience.
3. It is found that majority of the employees i.e. 50 percent, feel that the main purpose of training and development program is to become best version of themselves.
4. Majority of HODs/Managers i.e., 55 percent say that weekly training and development program is conducted in the organization and 56.67 percent of employees say that monthly training program is conducted in the organization.
5. Both HODs/Managers and employees believe that the present training program of the organization is excellent.
6. It is found that 75 percent of HODs/Managers and 73.33 percent of employees prefers both verbal as well as practical method of training.
7. 60 percent of HODs /Managers say that the organization provide all the methods of training i.e., on the job method, off the job method, self-training and lectures, on the other hand 53.33 percent of employees say that mainly lectures are given to the employees for providing training.
8. Majority i.e. 80 percent of HODs/Managers prefers all the opportunities that is leadership training, executive training, technical training and computer training. Whereas, 46.67 percent of the employees prefers technical training.
9. It is found that 70 percent of the HODs/Managers and 66.67 percent of the employees agree that company invites external trainer for training.
10. Majority i.e. 85 percent of HODs/Managers and 70 percent of employees are highly satisfied with the organizations' training and development program.
11. All i.e. 100 percent of HODs/Managers and majority i.e. 96.67 percent of employees feel that training is beneficial for day-to-day work environment.
12. Nearly all respondents i.e. 95 percent of the HODs/Managers and 83.33 percent of the employees feel that training and development activities helps in creating good work environment.
13. All the selected HODs/Managers and employees agree that there is pre-planned approach in conducting training program.
14. Almost all i.e. 90 percent of HODs/Managers and 86.67 percent of employees believe that training method focus on teamwork and employee's skill.

15. It is found that 100 percent of HODs/Managers and 96.67 percent of employees believe that training helps to increase motivational level of employees.

6. PROJECT CONCLUSION

A productivity conscious organization has a distinct competitive advantage. Productivity should be viewed as an integration of knowledge and leadership. In today's competitive market environment, pharmaceutical companies have learned that improving their production and operation management is critical to maintain competitive advantages. Forecasting, Planning, procurement, financing, stock levels and marketing strategies are some of the areas in which the company have to decide about them and balance their inter-related effects simultaneously, to achieve organizational goals. With the increasing changes in business environment, pharmaceutical companies have to supply high quality products, deliver fast responses and make their dynamic competencies better. The challenges that pharma companies are involved in are complicated and have an extensive range including political, economic, social, technical and legal considerations.

This survey was learning for me and I came to know the training and development programs in Indoco Remedies Ltd. and was able to gain practical knowledge regarding the same. After doing a deep study I would like to conclude the company provide well designed and widely shared trained policy to its employees. Also, the training and development programs of company is highly effective & beneficial to the employees in giving their best contribution to their personal growth & development as well to meet the organizational objective.

Further I conclude that almost all the respondents have positive opinion towards the satisfaction level on present training methods which is followed by the Organization. Training and development programs of the Organization have positive impact on employee 's job in various ways like, increase in efficiency, lesser errors, high involvement. It also helps to create positive results and good work environment in the organization.

Similarly, nearly all the respondents i.e., HODs and managers as well as employees are very clear about the training programs and its objective, well before attending training. Most of the employees have attended training and development programs to upgrade their skills and knowledge levels.

7. RECOMMENDATIONS TO THE COMPANY

- The work done by the subordinates needs to be appreciated by the managers which will help them in building their morale and in improving their performance.
- More employee engagement activities need to be adopted by the organization as it will lead better physical and mental health of employees, happier work environment and greater employee satisfaction.

8. LEARNING DERIVED

- During my internship at Indoco Remedies, I got an opportunity to experience and be a part of the Joining process followed when new employees join the organization. From ensuring completion of joining formalities and carrying out statutory registrations. By being a part of and experiencing the Induction and Orientation program, this hands-on experience helped me understand the crucial role HR plays in employee induction and orientation.
- I learnt about various letters the HR has to give to employees (Joining letter, resignation letter, promotion letter etc.)
- I have also done ESIC registration of the new joiners and also activated Universal Account Number (UAN) for the employees, where in they can easily avail the Employees Provident Fund Organization (EPFO) services online.
- I have also done Smart Card Data Registration of all the employees.
- With the extremely busy schedules of employees and specially managers, getting a chance to interact with them was often difficult. I developed the skill of keeping my interactions as brief as possible so as to achieve the aim and still not affect their work.
- Managing the people of your company can be more effective only when the HR team knows about its people, their needs, work challenges, etc. This internship not only helped me experience and be a part of the functions of the HR department, but also gave me an opportunity to interact with and learn the work done by the employees.

9. REFERENCES

1. Afaq Ahmed Khan, Sardar Osama Bin Haseeb Abbasi, Raja Muhammad Waseem and Mohsin Ayaz Moazzam Ijaz (2016), Impact of Training and Development of Employees on Employee Performance through Job Satisfaction: A Study of Telecom Sector of Pakistan, *Business Management and Strategy*, ISSN 2157-6068, Vol. 7, No. 1.
2. Maaly Mefleh Mohammed Al-Mzary, Abedallah (Mohammad Hani) and D.A Al-rifai Mohammed Omer Eid AlMomany (2015), Training and its Impact on the Performance of Employees at Jordanian Universities from the Perspective of Employees: The Case of Yarmouk University *Journal of Education and Practice*, ISSN 2222-1735 (Paper) ISSN 2222-288X (Online), Vol.6, No.32.
3. Md. Mobarak Karim, Musfiq M. Choudhury and Wasib Bin Latif (2019), The Impact of Training and Development On Employees' Performance: An Analysis Of Quantitative Data. *Noble International Journal of Business and Management Research*, ISSN(e): 2520-4521 ISSN(p): 2522-6606 Vol. 03, No. 02, www.napublisher.org
4. Mohammad Raja Abdul Raheem Salah (2016), The impact of training and development on employee's performance and productivity, *International Journal of Management Sciences and Business Research*, ISSN (2226-8235) Vol-5, Issue 7.
5. Muhammad Imran and Aiman Tanveer (2015), studied on Impact of Training & Development on Employees' Performance in Banks of Pakistan, *European Journal of Training and Development Studies*, Vol.3, No.1, pp.22-44, Published by European Centre for Research Training and Development UK, www.eajournals.org.
6. R. Sudhakar and Dr. S. Rabiyyathul Basariya (2017), Perspectives and The Factors Influencing Effectiveness of Training and Development On Employees' Performance, *International Journal of Management and Social Science and Management*, Vol. II, Issue – 1, ISSN – 2319, 300X.
7. Shaker H. Alnawfleh (2020), Effect of Training and Development on Employee Performance in the Aqaba Special Economic Zone Authority, *Journal of Business & Management (COES&RJ-JBM)*, Publisher: Centre of Excellence for Scientific & Research Journalism, COES&RJ LLC ISSN (E): 2306-7179 ISSN (P): 2306-8043, Vol.8, No.1, <https://doi.org/10.25255/jbm.2020.8.1.20.34>.
8. Srinivas K.S. and Dr. N. Suresh (2014), impact of trends in Indian Pharmaceuticals Industry on training and Development practices and worth of innovative approaches, *International Journal of Management and Social Science Research Review*, Vol.1, issue. 2, E – ISSN – 2349-6746, ISSN – 2349-6738.

9. Topiwala Mrunali and Dr. Anuradha (2021), Pathak A study on the effectiveness of training and development on employee's performance at JK Paper Ltd. *International Journal of Creative Research Thoughts (IJCRT)*, Volume 9, ISSN: 2320-2882. www.ijcrt.org.
10. Neelam Tahir, Israr Khan Yousafzai, Dr. Shahid Jan and Muhammad Hashim (2014), The Impact of Training and Development on Employees Performance and Productivity A case study of United Bank Limited Peshawar City, KPK, Pakistan, *International Journal of Academic Research in Business and Social Sciences*, ISSN: 2222- 6990, Vol. 4, NoMd. Mobarak Karim, Musfiq M. Choudhury and Wasib Bin Latif (2019), studied on The Impact of Training and Development On Employees' Performance: An Analysis of Quantitative Data.
 - Induction PPT's of Indoco Remedies ltd.
 - www.indoco.com
 - PDF on Training and Development

Annexure

Questionnaire for Employees

I Miss. Sarvada U. Naik, Student of MBA from Goa Business School, Goa University, is conducting survey based on Employees Training and Development. Therefore, I would like to request you to fill in the questionnaire. I assure you that your information will be kept confidential and will be used for academic purpose only.

Name (optional): _____

Department: - _____

Gender:

Male ☐

Female ☐

Age:

0 to 20 years ☐

20 to 40 years ☐

40 to 60 years ☐

Marital Status

Married ☐

Unmarried ☐

Qualification

Below SSC ☐

SSC ☐

HSSC ☐

Graduation ☐

Others _____

Experience

Less than 1 year ☐

1 - 2 years ☐

2 - 3 years ☐

3 - 4 years ☐

5 and more than 5 years ☐

Income (Per Month)

0 to 5,00,000 ☐

5,00,000 to 7,50,000 ☐

7,50,000 to 12,00,000 ☐

12,00,000 to 15,00,000 ☐

15,00,000 and more ☐

1) According to you what is the purpose of training and development in organizations?

- a. Improve knowledge and skills to perform their roles effectively
- b. Increasing employee productivity and efficiency
- c. Support employee development and growth
- d. Improve employee engagement and morale
- e. Make employees

- f. become the best versions of themselves
- g. All of the Above

2) How often training programs are conducted in the organization?

- a. Weekly
- b. Monthly
- c. Quarterly
- d. Half Yearly
- e. Once in a Year

3) What is your opinion about present training system?

- a. Excellent
- b. Good
- c. Average
- d. Below average

4) Which training program have you attended? (Can tick more than one)

- a. Technical/Commercial/Functional
- b. Occupational Health
- c. Personal development/soft skill
- d. Safety
- e. General program (SAP, Camps)
- f. Environmental Program
- g. Pharmaceutical Program

5) What kind of training method do you prefer?

- a. Verbal
- b. Practical
- c. Both

6) What kind of training methods does the organization provide?

- a. On the job method
- b. Off the job method
- c. Self-training
- d. Lectures
- e. All of the above

7) Which of the following training opportunities do you prefer?

- a. Leadership training
- b. Executive training
- c. Technical training
- d. Computer training
- e. All of the above

8) Do you invite any external trainer for organizational training?

- a. Yes
- b. No

9) Are you satisfied with organizational training and development program?

- a. Yes
- b. No

10) Is your training beneficial in your day to day work environment?

- a. Yes
- b. No

11) Do training and development activities help in creating good work environment?

- a. Yes
- b. No

12) Do you think there is preplanned approach in conducting training?

- a. Yes
- b. No

13) Does the training method focus on developing teamwork and employee's skill?

- a. Yes
- b. No

14) Does training help to increase motivational level of employees?

- a. Yes
- b. No

Thank You for Your Valuable Response