Project Report (17MBAPR407)
On
"A STUDY ON EMPLOYEE PERCEPTION TOWARDS ORGANIZATIONAL CULTURE W.R.T DOMINO'S AT JUBILANT FOODWORKS LTD BANGALORE"

BY
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USN: 1IA17MBA29

Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY,
BELAGAVI

In partial fulfilment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION
Under the Guidance of

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March 2019

Date: 15th February 2019

To whom so ever it may concern

This is to certify that **Mr. Manoj Kumar J (USN: 1IA17MBA29)** student of **Acharya Institute of Technology, Bangalore affiliated to VTU** has undergone a project on "**A Study on Employee Perception Towards Organizational Culture w.r.t Dominos**" at **Jubilant Foodworks Ltd Bangalore.** The project training Programme was for six weeks i.e(3rd Jan 2019 to 16th Feb 2019). She has undertaken the training as a part of her curriculum.

We wish her all the best in her future endeavors.

For Jubilant Foodworks Ltd

Authorised Signatory
Varsha S Olety
Human Resources

ACHARYA INSTITUTE OF TECHNOLOGY

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

Date: 23/03/2019

CERTIFICATE

This is to certify that **Mr. Manoj Kumar J** bearing USN **1IA17MBA29** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A Study on Employee Perception Towards Organizational Culture w.r.t Dominos at Jubilant Foodworks Ltd, Bengaluru"** is prepared by him 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.

Signature of Internal Guide

Signature of HOD

Head of the Department
Department of MBA
Acharya Institute of Technolog
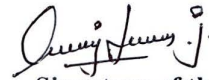Soldevanahlli, Bangalore-560 1u.

Signature of Principal/Dean Academics

Dr. Devarajaiah R.M.
Dean-Academics
CHARYA INSTITUTE OF TECHNOLOGY
Bengaluru-107.

DECLARATION

I **Manoj Kumar J**, hereby declare that the Project report entitled "A STUDY ON EMPLOYEE PERCEPTION TOWARDS ORGANIZATIONAL CULTURE W.R.T DOMINO'S AT JUBILANT FOODWORKS LTD BANGALORE" prepared by me under the guidance of **Prof. Monica M,faculty of M.B.A Department, AIT** and external assistance by **Mr. Mahadev, Human Resource Manager at Jubilant Foodworks,**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 Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of Six 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/diploma from any other University / Institution.

Place: Bengaluru

Date 04/04/2019

Signature of the student

ACKNOWLEDGEMENTS

Place: Bangalore   Manoj Kumar J

Date:04/04/2019   USN: 1IA17MBA29

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EXECUTIVE SUMMARY

Employee perception is a one of the important factors to be considered in any of the organization and employee's perception plays an important role in their working environment and impact on their work and also on organizational goal. There is a procedure in which the employees of the organization is encouraged to stay inorganization to a long period of time. There are various factors which affect the employee's perception.

Employees in today's world are very different; they tend not to miss good opportunities. If they are unhappy with their present job then they obviously tend to change to the next job which has better prospect and future. Thus, it is the primary obligation to the management to perceive the employee's potential activities and a good management should know how to encourage, attract employees in their organization.

The Particulars study talks about employee's perception theoretically along with the new idea and views that s trending now. It also deals with the identifying of the factors which affect the employee perception in the organization i.e the organizational culture is the main thing with affects perception of the employees majorly and for that many factors like Respect, Team work, Discipline, Mutual Trust, Compensation, Training, Transparency, Encouragement, Safety, Freedom etc. are taken into account.

The main aim of the research is to analyze perception relation with organization culture. The survey conducted by gathering data from both the sources i.eprimary and secondary. The primary data collected from undisguised Questionnaire and secondary data is collected from journals, reports. The data gathered is analyzed using percentage analysis and statistical tools such as descriptive frequency, correlation and T-test using SPSS 16.0. The finding shows the employees are positive towards organization culture.

CHAPTER-1

1.1 INTERDUCTION ABOUT INTERNSHIP

Internship will supply realistic advantage to all the college students, in order to earn the work experience on the chosen matter. Internship also presents how theoretical skills must observe on the practical working fields. Internship is a very good platform to learn about how an organization works and also it provides an opportunity to learn the work with the guidelines of experts in Particulars work. It is a place where a new candidate can earn the knowledge about the work in the organization and also raise the skills of individual. We had to complete our internship in 6 weeks and have to gain overall organization working and have to make a research on a Particulars topic. Internship also boosts our CV on work experience.

As an MBA student of HR Specialization my research is based on **"Employee Perception towards Organization Culture"** at Jubilant Food Works.

1.2 TOPIC CHOSEN FOR STUDY:

"A STUDY ON EMPLOYEE PERCEPTION TOWARDS ORGANIZATIONAL CULTURE W.R.T DOMINO'S AT JUBILANT FOODWORKS LTD BANGALORE"
This study is to find out whether employees in the organization are positive or negative about organization culture. The executive organization culture will contain of values and beliefs of the people in the organization which also supports the organizational goals. This will also have impact on employee's satisfaction. This research explains that if employees are committed and if they are having same norms and values where every organization has, then they can increase their performance towards achieving overall organizational goals.

The organizational culture plays an significant role in achieving the organization goal effectively so if the employees in the organization are happy with the culture that has maintained in the organization then the workers will work effectively if the employees are not satisfied with the organizational culture then the organization can't achieve its goal effectively so every organization has to understand what the employees are feeling about the organizational culture and the management should assess that weather the employees are happy and satisfied with the culture or not.

INDUSTRY PROFILE AND COMPANY PROFILE

1.2 INDUSTRY PROFILE

The food industry has a varietytypes of fast-food stores in a food and beverage establishments serving businesses. The fast food industry is the fastest growing industry now a days in India and world, in India for Quick Service Restaurants there is market up to 10000 crores and still its growing gradually.

DEMOGRAPHICS

Food franchises industry is popular industry because it's served tasty food and people enjoy eating out. According to National Restaurant Association report 90% people are going to enjoyed restaurant and 50% of people say that restaurants are essential part of their presence. 80% of consumers eat out with the family and an impressive at a friend's house eating, they prefer fast food while they are in work and their leisure time more efficiently. Since the food industry so saturated the demand is fierce competition. According to Indian statistical data there is an 34.52 percentage of people uses fast food.

GROWTH

The food industry is a lucrative restaurant franchise chain has been successful in channeling the power of the. Entrepreneur magazine Franchise 500 strong franchise 2015 500 104-quick service restaurants, and across all industry sectors in this group, the most financially sound franchises list when combined with the largest industrial segments in the list and a list of retail accounts for 3% of the full-service restaurant food sales, 1.8% more than 25 per cent of the food 500 franchise.

Food institute says that every year they'll be spending $6 billion more eating out than older generation and franchises that serve a natural, healthy and unprocessed option is likely to append to millennial.

Add an element to the success of the right position of the food contract. Some of the U S site Nerd Wallet currency awarded 2015 report affording advice to the city for the new dining room is in high demand. Nerd wallet identified the best place to start your business in the belowCity's,

1. cedar park in Texas
2. Franklin in Tennessee
3. Smyrna in Georgia
4. Round Rock in Texas
5. Frisco in Texas
6. Bangalore in India etc…

INDUSTRY CHARACTERISTICS

According to the National Restaurant Association says that a total of $783 billion sales in the fast food restaurant industry in 2016 and it accounts an of47 percent of total food industry, 4% even for the restaurant is supported by the continued success of the Restaurant Association, according to the food industry is U S gross domestic product at 14.4 million people in this particular industry. The Indian food industry is also have highest market share for fast foods and according to the recent study in India we come to know that 34.52 percent of Indian people using Fast Food in India.

BENEFITS

The food industry there are many benefits to owning a franchise is one of the biggest benefits to reduce the risk of food franchise.

❖ It Saves time
❖ It Offers tasty and healthy options for the peoples
❖ Increases job opportunities for the people
❖ Causes overweightness
❖ Persuaded to labour issues

1.3 COMPANY PROFILE

Jubilant Foodworks(JBL) is the Indian company grounded in Noida city Uttar Pradesh, which is holding Master Franchise for Domino's Pizza in the 4 Asian countries like India, Srilanka, Nepal and Bangladesh, and also Jubilant Foodworks holds the Master Franchise of Dunkin' Donuts only in India.

The Domino's Pizza made the company as a market leader in the segment of Pizza with the network of 1167 Pizza Restaurants around 269 cities in the India as per the new 2018 data.

This Jubilant Foodworks is the part of Jubilant Bhartia Group(JBG).

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                        ┌──────────────────┐
                        │    JUBILANT      │
                        │    BHARTIA       │
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Jubilant life sciences	Jubilant Industries	Jubilant Foodworks	Jubilant Energy	Jubilant Enpro	Jubilant Motorworks
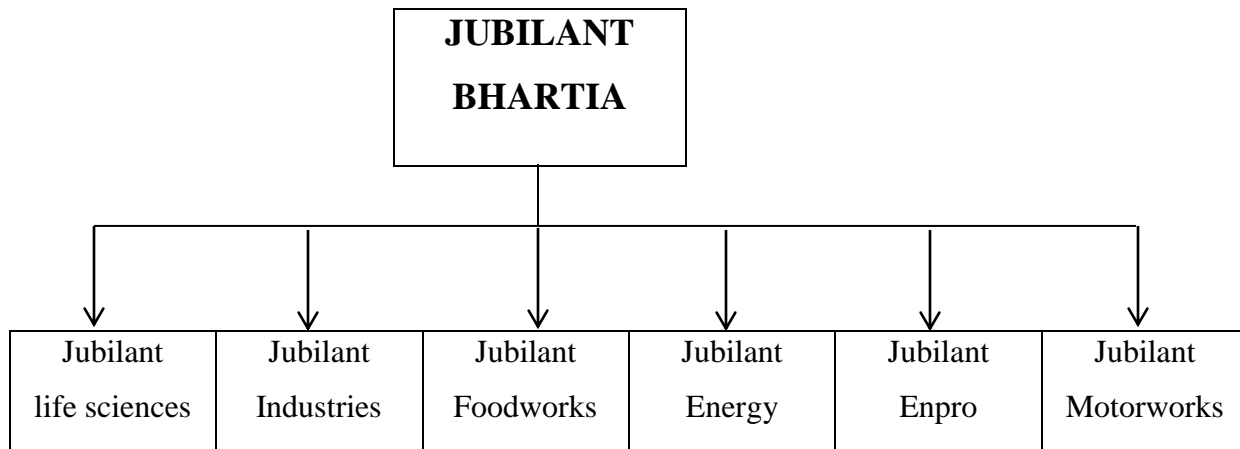
The Jubilant Foodworks Limited Formerly known as Domino's Pizza Limited and it has changed its name in 2009.

In Bangalore Jubilant Foodworks set up its Regional south office where it operates and control all the stores in south India which consists of Karnataka, Andra Pradesh, Telangana, Tamil Nadu, Kerala from one locationand also if any employee has to join Domino's for Bangalore Location then they have to come for interview in Regional office and have to attend the training in the same location.

HISTORY

The Domino's Pizza Indian Private Ltd was established on 26 March 1995 and began its operations in 1996. Domino's Pizza India Private Ltd., change its name in 2009 as jubilant Foodworks Limited.

The company established its first restaurant in January 1996 at New Delhi, India and it is the first Domino's Pizza outlet. And on February 24, 2011, jubilant Foodworks also got the brand American coffee house chain Dunkin' Donuts in the United States to operate the master franchise of it in India with the agreement. Jubilant Foodworks in Connaught place in April 2012, New Delhi, India opened the first Dunkin' Donuts stores. And in addition, jubilant Foodworks is the "emerging food group of the year", in economic times by 2012.

GROWTH

In 1996 ➡ Opened initial Domino's Pizza outlet at New Delhi, India.

In 2001 ➡ Reached its target of opening 100 outlets over the Country.

In 2009 ➡ The Domino's Pizza Indian Private, the company changed its name to Jubilant Foodworks limited.

In 2010 ➡ Company got listed in Indian stock exchange. [NSE code: JUBLFOOD] [BSC code:533155]

In 2012 ➡ Reached 500 outlets across the country.

In 2014 ➡ Domino's India became the largest business outside USA for Domino's.

In 2016 ➡ Opened 1000 outlets across the country.

1.4 PROMOTERS

Number	Name of the Promoters
1	Jubilant Consumer Private Limited
2	Hari Shankar Bhartia
3	Shyam Sunder Bhartia
4	KavitaBhartia
5	Jubilant Securities Private Limited
6	Jubilant Capital Private Limited
7	ShobhanaBhartia
8	JE Energy VenturesPrivate Limited

1.5 VISION, MISSION, AND QUALITY POLICY OF THE COMPANY

The Vision

To create sustainable value in social environmental spheres and enhance relationships with the community, customers, employees and all other stakeholders.

The Mission

1. To maintain the high standards in international chain of pizza delivery and to provide the experience of an outstanding products with excellent customer service.
2. Serving People, the best and best pizza in the world.

Quality Policy

- The Domino's maintains a quality management team and the team makes sure to full fill basic set for the operations of Domino's.
- The Domino's also having a relationship with some of the scientific communities to provide best and safe food among the people.
- The HACCP (Hazard analysis and critical control point) is the system applied to use for the Domino's and this system ensures that the people are getting good food items with high nutrition's.

- Domino's has introduced Antibiotic policy for all chicken and its products.
- And for the first time they are coming with the new technique for maintain the quality of the pizzas i.e they are introducing a smart cameras to ensure the quality of the pizzas, the system tells us the pizza is high quality or low so by using this system they are trying to introduce the automated quality control system.

1.6 PRODUCTS AND SERVICES

Products

- Veg Pizza
- Non-Veg Pizza
- Pizza Mania
- Pizza Add-Ons
- Delicious Sides
- Speciality Chicken
- Refreshing Beverages

SERVICES

- Dining
- Fastest home delivery

Fastest Home Delivery: Domino's provides 30 minutes Delivery Service to its customers and by this unique facility Domino's enjoys its competitive advantage over other competitors. This 30-minute delivery is based on the following (Heightened Time Awareness-HTA)

- Order Taking -   1 minute
- Pizza Making -   1 minute
- Oven baking -   6 minutes
- Pizza Cutting -   15 seconds

  Total= 8 minutes 15 seconds

Therefore, it takes 10 minutes to deliver Pizza to customer in the store and 30 minutes to deliver the Pizza at the customer's Residency. For Safe Delivery Person the allowed driving speed is 40 KMPH.

1.7 AREAS OF OPERATION

Domino's restaurants are operated all over the world and with respect to India it operates all over India with more than 1200 stores in 264 Indian cities and its Headquarters is located in Noida, Utter Pradesh.

The Domino's Pizza is into the business of Quick Service Restaurants and the cities which is are mainly the Domino's is operating are,

- Bangalore
- Hyderabad
- Mumbai
- Kolkata
- Chennai
- Delhi
- Ahmadabad and
- All over India.

1.8 INFRASTRUCTURE FACILITIES

OPEN KITCHEN: This is one ofmain infrastructure facility in the domino's restaurants and this gives lot of benefits to both the company and the customers and those benefits are,

1) By its Theatrics' view customers can see the making pizza's in the restaurants.
2) Confidence in hygiene and sanitations, i.e customers gets the confidence on the Domino's by seeing how they are hygiene in the work and the brand value of the company also increases.

FLEXIBLE SEATING: This is another infrastructure facility provided by the dominos to its customers who visits to the restaurant.

1) High stools for the youngsters.
2) Soft sitting for seniors.
3) Long table for families.

HERITAGE WALL: The walls in the stores are painted with attractive colours and also those walls indicate more than 60 years old brand.

1.9 COMPETITORS INFORMATION

Pizza Hut: This is the most Important Competitors of Dominos Pizza around the world. This is the one Competitor that directly competes with Dominos brand in the Quick Service Restaurant industry. Pizza Hut is also a specialized in take-out and delivering of Pizza to the customer's location. In the year 2016 Pizza Hut has been selected as the best pizza in the world. It makes same type of products which is producing by Domino's Pizza.

McDonald's: M C Donald's is another largest Domino Pizza's competitor. It started in the year 1940; it was founded by two brothers. The McDonald's opened its first barbeque food outlet in California, US. McDonald's hadbecome household name in most of the locations across the world and its annual earnings 7.8 billon dollars per annum. It covers the 18% of market share in fast food industry.

BURGER KING : Burger King fast-food joint around the world operated by the United States based company on a chain of fast-food service food outlets. It has become private company in 2010 purchased by an investment company 3G capital and was owned by the company after it.

Burger King is planning a huge expansion of its burgers are loved by the people. Therefore, Burger King rise has Domino's Pizza's one of the competitors.

SUBWAY: Peter Buck and DeLucain established subway in 1965 and it is the one of the fast food restaurant chain in the United States. It is used to provide customers with the brand is famous for its long submarine sandwiches 6-inch feet. It is a brand worthy of fast-food restaurants.

1.10 SWOT ANALYSIS
STRENGTHS

- Well-known brand image of Domino's Pizza's and its advertising strategies with the taglines like "30 minutes Nahi to free".
- An Extensive Network with 9000 and more franchise and also companiesoutlets spread over more than 60 countries in the world.
- Fast service and Deep menu.
- Less cost alternatives.
- Healthier Alternatives.
- The Efficient Supply Chain.

WEAKNESS

- Difficulty in handling the operations.
- Quality control becomes too challenging.
- Reducing sales in mature market.
- High employee turnover.
- Lesser number of eaters.

OPPORTUNITIES

- Market Expansion.
- Health Conscious eatables.

- Increasing customers in urban areas.

THREATS

- Huge competition.
- Change in customer needs.
- Cost Factor.

1.11 FUTURE GROWTH AND PROSPECTS

1. Dominos is planning to open more than 150 outlets around Asia pacific region which is including more than 15 outlets in Malaysiaat the year end.
2. Company is also planning for acquiring master franchise to open up its food chain business in Hongkong, SriLanka and Bangladesh where it has still not yet haveits presence.
3. The company also planning to use a Remote-control helicopter, the DomiCopter to deliver Pizza. This DomiCopters are set to take the pizza delivery system to another level and hits the world by storm.
4. For the first time they are coming with the new technique for maintain the quality of the pizzas i.e they are introducing a smart camera to ensure the quality of the pizzas, the system tells us the pizza is high quality or low so by using this system they are trying to introduce the automated quality control system.
5. The organization is planning to decrease the timing of delivery from 30 minutes to 20 minutes and by this service differentiation strategy the company is going to achieve more revenue and profit.
6. They are also planning to introduce new products for Indian market based on the culture of India.

1.12 FINANCIAL STATEMENTS

THE PROFIT AND LOSS ACCOUNT

(Rupees in Lakhs)

Serial Number	Particulars	Year ended March 31,2018	Year ended March 31,2017
1	**Income**		
	Revenue from Operations	2,98,044.06	2,54,606.98
	Other Income	2,272.39	1,448.49
	Total Income	**3,00,316.45**	**2,56,055.47**
2	**Expenses**		
	Consumed Cost of Raw materials	66,017.54	53,619.08
	Purchase of traded goods	9,271.25	8,027.80
	Change in inventory's Raw material in progress and traded goods	-146.09	-49.42
	Employee benefit expenses	60,410.54	58,453.82
	Depreciation and amortization expenses	15,587.75	15,115.25
	Rent	31,569.36	29,864.20
	Other expenses	86,282.26	80,032.60
	Total expense	**2,68,992.61**	**2,45,063**
3	**Profit before the exceptional items and tax**	**31,323.84**	**10,992.14**
	The Exceptional items	**-**	1,217.00
4	**Profit before the tax**	**31,323.84**	**9,775.14**
5	**Tax expenses**		
	Current tax	12,214.47	3,395.14
	Deferred tax (credit)	-153.11	-345.45
	Total tax expenses	**10,683.36**	**3,049.69**
6	**Profit for the year**	**20,640.48**	**6,725.45**
7	**Other comprehensive income**		
	Items that are reclassified to profit or loss	285.29	-60.58
	Income tax relating to the items that are not been reclassified to profit and loss account	-98.54	-20.97
	Total comprehensive income of the year , net value of tax	20,827.23	6,643.90
8	**Earing per equity share**		
	Basic (in rupees)	31.29	10.21
	Diluted(in rupees)	31.29	10.20

BALANCE SHEET AS AT THE 31 MARCH 2018

(Rupees in lacks)

Serial Number	Particulars	Year ended March 31,2018	Year ended March 31,2017
1	**Assets**		
	Non-Current Assets		
	Equipment, Property and Plant	**73,204.36**	**73,378.77**
	work-in-progressCapital	1,093.09	5,981.72
	Investment Property	3.41	3.41
	Other Intangible Assets	3,586.29	4,443.75
	Intangible Assets which under development	180.78	-
	Financial Assets	17,043.85	15,163.66
	Assets for the current tax(net)	1,213.56	810.62
	Other non-current assets	10,338.04	10,079.42
	Total Non-current assets	**1,06,663.38**	**1,09,861.35**
	Current Assets		
	Inventories	6,258.62	5,872.32
	Financial Assets	43,872.42	17,474.51
	Total Current Assets	**50,131.04**	**23,346.83**
	Total Assets	**1,56,794.42**	**1,33,208.18**
2	**Equity and Liabilities**		
	Equity		
	Equity share capital	6,598.42	6,594.91
	Other Equity	97,792.22	78,623.87
	Total Equity	**1,04,390.67**	**85,218.78**
	Liabilities		
	Non-current Liabilities		
	Security Deposits	50.00	36.50
	Deferred Tax Liabilities (Net)	5,498.39	6,930.96
	Total Non-current Liabilities	**5,548.39**	**6,967.46**
	Current Liabilities		
	Financial Liabilities		
	1) Trade Payables	38,682.70	31,173.77
	2) Other Payables	607.44	487.36
	3) Other Financial Liabilities	2,643.04	3,495.70
	Short Term Provisions	1,625.46	2,006.12
	Other Current Liabilities	3,296.72	3,858.99
	Total Current Liabilities	**46,855.36**	**41,021.94**
	Total Equity and Liabilities	**1,56,794.42**	**1,33,208.18**

RATIO ANALYSIS

The analysis/Examination of financial statements with the help of Ratio's is called as Ratio analysis. This analysis tool is widely used tool for financial analysis of the data. This analysis provides overall information about financial stability of the company.

1. **Current Ratio:** This Ratio measures the short-term financial position or in other words we can say it measures the companies short term solvency.

   The formula to calculate Current Ratio is,

   Current ratio=Current Asset/Current Liability

Year	Current Asset	Current Liability	Current ratio
2017	23,346.83	41,021.94	0.57:1
2018	50,131.04	46,855.36	1.07:1

Analysis and Interpretation: In the year 2016-17 current ratio is 0.82 which is not a healthy ratio for the firm and as the liquidity position of the firm is low. In the year 2017-18 the current ratio increased to 1.07 it is a very good sign to the firm, where the liquidity position of the firm increased to a good extent. The standard current ratio is 2:1 which says that current assets should be always twice of current liability.

2. **Net Profit Ratio:** It indicates the effectiveness of the management. This Ratio majorly indicates the overall measures of the firm's productivity.

   The formula to calculate this ratio is,

   Net Profit Ratio=Net Profit After tax/Sales * 100

Year	Net Profit After tax	Sales	Net Profit Ratio
2017	6,643.90	2,54,606.98	2.6
2018	20,827.23	2,98,044.06	6.98

Analysis and Interpretation: In the year 2016-17 the net profit ratio is 2.6, whereas the net profit was increased to 6.98 in the year 2017-18. This shows the earning profit of the company highly increasing.

3. **Fixed Assets Turnover Ratio:**The particular Ratio analysis evaluates how well the company is using its assets to yield income.

    The formula to calculate this Ratio,

    Fixed Assets Turnover Ratio=Net sales/Fixed assets

Year	Sales	Fixed assets	Net Profit Ratio
2017	2,54,606.98	79363.9	3.21
2018	2,98,044.06	74297.55	4.01

Analysis and Interpretation: In the year 2016-17 the asset turnover ratio is 3.21 and it is goes on increasing in the year 2017-18.In the year 2016-17 the usage of asset was less with the less asset turnover ratio. In next year the assets turnover ratio keep increasing. Therefore, higher the ratio is higher the utilisation of fixed assets, lower value the ratio indicates underutilisation of the fixed assets.

CHAPTER 2

CONCEPTIONAL BACKGROUND AND LITERATUTE REVIEW

2.1 THEORITICAL BACKGROUND OF THE STUDY

The project report titled "A STUDY ON EMPLOYEE PERCEPTION TOWARDS ORGANIZATIONAL CULTURE" most of the part undergoes for understanding the representative recognition with respect to different authoritative angles and furthermore to think about the level of worker fulfillment which depends on their discernment.

Perception of the employees plays a significant role in organization; the overall organization depends on their employee's performance so the perception of the employees has to be positive towards the organization in terms of culture and other factors.

This specific venture helps in understanding what really representatives see about the administration and furthermore relationship among the laborer's and different elements affecting worker recognition.

Observations change from one employee to another employee. The distinctive employees see the diverse things about a similar circumstance. In case if we allocate more than what actually resides more part to distinctive implications to what we really see. The implications can change for someone in Particulars situations and one may change their point of view in different situation and time.

Definition of the Perception:

"Observation is the way toward choosing, sorting out and deciphering or the joining intending to occasions occurring in condition**".**

-L.M PRASAD

As indicated by Mr. Joseph Reitz, "Observation incorporates each one of those procedures by which an individual gets data about his condition – seeing, hearing, feeling, tasting and noticing. The investigation of these unending procedures demonstrates that their working is influenced by

the three classes of factors that is the – the articles or occasions being seen, nature in which the observation happens and individual doing".

This present review will investigate the worker recognition.

The examination can be exceptionally utilized as a part of request to assess the impacts on administrative and representative view of the worker connection to his atmosphere. In this both quality and bearing of the union impacts will vary as indicated by the way of a union and business reactions to it. The business and representative impression of the atmosphere additionally contrast as indicated by the real quality of the union participation. The workers view on atmosphere is additionally an unequivocally connected with the representative's impression of union adequacy.

Definition of Organizational Culture

"Organization culture encompasses values, behaviors that contribute to the unique Psychological and Social environment of the Business".

Cultural is based on attitudes, beliefs, customs, and sharing have been developed during this time and are considered valid based on the written and unwritten rules.

The hierarchical culture is made out of few attributes which will go in the need from high to low. Each association has a nearby unmistakable incentive for each of these attributes which characterizes the associations novel culture. The qualities for examples,

1. Risk Orientation,

2. Precision Orientation,

3. Achievement Orientation,

4. Fairness Orientation,

5. collaboration Orientation,

6. Competitive Orientation etc,

These are the principle and essential qualities which will go under the authoritative social review. Each of these attributes will reveals to us that how it will affect on the individual worker in an association.

2.2 REVIEW OF LITERATURE

Author	Title of the article	Findings	Gap identification
Maheshari,&Vohra (2015)	Identifying the critical HR practices and policies impacting employee perception	"When the economy improves, almost in all the aspects of the workplace improve. The employee's requirement also increases as per the improving conditions of the economy.What makes generally employee's want to come to work every day is weather employee feels appreciated by his or her company. Understanding this we can increase the satisfaction of the employee's and also reduce the employee turnover in the company.	Author considered but not explainedhow to improve the economic conditions of the employee and destressed the compensation and benefits factor.
Lee, E.M. Park (2013)	Employees perception of CSR activities	The expanding rate of work, accounts developing separation between the esteem individuals and make them to discriminate others who have the same work type. Treat your employee's somewhat as Entrepreneur. And assign specific work for the individual employee and also arrange hierarchical manager.	The author considered lees number of cultural factors for his study.
Prottas, D.J (2013)	Relationships	The clear and standard ingredients of	What author

	among employee perception of their managers behavioral integrity	a good strategic plan will always include fully elaborated goals, a prioritized list of changes with the associated timeframes. The benefits and the costs to manifest the goals and an executable roadmap that outlines a detail path to achieving the strategy. The lees obvious ingredients are those that make up a plan digestible by a culture.	specified are all may fall under an umbrella of organization change management and it has not included unity amongst leadership, Stake holder engagement.
Hu, Q., Diney (2012)	Managing the employees compliance with all security policies	The author states that "It is very important that the President and CEO of the company Walk around and talks with the people. You set the pace; you set the culture and everything that falls into place". It is a matter of educating an each and every employee. They can read a lot of books about the leadership, what works for other people could work for them, what could not work for them it may depend and establishing the environment according the perception of employees brings an organization to achieve its goals effectively.	Author not specified specific training programs to increase the positive perception towards organizational culture.
Hussain, T & Asif (2012)	Is employee turnover intentionally	Every organization must have an approach to draw in and hold the individuals, or it will stop to exist. In	Author was concentrated only on individuals but

	driven by organizational commitment and perceived organizational support	the same time it must oblige individuals conduct, or it won't have the capacity to complete anything. Each difficulty with the enquiries has to be handled with the specific procedure and it should not include any unfair activity in solving the conflicts of the company. The open door for the general population asking is to, that they outline the inquiries into something littler and feasible.	the organization like domino's can't concentrate on every individual and if something has to be done than it should take every one in the organization into consideration.
Men, L. R. (2012)	Employee engagement and Perceived organizational reputation	According to the author, while business has been attempting to recover its balance, representative fulfilment with the worklife adjusts has been taking a major hit. It was down 6 per cent broadly and 5 per cent in the focal Indiana, as it indicated by the working environment elements. But luckily, it's not the main component being a top working environment, to discover that what is important to most of the employees. So the author trying to say the work life balance is more important for the employee's.	Author stressed more on perception on work life balance rather than perception towards organizational culture.
Ansari, N G (2011)	Employees perceptions on HRM practices.	The author addresses that he come up with the idea is to take those certificate is being offered and integrate that training into the	Author just said if the training has provided to the employees then

		traditional college degree training to create a more thoroughly trained workforce that cannot only operate equipment, but diagnose production problems and find out the ways to reduce waste. Find faster manufacturing times and the ways to have greater output of higher quality products. By proper training provided before they enter into the organization then those employees will learn the organization culture and adopt that to them after joining the organization so there will be less chances of dis-satisfaction due to organization culture.	its enough to get work from the employees but before that we should understand the perception of employees.
Yavuz, M, (2010)	The effects of perception on organizational culture and justice	Addresses that the individual sentiments towards a worker play a particularly essential part in framing work connections than it is normally recognize. We always need to work with individuals that make us feel great to associate with them. Associations have generally centered around capabilities and thinking capacity about their staff.	The author writes that "Regardless of how experienced or profitable somebody is, whether they are mean to individuals, they are practically pointless. I can't work with somebody who is not decent. He is not stressed on

			experience of employees.
Schein, E H (2010)	Organization culture and leadership.	The author said that the culture is not only a handbook of the guidelines, but a flesh and blood policy that gets enacted to every day to give a life. The commitment to develop the organizational culture is also a commitment for growth. There is no such standing rule when it comes to the organizations. In each and every organization things are changing every day. So the every employee has to make sure that they understood what it is going to mean for their clients and provide solutions for the same.	Author considered organizational culture factors and he left considered whether they are satisfied with to meet clients everyday or not.
Kuvaas, B (2008)	An exploration howan employee and organization relation affects the linkage between perception of HR practices.	The author addresses that when a representative fell like they don't have a place, they won't just fell segregated and rejected but also their headway and eventually their goals also influenced. In some cases the workers will feel distinctive, and this condition influences the organization negatively and this also leads to more employee turnover in the organization.	Author dint provide proper solution to the problem but he identified what is the problem.
Bell, E E (2008)	Discovering employee perception on	The organizational culture is underlying belief, norms, values and the assumptions that govern and	The author suggests to use effective

	the work environment.	determine the behaviors of managers and the employees. The strategy and the culture were to provide the bestbuilding plan which is focusing on the quality service. The strategy and the culture could be combined to make the new company work effectively and efficiently this combination plays an important role while achieving the organizational goal effectively and efficiently.	strategies but dint involved the works in management decision.
Wall, E A (2007)	The effects of physical environment and employees behavior.	Adults with the special needs receive job placements assistance and the support to succeed and excel in their job. The mission is to provide the opportunities needed to facilitate with each individuals achievement to their maximum potential.	Author emphasized more on adults and gave less importance to experienced people.
Deymock, D, McCarthy (2006)	Employee perceptions	From the author research it shows that the perceptions of inequity are associated with the lower job satisfaction, Performance, Engagement and mental health as well as the higher employee turnover. I do believe that each and every employee deserves fair treatment and equal treatment, because the perceptions of unfairness can lead to the negative changes in the attitude or behavior. It is not just about money, it should	Author not considered and explained to improve the economic conditions of the employee and destressed the compensation and benefits factor.

		come from non-financial rewards. It is very important to maintain a pulse on employee's feelings by holding the focus groups or administering surveys.	
Ismail, M, (2005)	Learning creative climate and organizational factors.	The author addresses that every change is very much part of the life, and a change in the workplace is something which is we constantly adopt to, because of some of the area changes are totally beyond our control, it will become critical that we learn to embrace the change in a healthy and proactive way. The change in the business world is obviously directed by many variables like Globalization, Technological advancement, Economic shifts, Maturation of the markets and the intense competition.	Author considered external factors to organization for his research and he less concentrated on internal factors of the organization.
Al-mailam, F F (2004)	Employee perception of leadership efficiency in public.	Author suggests employer's to be aware of the physical sensations such as teeth, racing heart, irritability and trouble shooting. Get a better understanding of employee's perception of the stressful situations. It will always be an uncertainty future of employee's job so author referred employers to look into exercise or other relaxation	Stress is a huge component and employers have to understand the perception of the employees and they have to handle the stress in an efficient way.

		techniques such as yoga, meditation and massage therapy. Stress is a common factor among all employees.	
Connelly, C E & Kevin (2003)	Predictors of employee perceptions of knowledge sharing culture.	According to this review tells that the twenty-four per cent say's that the organization beat manager values and their work, while another 14 per cent didn't know about it. In some of these occurrences the workers discernment may be founded on the reality. Administrators regularly get hindered in their everyday work, and furthermore don't generally take the time or try to show gratefulness for the commitments of their persevering representatives.	Not emphasized on the worker participation in management.
O'Toole, M (2002)	The relationship between employee perception and organization culture.	The author addresses that the pay which is paid to employee's must be based on the current job descriptions, job specification and internal pay equity issues addressed through a job evaluation process, such that the point factor analysis, which will helps the employer to set and defend pay which is based on education, experience, accountability for confidential information, supervision, job hazards and other factors common to	Identified why employees are dis-satisfied due to pay or other issues and author dint say how to solve those problems in an effective way.

		jobs. Even employees are much competitively paid in the labour market; they may be able to dis-satisfy when looking within their own company.	
Jo hatch & Schultz (1997)	Relations between organization culture.	As per the today's innovative work force, the days are simply paying to the people for the 40 hours of the work is rare. Employees are required to understand there organizational processes accurately. Identifying the candidate's strengths and capabilities we should that is employer should place the employee to the position which he is fit and placement of the employee plays an important role in the organization, the culture of the organization should be rigid. Organizations can recruit and hire the most talented people however, if they are assigned that the wrong roles, chances for success are limited. The alignment between employees, departments and corporate strategy should be properly aligned.	Stressed on what employer has to do to improve the employee's perception and dis stressed on more elements of organizational culture.
Schein E H (1990)	Organizational culture	In every organization the owners or the managers will be under the more pressure from all the sides. Above of them will be organizations of the authority which have influence over	Author dint involved what about the people who they hired, lined up like a

		them like banks, boards or family members, below of them hide the day-to-day uncertainties like weather, recession and road construction.	spear, ready to thrust forward into the pushback marketplace in organization.
Cangelosi V E (1988)	Effect of open versus closed physical environment on employee perception and attitude.	The author mainly addresses that the companies will provide flexible schedule, child care services as more women juggle between work and family responsibilities, they are eagerly looking for help from their employers to find a balance withtheir work life and personal life. The wider variety of benefits helps employers to attract and retain employees, and also boosts workers' productivity and mainly increases morale of all the employees also and this strengthens the company.	Author not considered and explained to improve the economic conditions of the employee and destressed the compensation and benefits factor.

CHAPTER3

RESEARCH DESIGNN

3.1 PROBLEM STATEMENT

In every organization employeeare the main assets of the organization and if employees are unhappy with the culture of the organization then that may lead to inconsistency in employee performance and which also affects to achieve the organization goal effectively.

If employees are feeling negative about the organization culture and if they never share those feeling with others then it will be a biggest problem for the company and they keep on carrying that feeling with them that may leads to ineffective work from the employees and also increases the employee turnover ratio.

3.2 NEED FOR THE STUDY

Understanding employee's perception towards the organization is very important to any of the organization and the organization like Domino's has to study about the perception of the employees because the organization is suffering from the problem of high rate of employee turnover ratio which indirectly affects the organization growth and also increases the Recruitment cost to the company and which will also consume valuable time of the company. So this perception of the employees towards the organizational culture has to be studied.

3.3 OBJECTIVES OF THE STUDY

1. To understand the various cultural factors affecting the perception.
2. To assess the relationship between perception and factors of organization culture.
3. To analyse the gender on perception.

3.4 SCOPE OF THE STUDY

1. The study is done w.r.t two stores ofDomino'sand in a particular location in Bangaloreso we can get more précised data and the accuracy if the research done in large scale.study helps to understand how management can assess the effectiveness of motivational practices in the organization

2. By taking more perceptional factors into consideration we can analyse organizational culture and by this we can able to enhance the professional perception of the employees.

3. We can also include how to turn out the employee negative behaviour into positive by assessing the perception of the employees towards the organizational culture.

4. The research is only for a period of 6 weeks and only for the Jubilant Foodworks company and this can't compare to other organization employee's perception.

3.5 RESEARCH METHODOLOGY

Research Design

This Particulars study involves Descriptive research which involves in gathering of primary data.

Data sources and Sample Design

Primary Data: The data for the study is gathered through an undisguised Questionnaire.

Secondary Data: The secondary data is gathered from Journals, Articles, and Reports etc.

Sampling Design: The sample is chosen out of populationusing simple random sampling.

Sample Size: The sampling size is 30.

3.6 HYPOTHESIS

1. The association between cultural factors and perception are significant and positive.
2. The perception varies amongst males and females.

3.7 LIMITATIONS

- The research is only for a period of 6 weeks.

- The research is restricted for only for one company culture.

- Fear of the employees to provide the responses.

- Sample size is restricted to only 30 due to non-availability of permission to take up study in other Business unites of the company.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

Table 1 – Table showing employees proud to be associated with jubilant food works.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	5	17
Agree(4)	6	20
Strongly Agree(5)	18	60

ANALYSIS: From the above table we can observe that 60% of employees are Strongly Agree, 20% percent of employees agree, 17% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.

4.1.1 Employees proud to be asssiated with Jubilant foodworks
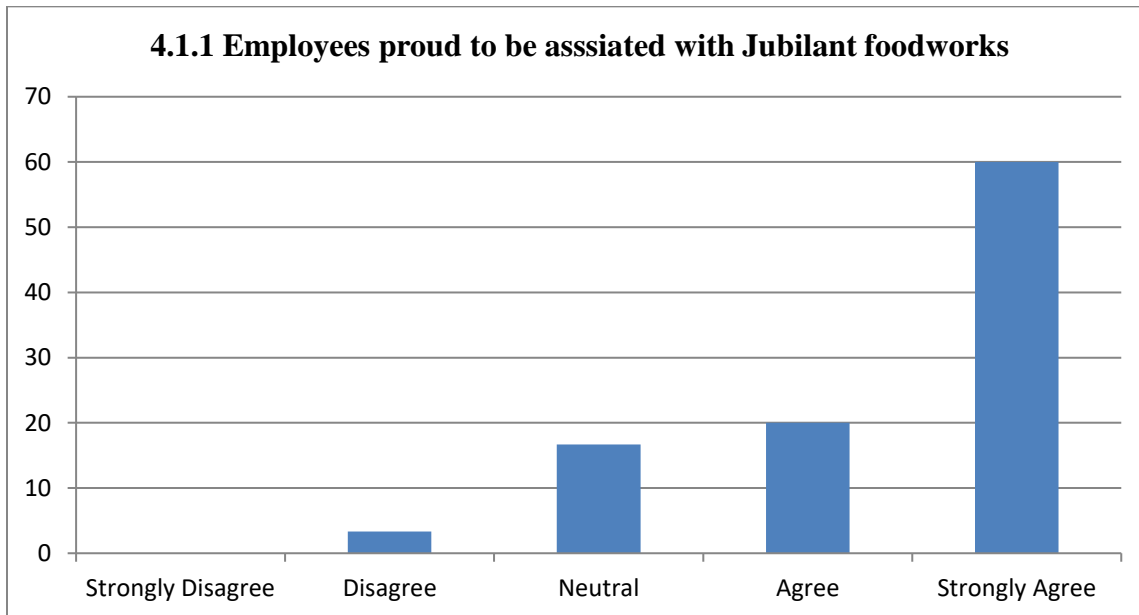
INTERPRETATION: As per the analysis data we can say that the majority of the employees are Proud to be associated with the company. They agree and happy to work at Jubilant Foodworks ltd.

Table 2 – Table showing the employees in organization are getting enough resources to complete their job effectively.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	3	10
Agree(4)	11	37
Strongly Agree(5)	15	50

ANALYSIS: From the above table we can observe that 50% of employees are Strongly Agree(5), 37% percent of employees agree, 10% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.

4.2.1 The employees in organization are getting enough resources to complete their job effectively.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting the employees in organization are getting enough resources to complete their job effectively.The employees never wait for the resources because the resources are already available prior to the Particulars work.

Table 3 – Table showing there is a great respect while dealing with customers.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	1	3
Agree(4)	9	30
Strongly Agree(5)	19	64

ANALYSIS: From the above table we can observe that 64% of employees are Strongly Agree, 30% percent of employees agree, 3% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.

4.3.1 There is a great respect while dealing with customers

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that there is great respect while dealing with customers. Employees Strongly Agree(5) that they feel customers gives due respect to all.

Table 4 –Table showing the employeesgenerally aware ofSOP/Policies/Process within organization.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	2	7
Neutral(3)	7	23
Agree(4)	10	33
Strongly Agree(5)	11	37

ANALYSIS: From the above table we can observe that 37% of employees are Strongly Agree, 33% percent of employees agree, 23% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
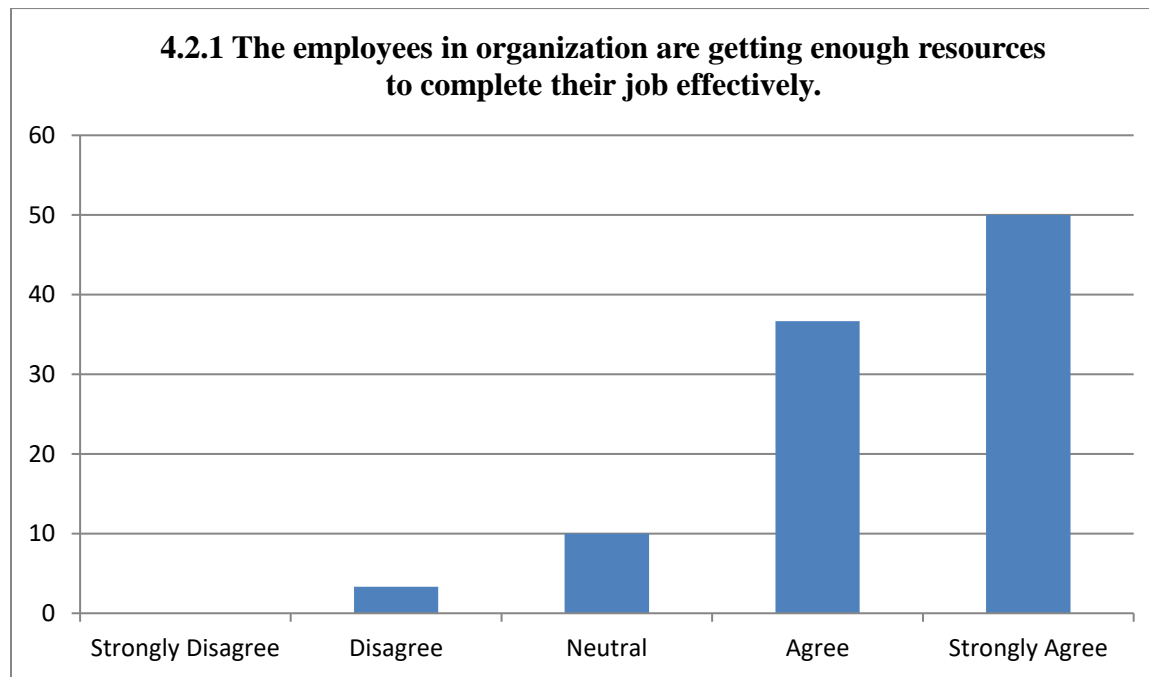

4.4.1 The employees generally aware of SOP/Policies/process within organization.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that they are generally aware of happenings within department. It means that there is coordination and sharing of information amongst employees and managers. This shows openness and transparency in the system.

Table 5 – Table showing there will be great level of appreciation for your work performance.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	1	3
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	14	47
Strongly Agree(5)	12	40

ANALYSIS: From the above table we can observe that 40% of employees are Strongly Agree, 47% percent of employees agree, 7% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
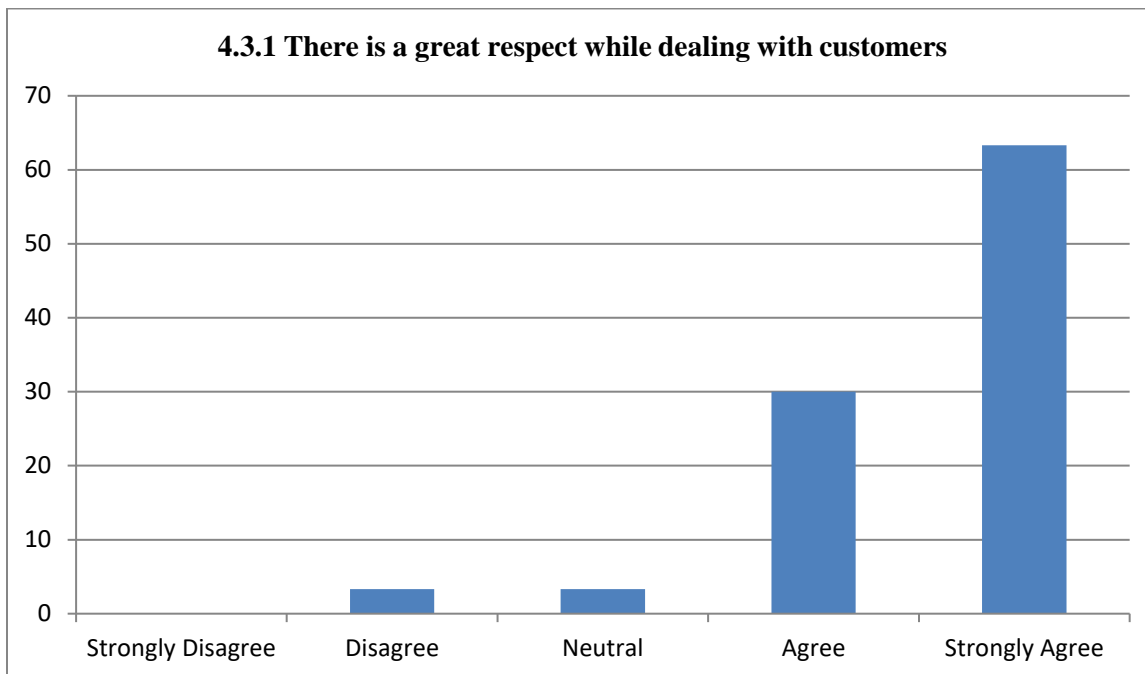

4.5.1 There will be great level of appreciation for your work performance.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that there will be great level of appreciation for your work performance. The employee's performance was recognized and appreciated by their immediate boss at workplace. It means that there is a support and encouragement.

Table 6 – Table showing there is good team work in my section/Department.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	9	30
Strongly Agree(5)	18	60

ANALYSIS: From the above table we can observe that 60% of employees are Strongly Agree, 30% percent of employees agree, 7% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
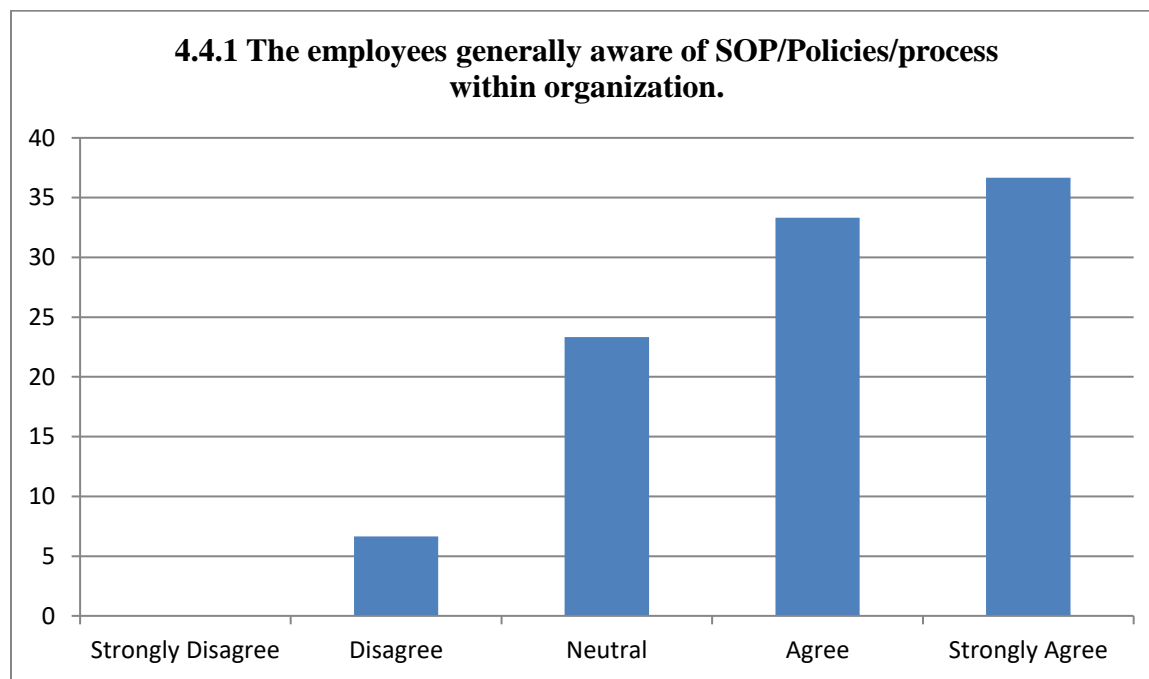

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that there is good team work in my section/Department. It shows the presence of synergy amongst employees. Team work always helps to motivate to better performance and coordination.

Table 7 – Table showing the domino's maintaining good discipline in work place.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	1	3
Agree(4)	3	10
Strongly Agree(5)	25	84

ANALYSIS: From the above table we can observe that 84% of employees are Strongly Agree, 10% percent of employees agree, 3% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
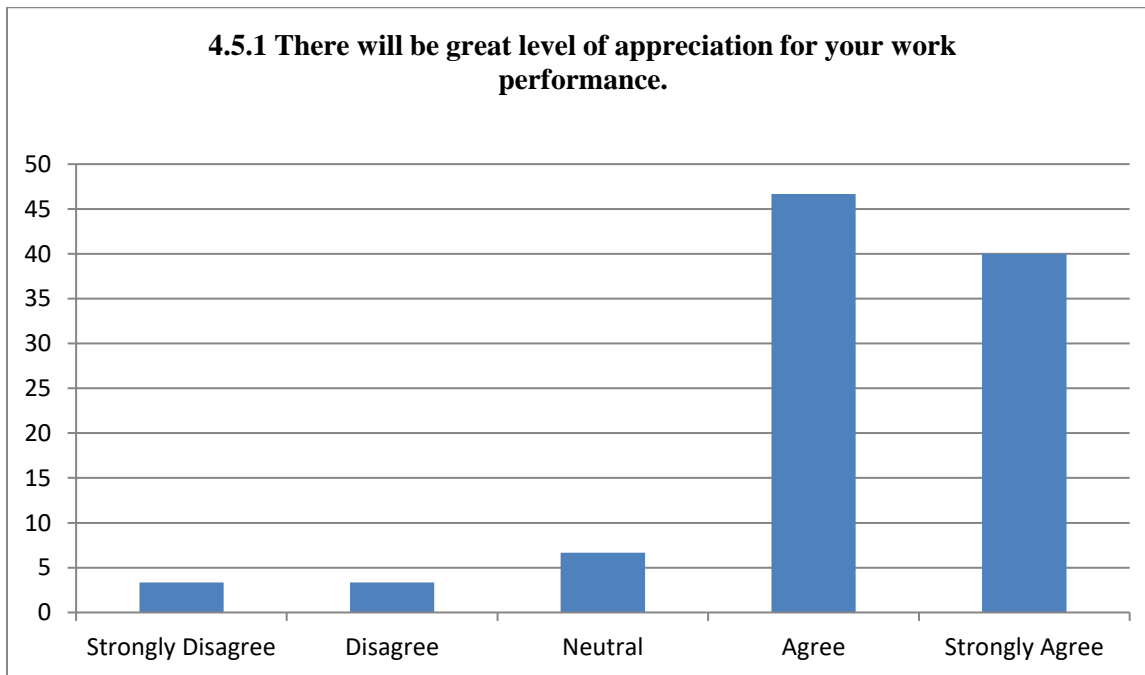
4.7.1 The domino's maintaining good discipline in work place.
.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that Domino's maintaining good discipline in work place. It means the employees follows the code of conduct, norms and abide to the organization value system. The employees know the disciplinary system followed at organization.

Table 8 – Table showing the people in Domino's mutually respect each other's.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	1	3
Agree(4)	15	50
Strongly Agree(5)	13	44

ANALYSIS: From the above table we can observe that 44% of employees are Strongly Agree, 50% percent of employees agree, 3% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
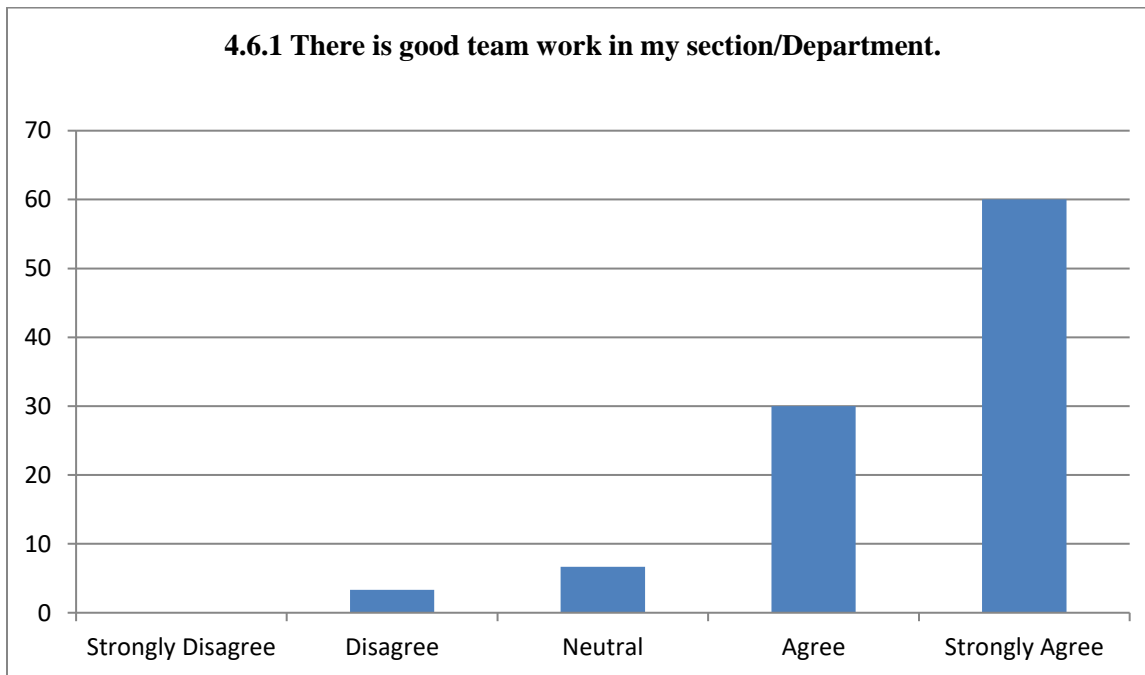

4.8.1 The people in Domino's mutually respect each other's.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the people in Domino's mutually respect each other's. This proves that is the mutual respect amongst employees in Domino's is high.

Table 9 – Table showing People at Domino's are proactive and quickly adapt to changes.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	2	7
Neutral(3)	4	13
Agree(4)	6	20
Strongly Agree(5)	18	60

ANALYSIS: From the above table we can observe that 60% of employees are Strongly Agree, 20% percent of employees agree, 13% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
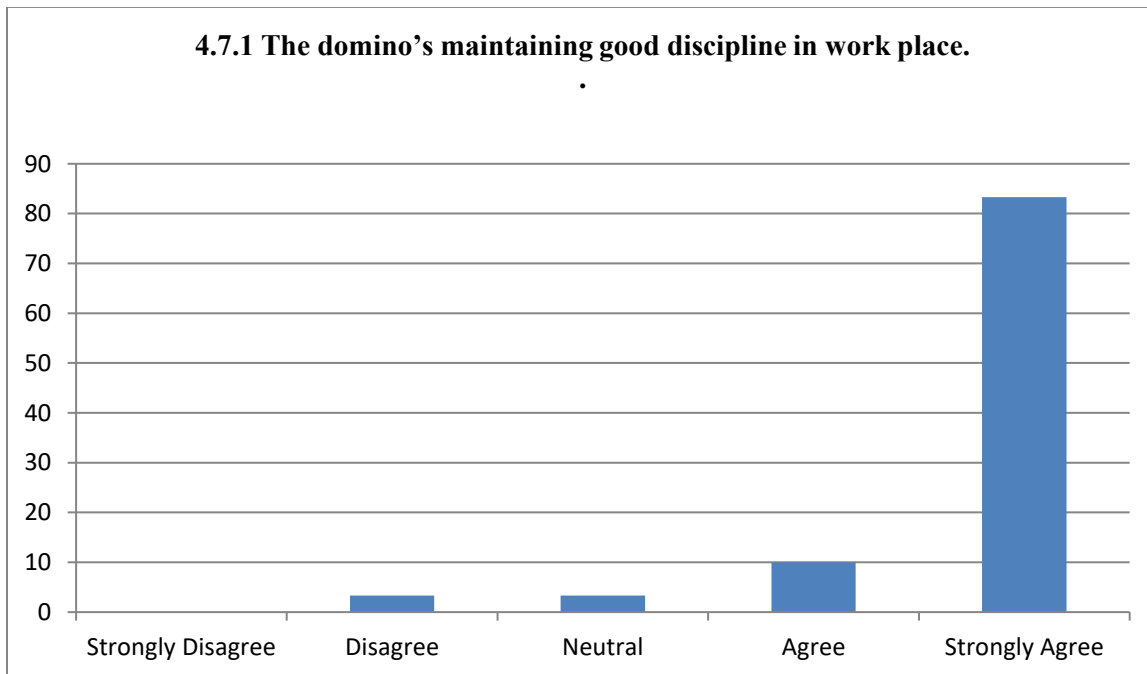

4.9.1 People at Domino's are proactive and quickly adapt to changes.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the people at Domino's are proactive and quickly adapt to changes. The employee's at Domino's are able to quickly adapt to changes which is implemented at workplace.

Table 10 – Table showing there is a high level of trust among everyone in the organization.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	1	3
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	11	37
Strongly Agree(5)	15	50

ANALYSIS: From the above table we can observe that 50% of employees are Strongly Agree, 37% percent of employees agree, 7% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
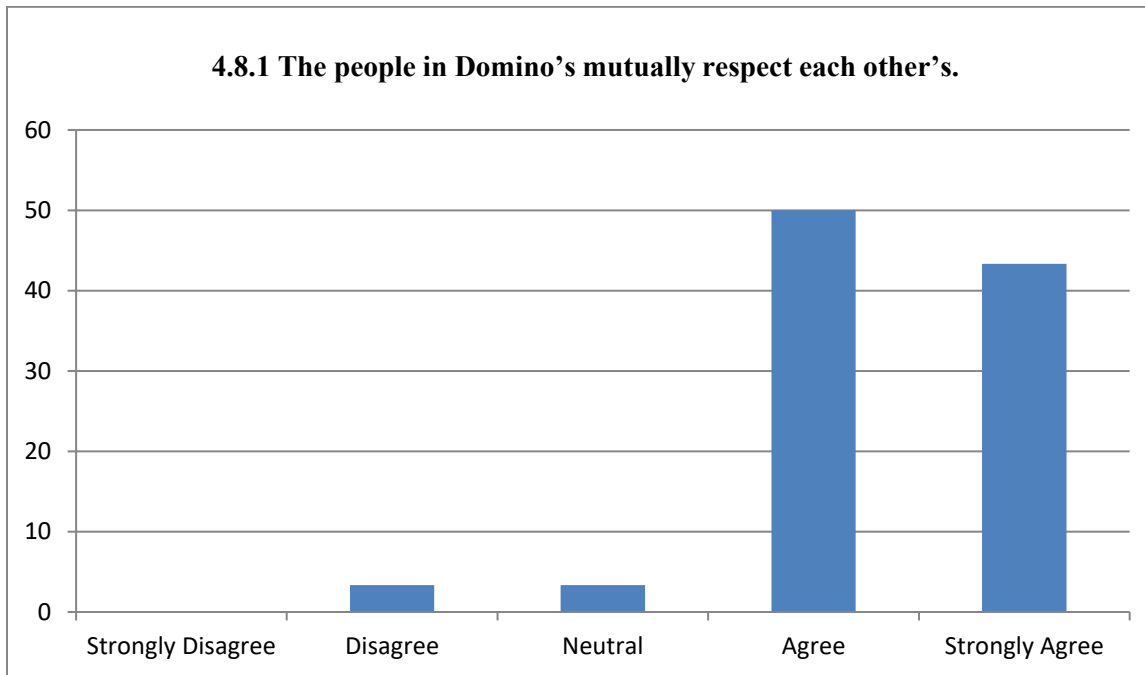

4.10.1 There is a high level of trust among everyone in the organization.

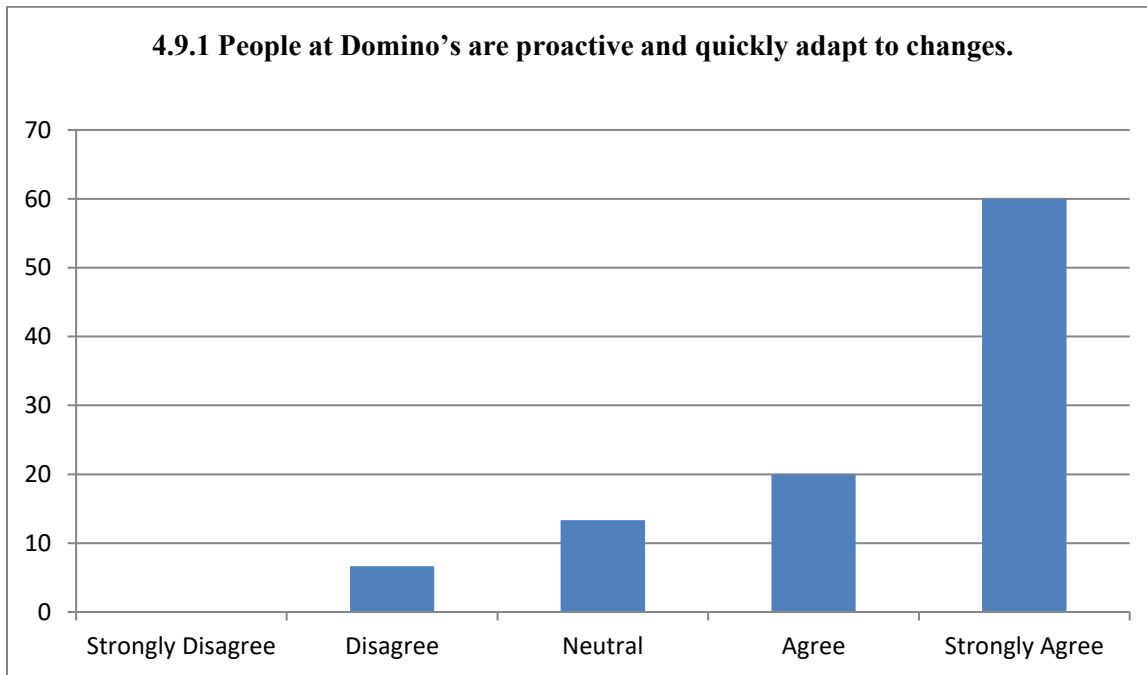**INTERPRETATION:** As per the analysis data we can say that the majority of the employees are accepting that the people at Domino's have high level of trust amongst everyone in the organization. Employees are trustable and reliable at Domino's.

Table 11 – Table showing the compensation provided by the Domino's is satisfying.

Particulars	Respondents	Percentage(%)
Highly Dis- Satisfied(1)	1	3
Dis-Satisfied(2)	3	10
Neutral(3)	4	13
Satisfied(4)	6	20
Highly Satisfied(5)	16	54

ANALYSIS: From the above table we can observe that 54% of employees are Highly Satisfied, 20% percent of employees are satisfied, 13% of people are Neutral in their response and 13% of peoples are Dis-satisfied about the Particulars research question.

4.11.1 The Compensation provided by the Domino's is satisfying.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the compensation provided by the Domino's is satisfying. The Domino's pay package is comparatively high and satisfying.

Table 12 – Table showing the training provided by the Domino's is sufficient to work effectively in workplace.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	1	3
Agree(4)	13	43
Strongly Agree(5)	15	51

ANALYSIS: From the above table we can observe that 51% of employees are Strongly Agree, 43% percent of employees agree, 3% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
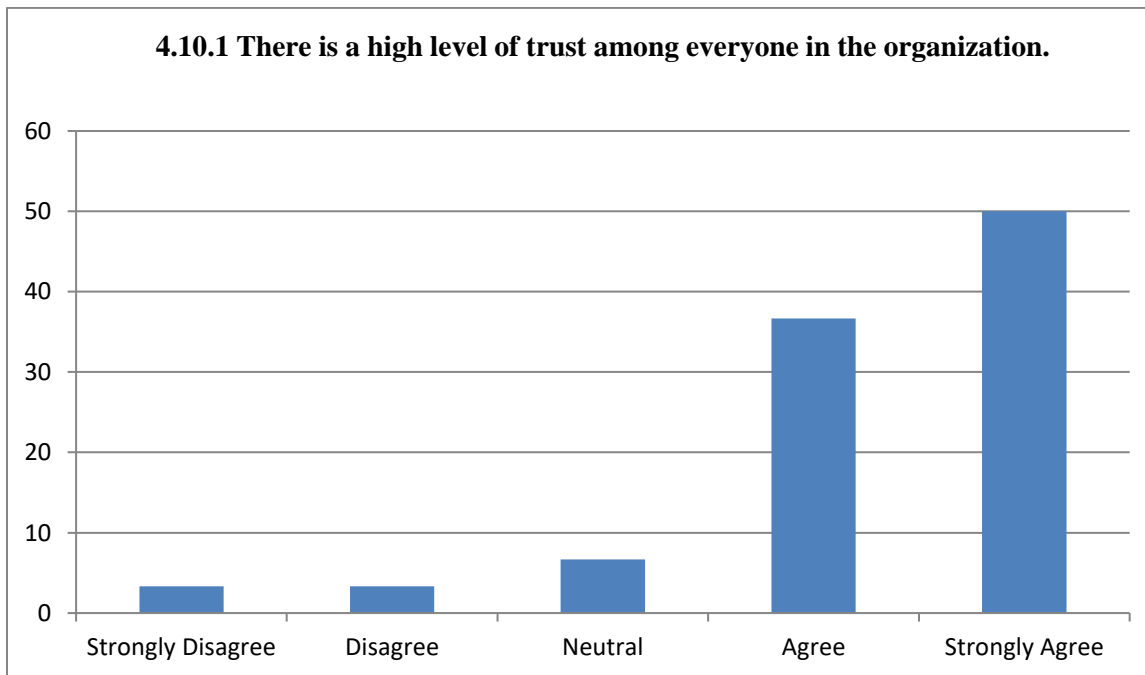

4.12.1 The training provided by the Domino's is sufficient to work effectively in workplace.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the training provided by the Domino's is sufficient to work effectively in workplace. At Domino's, HR identifies training requirement and gives training accordingly. The employees feel that training provided is according to expectation and sufficient to work effectively at workplace.

Table 13 – Table showing the benefits provided by the company are satisfying.

Particulars	Respondents	Percentage(%)
Highly Dis- Satisfied(1)	1	3
Dis-Satisfied(2)	1	3
Neutral(3)	1	3
Satisfied(4)	10	33
Highly satisfied(5)	17	58

ANALYSIS: From the above table we can observe that 58% of employees are Highly Satisfied, 33% percent of employees are satisfied, 3% of people are Neutral in their response and 7% of peoples are Dis-Satisfied about the Particulars research question.
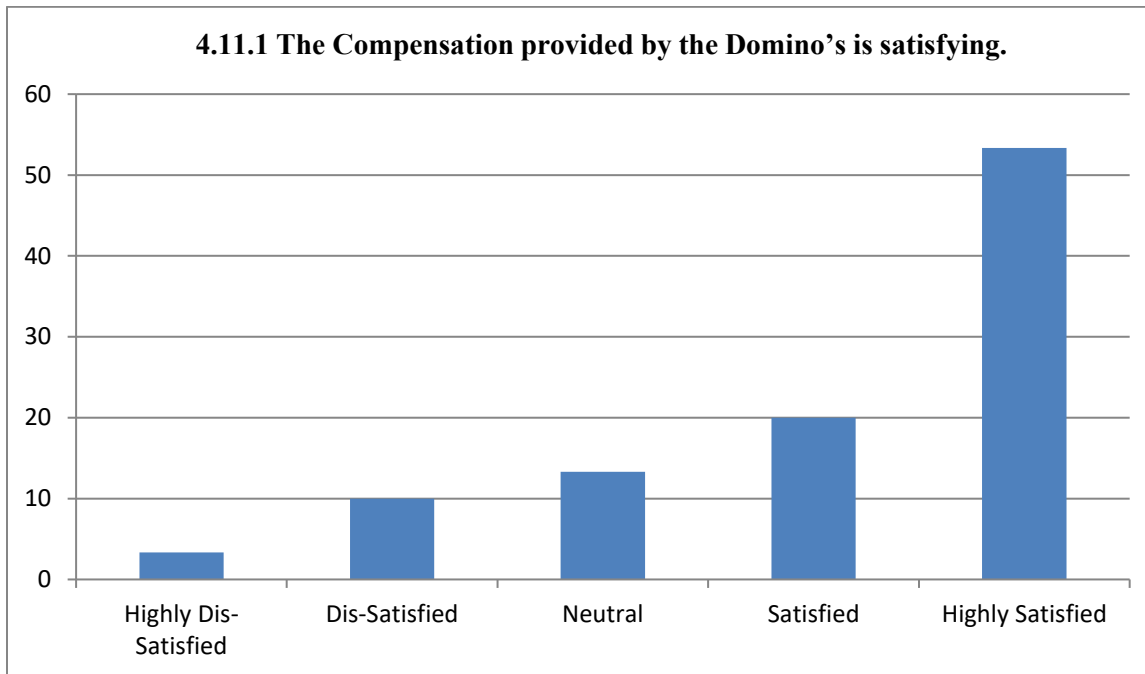

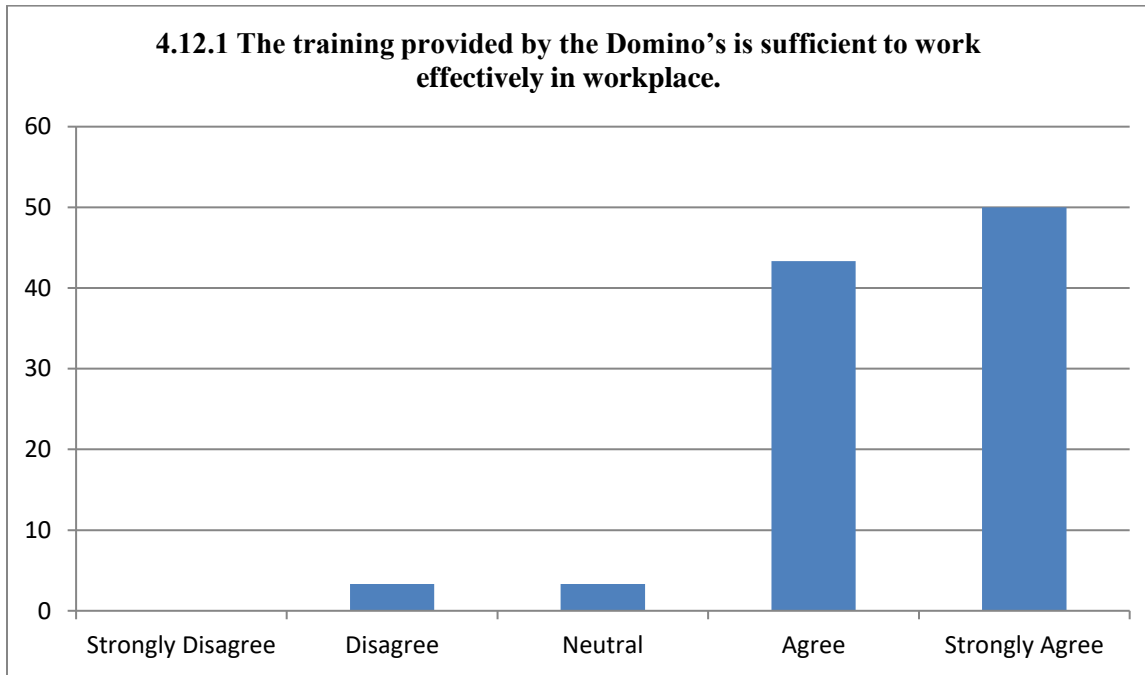**INTERPRETATION:** As per the analysis data we can say that the majority of the employees are accepting that the benefits provided by the company are satisfying. The benefits provided by Domino's are satisfying and according to the expectation of the employees.

Table 14 – Table showing the policies and the organization structure / Hierarchy in the organization has been clearly defined.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	12	40
Strongly Agree(5)	15	50

ANALYSIS: From the above table we can observe that 50% of employees are Strongly Agree, 40% percent of employees agree, 7% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.

4.14.1 The policies and the organization structure / Hierarchy in the organization have been clearly defined.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the policies and the organization structure / Hierarchy in the organization have been clearly defined.This shows openness and transparency in the system.

Table 15 – Table showing that, in the organization peoples are encouraged for innovative approaches in problem solving.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	8	27
Strongly Agree(5)	19	63

ANALYSIS: From the above table we can observe that 63% of employees are Strongly Agree, 27% percent of employees agree,7% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
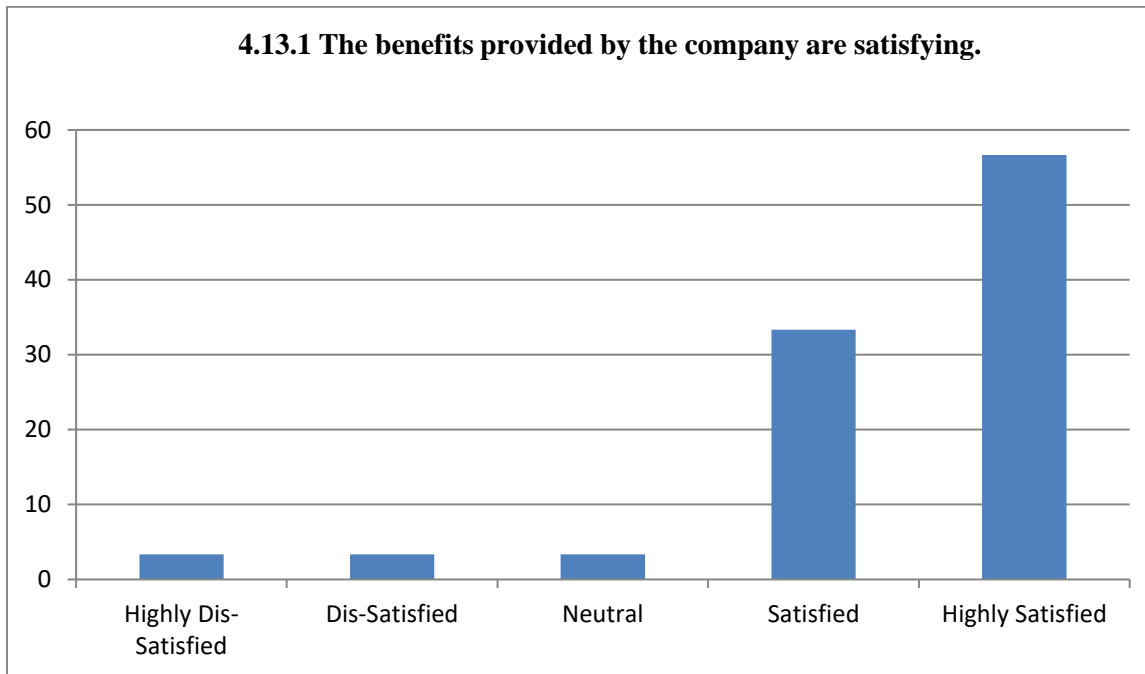

4.15.1 In the organization peoples are encouraged for innovative approaches in problem solving.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that in the organization peoples are encouraged for innovative approaches in problem solving. This tells us that the management always encouraged to come up with innovative approaches in problem solving.

Table 16 – Table showing that, in our organization the decisions are made by keeping in mind that good of the employees and society.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	1	3
Agree(4)	15	50
Strongly Agree(5)	13	44

ANALYSIS: From the above table we can observe that 43% of employees are Strongly Agree, 50% percent of employees agree, 3% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
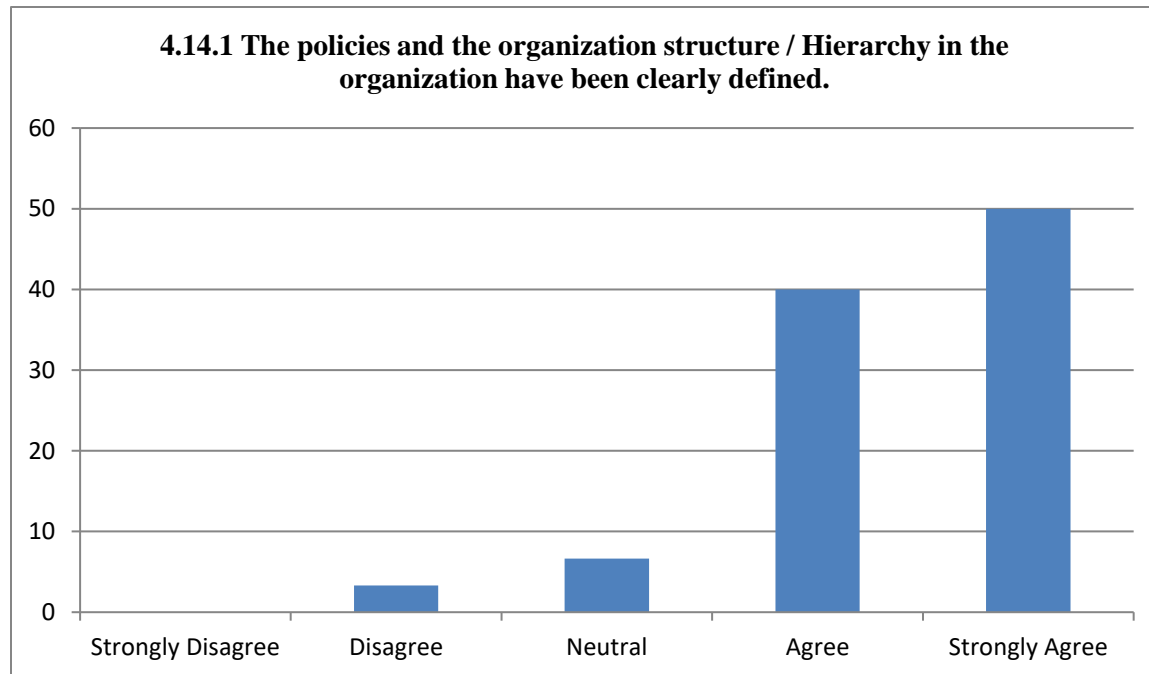
4.16.1 In our organization the decisions are made by keeping in mind that good of the employees and society.
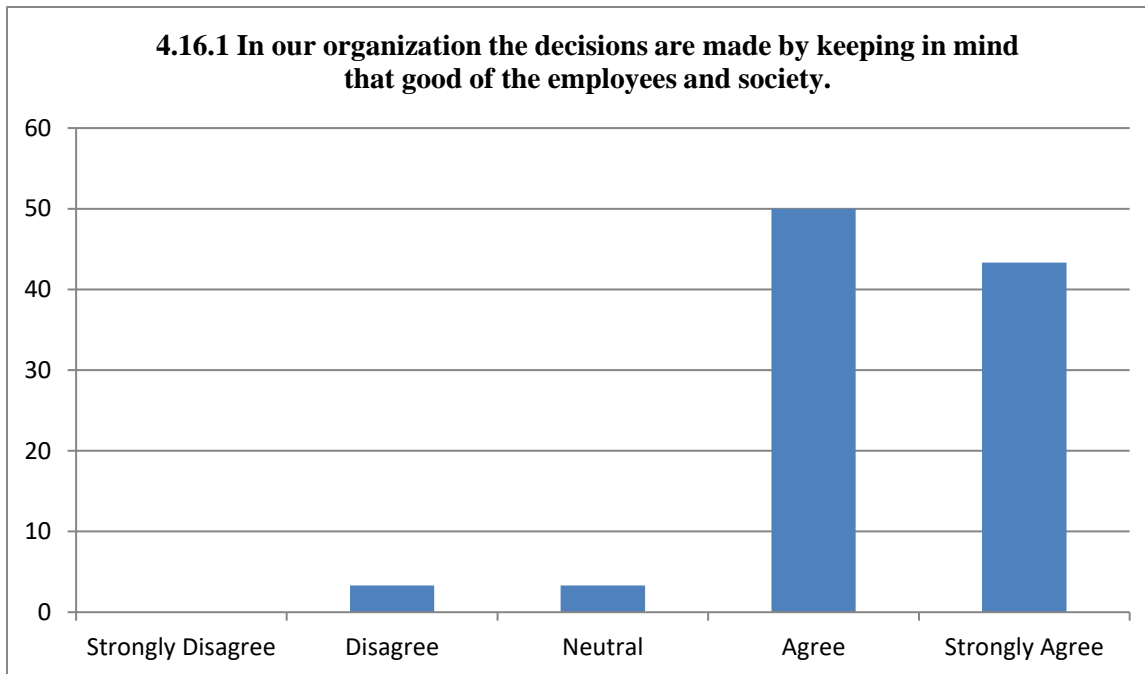
INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that in our organization the decisions are made by keeping in mind that good of the employees and society. Organization always takes the decision in favor of employees this shows the concern of employer on employees.

Table 17 – Table showingtop level management safeguards its employees at risky situations.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	6	20
Strongly Agree(5)	21	70

ANALYSIS: From the above table we can observe that 70% of employees are Strongly Agree, 20% percent of employees agree, 7% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.
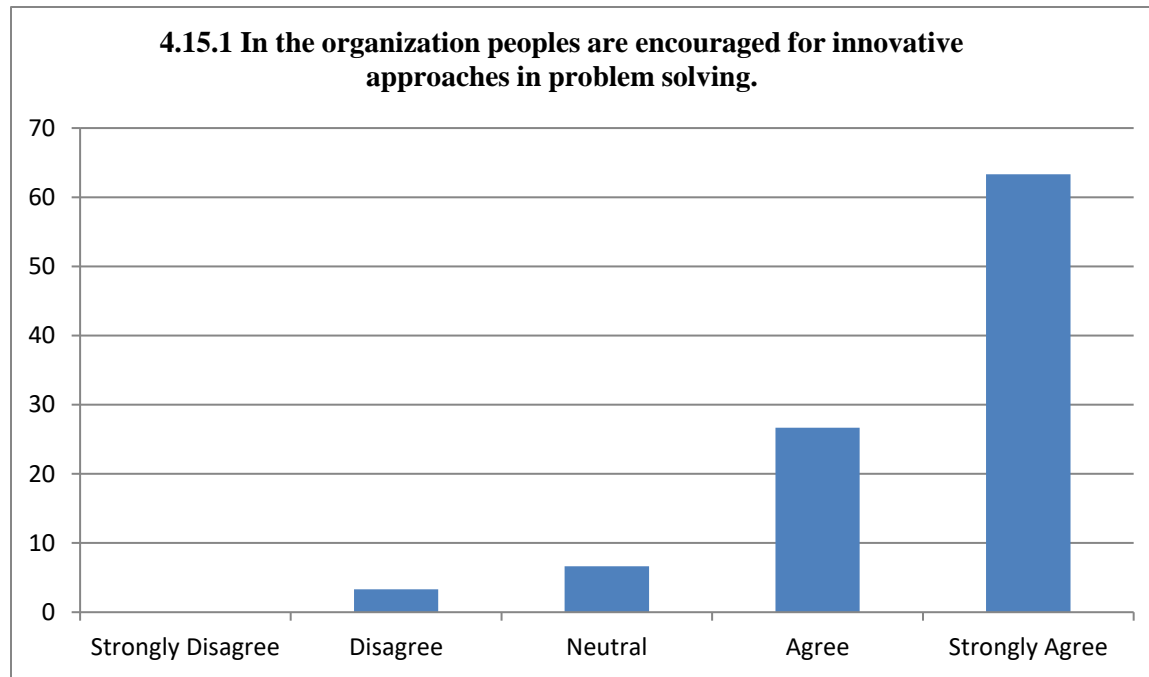

4.17.1 Top level management safeguards its employees at risky situations.
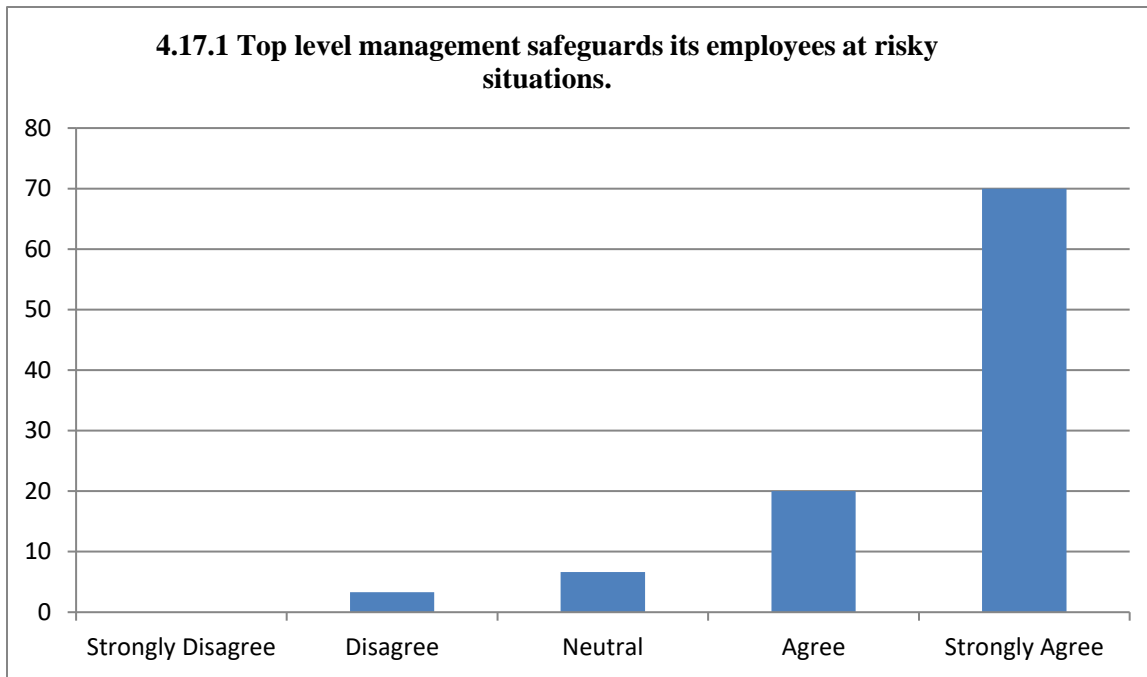
INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the top level management safeguards its employees at risky situations. This shows the attitude of organization that it always helps to the employee if he is in any of office or personal problem.

Table 18 – Table showing People in our organization will give more ideas, information, feedback on customers, products, services etc.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	1	3
Neutral(3)	2	7
Agree(4)	7	23
Strongly Agree(5)	20	67

ANALYSIS: From the above table we can observe that 67% of employees are Strongly Agree(5), 23% percent of employees agree, 7% of people are Neutral in their response and 3% of people Disagree about the Particulars research question.


4.18.1 People in our organization will give more ideas, information, feedback on customers, products, services etc.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the people in our organization will give more ideas, information, feedback on customers, products, services etc. This tells us that the organization is not following democratic leadership approach in the organization.

Table 19– Table showing in our organization people take the initiatives and also preventive actions on most of the organization matters.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	2	7
Neutral(3)	4	13
Agree(4)	9	30
Strongly Agree(5)	15	50

ANALYSIS: From the above table we can observe that 50% of employees are Strongly Agree, 30% percent of employees agree, 13% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.


4.19.1 In our organization people take the initiatives and also preventive actions on most of the organization matters.

INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the people in our organization people take the initiatives and also preventive actions on most of the organization matters. The employees themselves take the preventative actions on the conflict.

Table 20 – Table showing in our organization people are given freedom to plan and act in one's own sphere.

Particulars	Respondents	Percentage(%)
Strongly Disagree(1)	0	0
Disagree(2)	2	7
Neutral(3)	4	13
Agree(4)	10	33
Strongly Agree(5)	14	47

ANALYSIS: From the above table we can observe that 47% of employees are Strongly Agree, 33% percent of employees agree, 13% of people are Neutral in their response and 7% of people Disagree about the Particulars research question.
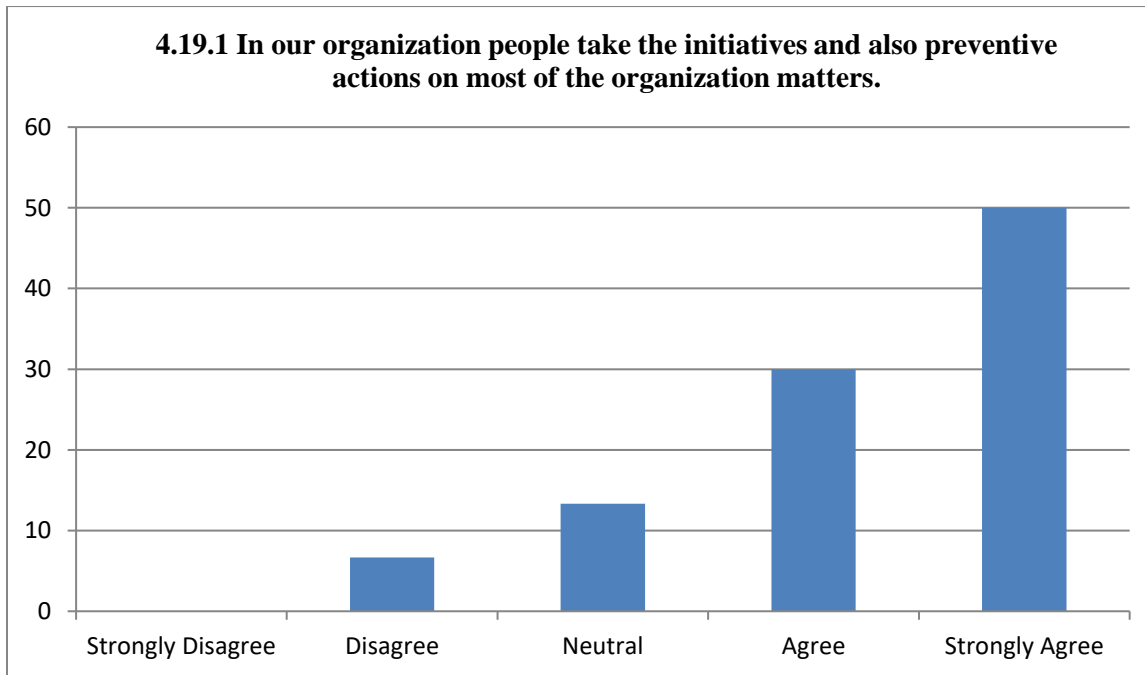

4.20.1 In our organization people are given freedom to plan and act in one's own sphere.
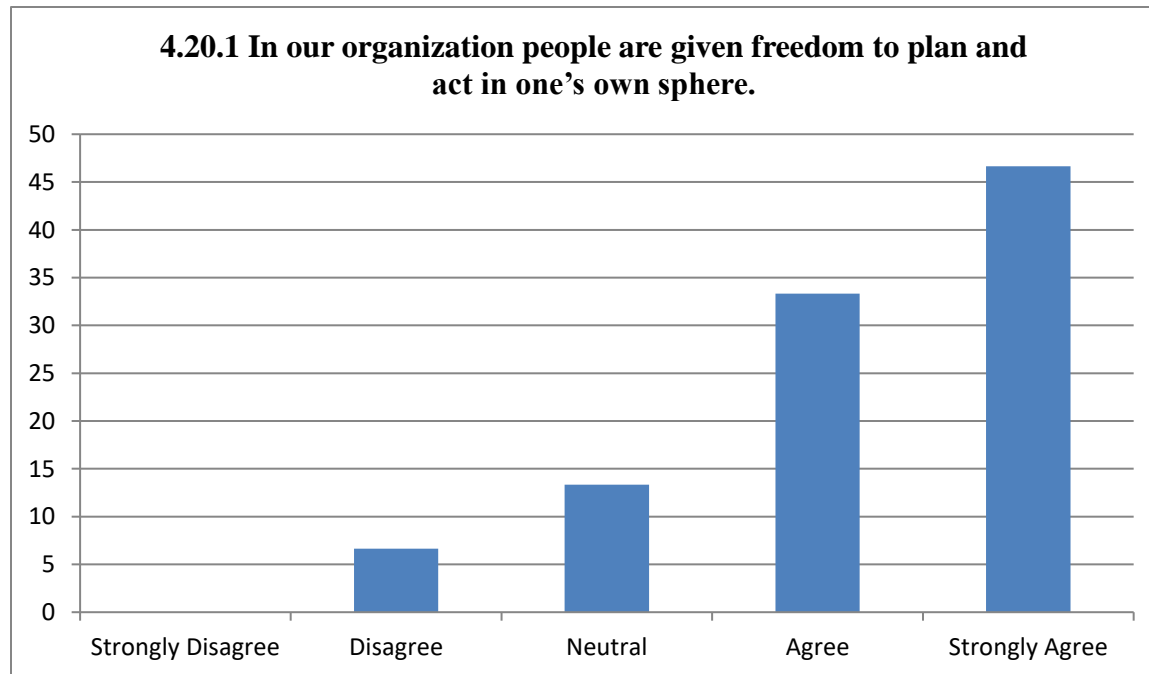
INTERPRETATION: As per the analysis data we can say that the majority of the employees are accepting that the people in our organization people are given freedom to plan and act in one's own sphere. Freedom is an important aspect and, in this organization, they are providing more freedom to the employees and this may lead to the positive perception of the employees.

OBJECTIVE 1: To understand the various cultural factors affecting the Perception.

MEAN AND STANDARD DEVIATION OF PERCEPTION AND ORGANIZATIONAL CULTURE FACTORS

SL NO	Factors of organizational culture	Mean	Standard Deviation
1	Respect	4.53	0.73
2	Team work	4.47	0.78
3	Discipline	**4.73**	0.69
4	Mutual Trust	4.26	0.98
5	Compensation	4.10	1.18
6	Training	4.40	0.72
7	Transparency	4.36	0.76
8	Encouragement	4.50	0.78
9	Safety	**4.57**	0.77
10	Freedom	4.20	0.92

4.21 Table showing mean and standard deviation of perception and organizational culture factors

Interpretation: Major contributor for developing positive perception organizational culture is Discipline and Safety factors. The Mean value of Discipline factor is 4.73 this has highest Mean value comparing to other factors Mean value and Safety factor has second highest Mean value.

By this analysed data we can say that all the factors has the mean value more than 4 so by this we can come to a conclusion that the employees are feeling happy and satisfied to the culture that is maintain by the organization.

OBJECTIVE 2: To assess the relationship between perception and factors of organization culture.

HYPOTHESIS

The association between cultural factors and perception are significant and positive.

SL NO	Factors of organizational culture	Significance value of Correlation with Perception	Pearson Correlation	Significance
1	Respect	0.000	0.697	Significant
2	Team work	0.002	0.543	Significant
3	Discipline	0.001	0.557	Significant
4	Mutual Trust	0.016	0.437	Significant
5	Compensation	0.002	0.553	Significant
6	Training	0.000	0.621	Significant
7	Transparency	0.027	0.404	Significant
8	Encouragement	0.000	0.624	Significant
9	Safety	0.006	0.489	Significant
10	Freedom	0.000	0.620	Significant

4.22 Table showingHypothesis test of the association between cultural factors and perception are significant and positive.

Interpretation

1. **Respect:** Respect or treatment of staff is any very important factor of organizational culture and this plays a major role in knowing the perception of the employee w.r.t how he perceives that is in a positive manner or negative. By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

2. **Team work:** It shows the presence of synergy amongst employees. Team work always helps to motivate to better performance and coordination.By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

3. **Discipline:** It means the employees follows the code of conduct, norms and abide to the organization value system. The employees know the disciplinary system followed at organization and By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

4. **Mutual Trust:** It is the factor that should be positively present in any of the organization and employees are trustable and reliable at Domino's.By above analysis we found that thecorrelation between perceptions of the employee's w.r.t organizational culture Factor is correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

5. **Compensation:** This is also a cultural factor because every company follows different pay scales to pay for the employees so every company have different culture in paying the salary to the employees, we should take this factor also into consideration. By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is correlated and they are Significant because the correlation between those

two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

6. **Training:** HR identifies training requirement and gives training accordingly. The employees feel that training provided is according to expectation and sufficient to work effectively at workplace. The correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

7. **Transparency:** The transparency is also called as openness and this is also a factor contributing to the culture of the organization. By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

8. **Encouragement:** This is the main factor that holds the employees in the organization for the longer time period. By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

9. **Safety:** The employer always has to keep safety of the employees and this this factor forms the culture.By above analysis we found that the correlation between perceptions of the employee's w.r.t organizational culture Factor is correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

10. **Freedom:** Freedom is an important aspect and, in this organization, they are providing more freedom to the employees and this may lead to the positive perception of the employees.The correlation between perceptions of the employee's w.r.t organizational culture Factor is highly correlated and they are Significant because the correlation between those two are near to 100 percent to each other so hypothesis H1 should be accepted because the relation is Significant in nature.

OBJECTIVE 3: To analyze the gender on perception.

HYPOTHESIS

The perception varies amongst males and females.

PERCEPTION OF EMPLOYEES BASED ON GENDER

Independent Sample T Test:

Group Statistics

	Gender	N Respondents	Mean Value	Standard Deviation	Standard Error Mean
Perception	Male	18	4.2222	1.00326	.23647
	Female	12	4.5833	.66856	.19300

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means
		F	Sig.	t
Perception	Equal variances assumed	3.935	.057	-1.092
	Equal variances not assumed			-1.183

4.23 Table showing Hypothesis test of the perception varies amongst males and females.

The variation amongst males and females are analyzed using independent sample t test. Above Table depicts the Levene's significant value. Significant value is 0.057 which is greater then to 0.05. It means there is no much variance difference w.r.t perception amongst males and females.

The magnitude of t value is less much less than zero so we can so we can say that there is no much significant difference between male and female perception towards organizational culture.

Interpretation: According to the data availed by the questionnaire and after analyzing that questionnaire we got the mean value of male employees has 4.22 for out of 5 and for female we got 4.58 as mean value, this value indicate that the female employees have more positive perception about the organization and they feel proud to work at Domino's then the male employees. This also proves that the male employees are also positive about the organization while comparing to female employees. So, the perception of the male employees can to be increased to better organizational growth by explaining the importance of organization culture through training.

CHAPTER 5

FINDINGS, CONCLUSION AND SUGGESTIONS

5.1 FINDINGS

Based on the analyzed data we can say that the employees who are working in Domino's have positive perception on the organization culture of Domino's and also we can say that by this positive perception the employees are working effectively and the organization achieving its goal efficiently. The correlation between the organizational culture factors and the perceptional factor are highly correlated with each other, and also the Mean values of all the organizational cultural factors like Respect, Team work, Discipline, Mutual trust, Compensation, Training, Transparency, Encouragement, Safety and Freedom all this factorshave average Mean value above 4.35 (Maximum Mean of 5) this shows the employees of the organization have positive perception towards organization.

5.2 SUGGESTIONS

- In the organization i observed that the employee turnover in Domino's is very high and i suggest the company to work on that i.e the company has to make the strategies to control the employee turnover.

- As per findings the company has to implement these strategies to resolve the problem of employee turnover.
  1. The organization has to use Lead policy of compensation.
  2. Conduct exit interviews to know the problem and try to solve those problems and that may decrease employee turnover.
  3. In selection process select only the candidates who can work for long period.

- As per findings the Mean value for compensation, Mutual trust and Freedom factors have 4.10, 4.26 and 4.2 respectively so the company has to take care of all 3 factors into consideration and try to solve problems regarding those factors.

5.3 CONCLUSION

The project is a unique experience and gave me a good opportunity to learn and explore myself and also to understand a various practical aspects of human resource management. The Jubilant Foodworks is a large organization and it is been in to the "quick service restaurant" business and the employees are the main assets in this type of organizations. So the employees have to fell positive about the organization and its culture. In initial stage of my internship i observed that the employees working in Domino's will not work for longer period of time due to this the organization was conducting Selection process every week and hiring 80-100 employees every week only for Bangalore location and every week 40-60 employees are quitting the organization.

So i thought to analyze what is the perception of the employees in the organization i.e whether the employees felling positive or negative about the organization culture. So for this i have researched about the topic called perception of the employees towards the organization culture by using internet has my source, I came to know what is perception and organizational culture and also identified the organizational culture factors for data collection.

Data has been collected using undisguised questionnaire from the employees who are working in Domino's. The data is analyzed and interpreted using bar graphs and using SPSS software I have done what is the Mean, Standard Deviation and also correlation between all the organizational culture factors with one perceptional factor.

After the results we came to the conclusion that the employees in the organization feeling positive about the organization and by this we can come to the conclusion that the perception of the employees towards organizational culture is positive and this is not affecting the employees to leave the organization.

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ANNEXURE

Questionnaire to Asses Perception of Employees towards Organizational Culture

DEMOGRAPHIC INFORMATION

Fill and tick the appropriate column

1. Name (optional):
2. Gender
   a) Male   b) Female   c) Other
3. Marital status
   a) Un-married   b) Married   c) Separated   d) Widower
4. Age

   a) Below 25   b) 26-30   c) 31-40   d) Above 40

5. Educational Qualification
   a) 10th   b) PUC/Diploma   c) UG   d) PG   e) Professional
6. Experience
   a) Below 1 Year   b)1-5 Years   c)5-10 Years   d) Above 10 Years

QUESTIONNAIRE TO COLLECT OPINION OF EMPLOYEES

1. It is proud to be associated with the Domino's Organization?

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

2. I am getting enough resources to complete my job effectively.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

3. There is a great respect while dealing with customers.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

4. I am generally aware of new SOP/Policies/Process within organization/department.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

5. There will be great level of appreciation for your work performance.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

6. There is good team work in my section/Department.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

7. The domino's maintaining good discipline in work place.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

8. The people in Domino's mutually respect each other's.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

9. People at Domino's are proactive and quickly adapt to changes.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

10. There is a high level of trust among everyone in the organization.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

11. The compensation providing by the Domino's is satisfying.

a) Highly satisfied(5) b) satisfied(4) c) Neutral(3)   d) Dissatisfied(2 e) Highly Dissatisfied(1)

12. The training provided by the Domino's is sufficient to work effectively in workplace.

a) Strongly Agree(5) b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

13. The benefits provided by the company are satisfying.

a) Highly satisfied(5) b) satisfied(4) c) Neutral(3)   d) Dissatisfied(2 e) Highly Dissatisfied(1)

14. The policies and the organization structure / Hierarchy in the organization have been clearly defined.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

15. In the organization peoples are encouraged for innovative approaches in problem solving.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

16. In our organization the decisions are made by keeping in mind that good of the employees and society.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

17. Top level management safeguards its employees at risky situations.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

18. People in our organization will give more ideas, information, feedback on customers, products, services etc.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

19. In our organization people take the initiatives and also preventive actions on most of the organization matters.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

20. In our organization people are given freedom to plan and act in one's own sphere.

a) Strongly Agree(5)   b) Agree(4)   c) Neutral(3)   d) Dis-agree(2) e) Strongly Dis-agree(1)

ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA

PROJECT (17MBAPR407) -WEEKLY REPORT

NAME OF THE STUDENT: Manoj kumar J

INTERNAL GUIDE: Prof. Monica M

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COMPANY NAME: Jubilant FoodWorks Ltd

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3rd Jan 2019 – 9th Jan 2019	Industry Profile and Company Profile		
10th Jan 2019 – 17th Jan 2019	Preparation of Research instrument for data collection		
18th Jan 2019 – 25th Jan 2019	Data collection		
26th Jan 2019 – 2nd Feb 2019	Analysis and finalization of report		
3rd Feb 2019 – 9th Feb 2019	Findings and Suggestions		
10th Feb 2019 – 16th Feb 2019	Conclusion and Final Report		

Company Seal   College Seal   HOD Signature

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