



Karnataka Soaps & Detergents Ltd.
(A Govt. of Karnataka Undertaking)



NO. KSDL/HRD/59[C]-A/2017-18/480

Date: 10/04/2018

CERTIFICATE

This is to verify that MS. Diksha D, MBA student, USN: 1AY16MBA15 of Acharya Institute Of Technology, Acharya Dr. Sarvapalli Radhakrishna Road, Hesaraghatta Main Road, Bengaluru-560090. Affiliated to Visvesvaraya University, Belgaum, has done Project work on "A Study On Satisfaction Of Employees Towards Training" at Karnataka Soaps And Detergents Limited, Bengalur-560055, from 15-01-2018 to 10-04-2018.

During her Project work in the Organisation , We have found her Character & Conduct to be good

We wish her success in Life and Career.

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**Karnataka Soaps & Detergents limited, Bangalore Pune Highway, Rajajinagar, Bengaluru,
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ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 23/05/2018

CERTIFICATE

This is to certify that **Ms. Diksha D** bearing USN **1AY16MBA15** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on “**A Study on Satisfaction of Employees Towards Training at Karnataka Soaps & Detergents Limited, Bangalore**” is prepared by her under the guidance of **Prof. Monica M** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

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DECLARATION

I, DIKSHA D hereby declare that the internship report titled “**A STUDY ON SATISFACTION OF EMPLOYEES TOWARDS TRAINING**” at “**KARNATAK SOAPS AND DETERGENTS LIMITED**” Bengaluru, prepared by me under the guidance of Prof. Monica M, faculty of the MBA department, Acharya Institute of Technology and external assistance of Mr. T Krishna, HR-manager, KARNATAKA SOAPS AND DETERGENT LIMITED, Bengaluru.

I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by VISVESWARAYA TECHNOLOGICAL UNIVERSITY, Belgaum.

I have undergone a summer project for a period of 10 weeks. 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 from any other university/institution.

Date:


Signature of Student

Place:

ACKNOWLEDGEMENT

A good start leads to fine end. The ideal way to begin document in this project work would be to extend my sincere gratitude to everyone who has encouraged, motivated and guided me to make a fine effort for the successful completion of this project.

At the very outset I am very thankful to reputed Visvesvaraya Technological University for giving me an opportunity to pursue my Master of Business Administration degree and allowed me to submit this work for the award of MBA Degree.

I am very thankful to Dr. NIJAGUNA, the head of the department MBA, for encouraging me to do this work.

I am graceful to Mr. T Krishna and all other staff of “KARNATAKA SOAPS AND DETERGENTS LIMITED” helping me to do this project work by providing all the information throughout the organizational study period.

I am very thankful to Mrs. Monica M, professor of MBA Department for guiding me throughout without whose mentorship, this internship would not have scaled the heights it truly deserved. It was only her guidance that I could excel in my work, enhance and stretch my capabilities to the fullest and final thankful to my parents, friends whom I am not even capable of thanking them in true sense.

Most thanks to all those, that made this project successful.

Date:

DIKSHA D

Place: Bengaluru

USN:1AY16MBA15

CHAPTERS	TITLE	PAGE NO.
1	INTRODUCTION	
	1.1 Introduction	1
	1.2 Industry profile	2-3
	1.3 Company profile	4
	1.4 Promoters, Vision, Mission and Quality policy	5-7
	1.5 Product and services profile area of operation	8-13
	1.6 Infrastructure facilities	14
	1.7 Competitors information	15
	1.8 SWOT Analysis	16
	1.9 Future growth and prospects and financial statements	17-20
2	CONCEPTUAL BACKGROUND AND LITERATURE REVIEW	
	2.1 Theoretical Background of the study	21
	2.2 Literature review with research gap	22-23
3	RESEARCH DESIGN	
	3.1 Statement of the problems	24
	3.2 Need for the study	25
	3.3 Objectives	26
	3.4 Scope of the study	27
	3.5 Research methodology	27-28
	3.6 Hypothesis	29
	3.7 Limitations	29
	3.8 Chapter scheme	30
4	ANALYSIS AND INTERPRETATION	
	4.1 Analysis and interpretation of the data collected with relevant	32-72

	tables and graphs ,	
5	FINDINGS , CONCLUSION AND SUGGESTIONS	
	5.1 Summary of findings.	73
	5.2 Conclusion and Suggestions / Recommendation	74
	BIBLIOGRAPHY	
	Annexure relevant to the project such as figures, graphs, photographs etc.	

TABLE	NAME OF THE TABLE	PAGE NO
1.1	Balance sheet	18
1.2	Profit and loss A/c	20
4.1	Table showing the age group of the employees	32
4.2	Table showing the Gender of the employees	34
4.3	Table showing the qualification of the employees	36
4.4	Table showing various designation of the employees	38
4.5	Table showing how often training is required for the employees?	40
4.6	Table showing what type of ON THE JOB TRAINING program is given to the employees?	42
4.7	Table showing what type of OFF THE JOB TRAINING program is given to the employees?	44
4.8	Table showing employees opinion about the training program.	46
4.9	Table showing did the training program help you enhance your productivity and performance?	48
4.10	Table showing opinion of the employees about the facilities imparted during the Training program	50
4.11	Table showing if the training program was well-planned exercise in the organisation?	52
4.12	Table showing opinion about the necessity of training in the organisation.	54
4.13	Table showing opinion of the employees about the need of training program in building their career?	56
4.14	Table showing overall satisfaction towards training	58

4.15	Table showing if the employees get appraisal in order to motivate them to attend the training programme	60
4.16	Table showing trainer performance during training session	62
4.17	Table showing if Training period was sufficient	64
4.18	Table showing what were the general complaints from employees during the training session?	66

EXECUTIVE SUMMARY

Each organization needs a well-trained and experienced person to perform the activities that must be completed in the organization. If potential workers can meet this requirement, training is not important. If this is not the case, it is necessary to increase the skill level and increase the versatility and adaptability of employees.

It has become increasingly common for individuals to change their careers several times during their organizational work. If his career is unlikely, then the chances of anyone who is learning and possessing these skills will not change in 40 or 50 years. This may not be possible. In a rapidly growing society, employee training is not only an ideal activity, but also an activity that maintains a visible and knowledgeable workforce.

Extensive research has demonstrated that well-trained loyal employees have a direct impact on company performance. Training in different aspects such as combining it with organizational culture. The best and latest trends in training methods, the benefits we can derive from them.

The entire project talks about the satisfaction of the employees towards training in a theoretical manner. Here we have discussed the employees satisfaction toward the training provided by the trainers in the organisation and how it helps the employees to perform the work and in building the career for the employee.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

India is a land of rich forests; ivory, silk, sandalwood, precious stones are the magical charm of centuries. The most fascinating perfume in the world has been exotic with sandalwood. The richest sandalwood resources in the world come from an independent forest land in southern India, namely Karnataka. Sandalwood is the source of crude oil used in Mysore sandalwood soaps in Karnataka. "

On October 1, 1980, the government soap factory was renamed "Karnataka Soaps and Detergent Limited" and the company was registered as a public limited company. Today the company produces a variety of toilet soaps, detergents, agar and cosmetics. KS&DL is a monopoly company

. It is also one of the major exporters of wood, most of which are exported to Europe. During the First World War, sandalwood was left behind because the war could not be exported. In order to use these reserves, Mysore King established a government soap factory in Bangalore. The factory was established in 1916 and began using sandalwood oil as a major ingredient in the manufacture of the brand name Mysore Sandal Soap. In the same year, a factory for distilling sandalwood oil from wood was established in Mysore.

1.2 INDUSTRY PROFILE

Soap is one of the commodities that has become an indispensable part of the modern world. Because it is a non-durable consumer product, it has a large market. The entire soap industry is undergoing changes due to many reasons such as the increase in the cost of raw materials caused by the government's relational environment and energy issues. The ever-changing technologies and the desire of individuals and organizations to produce better products at more economic speeds have also become the dynamic process of the catalyst. More and more soap producers try to occupy market share by introducing and maintaining acceptable products. India's soap industry is facing fierce competition, while multinational companies dominate the market.

Especially during 1992-93, they also face serious threats from dynamic and enterprising new entrances. If we look back at the history of soaps and detergents. Humans knew soap for

nearly 2,000 years, that is, when Mr. Edel accidentally discovered soap 72 years ago, when roasting meat flowed in the ashes. The block of this kind of product is soap, which has the characteristics of foaming and cleaning. In 1191 A.D. first batch of commercially produced soap was manufactured and sold by London M/s Bristol Soap Market, which began in 1661. The first patent for making soap was taken in London. In 1883, the world consumed soap. It is said that 23,000 tons are annually.

1.3 COMPANY PROFILE

Mysore Sandal Soap is a soap brand produced by Karnataka Soap and Laundry Powder Co., Ltd. (KS&DL) and owned by the government of Karnataka, India. The soap began production in 1915 when King Mysore established a government soap factory in Bangalore. The main motivation for the establishment of the factory was the excessive sandalwood reserves owned by the Kingdom of Mysore that could not be exported to Europe because of the First World War. In 1981, KS&DL merged into a company that merged government soap factories with Shivmoga and Mysore sandal factories. Mysore Sandal Soap is made from 100% pure sandalwood oil. KS&DL owns a proprietary GI label on Mysore Sandal Soap, giving it intellectual property to use the brand name to ensure quality and prevent other manufacturers from pirating and unauthorized use.

1.4 VISION, MISSION & QUALITY POLICY

OUR VISSION

- Keep pace with globalization, foreign trends and National & International policies for using technology in all aspects of governance.
- Obtain all the assistance and dominance of the Indian government and all technology alliances.
- In addition, ensure that Karnataka's position as a supporter and provider of technical services to the world, countries, other countries, public and private sectors.
- Go all out to achieve unimaginable profits.

- The most important thing is to earn valuable foreign exchange for either the country or the country.

OUR MISSION

- To serve the national Economy or to serve the nation.
- Promote and maintain its image as a trademark of traditional products.
- Establish a reputation for Mysore sandalwood using sandalwood oil.
- Maintain customer loyalty.
- Produce pure, high-quality products that enhance their ancient charm.

OBJECTIVES

- Promote and maintain its image as a symbol of traditional products.
- The reputation of Mysore Sandal Soap based on pure sandalwood oil.
- Provide products at the most reasonable competitive rate.
- Maintain customer loyalty.

QUALITY POLICY

AN ISO -9002 COMPANY:-

Bangalore and the Indian Bureau of Standards registered ISO 9002 with the Indian Bureau of Standards before the end of March and obtained the certificate at the end of March 1999. This is the project in the domestic and international markets, and the quality of the products provided to customers and quality assurance information. The company upgraded itself to ISO 9001-2005 quality system in 2005-2006.

ISO-14001:-

The company is located in downtown Bangalore. The company's management decided to acquire ISO-14001 and become a model for the maintenance of environmental information in other public sectors. ISO-14401 and ISO-9001 will help improve corporate branding on the global market and help companies increase profits.

TRADE MARK OF KSDL:



THE SHARABHA

PRODUCTS:-

NAME OF THE PRODUCT
Sandal Classic Soap
Sandal Gold Soap
Sandal Baby Soaps
Special Sandal Soaps
Rose Soaps
Sandal Herbal Care Soaps
Jasmine Soaps
Wave Soap
Lavender Soap
Sandal Bath Tablet
Sandal Classic Bath Tablet
Jasmine Bath Tablet
Special Sandal Tablet
Sandal Rose Tablet

Areas of operation:-

Australia	Duorand West	Italy	Singapore
Canada	Nepal	Mauritius	Srilanka
France	UAE	Malaysia	Saudi Arabia
Japan	USA	Panama	South Africa
Kenya	Czechoslovakia	Bahrain	Taiwan
Holland	Germany	Qatar	UK

1.6 INFRASTRUCTURE FACILITIES

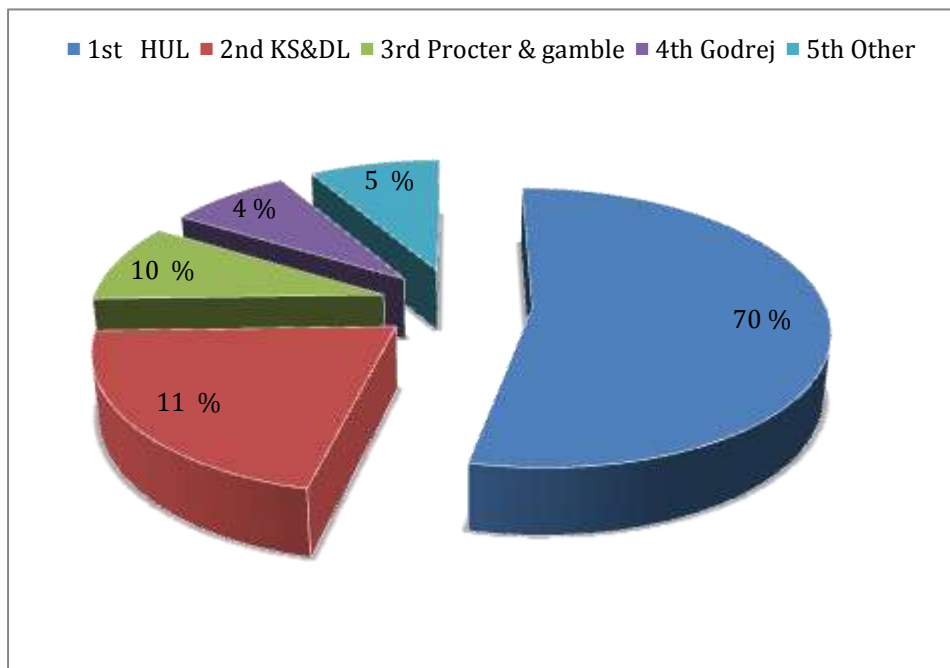
- Manufacturing Location: Bangalore- Toilet Soaps, Detergents and Cosmetics.
Mysore- Sandalwood Oil Extraction.
- Shimoga- Sandalwood Nursery.
- Well established library.
- Research and Development Section
- Canteen Facilities.
- Seminar hall with Wi-Fi Connectivity.
- Parking Facility.
- Waiting Room.

1.7 COMPETITOR'S INFORMATION

Top leading companies:

In this Rs4800cr Indian toilet soaps markets, lead players include:

- HUL 70%
- Godrej 4%
- Procter & gamble 10%
- KSDL 11%
- Others 5%



1.8 SWOT ANALYSIS

STRENGTH

- The only soap in India that contains pure sandalwood and almond oil.
- Passed ISO certification
- The world's largest sandalwood oil production.
- Brand name from the soap market for decades.
- There is a very good dealer network in the south to ensure the product reaches every minute.

WEAKNESS

- Weak distribution network.
- Limited advertising.
- Excessive labor leads to high costs.
- Low turnover leads to low profits.

OPPORTUNITIES

- Traditional benefits of sandalwood that are good for the skin.
- Skin care is increasingly important to consumers.
- The government supports large production capacity.
- Long-term advantages in the industry.
- There is a huge market and huge demand.

THREATS:

- Other competitor products such as Rexona, Dove, Santhoor, Pears, Cinthol, etc.
- Requires refurbishment of factories and machines.
- Government policies may reduce the market's growth potential and other sandalwood soaps.
- Enter a new multi-national skin soap business.

1.9 FUTURE GROWTH AND PROSPECTS

- Launched a new high-powered laundry detergent for sale in bulk packaging institutions.
- Gain market leadership and introduce new features to increase sales.
- The company plans to install new LPG-based boilers in place of existing older coal-fired boilers to meet the pollution control board specifications.
- Positive advertising and promotion as part of sales production.

1.9.2 FINANCIAL STATEMENTS

KARNATAKA SOAPS AND DETERGENTS LIMITED

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31-03-2010 AND 2011.

PARTICULARS	Amount for the year ending 31-03-11	Amount for the year ending 31-03-10
INCOME		
Sales	1,810,681,627	1,789,059,796
Minus : Excise Duty	160,958,395	141,285,059
Net Sales	1,649,723,232	1,647,774,737
Extra Income	24,378,057	22,288,309
	1,674,101,289	1,670,063,047
INC/DEC in Stock	-24,703,198	53,286,174
	16,493,091	1,723,349,221
EXPENDITURE		
Material consumed (including trading items)	818,064,390	775,383,439
Other Expenditure	727,273,371	799,799,905
Depreciation	5,775,312	4,982,474
	1,551,413,073	1,580,165,818
Operating Profit	97,985,018	143,183,402

Interest & Finance Charges	5,239,449	8,297,546
PBT	92,745,569	134,885,857
Provision for Taxation		
Current tax	34,000,000	48,000,000
FBT	3,300,000	-
Deferred Tax	1,136,000	8,930,375
Dividend Tax	2,642,627	2,704,083
PROFIT AFTER TAX	53,938,942	93,112,149
Prior Period Income/ Expenditure	10,013,655	1,441,082
Tax of earlier years Proposed Dividend	15,911,050	15,911,050
Tax of earlier years	48,041,547	75,760,017
Profit/ loss brought forward from Previous year	343,479,146	267,719,129
Profit /loss carried to Balance Sheet	391,520,693	343,479,146

Balance sheet as on 31-03-2010 & 31-03-2011:-

PARTICULARS	AMOUNT AS ON 31-3-2011		AMOUNT AS AN 31-3-2010	
	Rs	Rs	Rs	Rs
SOURCES OF FUND				
1. Shareholders fund				
a. Share Capital	-	318,221,000		318,221,000
b. Reserve & Surplus		391,520,693		343,479,146
2. Loan Funds				
a. Secured Loans	-		80,092,400	
b. Unsecured Loans	83,506,504	83,506,504	83,506,504	163,598,904
TOTAL		793,248,197		825,299,050
APPLICATION OF FUNDS:				
1. Fixed Assets				
a. Gross Block	336,488,843		327,262,896	
Less : Depreciation	243,504,890		241,431,939	
b. Net Block		92,983,953		85,830,957
2. Investment		100		100
3. Deferred Tax Assets		62,571,241		61,435,241
4. Current Assets, Loans & Advances				
a. Inventories	525,234,558		517,605,839	
b. Sundry Debtors	165,859,183		172,641,760	

c. Cash & Bank Balance	240,314,138		285,359,727	
d. Loans & advance	18,932,241		212,953,267	
e. Investment in Gratuity trust	80,000,000	1,201,140,120	50,000,000	1,239,560,593
Less : Current Liabilities & Provisions				
a. Liabilities	273,532,995		292,361,773	
b. Provisions	289,914,262	563,447,217	269,166,068	561,527,841
Net Current Assets		637,692,903		678,032,752
5. a. Miscellaneous Expense		-		-
b. Profit and loss		-		-
TOTAL		793,248,197		825,299,050

CHAPTER 2
CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORITICAL BACKGROUND OF THE STUDY

Training is considered to be the most important function that directly contributes to the development of human resources. As technology continues to grow at a faster rate, training is also an important part of the organization. Organizations that do not develop systems will not rush to use ever-growing technologies. However, personal development in the organization can contribute to the effectiveness of the organization. A good training subsystem will greatly help monitor employees' views on the good interests of the organization. A good training system can also ensure that employees meet their career plans.

Training can also provide employees with better knowledge and skills so that they can work more effectively and prepare them for the inevitable changes that occur in their work. However, training is the only opportunity to learn. The skills and knowledge learned will depend on many factors, such as the design and implementation of the training, the student's motivation and learning style, and the learning atmosphere of the organization. There is evidence that investing more in training will show higher net sales per employee, gross profit per employee, and market book value ratio.

Training is an important process because employees must learn new knowledge and skills. Action learning is a powerful form of training for organizational change because it develops management skills while discovering ways to improve the organization.

Subsequently, some of the most frequently mentioned adults involved new learning and work issues, job changes, family and personal responsibilities, and reasons for certain hobbies or recreational activities.

2.2 LITERATURE REVIEW

1. Seyler, Holton III (1997)

Training is one of the effective measures employers use to supplement employee skills, knowledge, and behavior in the changing world of the business world.

2. Tan, Hall and Boii (2004)

The company is investing heavily in training programs to prepare for future needs. Because of their role and investment, researchers and practitioners have always emphasized the improvement and importance of training.

3. Ching, Li and Li(2007)

The training plan depends on the parameters of success (i) the perceived value of the learning plan (ii) the attitude toward the teacher (iii) the reaction to the learning conditions (iv) the desire to learn: the degree to which the trainee really wants to learn and how well he does it.

4. Giangreco, (2008)

The key is to determine the overall satisfaction with training is the perceived usefulness of training efficiency and training.

5. Davis (2011)

The practicality of the training plan is only possible if the student can practice the learning theory in the training plan in the actual work environment. They emphasized the role-playing case, the use of drug practice and computer learning to provide relevant and current knowledge and real-world conditions.

6. Karthik.P k (2013)

The training goal tells us what the trainer expects at the end of the training program. From the perspective of stakeholders, training objectives for trainers, trainees, designers, and assessors are very important.

7. Staerou eta al., (2005)

Main goal of training is to provide, acquire, and increase the necessary skills to help organizations achieve their goals and create competitive advantages by increasing the value of their key resources.

8. Isyiaku (2001)

The training process is continuous. This is the way to gain more new knowledge and develop further skills and technologies to operate effectively.

9. Oribator (2002)

Training is always aimed at cultivating capabilities such as technology, manpower, concepts and management to promote personal and organizational development.

10. Adaeniya (1996)

Employee training is a work activity that makes a very important contribution to the overall organization's overall profitability and effectiveness.

11. Raymond (1976)

The influence of the characteristics of the trainees on the effectiveness of training focuses on the level of competence required to learn the content of the program. The motivation and environmental impact of training effectiveness have received more attention.

12. Naachimuthu Naryan (2012)

Training costs and commercial benefits are plotted on the X and Y axes, respectively. The four quadrants were identified as highlighting (i) strategy, (ii) reward, (iii) thinking, and (iv) descent.

13. Akini peaju (1998)

The training process is continuous. The need to effectively perform work and the need to know how to lead others is a good reason for training, and it hopes to achieve the organizational goals of higher productivity, making it absolutely necessary.

14. Helisting (1972)

Training is an experience or an opportunity to change behavior to achieve the set goals.

15. Kane West (1985)

If the training function is effective in the near future, it will need to shift its focus on technology and traditional roles. When evaluating current efforts and future plans, more strategic views should be used.

16. Yoda (1971)

Since human resources can only realize their full potential when the learning process goes far beyond simple routines, training in today's employment environment is far better than individual training.

17.Dapp Oatey (1972)

Training improves one's task skills. It also helps to train employees socially, mentally and spiritually. This is not only important for increasing productivity, but also for increasing the development of personnel in any organization.

18. Baldwin (1989)

Training transfer is a primary concern for training researchers and practitioners. Despite the study, there are growing concerns about the "transfer problem."

19. Lisa Burke, (1996) This study investigated the effect of two different relapse prevention modules and was designed to supplement the training plan for employee coaching skills. Mentors, disciples and their organizations' positive and negative results.

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CHAPTER 3
RESEARCH DESIGN

3.1 STATEMENT OF THE PROBLEM

In today's organisation structure where the employees become the foundation of an organisation they also are in need to impact certain skills through training programme for the effective performance and to tap their hidden potential and overcome the weakness and thereby helping them on improving themselves and hence be more productive for the organisation in the present scenario.

3.2 NEED FOR THE STUDY

Training is a leader in which employees acquire new skills, knowledge, improve existing skills, increase work efficiency, increase productivity, and manage things in a better way. It uses systematic and well-organized procedures to allow employees to learn a lot.

Training is a leader in which employees acquire new skills, knowledge, improve existing skills, increase work efficiency, increase work efficiency, and manage things in a better way. It uses a systematic and well-organized program to let employees learn a lot.

3.3 OBJECTIVES

- To identify factors influencing training.
- To study the effectiveness of training methods adopted in the company.
- To identify the employees perception about the training.
- To examine the impact of training as the strategy for retention.
- To know the satisfaction level of the employee regarding training offered to them.
- To know whether the training program help in increasing the equity of services.

3.4scope of the study

The scope of the training activates at "Karnataka Soaps and Detergent Limited" covers evaluating the training efforts which helps in suggesting the changes required for achieving objectives of the study.

3.5 Research methodology

TYPE OF STUDY

DESCRIPTIVE RESEARCH

This descriptiveness is in full compliance with the employee's description of training satisfaction. It is fundamentally respected by different parameters. There is a need to find out which factors portray employee satisfaction.

TYPE OF DATA

- Data sources include major data and auxiliary data.
- Collect primary static data, specifically targeting specific research questions. They are the new data collected to help solve the problem.
- Secondary data is collected through existing journals, websites, and books.

METHODS OF COLLECTING PRIMARY DATA

- Questionnaire

TYPE OF SURVEY

- Questionnaire was prepared for collection of primary data from the employees.

METHODS OF SAMPLING AND SAMPLE SIZE

SAMPLE UNIT

- Employees of Karnataka so28aps and detergent limited.

SAMPLE SIZE

- 100 respondents are selected for the data collection.

SAMPLING TECHNIQUES

- For the present study non-probability convenient sampling was chosen to collect the data from the same respondents.

SAMPLING AREA

- Karnataka soaps and detergents limited

DATA COLLECTION

- Collect basic information through direct meetings including surveys. Surevey contains a series of queries that respond to respondents. When setting up a poll, experts need to consciously choose questions and their structure and inherit them in legitimate requests. The type of question can affect the reaction. The query is complete.

TOOLS

A few tools such as rating, graphs and charts are being used for analysis of the questionnaire.

TECHNIQUES OF ANALYSIS

- The information collected from the audience is copied into the worksheet as a label, and the actual work of drawing the form and the chart is conducted to investigate and infer the idea.

3.6 HYPOTHESIS

H₀: The trainer Performance and training periods does not leads to satisfaction

H_a: The trainer Performance and training period leads to satisfaction.

3.7 LIMITATIONS

- All the respondents were not available at the time of data collection.
- The study related to KSDL Bangalore unit only due to constant working employees were not able to give sufficient information for the project work.
- Interaction with executive was very limited, cause of their busy working schedule.
- The findings and conclusions draws out of the study are based on the responses from the respondents.
- Time was constraints for the study.

CHAPTER 4
ANALYSIS AND INTERPRETATION

FINDINGS AND ANSLYSIS

TABLE NO 4.1

Age group of the employees.

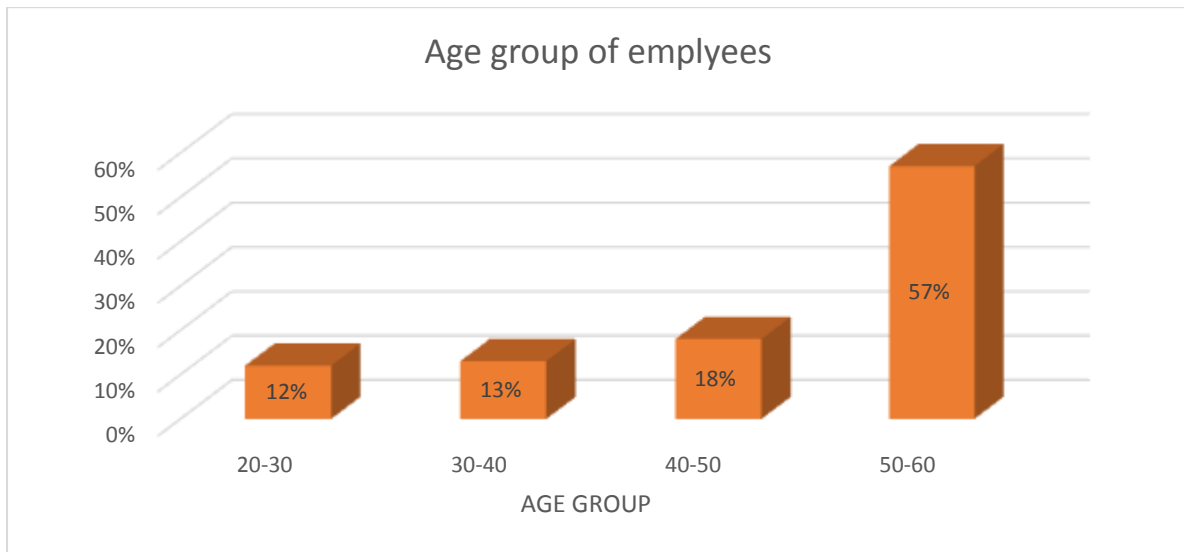
Age Group	Number of respondent	In terms of %
20-30	12	12%
30-40	13	13%
40-50	18	18%
50-60	57	57%

ANALYSIS

From the above table we can analyse that more than 50% of the employees who responded to the questionnaire belong to the age group between 50-60 range where as 18% of them belonged to the age group of 40-50 and about 13% of them were of 30-40 range groups, employees of 20-30 age group were of 12%.

CHART NO 4.1

Chart showing the age group of the employees.



INTERPRETATION

From the above analysis, it can be seen that the majority of respondents are people aged between 50 and 60. This can be explained by the fact that most of Karnataka soap and detergent companies have provided services for many years. Employees have many years of work experience in the compan

TABLE NO 4.2

Gender of Workers:-.

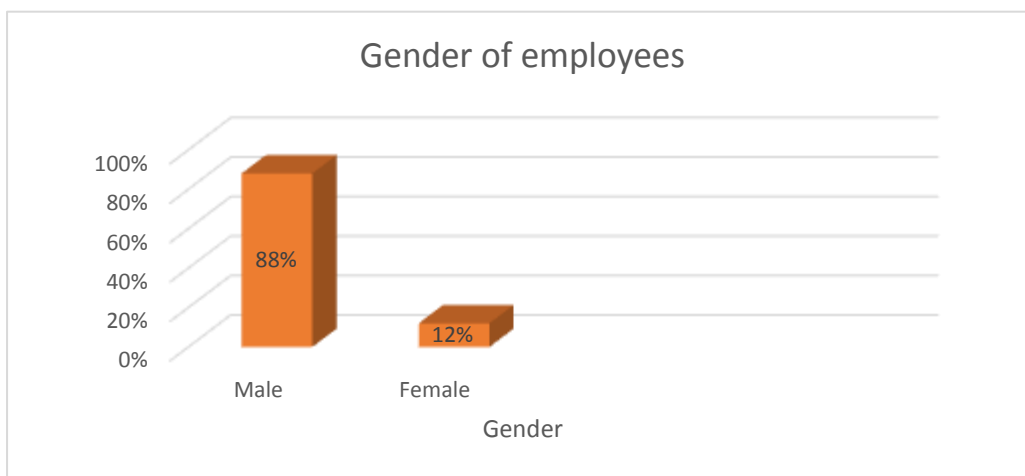
Gender	Number of respondent	In terms of %
Male	88	88%
Female	12	12%

ANALYSIS

From the data obtained in the above table it is been observed that 88% of the respondents were Male employees whereas 12% of them were Female employees

CHART NO 4.2

Chart showing gender of employees.



INTERPRETATION

From the above chart it can be interpreted that there are majority of Male employees compared to Female employees. It is culturally believed that women are required to only fulfil their duties of the household activities within the four walls of the house. But women today have broken this myth. However KSDL is a Manufacturing Sector and it requires more of men employees that of the women.

TABLE NO 4.3

Qualification of the Work force:-

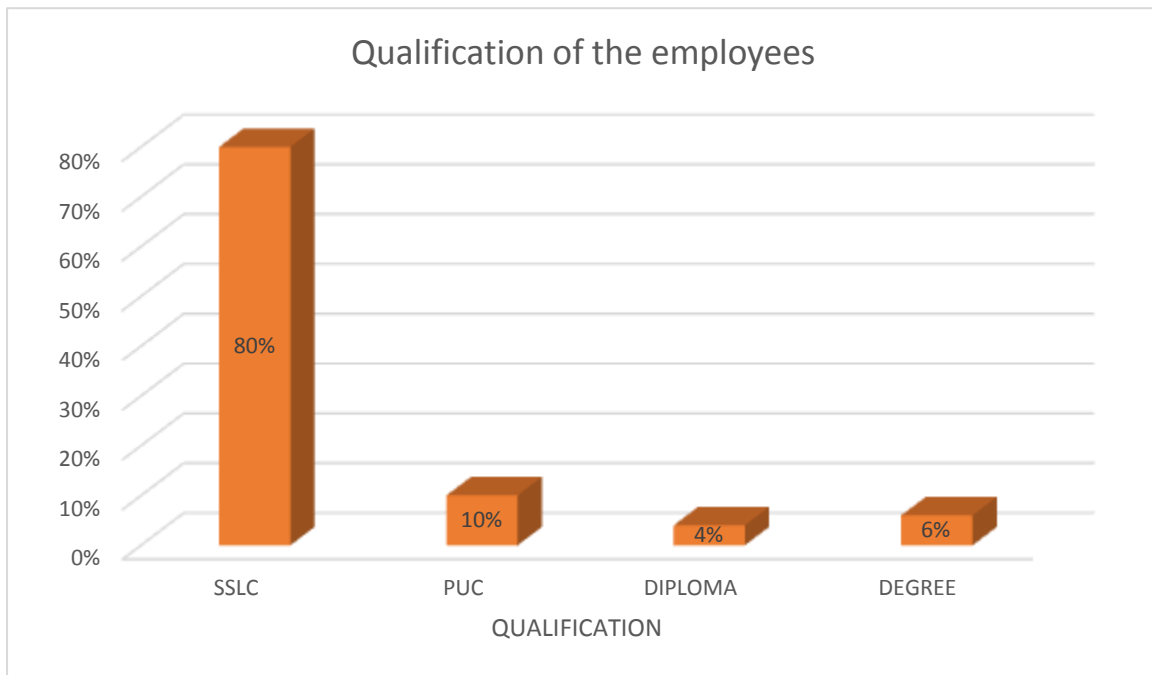
.

Qualification	No. of respondents	Percentage
SSLC	80	80%
PUC	10	10%
DIPLOMA	4	4%
DEGREE	6	6%

ANALYSIS

From the above table it can be interpreted that about 80% of them were only SSLC qualified whereas there were 10% of them who were PUC passed and about 4% of the employees are DIPLOMA passed out and 4% of them were GRADUATES and 2% of the employees were POST GRADUATES.

CHART NO 4.3 Chart showing the qualification of the employees.



INTERPRETATION

Education plays a major role in building one's career whereas in Karnataka Soaps and Detergent Limited, the employees are not much educated as it is manufacturing unit. It concentrates more on hiring of labour class.

TABLE NO 4.4

Various Designation of the Task force.

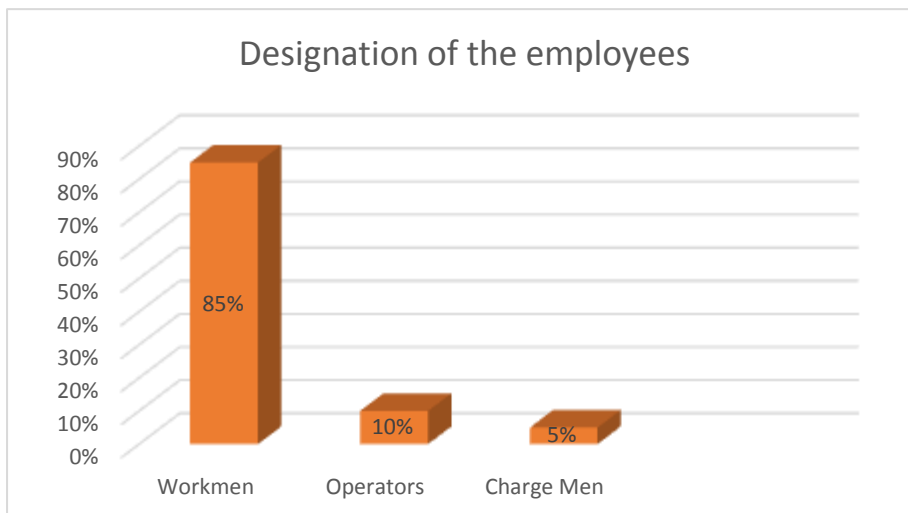
Designation	Respondents	Percentage(%)
Workmen/Employee	85	85%
Operators	10	10%
Charge Men	5	5%

ANALYSIS

From the above table it can be interpreted that 85% of the respondents are employees, whereas 10% of them were operators and 5% of them are charge men's found in particular shift.

CHART NO 4.4

Chart showing the various designations of the employees.



INTERPRETATION

From the above chart it can be interpreted that the employees are from production unit and whereas there are 10 members of them who are the Operators and the other 5 are the Charge Men's (Supervisor) for every shift in production department.

TABLE NO 4.5

How often Training is required for the employees?

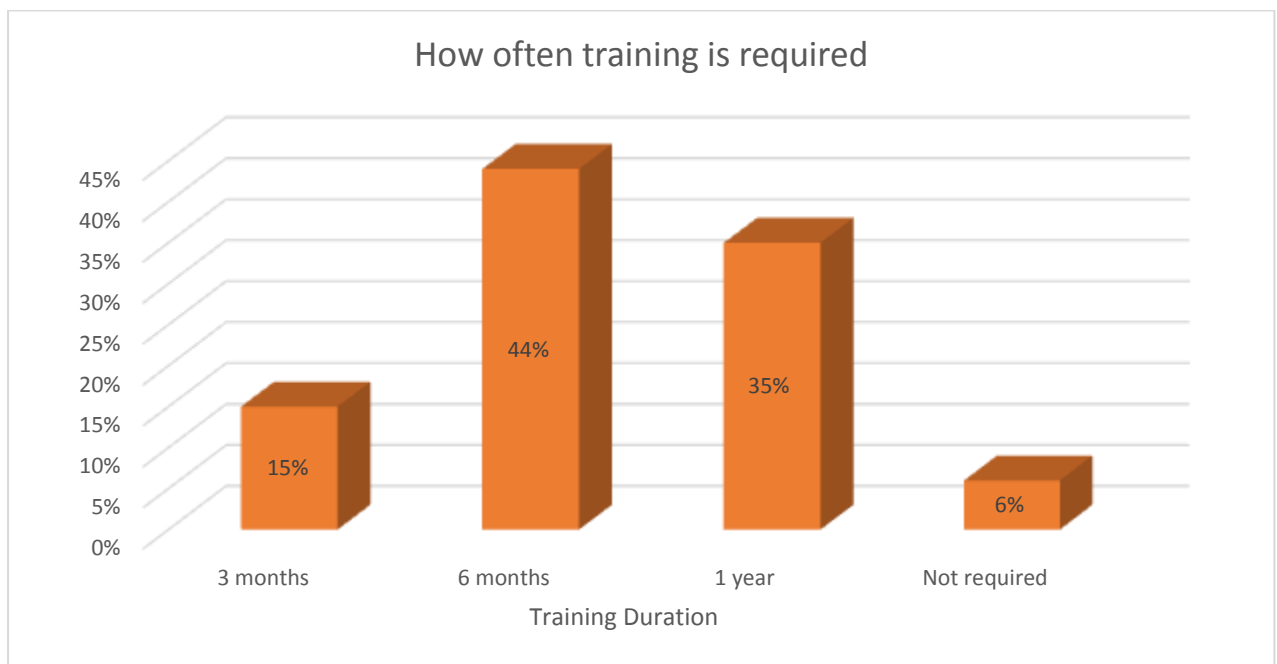
Sl. no	Duration of Training	No. of respondents	Percentage
1	Once in 3 months	15	15%
2	Once in 6 months	44	44%
3	Once in a year	35	35%
4	Not required	6	6%

ANALYSIS

From the above table the analysis shows that 44% of the employees have an opinion that the training is required once in 6 months, 35% of them have an opinion of once in a year, 15% of them are once in 3 months and 6% of the employees have an opinion that training is not required.

CHART NO 4.5

Chart showing how often Training is required to the employees?



INTERPRETATION

From the above chart we can interpret that the majority of the employees prefer yearly and half yearly duration of training.

TABLE NO 4.6

What type of ON THE JOB TRAINING programme is given to the employees?

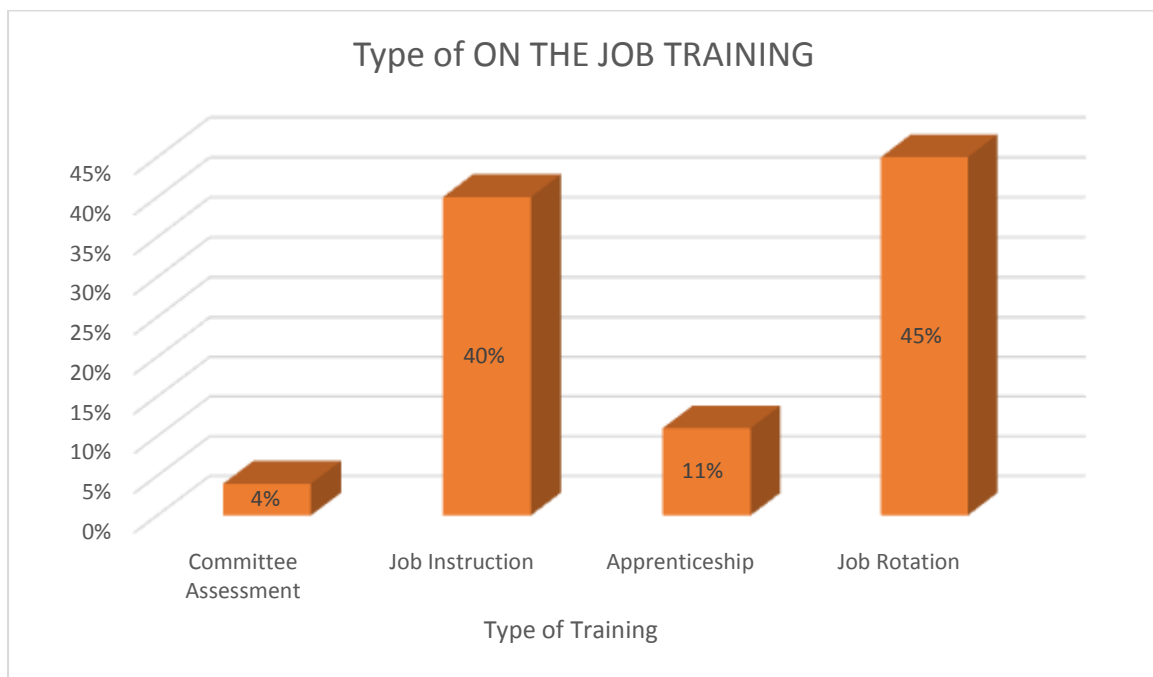
Sl. no	Type of Training	No. of respondents	Percentage
1	Committee Assessment	4	4%
2	Job Instruction	40	40%
3	Apprenticeship	11	11%
4	Job Rotation	45	45%

ANALYSIS

Among the employees 45% of them had undergone Job Rotation method and programme, 40% employees has undergone Jon instruction method, 11% employees has undergone apprenticeship training and 4% employees has undergone in Committee Assessment Training Programme.

CHART NO 4.6

Chart showing what type of ON THE JOB TRAINING is given to the employees?



INTERPRETATION

From the above chart it reveals that majority of the employees have undergone Job Rotation programme in the Organisation which is 45%.

TABLE NO 4.7

What type of OFF THE JOB TRAINING programme is given to the employees?

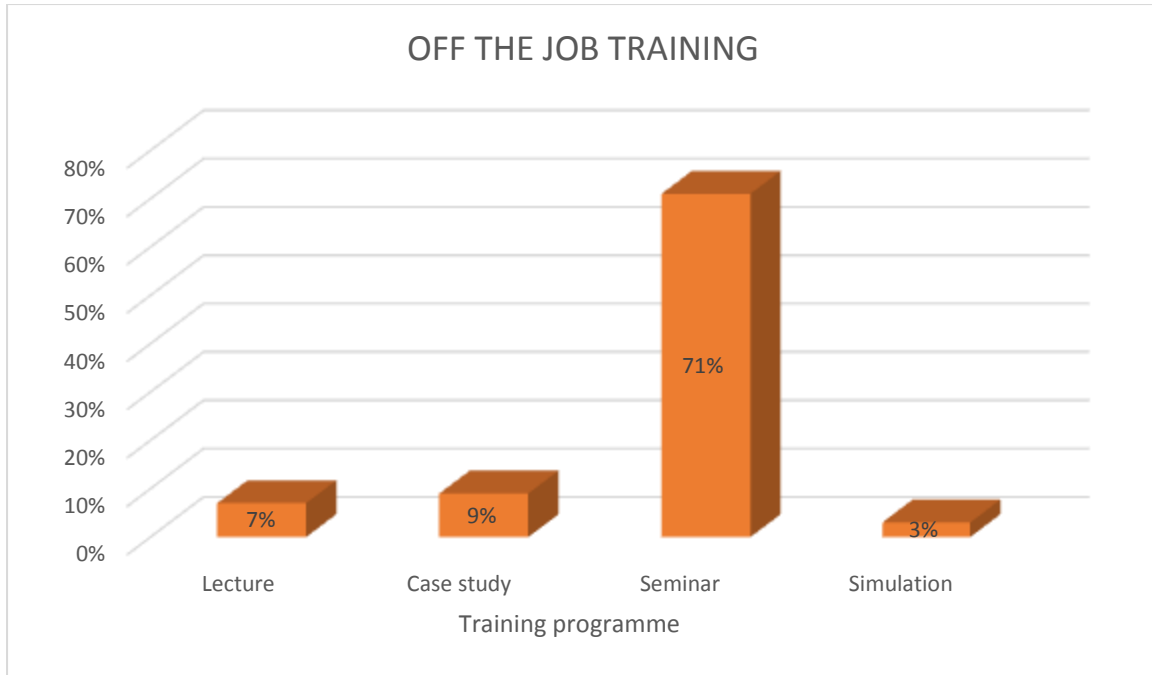
Sl. No	Type of training	No. of respondents	Percentage
1	Lecture	7	7%
2	Case Study	19	19%
3	Conference/ Seminar	71	71%
4	Simulation	3	3%

ANALYSIS

From the above table we know that 71% of the employees are trained through seminar or conference and 19% of the employees are trained through case studies, 7% of the employees are trained through lecture method and remaining 3% are trained through simulation.

CHART NO 4.7

Chart showing the type of OFF THE JOB TRAINING programme is given to the employees?



INTERPRETATION

From the above chart it is clear that most of the employees have attended seminar rather than case study or simulation type of OFF THE JOB TRAINING programme.

TABLE NO 4.8

Employees opinion about the training programme.

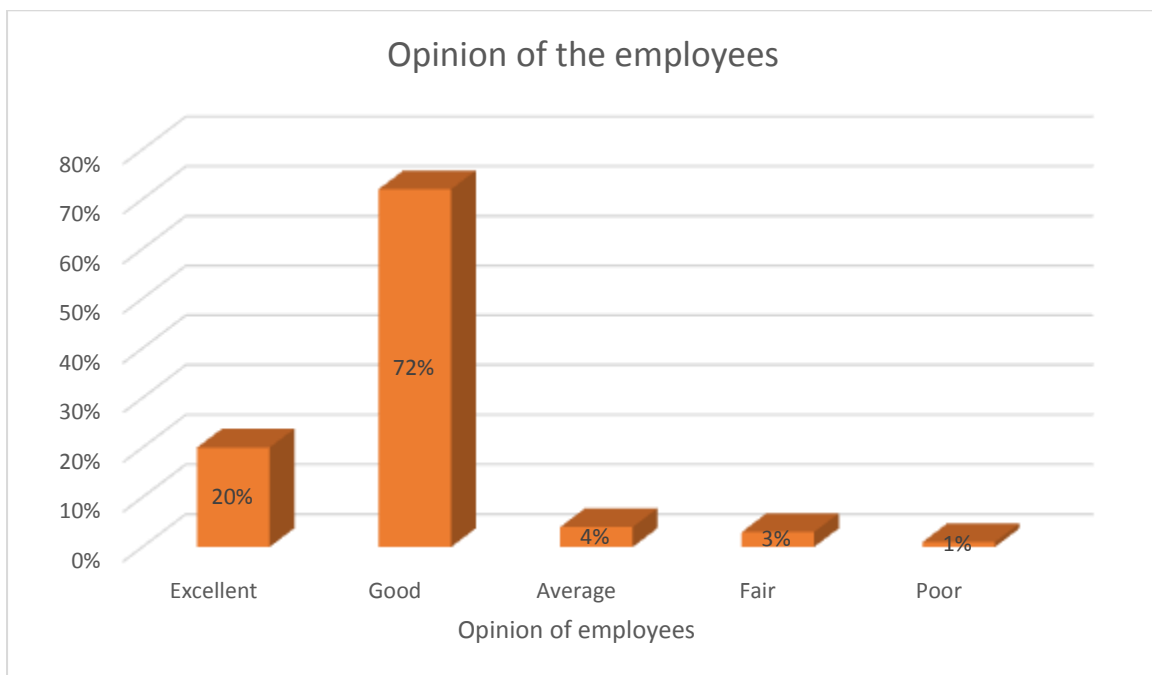
Sl. no	Training opinion	No. of respondents	Percentage
1	Excellent	20	20%
2	Good	72	72%
3	Average	4	4%
4	Fair	3	3%
5	Poor	1	1%

ANALYSIS

Among the employees majority of 72% feel that the training programme is good and 20% of the employees feel that it is excellent and 4% of the employees feel that it is average and 4% feel it's below average.

CHART NO 4.8

Chart showing the Employee's opinion about the training programme.



INTERPRETATION

From the above chart we can interpret that majority employees have good opinion about the training which they attended so far.

TABLE NO 4.9

Did the training programme help you enhance your productivity and performance?

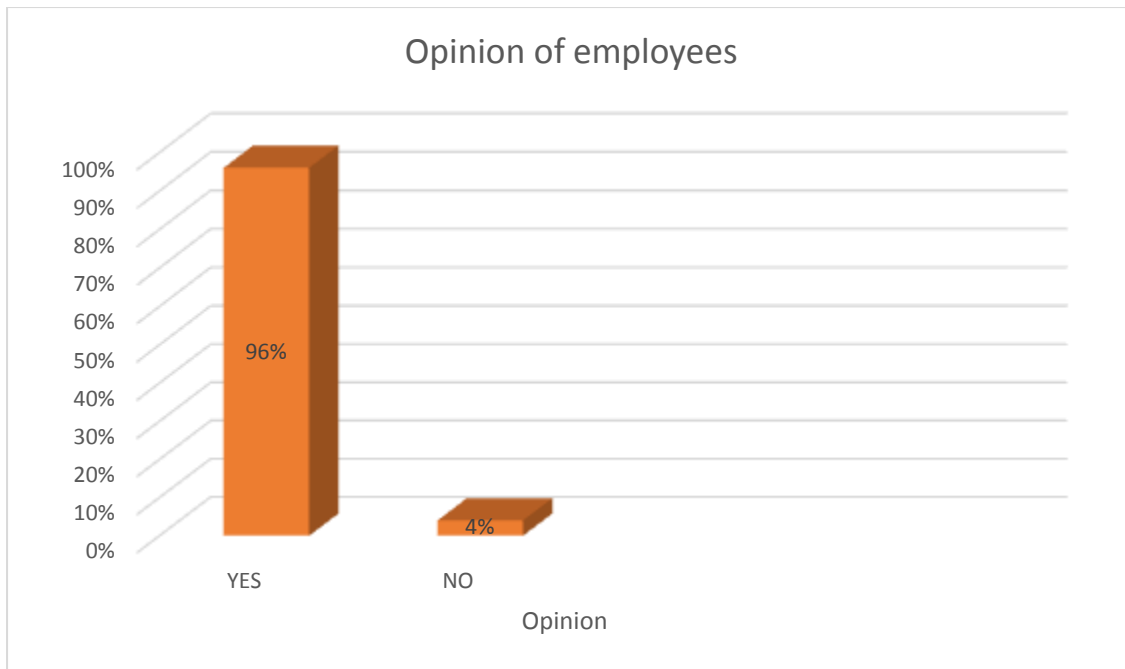
Sl.no	Enhancement of productivity and performance	No. of respondents	Percentage
1	YES	96	96%
2	NO	4	4%

ANALYSIS

From the above table, it can be clearly seen that most of the 96% of employees believe that training helps improve the productivity and performance of employees, and about 4% believe that this will not improve productivity and performance.

CHART NO 4.9

Chart showing the extent of training programme helped the employees to enhance productivity and performance.



INTERPRETATION

From the above chart we can interpret that most of the employees definitely had an opinion that training helps to enhance the productivity and performance and only few disagreed upon it.

TABLE NO 4.10

Opinion of the employees about the facilities imparted during the Training programme.

Sl.no	Opinion of Employees	Respondents	%
1	Excellent	16	15.99%
2	Very Good	30	30%
3	Good	53	53%
4	Poor	1	1%

ANALYSIS

From the above table we know that 53% of the employees rated for good facilities imparted during training programme and 30% of the employees rated very good and 14% employees rated excellent and remaining 1% of the employees rated for poor.

CHART NO 4.10

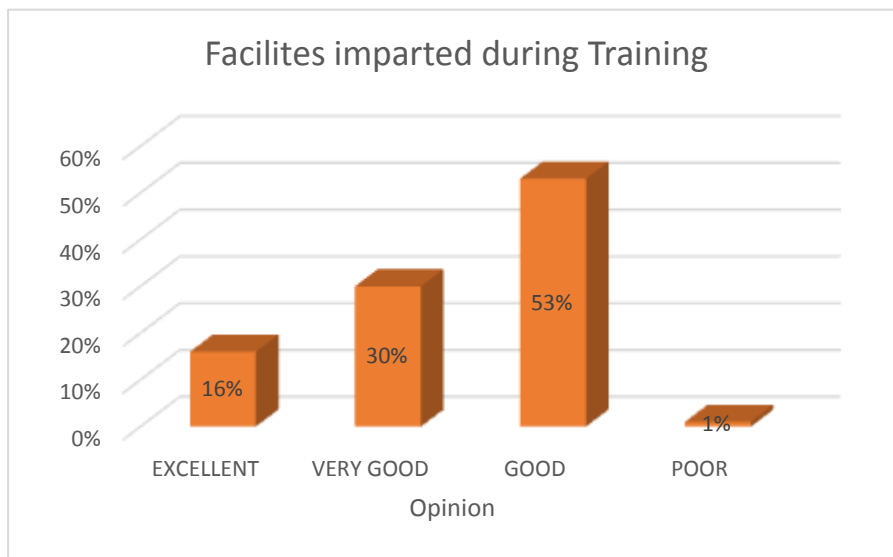


Chart showing the opinion of the employees about the facilities imparted during the training programme.

INTERPRETATION

From the above chart we can interpret that majority of the employees have a good opinion about the facilities imparted during the training process in the organisation.

TABLE NO 4.11

Was the training programme a well-planned exercise in the organisation?

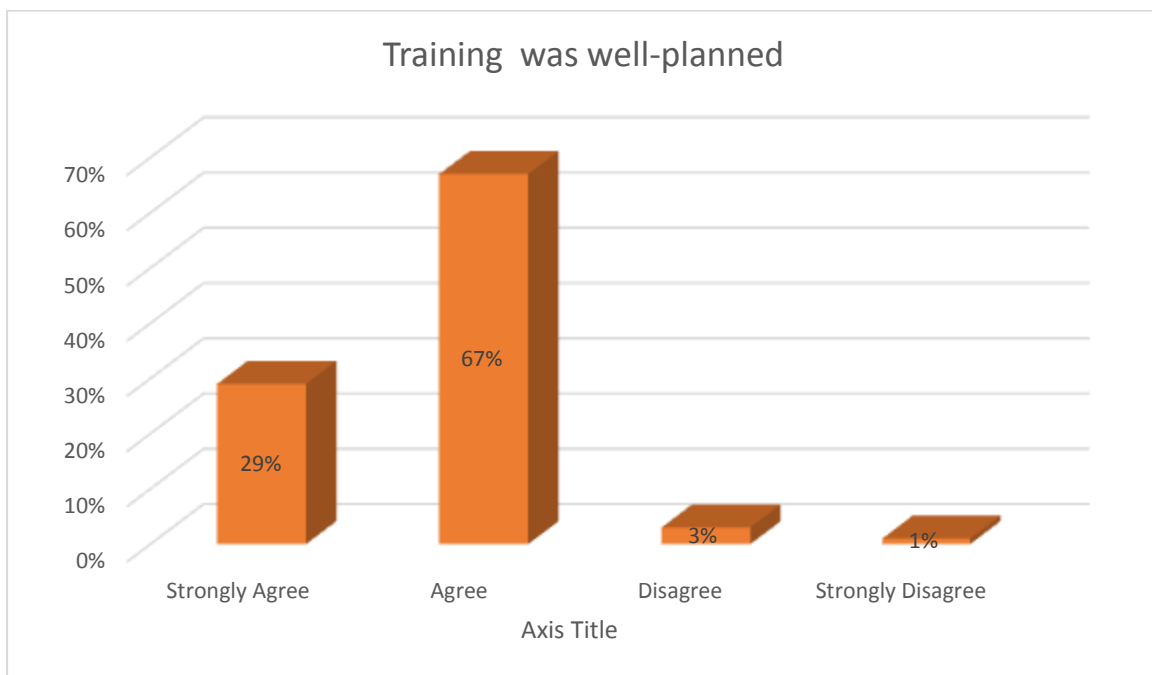
Training programme	Number of respondents	In terms of Percentage
Strongly Agree	29	29%
Agree	67	67%
Disagree	3	3%
Strongly Disagree	1	1%

ANALYSIS

From the above table, we know that 67% of the employees agree that the training is proceeding well, 29% of the employees agree very much, 3% of the employees do not agree, and 1% of the employees strongly oppose it.

CHART NO 4.11

Chart showing if the training programme was a well-planned exercise in the organisation?



INTERPRETATION

From the above chart we can interpret that the most of the employees agreed the fact that the training programme was a well-planned exercise in the organisation and few of them strongly agreed.

TABLE NO 4.12

Opinion about the Necessity of Training in the Organisation.

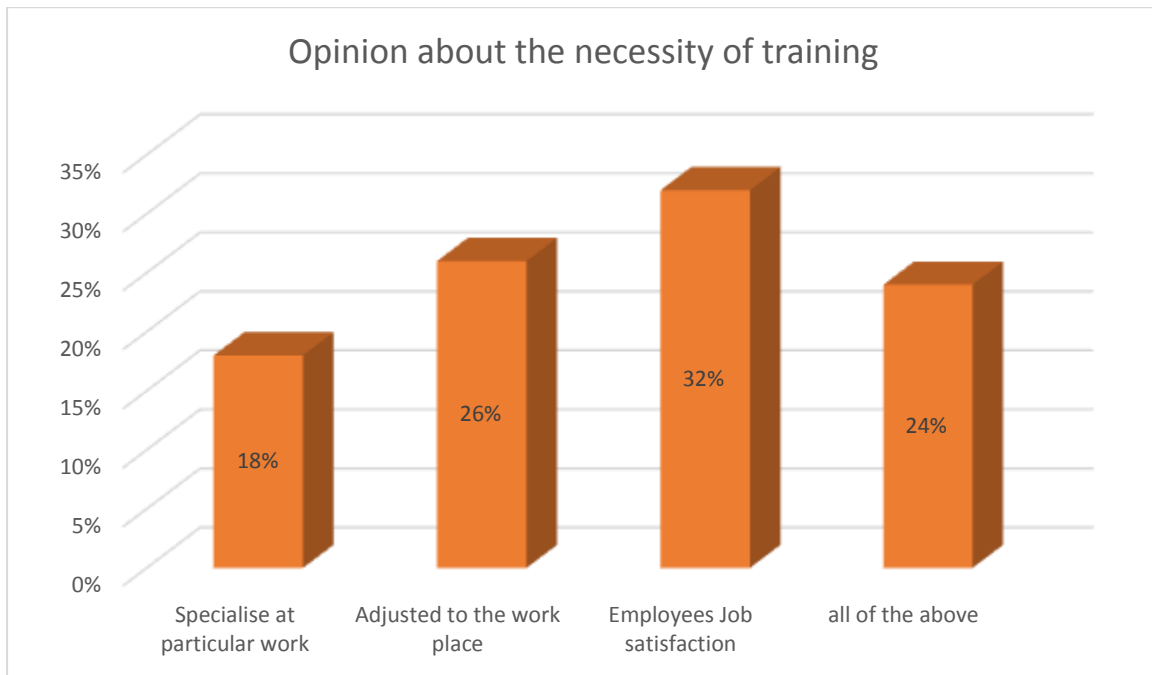
Particulars	No. of respondents	%
To specialise at a particular work	18	18%
To get adjusted to the work place	26	26%
To employees job satisfaction	32	32%
All of the above	24	24%

ANALYSIS

From the above table, we can see that 32% of employees believe that training is necessary for job satisfaction, 26% believe that training is necessary for all of the above, and the remaining 18% think that training is for specific details.

CHART NO 4.12

Chart showing the employees opinion about the necessity of training in the organisation.



INTERPRETATION

From the above graph it is clear that most of the employees agree that the training is necessary for the employees to get job satisfaction.

TABLE NO 4.13

Opinion of the Employees about the Need of Training programme in building their career?

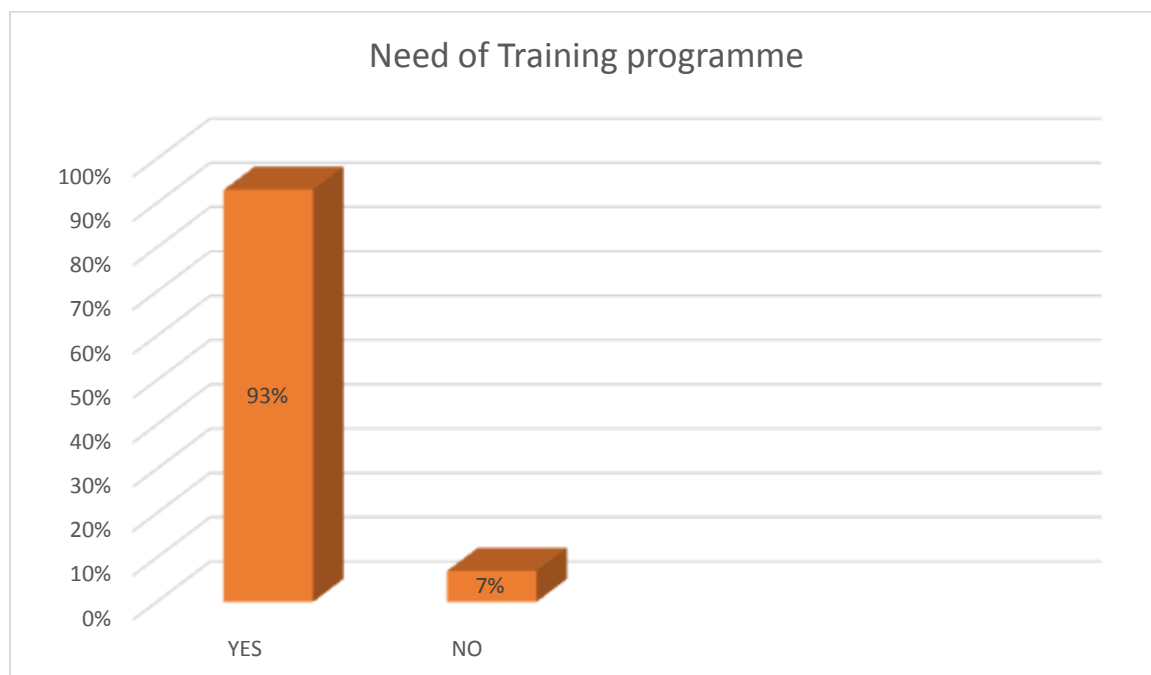
Particulars	respondents	Percentage
YES	93	93%
NO	7	7%

ANALYSIS

From the above table, it can be clearly seen that most of the 93% of employees believe that training can help their employees to establish a career, while the remaining 7% of employees do not think that training helps build a career.

CHART 4.13

Chart showing the opinion of the employees about the need of training programme in building their career?



Explanation

From the above figure, it can be seen that most employees think that the training plan helps to create a career for employees.

TABLE 4.14

Overall satisfaction towards training?

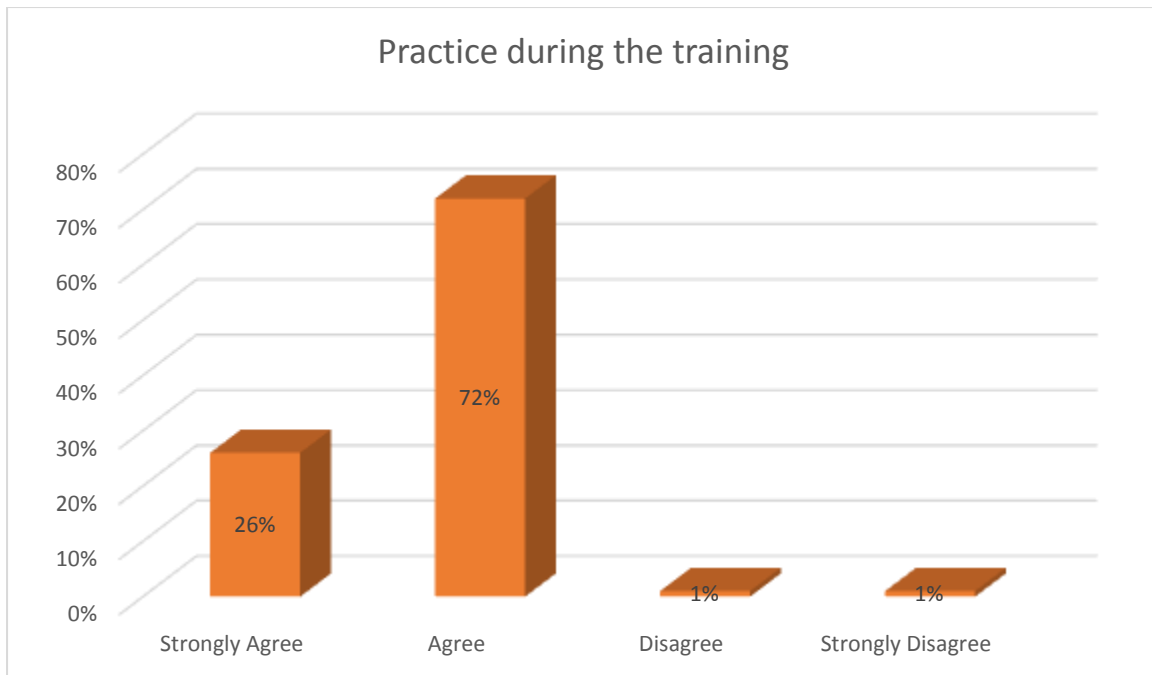
Training programme	No. of respondents	%
Strongly Agree	26	26%
Agree	72	72%
Disagree	1	1%
Strongly Disagree	1	1%

ANALYSIS

From the above table, we can analyze that 72% of employees agree with the overall satisfaction of training, 26% of employees agree very much, 1% of employees do not agree, and 1% of employees strongly object.

CHART 4.14

Chart showing overall satisfaction towards training.



INTERPRETATION

From the above chart we can interpret that majority of the employees had overall satisfaction towards the training that was given during the training session i.e. 72% and 26% of them strongly agreed.

TABLE 4.15

Did the employees get appraisal in order to motivate them to attend the training programme.

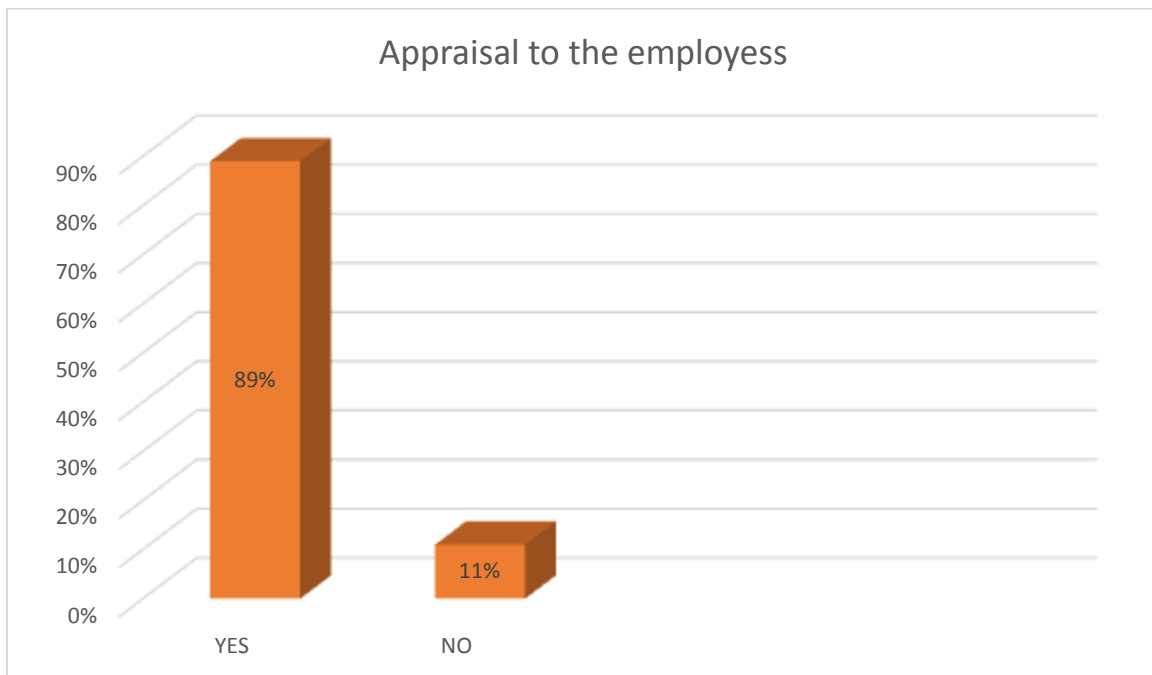
Particulars	No. of respondents	Percentage
YES	89	89%
NO	11	11%

ANALYSIS

From the above table we can analysis that 89% of the employees were given appraisal in order to get motivated to attend the training programme and 11% of the employees were not motivated towards appraisal.

CHART 4.15

The chart shows whether employees are evaluated to motivate them to participate in training programs.



INTERPRETATION

From the above chart we can interpret that most of the employees with good position had given appraisal to motivate them to attend the training programmes and rest were not given.

TABLE 4.16

Trainers performance during training session.

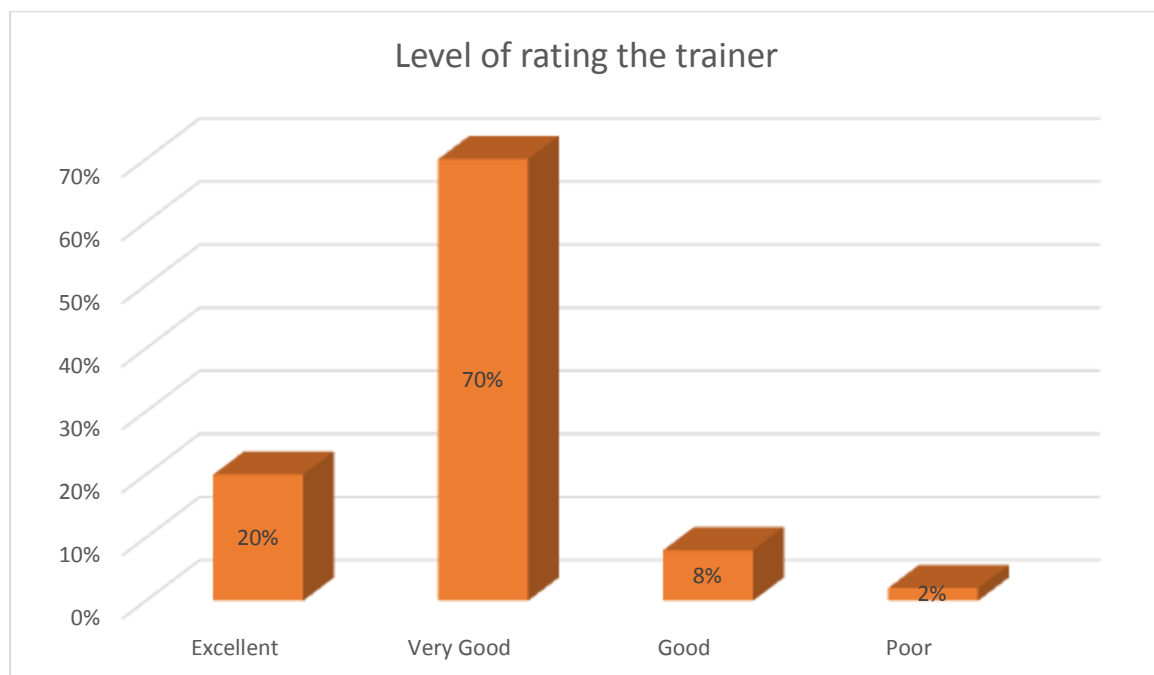
Sl.no	Opinion of Employees	No. of respondents	Percentage
1	Excellent	20	20%
2	Very Good	70	70%
3	Good	8	8%
4	Poor	2	2%

ANALYSIS

From the above table we know that 70% of the employees have been rated that trainers performance was good, 20% of the employees have been rated excellent, 8% of the employees haven been rated good and 2% have been rated poor.

CHART 4.16

Chart showing the trainers performance during training session.



INTERPRETATION

From the above interpretation we can know that majority of respondents have reviled that trainers performance was very good during the training session.

TABLE 4.17

Was the whole training period sufficient for the employees?

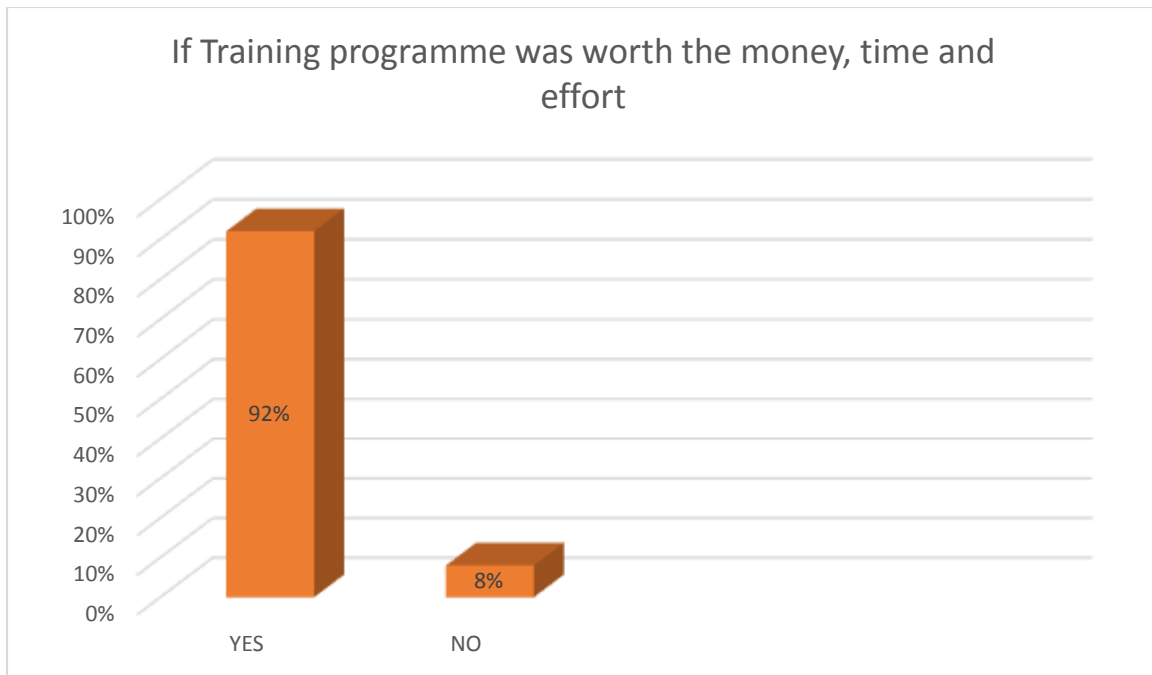
Particulars	Number of respondents	Percentage %
YES	92	92%
NO	8	8%

ANALYSIS

From the above table we can analyse that 92% of the employees agreed that the training period was sufficient while 8% of them did not agree with it

CHART 4.17

Chart showing if the training period was sufficient?



INTERPRETATION

From the above figure, we can see that most employees think that training time is sufficient and only a few employees do not agree.

TABLE NO 4.18

What were the general complaints from employees during the training session?

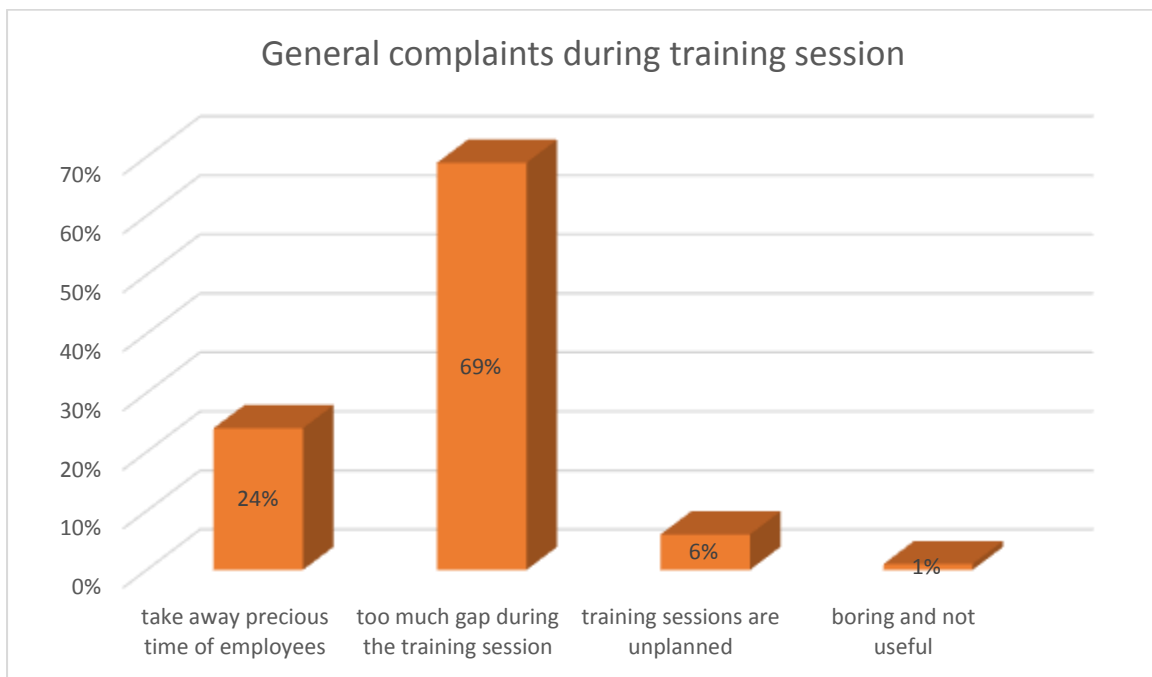
Sl. no	Particulars	respondents	Percentage
1	Taking away precious time of employees	24	24%
2	big gaps during the training session	69	69%
3	Training sessions are unplanned	6	6%
4	Boring and not useful	1	1%

ANALYSIS

From the above table we can analyse that 69% of the employees feel that too much gap is given during the training session, 24% of the employees feel that it takes away precious time of the employees, 6% of the employees feel that training sessions are unplanned and 1% feel that the training session is boring and not useful.

CHART 4.18

Chart showing the general complaints of the employees during the training session?



INTERPRETATION

From the above figure, we can see that most employees think that there is a wide gap during training. Few people think that this will waste valuable time for employees.

TABLE NO 4.19

What is the degree to which the training objectives are met during the training session?

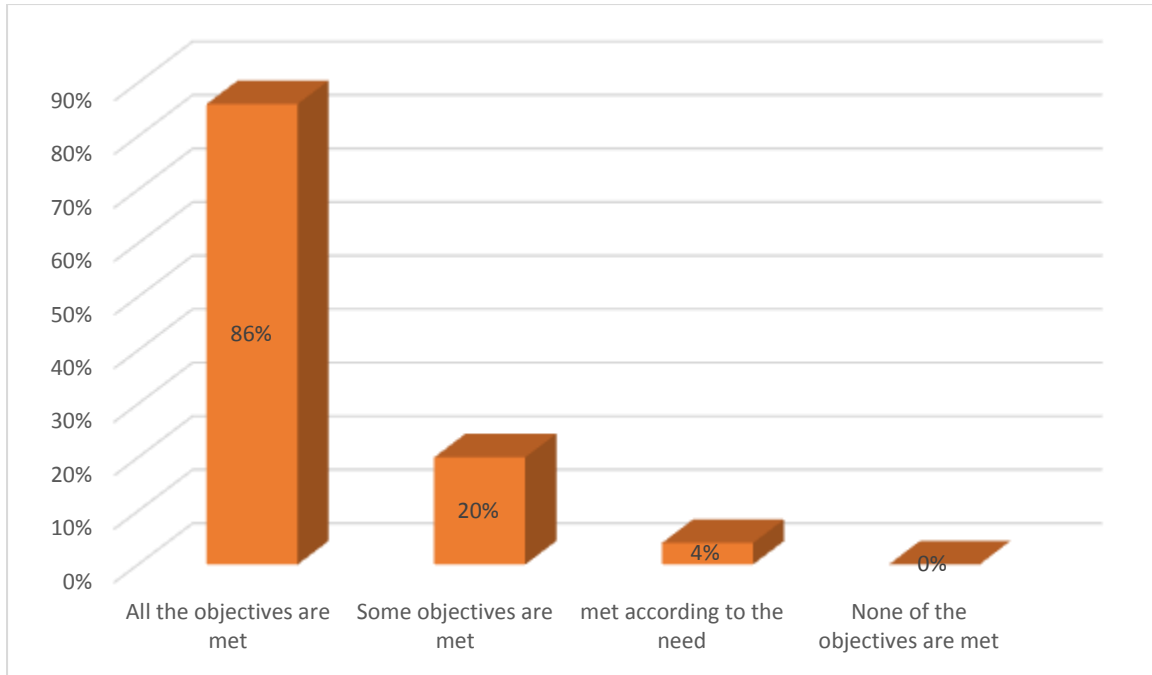
Sl. no	Particulars	No. of respondents	Percentage
1	Overall the objectives are met	86	86%
2	Few objectives are met	20	20%
3	Met according to the need	4	4%
4	None of the objectives are met	0	0%

ANALYSIS

From the above table we can analyse that 86% of the employees feel that all the objectives were met and 20% feel that only some of the objective were met and 4% feel that objectives were met according to the need and 0% feel that none of the objectives are met.

CHART 4.19

Chart showing the degree to which the training objectives are met during the training session.



INTERPRETATION

From the above chart, we can see that most employees think that all goals are met, and few employees think that only some goals are met.

TABLE NO 4.20

Did the employee experience any problems during the organizational training?

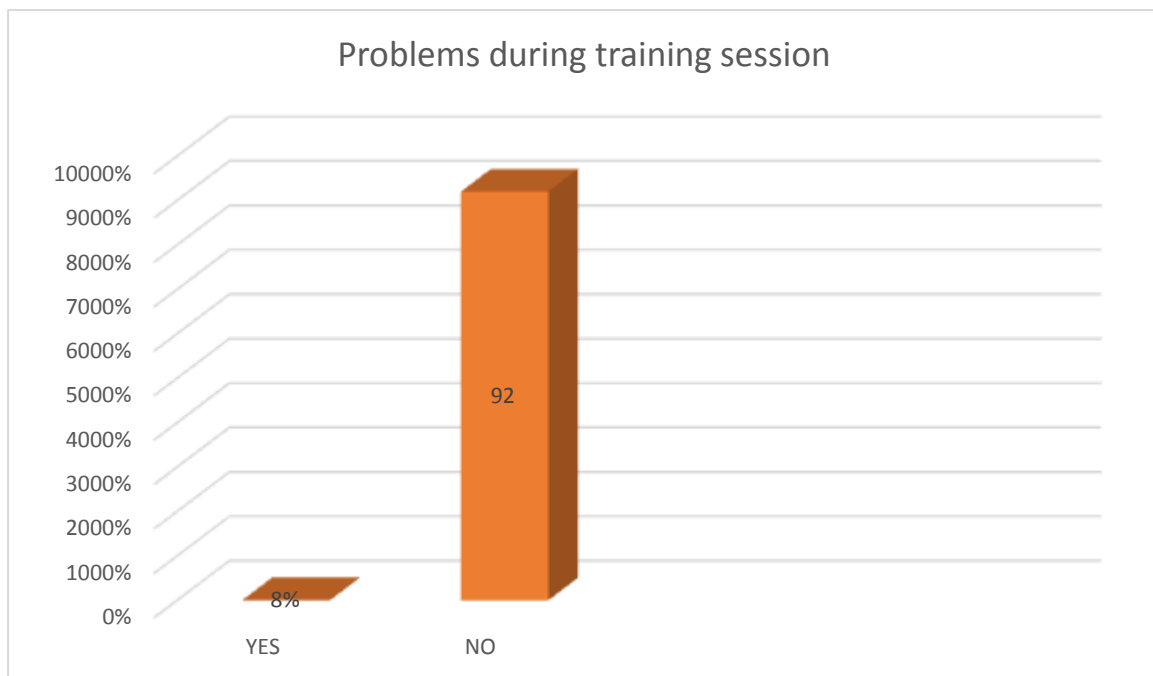
Sl. no	Particulars	respondents	Percentage
1	YES	8	8%
2	NO	92	92%

ANALYSIS

From the above table, we can analyze that 92% of the employees did not encounter any problems during the training period, and 8% of the employees encountered some problems during the training.

CHART NO 4.20

Graph shows if employees have any problems during training in the organization.



INTERPRETATION

From the above figure, we can see that most employees did not encounter any problems in the training courses conducted in the organization.

HYPOTHESIS:

H₀: The trainer Performance and training periods does not leads to satisfaction

H_a: The trainer Performance and training period leads to satisfaction.

		Trainer Performance	Training Period
Overall satisfaction towards training	Pearson Correlation	.823	-.956
	Sig. (2-tailed)	.023	.005
	N	100	100

The above correlation table shows that, the trainer performance and training period are the factors identified to assess the satisfaction level towards training. The result shows that the training performance, training period leads to overall satisfaction towards training program with significant value shown in the above table.

Trainer Performance: Trainer performance is linked with overall satisfaction which is positive and significant with value 0.023 which is less than 0.05.

Training Period: Employees are satisfied with current training period but the relationship is inverse. It means that as the training period increases, the satisfaction level decreases. So the training period should not be too long which has impact on training satisfaction.

CHAPTER 5

SUMMARY OF FINDINGS, CONCLUSION AND SUGGESTION

5.1 FINDINGS

- The most preferred method of training which the employees were comfortable with was On Job Training.
- A training program is very successful when it meets all the stated objectives with competent faculties and useful resources that makes the learning more effective and easy.
- Training program helps the employees in the faster growth rate of employees in the organisation by improving the productivity level and strengthening areas where the employees are weak.
- The amount of motivation obtained by the employees through training program had a direct impact on the productivity and the success of training program.
- Training program helped in building career of the employees and was also necessary in job satisfaction of the employees.
- It also was effective in personal growth of the employees where they get to learn new techniques and keep themselves updated.

5.2 CONCLUSIONS

Training is the most important part of sound management which makes the employees more effective and productive in the organisation. It is actively interrelated with all the personal or managerial activities and part of whole management programme.

The overall performance of training is satisfactory and they need to bring in many new techniques to improve. Training has benefited and increased the productivity in the company on the other hand the moral, knowledge and level of confidence of the employees have also increased.

Training is a widely accepted problem solving device, it should be done outside the organisation also for motivating the employees from the boredom of work and considering environment factors and this will increase and motivate the employees.

5.3 SUGGESTIONS/ RECOMMENDATIONS

- Introduce many training programme which will be beneficial for the employer as well as employee.
- Introduce good training programme which is relates to improve the quality and production in the organisation.
- Enhance good communication attitude among the workers and employees.
- Employees should be properly motivated at work place and their special skills and knowledge should be recognised and it should be utilised completely.
- The management should provide well skilled and experienced trainers.
- Supervisor should always help their sub-ordinates in acquiring and improving technical/ supervisory/ management skill.

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ANNEXURE

1. Age.

- 20-30
- 30-40
- 40-50
- 50-60

2. Gender

- Male
- Female

3. Qualification.

- SSLC
- PUC
- DIPLOMA
- DEGREE

4. Various designation of the employees.

- Workmen/Employee
- Operators
- Charge Men

5. How often Training is required for the employees?

- Once in 3 months
- Once in 6 months
- Once in a year
- Not required

6. What type of ON THE JOB TRAINING program is given to the employees?

- Committee assessment
- Job instruction
- Apprenticeship
- Job rotation

7. What type of OFF THE JOB TRAINING program is given to the employees?

- Lecture
- Case study
- Conference/ seminar
- Simulation

8. Employee's opinion about the training program.

- Excellent
- Good
- Average

- Fair
- Poor

9. Did the training programme help you enhance productivity and performance?

- Yes
- No

10. Opinion of the employees about the facilities imparted during the training programme.

- Excellent
- Very good
- Good
- Poor

11. Has the training program conducted well-planned exercises in the organization?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

12. Opinion about the necessity of training in the organisation.

- To specialist at a particular work.
- To get adjusted to the work place
- To employees job satisfaction
- All of the above

13. Opinion about the employee about the need of training programme in building their career?

- Yes
- No

14. Overall satisfaction towards training?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

15. Did the employees get appraisal in order to motivate them to attend the training programme.

- Yes
- No

16. Trainers performance during training session.

- Excellent
- Very good

- Good
- Poor

17. Was the training period sufficient?

- Yes
- No

18. What are the employees' general complaints during training?

- Take away valuable staff time
- The gap during training is too big
- Training courses are unplanned
- Boring and useless

19. What is the degree of achievement of the training objectives during the training course?

- All goals are met
- Some goals are met
- According to need
- No one goal is met

20. Did the employee experience any problems during the organization's training?

- Yes
- No



ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA
INTERNSHIP WEEKLY REPORT (16MBAPR407)

Name of the Student: DIKSHA D

Internal Guide: MONICA M

USN No: 1AY16MBA15

Specialization: MARKETING & HR

Title of the Project: A STUDY ON SATISFACTION OF EMPLOYEES TOWARDS TRAINING

Company Name: KARNATAKA SOAPS AND DETERGENTS LIMITED

Company Address: P.B NO. 5531, PUNE HIGHWAY, SANDAL CITY, BANGALORE-560055.

Week	Work undertaken	External Guide Signature	Internal Guide Signature
15 -01-18 to 21-01-18	Studying the Industrial, company profile, vision and mission	T. Krishna	Monica M
22-01-18 to 28-01-18	Studying the product/ service of the company	T. Krishna	Monica M
29-01-18 to 04-02-18	Working on chapter 1 collecting data	T. Krishna	Monica M
05-02-18 to 11-02-18	Interaction with product department	T. Krishna	Monica M
12-02-18 to 18-02-18	Interaction with project department	T. Krishna	Monica M

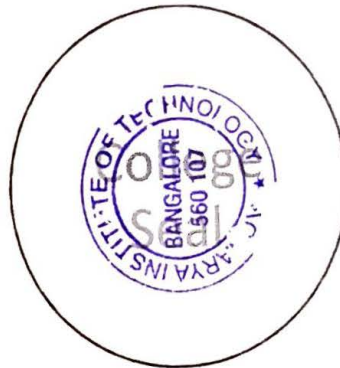
19-02-18 to 25-02-18	Interaction with project department	T. Krishna	Monica M
26-02-18 to 04-03-18	Theoretical background of the study	T. Krishna	Monica M
05-03-18 to 11-03-18	Data collection and analysis	T. Krishna	Monica M
12-03-18 to 18-03-18	Interpretation of the data gathered during the survey	T. Krishna	Monica M
19-03-18 to 24-03-18	Final report presentation	T. Krishna	Monica M

HOD

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19-02-18 to 25-02-18	Interaction with project department	T. Krishna	Monica H
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